

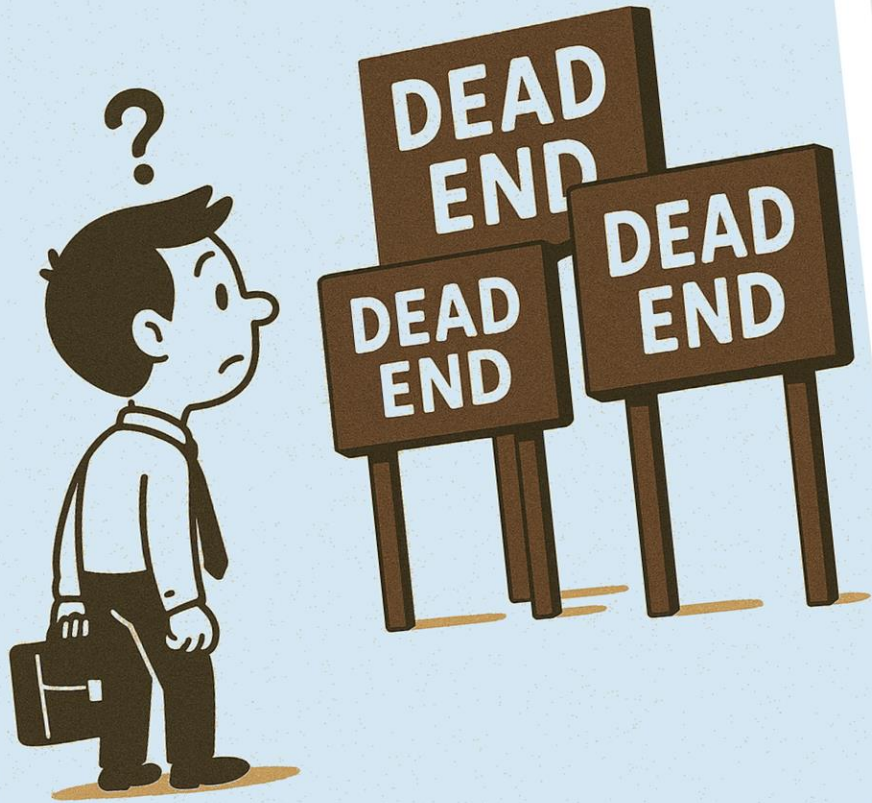
# SIGNED, SEALED... MISDELIVERED!

A ~~comedic~~ tour of customs calamities,  
courier misfires, and the joys of  
international logistics



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# CHALLENGES ENCOUNTERED



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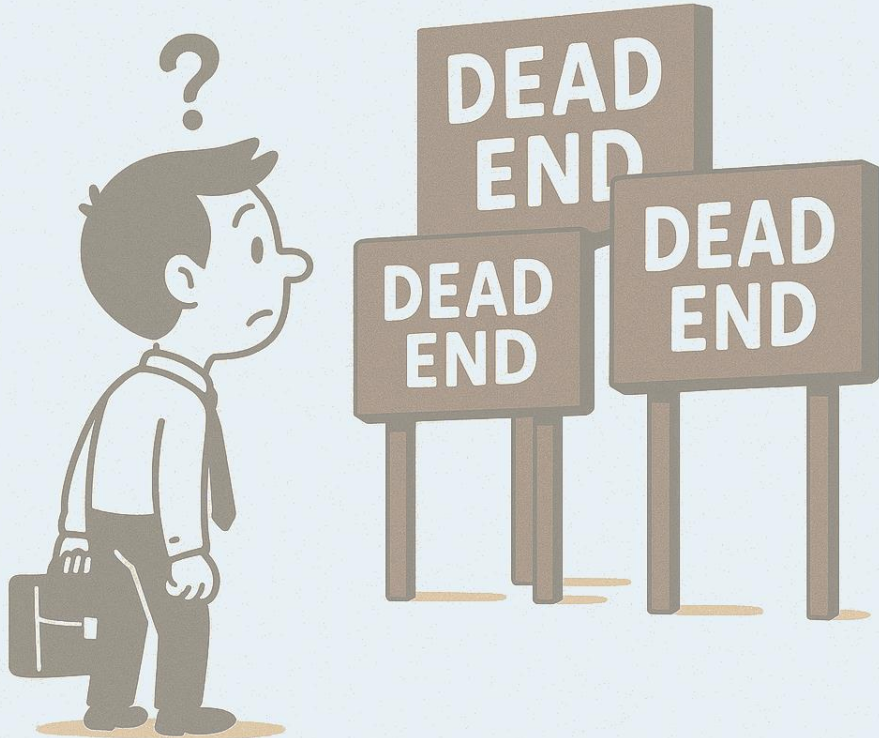
❑ Brexit – the gift that keeps on giving!

❑ Ever changing customs requirements

❑ Different customs requirements for different countries

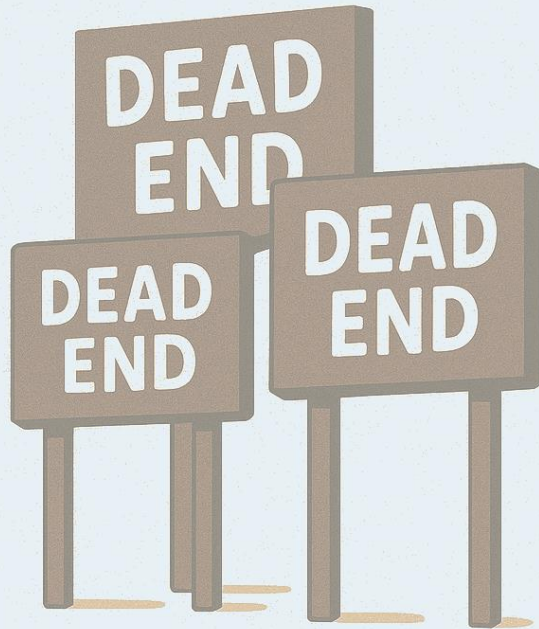
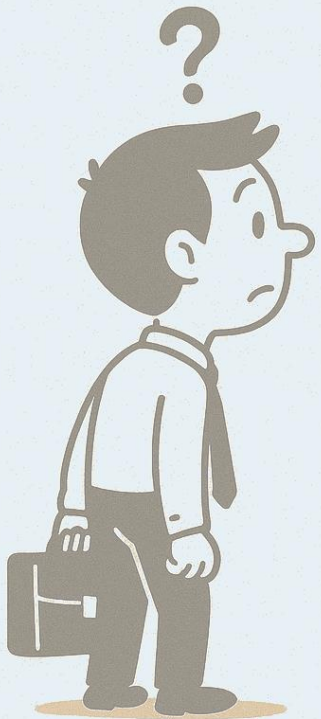


# CHALLENGES ENCOUNTERED



- Windsor agreement – Creating issues shipping to Northern Ireland
- Each laboratory has its own specific requirements - exceptions and anomalies are the norm
- Increasing requirements to prepare and provide Labs with documentation well in advance of sending samples

# CHALLENGES ENCOUNTERED



Participants expectations - apparently, we're psychic!!!

Investigating issues with custom clearance - we channel our inner detectives

Participants not reading T&Cs relating to Duty & Customs - who needs the fine print when winging it is way more fun!!!



Logistics often demands significant time and effort – it can be like playing whack-a-mole with paperwork from tracking shipments to preparing and constantly revising documentation. Just when it seems like processes are finally in place...

...the goalposts shift yet again!!!

# THE CURIOUS CASE OF THE WANDERING PACKAGES



**UK NEQAS**  
International Quality Expertise

UK NEQAS Annual Participants Meeting

# The Curious Case of the Wandering Packages



- ❑ A shipment bound for Colombia was mistakenly rerouted to Bangladesh
- ❑ Strike action in Canada - DHL was unable to support shipments
- ❑ Uploaded paperwork – too much colour was too much to handle!
- ❑ Two packages. Two destinations. One very confused lab

# The Curious Case of the Wandering Packages



❑ DHL: redefining express as ‘tomorrow, somewhere nearby

❑ Incoming shipments that look like they have been dropped from an airplane!



❑ The Barcelona-to-Bahrain detour

❑ The UK-to-ROI shipment that fancied a German holiday first





# Shipping Stories: When Labs and Logistics Don't Align



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❑ Double enrolment, double the shipping instructions... double the confusion

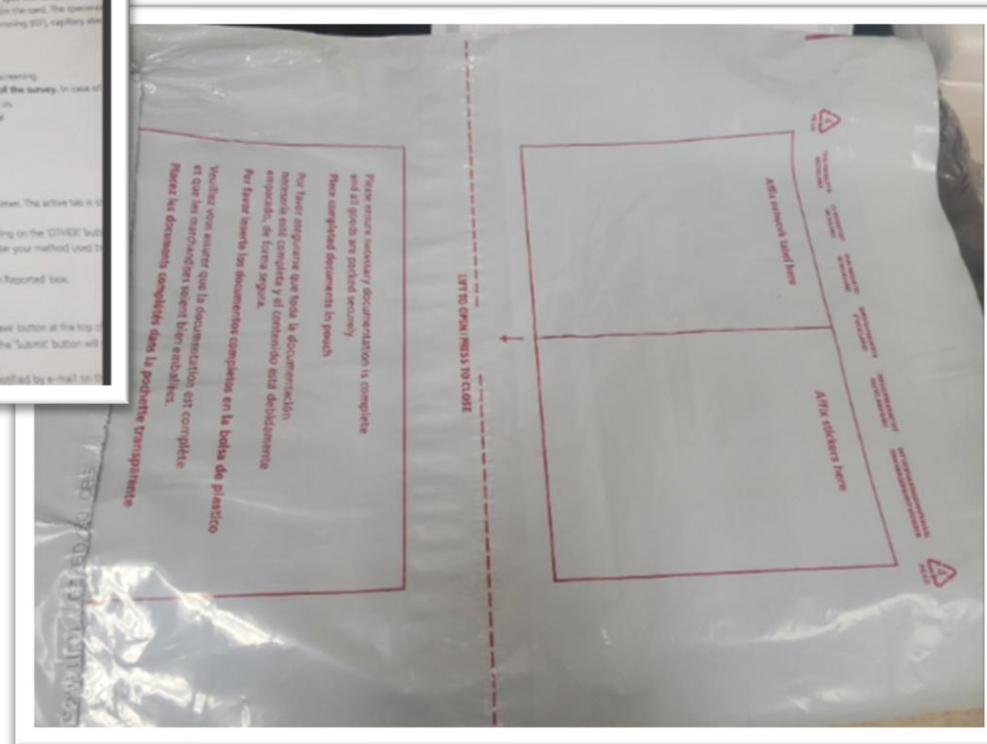
❑ Commercial invoices vs annual fees: a costly mix-up



# Our Samples are Hot, HOt, HOT!!!

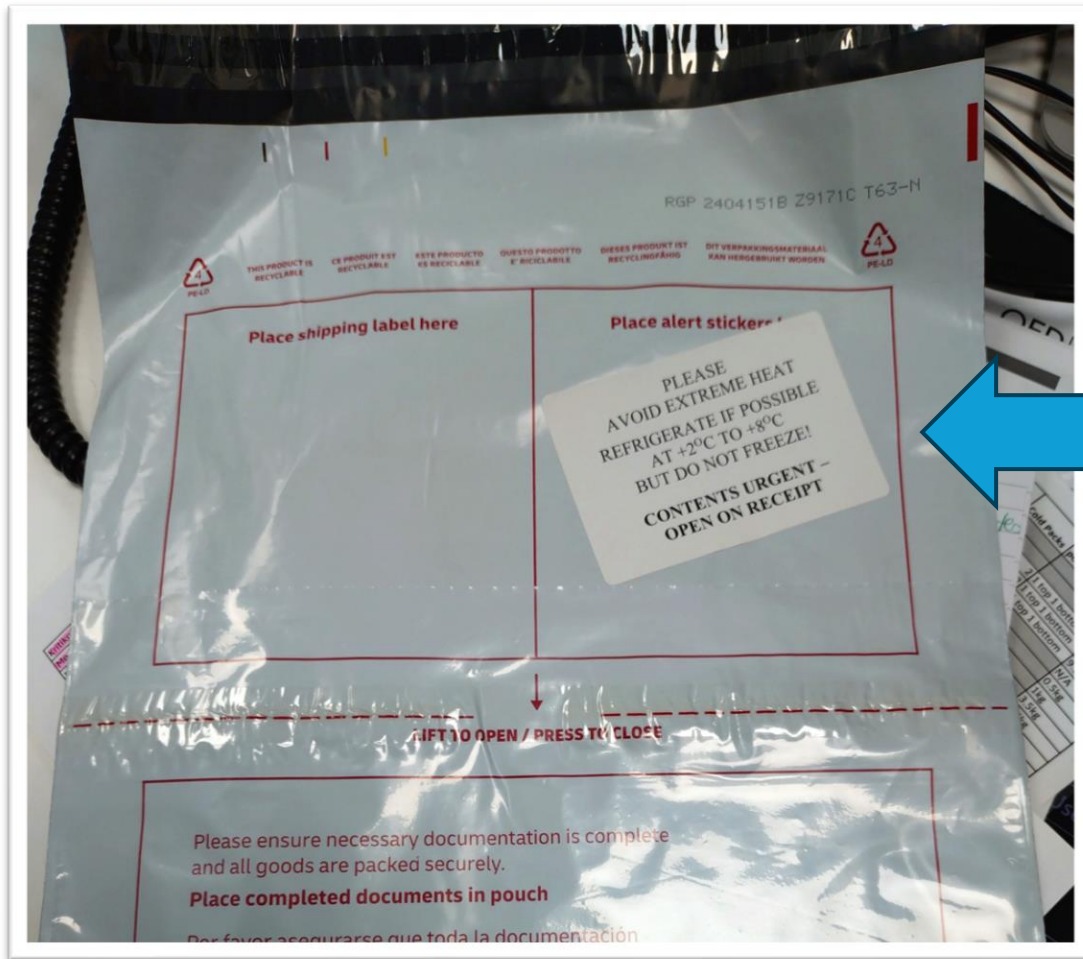


# Our Samples are Hot, HOt, HOT!!!



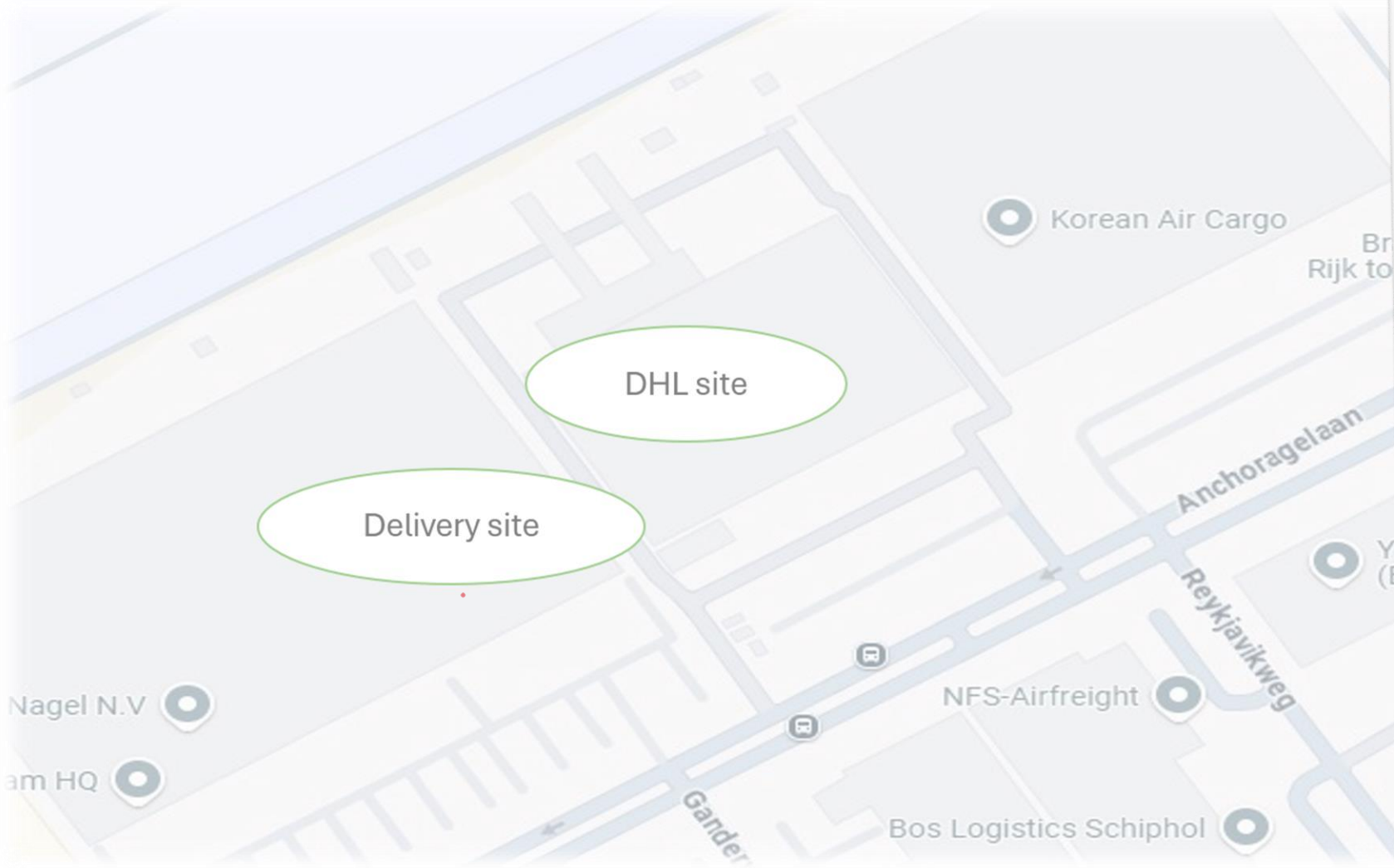
Proof that DHL envelopes are apparently fireproof... pity about the contents

# Our Samples are Hot, HOt, HOT!!!



The originally sent package





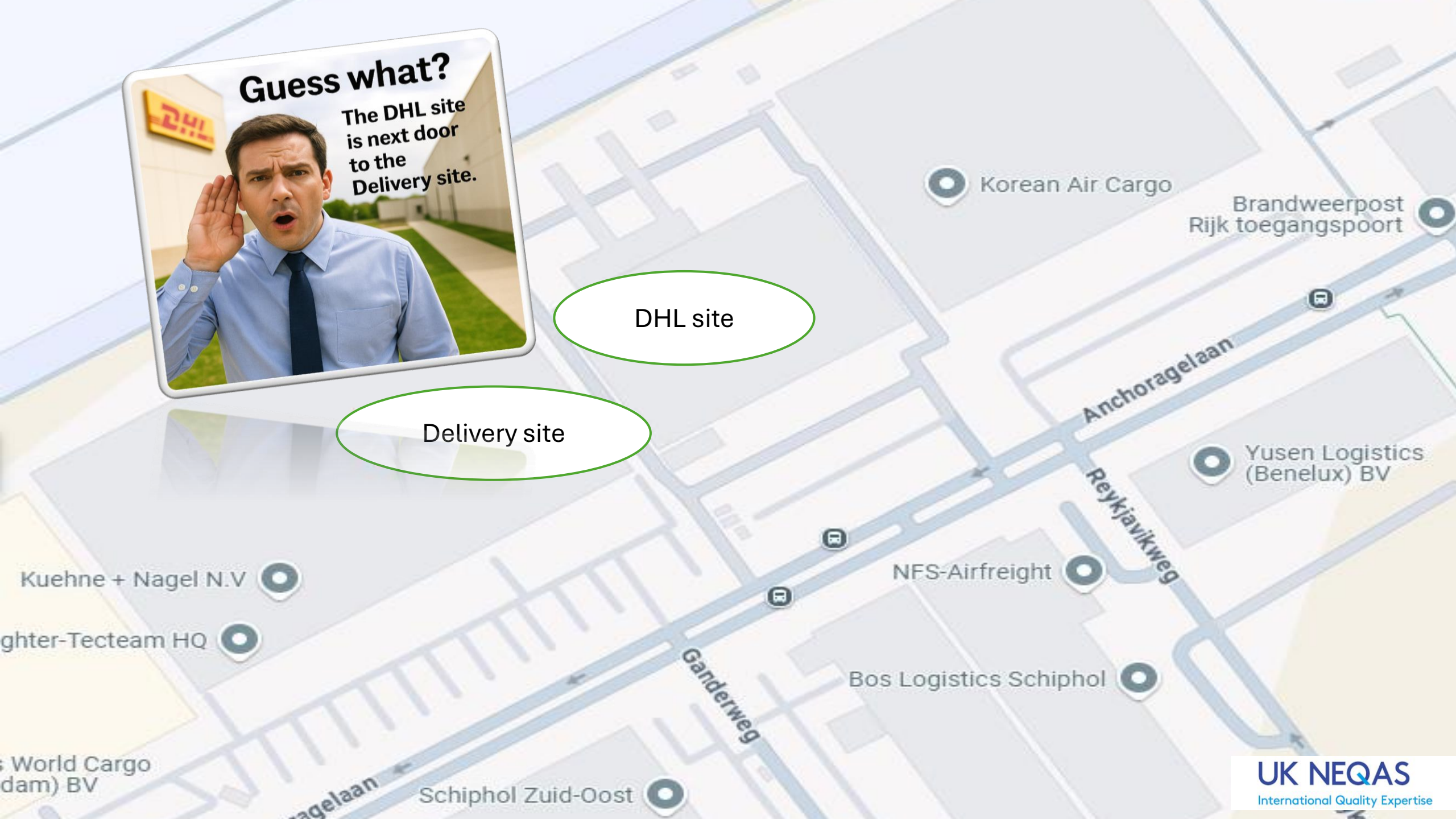
**WHEN DHL WERE  
UNABLE TO LOCATE  
THE DELIVERY  
ADDRESS**





DHL site

Delivery site



# In Summary...

You'd think logistics is  
plain and neat,

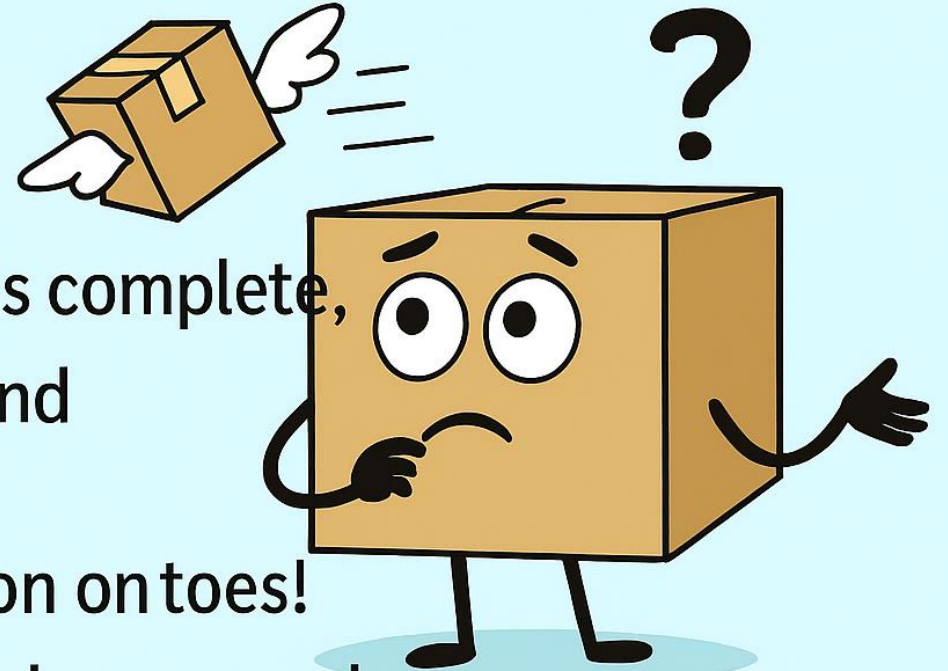
Send a package it lands complete,

But customs, strikes, and  
wondering woes,

Keep us guessing and on on toes!

Through Brexit gifts and paperwork games,  
Each shipment writes new tales (and claims).

Yet with teamwork, patience, and a laugh or two,  
We find a way to see it through







In logistics, expect  
the unexpected....

AND  
ALWAYS KEEP  
YOUR SENSE OF  
ADVENTURE!

