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### **CASE STUDY THREE; MUMBAI TO MELBOURNE 5 cbm**

Client passes on shipping documents for a shipment he was just notified of and requests a quote for CIF with local delivery to Melbourne. On looking over the documents we noticed two things, the goods had already arrived and were in fact accruing storage at the LCL depot already and a treatment certificate was required for the commodity.

Client did not have the treatment certificate and had to go back to the shipper to request one. Shipper notified client that it had been couriered and should arrive soon. A tracking number was requested and documents were in fact en-route. We obtained a copy of the document to find out it had been incorrectly filled out and was not accepted by DAFF. Shipper was not able to make any changes as the original had already been sent and DAFF would not allow clearance without proof of treatment. Goods from India can be cleared on a copy of the certificate only, it was the fact that the original had been sent already and could not be changed that was the issue.

Customer required goods urgently and could not wait on sending the certificate back, especially when each day cost him AUD 600 in storage.

Local charges from handling agent were AUD 987.00 more than they should have been, AUD 1200 in additional storage at the local depot had already accrued and the re-treatment cost the client AUD 2756.00 which he tried to bill back to the shipper, unsuccessfully.