

WHY JOIN PCN?

FAQs

2017



**PROJECT
CARGO
NETWORK**

FREQUENTLY ASKED QUESTIONS


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“ The capped exclusivity makes a good compromise between only having one option for a service provider in any market versus having a multitude of competitors fighting for the same piece of business, and made it one of the deciding factors for Wilhelmsen Ships Service to join. ”

FLEMMING ANDERSEN
OPERATIONS MANAGER
**WILHELMSEN
SHIP SERVICES**





“ Without doubt, a very professional network, whose members are experts in their field. The relationships we have built within PCN continue to provide a positive commercial benefit to our company. It is a pleasure to deal with such an ethical, efficient and friendly group of partners. ”

ALUN POWELL
EXECUTIVE DIRECTOR
**SADLEIRS GLOBAL
LOGISTICS**

HOW LONG HAS THE NETWORK BEEN RUNNING?

Project Cargo Network was established in August 2010. However, our Founder has been involved in the development and management of international forwarder networks since 1998.

Read more.

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.

WHAT ARE THE APPLICATION REQUIREMENTS?

Full completion of our **Application Form** together with 2 references from forwarders or break bulk specialists who have acted as agents within the past year specifically on heavy lift/project cargo. As PCN is only open to companies who have the capacity and experience to handle these specialist shipments, each applicant is required to submit a case study which should include photos and a description including the commodity; an outline of the steps taken and the mode of transport; challenges and how they were overcome; and a sentence on the final results. We also require a copy of the Bill of Lading and/or Notice of Arrival and other supporting documents (names and addresses redacted if preferred) but showing your company name and your role in the movement along with dates.

WHERE IS YOUR HEAD OFFICE BASED?

Project Cargo Network is a Limited company (Reg # 7334156) based in the UK. The company is VAT registered (175457578) and has the following certifications: ISO 9001 Reg No 204480 and ISO 14001 Reg No 205343.

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 companies who perform in a conscientious, diligent and professional manner via our annual Quality Control Survey. Poor performance records are not tolerated.

As membership is only open to companies who are active within the project cargo and heavy lift industry, we also carry out an Evidence Audit every 12 months.

CAN I SEE A CURRENT LIST OF MEMBERS?

Yes, a full list of our Members can be found **through our website.**

WHERE WILL YOUR NEXT MEETING BE HELD?

Full details of upcoming meetings can be found through our website. This year we are in...

PRAGUE

7TH ANNUAL SUMMIT

19-21 NOVEMBER 2017



PCN is designed to be a catalyst for long standing relationships between Members, which means repeat business. Trust is essential to repeat business and our Annual Summit provides the opportunity for all PCN overseas offices to get to know each other and build confidences. New Members are warmly welcomed at our meetings and quickly become part of our organisation.

Our **7th Annual Summit** will take place from **19-21 November 2017** at the Marriott Hotel in **Prague**. Regarded as one of Europe's most beautiful cities, the stylish capital of the Czech Republic is brimming with grand historical and cultural sights. Over 65 airlines fly to Prague on regular routes from 140+ destinations worldwide.

Representatives from all major world markets are expected at our conference which will consist of a Welcome Reception and Gala Dinner, City Tour, 1-2-1 Business Meetings, Case Studies and a Dinner Excursion.

SUN 19 NOV 2017

14:00-17:00
City Tour

19:00 - 20:00
Reception

20:00 - 22:30
Gala Dinner

MON 20 NOV 2017

09:00 - 17:30
Official Meeting

19:15 - 22:30
Evening Excursion

TUE 21 NOV 2017

09:30 - 17:30
Official Meeting



OVERSIA

“ PCN gave us the possibility to translate our local project expertise and knowhow into a truly global service scope. The network gives us access to specialists for project and heavy lift cargo around the globe. ”

FRANCO RAVAZZOLO
PROJECT LOGISTICS & BREAK BULK MANAGER
GEBRÜDER WEISS GmbH

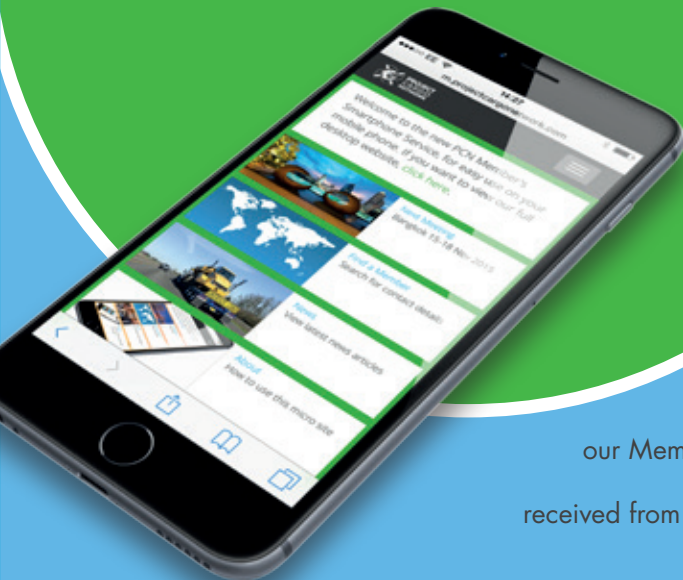
DO YOU OFFER ANY TRAINING PROGRAMMES FOR OUR STAFF?

Our clear and highly effective video based training includes narration, graphs, diagrams, video footage and photographs. When completed, the user will understand the practical, operational and engineering aspects of heavy transport and lifting projects. The training is ideal for staff who are at the beginning of their career in heavy transport, offering employers a time saving and low-cost alternative to workshops and seminars. However, as the training is comprehensive, senior level professionals will also benefit from the practical, scenario and video based course as it will encourage reflection on current practices. Each user receives a personal log-in so they can train at their own pace. For more details, see pcntraining.com



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 PCN 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.projectcargonetwork.com), which enables the contact details of fellow partners to be found quickly on mobile devices.



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.



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 PCN Members for quoting, it is then up to them to provide excellent rates and service to win the business.

DO YOU PASS ON QUOTE REQUESTS?

Due to our continued efforts with search engine optimisation, our regular full-page advert in HLPFI and rotating top leaderboard web banner with Breakbulk, we aim to drive new business to our Members. Our website is not only visited by forwarders looking for project cargo specialists, but also for customers looking for quotes. All leads received from our **Quote Request** facility are forwarded directly to our Members.

DO YOU HAVE ANY MEMBERSHIP RULES?

Abidance of our **Membership Rules** is essential for the professional and efficient operation of PCN and its Members. Any official complaints are reviewed by PCN 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 PCN and its Members.



DO YOU HAVE A COMPANY VIDEO?

Yes, our video combines footage from our Members with animation to give viewers a clear visual message of the quality, scale and specialist services that our 230+ Members offer. The presentation is available **online** and viewers in China can use this **link**.



WHAT IS YOUR RAISING THE STANDARD SCHEME?

This scheme is a focused approach to support Members in achieving the optimum benefits of belonging to our organisation in a practical, logical way. Our experience is that the most active Members are often working at the highest level and reaping the most benefits of membership. We want to encourage all companies to work to this standard as this will result in more business and opportunities. Members are provided with clear criteria on how to either maintain their Gold status or how to work up from Bronze and Silver to Gold.

“ We had been looking for a network with a different attitude and approach. After several talks with the management of PCN, we realized that the organization perfectly matched our vision of what a network needs to offer its members; a dedicated team of professionals that simply help to bring together the best experts in shipping project cargo. ”

ABRAHAM VAN OLPHEN
MANAGING DIRECTOR
CENTRAL OCEANS

CAN I PROMOTE OFFICES IN OTHER COUNTRIES?

Rule #3 of our **Membership Rules** states “Members may not promote offices in countries where they do not have official PCN representation”. This rule is strictly enforced to protect Member’s representations and to avoid any hostility within our friendly group.

DO YOU PUBLISH A NEWSLETTER?

Yes, our colourful bi-monthly **Digital Newsletter** is provided free of charge and no payment is made for any articles. We are incredibly proud to regularly boast over 35 pages of news from our Members. We also allow external parties to subscribe and currently over 300 industry executives have asked to regularly receive a copy.



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.

“It is a wonderful experience to be a part of PCN. Recently we finished a project for a drilling company with a fellow Member, it has been an excellent opportunity to demonstrate we have experience and ability to manage different size projects and likewise to interchange professional experience which gives confidence in future business. Also our sincere gratitude for all fellow Members for their association with us and we expect to continue growing and developing more business within the group. They will be treated like important clients not only like partners.”

ELENA ZAPATA
PROJECTS MANAGER
INTEGRAL CHILE SA

DO YOU OFFER MARKETING & NEWS SERVICES?

Yes, we offer a dedicated news service. Upon request, we prepare an online article which is appears in the newsfeed on our **Network News** and our **Smartphone Service**. It is also published via our **Blog**, **Digital Newsletter**, **LinkedIn** and **Twitter**. News articles related to each company are also linked on their individual profile page

and their **PCN Marketing Website** as well as distributed to our Press List. This PR service provides fantastic promotion and is included in our Annual Fee. And it works! As a direct result of the exposure provided by our news service, Brunel Project Cargo were interviewed by mainstream media including CNN, Reuters, BBC, Bloomberg and ITV (**read more**).

DO YOU PROVIDE SALES AND MARKETING MATERIAL?

Yes, PCN 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 specialist partners are located.



“ PCN was the network made up of true professionals that I was looking for to expand my expertise and confidence towards my customers. We all talk the same language ... project cargo, heavy lift and specialist shipments. ”

PHILIPPE COADOU
MANAGING DIRECTOR
PHILCO INTERNATIONAL

HOW MANY MEMBERS DO YOU ALLOW IN EACH COUNTRY?

It is PCN policy is to allow no more than 3 companies in each country (5 in Australia, Brazil, Canada, China, India, Turkey, UAE & USA).

HOW MUCH BUSINESS WILL I RECEIVE?

It is difficult to determine how much business joining PCN would bring to your company. Also, 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 to increase inter-trade.

DO YOU HAVE A FINANCIAL MONITORING SYSTEM?

Our bespoke Invoice Monitoring System has been developed to ensure smooth cash flow between PCN 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 PCN. Our Members understand that paying on time and operating in a professional manner results in repeat business and excellent relations with their overseas offices.

I AM ALREADY COMMITTED TO OTHER NETWORKS.

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

“ We are very aware of the fact that a project shipment can only be successfully completed if the people working on it show enough confidence and experience and are passionate about what they do. In order to achieve this, it is more than important to be part of a strong, worldwide network of freight forwarders who are professional and reliable at the same time. We are convinced that being a member of PCN allows us to achieve these goals together with our fellow members. ”

RAMONA DUCKSTEIN
MANAGER
**INTERTRANSPORT
GRUBER GmbH**

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**.

WHAT IS THE COST OF MEMBERSHIP?

We do not charge a fee for applying or joining nor for additional branch offices within same country. Members simply pay an Annual Fee of GB £1050.

“ The Brunel Group has been trading for over 20 years and as part of our expansion we wanted to join a professional well run organisation to raise the profile of Brunel Project Cargo - we have found the perfect partner in the PCN network. We are receiving reciprocal business as a result of giving our own routed business to partners of the PCN network. We particularly like the feeling that this network is only supported by good strong agents that have been personally vetted by Rachel and her team. It gives a good feeling of a team effort throughout the network which is very important to us. ”

MIKE WHITE A. INST. F.F.
LOGISTICS DIRECTOR,

**BRUNEL SHIPPING & LINER
SERVICES (LONDON) LTD**

“ I have been in the transport and logistics business for almost 40 years. It took time but FINALLY I found the network I was looking for. It is not only because this network is dedicated to a specific sector (project cargo) but also because of the high professionalism of the management ensuring that we are getting the very best results from the cooperation with many other members! ”

PAOLO FEDERICI
MANAGING DIRECTOR

**FORTUNE INTERNATIONAL
TRANSPORT**

“ We have found support in most countries as a member of the PCN Network, which provides expertise and innovation in heavy lift and project cargo logistics for the development of the most important industrial sectors. The PCN Head Office team provide real support for the magnitude of project shipments handled by each member and help create relationships between partners. ”

LUZ MERY DAZA
PRICING MANAGER
**ANKER LOGISTICA
Y CARGA SAS**

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**PROJECT
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Registered in the UK. Company no 7334156.
ISO 9001 Reg No 204480; ISO 14001 Reg No 205343