

# FREIGHT FORWARDING COMPANIES

Published March 2008

PMR.africa has completed its annual, national survey on freight forwarding companies in South Africa. Exporters and importers rated the freight forwarders across a range of 16 attributes, namely:

- Ability to offer alternative transport solutions
- Black economic empowerment (BEE)
- Electronic access to data
- Online financial reports
- Overall relationship with the agent
- Predictability of delivery
- Pro-active communication from the agent (i.e. do they contact you)
- Problem solving
- Quality of overseas forwarding services
- Quality/correctness of documentation (i.e. customs, transport documents and invoices)
- Reliability
- Representation in the major trading areas
- Risk management of products being transported
- Track and trace/indent monitoring
- Value added solutions up and down the supply chain
- Value for money

The respondents were asked to:

- give verbatim comments on the perceived strengths and weaknesses of the freight forwarders they rated,
- indicate whether they were importers and/or exporters,
- to specify the types of products they imported and/or exported and applicable destinations, and
- whether the freight forwarder had a SARS accreditation.

## **How the survey was conducted:**

**Universe:** Exporters and importers based in South Africa.

**Timing:** Interviews were conducted during December 2007, and January and February 2008.

**Sample:** A random, national sample of 152 respondents dealing with international freight and comprising of logistics, operational and warehouse managers.

**Methodology:** Interviews were carried out telephonically utilising semi-structured questionnaires. Back-checks were conducted at all stages of the fieldwork. 100% of the questionnaires were checked on quality and completeness.

## **Business Intelligence Research Report:**

A detailed business intelligence research report providing competitive insight of strategic is available. The research report includes comparative tables and graphs of all the companies rated, verbatim comments as well as demographic details delivered on CD with a PowerPoint presentation. 4-year trends are available. This research report is available at R 22 200 excl. VAT.

## FREIGHT FORWARDING COMPANIES

This research report is available at R 22 200 excluding VAT.

To purchase this report fill out your contact detail below and:

mail to [ibis@ibis.co.za](mailto:ibis@ibis.co.za) or

fax to +27 12 349 1841

You will receive a pro-forma invoice and the report will be mailed to you once payment is made.

<b>Name</b>	
<b>Company</b>	
<b>Postal address</b>	
<b>VAT</b>	
<b>Telephone</b>	
<b>e-mail</b>	