

## **CUSTOMER ADVISORY(December 2018)**

### **DISPATCH OF CONTAINER FROM SWITZERLAND TO PHILIPPINES**

Please be advised that there are possible delays with dispatch of container from Switzerland to Philippines. This is due to the low water level of the River Rhein.

Normally we can order a container and we can have it in 1weeks time, but due to the problem of the River Rhein we need to wait in line for a possible booking.

All containers are now being transferred via rail ways and the capacity of the train is not as big as the capacity of a vessel. This is the reason why the entry and exit of container in Switzerland is delayed.

As per advice of some experts, it needs to rain for 7 days non-stop to regain the water lever of the River Rhein.

### **INCOMING CONTAINER IN MANILA PORT AREA**

Please be advised that the Manila port is now over congested, we did receive an advisory from the Port that the waiting for anchorage(pagdaong) in terms of vessels is 12.

All containers will need again to wait in line to pass X-ray/Scanner, this was an order that was released due to rampant entry of Drugs in the Philippines.

Due to this process, containers are delayed.

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We would like to clarify that the services of Philair Logistics GmbH are relying on the dispatch from Switzerland and the arrival of the ship in Manila port. Once delayed, we have no choice but to wait, but rest assure once container is dispatch on time and once the container arrives in Manila warehouse, we always maintain our commitment to the immediate deliveries to your love ones.

Thank you so much for the support and understanding!

Mabuhay ang Pinoy Community!

### **FOR INQUIRIES PLEASE DO CALL US OR EMAIL:**

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