



## Welcome

Welcome to the June edition of our **Newsletter** where we continue to keep you informed about us along with our value added services and our focus on building relationships with our Customers. Also in the edition, we highlight seasonal products for the month of **June**.

We hope you enjoy this edition and if we can be of any assistance, please feel free to call or email us.

## What's New:

As most of you will be aware, Qatar Airways has shifted the Cargo operations from Doha international Airport (DIA) to Hamad international Airport (HIA). The move has been a big challenge as all experiencing heavy delays in clearing the cargo. To add to the problem, the Cargo Handling Unit is repacking all the cargo that comes in and during this time the cargo is sitting at 40°C till it's their turn to be repacked, and this time frame is about 14 hours at the moment.

We, and all other Customers who rely on Air Cargo, experiencing heavy damages on receipt of the cargo. We are expecting this to continue till Qatar Airways Cargo figures out how to operate their new system and everything falls into place.

The essence of the matter is that the cargo clearance is taking now anywhere between 18 – 24 hours and the products received is not fit for delivery. These are the things that are beyond our control and we are doing our best to find a resolution, in the mean time we can only request our valued customers to be patient. (See also below article)

## Products of the Month

- Watermelons – Oman
- Green and Red Apples – Italy
- Bananas – Equator
- Grapes – Egypt



## TIPS:

- Please kindly place your orders before 4:00pm (latest) to receive your goods on time the following day.
- Should you require any special orders, please give us minimum of 5 days notice due to the issues with at the Air Cargo.

# Clearance delay hits fish, vegetable supply

**DOHA:** Imported fish, fruits and vegetables are in short supply in the local market due to an alleged delay in getting the shipments cleared at the new airport, say market sources.

Importers and traders complain that a major portion of the stocks have been damaged by the time they arrive in the market due to the delay, which they said, started since the new airport became fully operational on May 27.

All perishables imported by air from India, Pakistan, Bangladesh, Sri Lanka, Lebanon and several Far Eastern and European countries have been hit, causing a shortage in the market.

Importers say that they have been incurring heavy losses due to the delays. The shortage, however has not caused a hike in prices since traders are expecting the issue to be resolved very soon.

"Now it is taking two to three days to clear the shipments which was done in four to five hours earlier. By the time we get the consignments in our custody, a major portion of the perishables would be damaged. We cannot offer them for sale," said a source from a leading shopping outlet.

"We have taken up the issue with the airport authorities and they have

promised to solve it within a few days. We have not been told what exactly is causing the delay," he added.

He said his outlet was heavily dependent on fruits and vegetables imported from India and Lebanon. The items coming from Lebanon are preferred by many citizens and they are more expensive.

"Our customers have been complaining of the shortage and we don't have a convincing explanation. We hope the issue would be solved very soon," he added.

Another trader importing fish from India said his company had incurred huge losses over the past few days since a major quantity of fish was damaged out of use due to delays in clearance at the airport. He said his company is also importing fruits and vegetables from India and several Far Eastern and European countries and most of the imports have been hit.

"How can we increase the prices, when we cannot satisfy the needs of our customers," he replied, when asked if the shortage had led to a price hike.

"We have been told by the authorities that the problem will be solved very soon."

**THE PENINSULA**