



# INTERNATIONAL SHIPPING BY NORD OVEST

FOR OVER 40 YEARS  
WE SHIP EVERYWHERE







Air, sea and land. Our natural elements.





## We stand apart and are proud to do so

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Our history is typical of Italian enterprises: Nord Ovest was a small family business which, over years, has become one of the major international players in the shipping and logistics industry.

Total commitment, professionalism, hard work and ongoing innovation: these are the values that have allowed Nord Ovest, for the last forty years, to provide their professional partners with efficient and timely international shipping services, making its mark most successfully in an industry that is highly populated by multinational groups.

# Your goods **within the foreseen deadlines** and in **perfect condition**

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Speed is a key obsession for us because we realise that your time is money!

The international Nord Ovest shipping service is able to despatch across the globe all types of products, from the most delicate, such as fruit, to those that demand greater attention, such as chemicals.

Over time we have developed completely innovative solutions and set up joint ventures with carriers and logistics companies operating in the international transport business, to optimise the time and cost of managing your shipments, by sea, air or land.

We can provide a Container Terminal to cut the time required for customs clearance procedures, load and unload the goods and manage any groupage operations.

- ✓ International Coverage
- ✓ Shipping by Road
- ✓ Shipping by Air Container
- ✓ Terminal
- ✓ Customs Support Centre
- ✓ Customs Operations
- ✓ Claim Service
- ✓ Groupage
- ✓ Account Procedures and Location

## To everyone their own **customised solution**

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This is the only secret of our efficiency

Custom designed Logistic Program

Dedicated Customer Care, 365 days a year, 24 hours a day.

We are well aware that everyone has their own demands.

While most shipping agents provide strictly standard services, we have always believed in the need to address and resolve every situation differently, based on maximum flexibility.

Our key objective is to turn ourselves into an actual external shipping office, perfectly integrated with your requirements and able of adapting to the different operational and procedural demands. Nord Ovest will always provide customised assistance thanks to a dedicated team of experts capable of planning a tailored logistics program, taking into consideration the type of goods being shipped, the preferential routes and the foreseen delivery methods.

And our Customer Care service never closes: It is available 365 days a year, 24 hours a day.





Seas and oceans  
have no secrets  
for us at Nord Ovest.

## International sea shipping

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We sail the high seas respecting schedules and loads

Seas and oceans have no secrets for us at Nord Ovest. We have set-up an in-house team of experts, specifically trained to manage all our sea shipments, coordinating loads and deliveries to Italian, European and all world-wide locations, managing the loading and unloading of containers and goods in the main across the globe.

Thanks to the close relationship developed with the most important sea shipping companies and to our international network of brokers and ship owners, we will always be able to provide services and solutions that are truly “tailored” to meet your specific demands.

Our sea shipping services:

- Total coverage of the domestic territory with connections in all ports to ship your goods swiftly and safely
- In-house management of the entire shipping flow, from the original embarkation to the final destination, including storage, transport and customs operations
- Dedicated and exclusive operational interface with specific skills in the sea shipping sector
- “All included” customs service for imports by sea, thanks to a team of customs officers dedicated to the checking of all the foreseen documentation and all the formalities
- FCL ( DRY, REEFER E SPECIAL EQUIPMENT)
- LCL
- RO/RO
- MAFI
- Break bulk
- Cargo shipping
- Ship rentals
- Real-time monitoring of your goods by means of a web-based Track and Tracing service
- Constant verification of the freight market to ensure we provide the best possible value for money





When speed is everything.

## Air transport



### Being an IATA operator has its advantages

We guarantee maximum efficiency of our standard and customised services

Nord Ovest is an IATA (International Air Transport Association) agent and can therefore guarantee the widest selection of goods handling services by air to all the major world destinations.

We will manage your international air shipments for products and goods of all sizes, shapes and weights, along with the preparation of all transport documents and the processing of any customs procedures across the globe.



Our air sea shipping services:

- International partners located at the various airports world wide
- Swift airport introductions and extractions
- Shipments of dangerous goods IATA certification Dangerous Goods Regulation – Initial Category 6 Training as per Table 1.5.A of the IATA Dangerous Goods
- Wide range of customised solutions according to the type of goods, quantity, origin and destination: groupage for small quantities to contain costs, use of cargo flights for larger sized shipments
- Customised air transport: swift pick-ups and deliveries to guarantee maximum timeliness
- Simplified customs procedures to cut airport stopover expenses







**Reliable, fast, international.**

## Road transport

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### Road transport at its maximum coverage

Thanks to its own network of road hauliers and its own vehicles, Nord Ovest can guarantee an international road transport service that is not only exceptionally reliable and swift, but also able to satisfy all possible goods handling demands anywhere in the world. We handle both domestic and international shipments, ranging from small packages to the transport of large quantities of goods. As in the Nord Ovest DNA, we process all the necessary documentation, at a bureaucratic, fiscal and customs level.

### SuperFast Service

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Express Truck transport service for urgent deliveries (24/24 h, 7 days a week)  
with Door-to-Door delivery

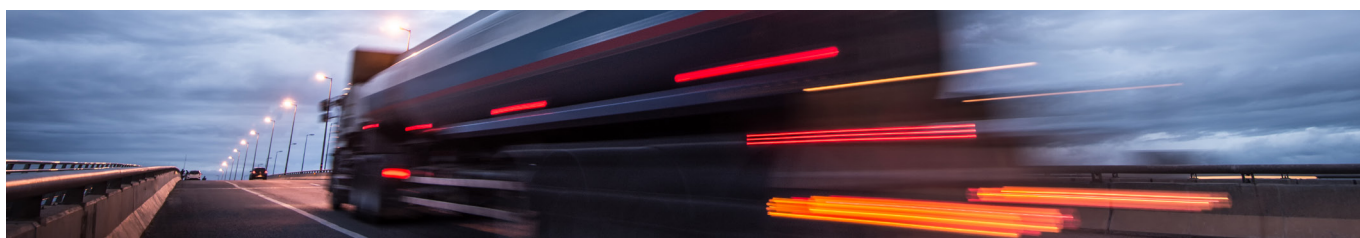
- Transportation to foreign destinations of all urgent goods with binding obligations
- Maximum reliability: "100% On-Time" guarantee
- Customs clearance operations included

### FullTruck Service


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Ideal for goods of any particular length, volume or weight

- Nord Ovest fleet with the availability of medium and heavy vehicles which are capable of meeting main transportation demands
- Over-size transportation throughout the European Union with qualified international partners and suitably authorised vehicles





A high-angle, wide shot of a busy port at night. The foreground is dominated by a massive stack of colorful shipping containers in shades of red, blue, yellow, and green. Several large gantry cranes are positioned over the containers, some with their lights on. In the background, a large cargo ship is docked at a pier, with more cranes visible along the waterfront. The city skyline is visible in the distance under a dark sky. The overall scene conveys a sense of industrial activity and global trade.

Our solutions  
built around your requirements



# Isothermal shipping

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## Transportation of fresh fruit: 0% risk, 100% punctuality

Our unique services  
for Isothermal shipments

We started managing fruit and vegetable shipments when we started the business 40 years ago. Over the years we have developed unique know-how, special procedures and specifically trained professionals to efficiently deal with such delicate items.

- **TCIS** (Totally Controlled Isothermal Shipments) workflow: this manages the entire logistics chain for deliveries of perishable goods, guaranteeing an unsurpassed level of efficiency and almost zero risk of error or inaccuracy.
- 100% customised shipping: specific demands can be agreed with customers on optimal temperature conditions, punctual service objectives, compliance with the laws in force and current regulations, etc.
- Issuing of customs declarations and coordination of the transport chain
- **ITSLive**: an exclusive Nord Ovest desktop and mobile proprietary software system; to completely monitor the status of your isothermal shipments and fruit in real time conditions
- Highly qualified and completely dedicated in-house team, specialised in managing the various aspects of perishable shipments



# Container Terminal

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## An exclusive Nord Ovest **swift and qualified service**

Equipped with the most efficient infrastructures for dedicated to the transfer and storage of containers or mobile crates (including the plug for the maintenance of reefer containers), the Nord Ovest Container Terminal in Mondovì (CN) was designed to guarantee additional savings in costs and speed up all customs clearance formalities, along with the loading and unloading of container goods.

Our Terminal has also been granted the authorisation of the Customs Agency to operate in domiciled procedures, hence guaranteeing substantially swifter customs clearance and delivery operations. Furthermore, in the event of any controls, our in-house staff will always provide qualified assistance to custom officials during the verification of the goods.



Nord Ovest Container Terminal: only advantages for you

- Zero port costs
- Swift and flexible goods loading and unloading operations
- Favourable tax conditions
- Electronic customs clearance procedures
- Marked decrease in waiting times during custom inspections
- Possibility of loading and unloading goods, even outside the normal day shift hours for optimised management of customer logistics



Personally close.





# Groupage

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## We optimise your smaller shipments

Nord Ovest quality dedicated  
to smaller loads

Ideal for reducing shipping costs, our Groupage service is able to guarantee daily departures for all European destinations.

Nord Ovest extends this highly efficient sea, air or road transport service, offering warehousing and storage options with its corresponding partners abroad.



- A widespread network of groupage services, linking the most important European industrial centres
- High frequency of departures towards all European regions
- Immediate continuation of the delivery of goods through the distribution network of our foreign agents
- Warehousing and storage service at the facilities of our foreign agents

## Claim service 365-24

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### Working at your side even in the most difficult moments

An exclusive Nord Ovest service  
developed to safeguard and  
provide swift and efficient solutions

There are occasions where something does not go to plan (damage or loss of goods during the loading/unloading of the container, loss, theft, damage, etc.). In these cases, Nord Ovest never abandons you, helping you manage the incident swiftly and efficiently.

At the customer's request, we can provide direct insurance coverage of the goods being shipped through trusted insurance firms.

Our Claim Service, available 365 days a year 24 hours a day, will immediately contact our international network of experts (an exclusive Nord Ovest service) and quickly verify the extent of the damage.

Upon receiving the insurance expert's report, we will contact the insurance company ourselves so as to achieve rapid compensation for damages (normally in 60 days) covered by the policy.



# Nord Ovest World Wide

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## International Shipment Staff

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## Nord Ovest SpA

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Nord Ovest SpA Certifications



ISO 9001, ISO 14001, OHSAS 18001, AEO, LICENZA IATA, BIO, OHSAS 27001



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