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About Us

Discovery World Freight Forwarding Pty Ltd was founded in 2012 and its main purpose being to accommodate everyone who needs its services globally at affordable rates.

Discovery World Freight is much more than getting a piece of freight from one point to another. The Council of Supply Chain Management Professionals defines logistics as that part of the supply chain process that plans, implements, and controls the efficient, effective flow and storage of goods, services and related information from point of origin to the point of consumption in order to meet customers' requirements. Discovery World has therefore become one of the most hyper active organisations in terms of customer satisfactory. We at Discovery World we value our customers 'needs as they value ours.

Our responsibility is to make sure that from raw materials to finished goods lying on the retail shelf, we provide the critical services and information necessary to give our clients a competitive advantage in the management of their supply chain.

Why Discovery World?

Core Assets

Discovery World's positioning line is: **You would be surprised how far we will go for you'** This statement is not mere hype; it is our commitment to go beyond the expectations of what companies need from a global logistics provider. How do we accomplish this? By staying focused on our core assets:

Our People

Our Systems

Our Culture

Our Customers

People

By recruiting, motivating and returning the best personnel in the business we feel we will keep our leadership position in the market. Our business is based on quality customer service and our employees make everything happen.

Air, Road & sea Freight ● Customs Clearing ● Import & Export



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We hire individuals based on attitude, and we train the skills it takes to make a successful career here. Discovery World employees as part of their overall job evaluation, are required to take a minimum of 60 hours per year of in-house training. Multiple of on-going training classes are available at any of Discovery World office location across the globe.

Systems

Discovery World takes control of our destiny by taking control of our systems and direction. Moving information in a timely and accurate method is just as important as moving the goods and our systems support the operation team and our customers in providing them with the information they need in order to complete their cycle of supply chain management successfully. All our global offices are linked via high speed lines using the same hardware and running on the same transportation software. This drives global standardization with timely and accurate communication. We are the leader in the systems arena, and we are continuing to invest in this critical area.

Culture

We believe that successful companies have a unique culture and they work hard to protect that culture. At Discovery World our culture is about exceeding our customers' expectations and providing a place for our employees to make a career and do well for themselves. Our environment breeds success, and you will notice that our people move faster, work harder and are better rewarded as compared to the market. Our offices are neat, organized and set up in accordance with our quality policies. Discovery World is a process driven organization that focuses on continual improvement. It's a simple philosophy that works and we will do all we can to protect our culture.

Customers

Our financial success is directly related to our client retention. We have the smallest sales staff in the industry and put more emphasis on taking care of our existing clients than going out and getting new business. We feel that if we partner with right clients our business will grow with the same clients and our reputation will support our sales in acquiring new business opportunities. We have initiated some very successful programs to support our existing clients including:

Account Management Program

Quality Management Reviews

Focus Groups

Formalized Client Retention Programs

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Our Services

We will take whatever it needs to complete our core services cycle successfully. Discovery World Freight Forwarding's area of specialization primarily includes:

Customs Brokerage

Air Freight

Sea Freight

Road Freight

Customs Brokerage

Customs brokerage is a profession that involves the clearing of goods through customs barriers for importers and exporters. This involves the preparation of documents and electronic submissions, the calculation of and usually the payment on behalf of the client for duties and taxes and facilitating communication between the importer and exporter and government authorities. Our customs brokerage team consist of highly trained professionals in terms of correct tariffing, customs vat and duty calculations and all information that you might require to know prior to your importation or exportation. They can give quotations telephonically without making you wait in the queue, and there after an email or fax will follow.

Discovery World will also assist not only with the above but also the application for tariff determination to ensure that the correct duties and taxes are paid. We can also apply for refunds of customs duties if incorrect were paid.

We provide assistance with the registration of importers and exporters with the department of customs and excise and interpretation of relevant sections of customs Act.

Discovery World is a broad based total logistics provider, with knowledge as our key, strength and willingness to care for each consignment as if it is ours.

Air Freight

With all the restrictions and limitations in the airfreight sector, our creativity goes beyond.

Discovery World offers international airfreight forwarding services such as:

Consolidation services to and from all major destinations

Split and full chartering

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Nationwide pick-up and delivery services

Packing, warehousing and storage

Domestic and world-wide door-door services

Special cargo handling services such as heavy, oversized, fragile and valuable cars

Customs brokerage services and delivery services to end users

Tracking and tracing of air freight shipments

Sea Freight

Offers international sea freight services such as:

Groupage containers LCL and FCL services to and from the major parts of the world

Conventional and RO/RO services

Split and full chartering

Project forwarding and cross-border shipments

Nationwide pick-up and delivery services

Container loading and lashing

Warehouse and storage

Domestic and world-wide door to door services

Special cargo handling services such as heavy, out of gauge, fragile and valuable cargo

Customs brokerage services and delivery services in inland trucking.

Break down and direct services to end users.

Tracking and tracing of sea freight shipments

Road Freight

Competitive solutions are our speciality

General cargo transport

Abnormal cargo with road permits

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Over-border transport

All above mentioned services are completed with customs clearance, warehousing and supervision services.

To summarize, when choosing a provider of logistics services, you are buying the people, the systems and the culture of an organization. You must trust that these three critical elements work in harmony on a global basis. To reiterate, at Discovery World we take great pride in ensuring that our clients get the same level of constant service everywhere in the world. Our client retention record is a testament to our ability to exceed our customers' expectation and never take their business for granted. Our goal of 100% customer satisfaction, 100% of the time keeping is something we live by. If given the opportunity, we will surprise you with our capability, our commitment and the subsequent results of our combined efforts.

The bottom line is, Discovery World has the systems, facilities and most important, the people to provide the most services at affordable rates.