



CASE STUDY: ANL X EDS

Express Distribution Services (EDS) has operated as a family business in Darwin and Timor-Leste since the late 1980's. Their lead into civil construction in the new nation of Timor-Leste grew under its own direction. Since their establishment, EDS has grown significantly and diversified across several commodities including the supply of Australian Standard LPG into Timor-Leste.

Scenario:

From early on, EDS identified an opportunity for heavy-duty vehicles that are often found within the Australian market. Based on this, the heavy-duty vehicles were shipped using our Break-Bulk/Out-of-Gauge service from Darwin to Dili via PAX.

When the need for clean burning quality LPG from Australia was later identified, EDS purchased two ISO tanks (tanks that carry hazardous and non-hazardous liquids) which since their first shipment, has leveraged the PAX (Darwin to Dili) rotation for over a decade.

With such significant demand for LPG, ANL worked with EDS to develop a tailored high rotation strategy. ANL Darwin staff addressed specific import issues by working with Australian Quarantine and Linx Stevedoring to successfully maximise container rotations through the Australian Ports.

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The team in Darwin, particularly James, Ed and Karen always go the extra mile to ensure a positive result and overall experience for us.

This was highlighted when they identified and arranged a high frequency service yielding constant efficiencies for our business. The team's attention to detail is second to none and I am always kept in the loop with booking movements...”

EDS - *Lenneice Seymour,*
TIMOR LESTE *EDS Export Manager*



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The Benefit of Working with ANL:

As ANL solely arranges and manages the coordination of break-bulk shipments, this ensures total visibility and execution of the transport plan to our customers. Through our direct PAX service, ANL certifies that such cargo receives minimal stevedoring handling and provides an enhanced ability to forecast accurate departure and arrival dates.

Outcome:

As a result of the tailored strategy, this maximised the use of assets to supply Timor-Leste with clean, high-quality cooking gas at a significantly reduced cost structure. Such was the success of this process that it led to the Department of Agriculture (Quarantine Division) issuing a new application form on the basis of this process.

“The great thing about ANL is that local representatives are only a phone call away.

So many businesses now only offer online customer service and it's very impersonal and often frustrating to deal with. With ANL's local staff available, matters are always attended to with greater efficiency and precision. Overall, ANL has been a great team to work with.”



*- Lenneice Seymour,
EDS Export Manager*

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