

COP²⁸
UAE



Service Request Manual

Dubai, United Arab of Emirates



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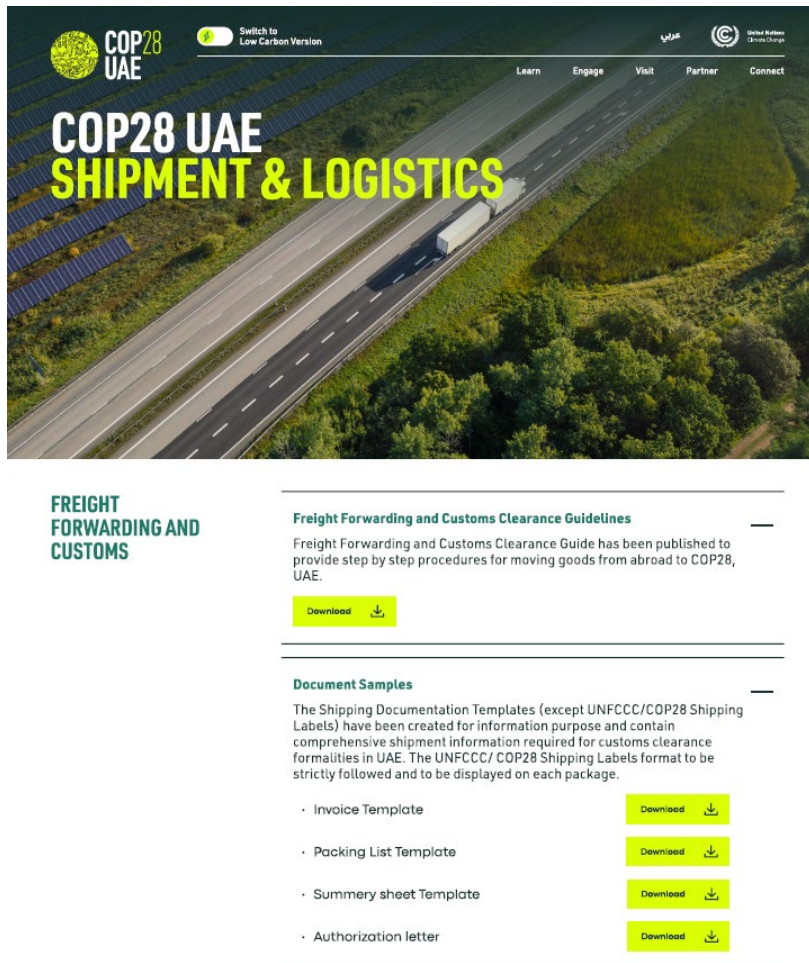
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1. Introduction

For participants who are interested in making a reservation for any service with the official logistics partner for COP28, the "Service request Manual" offers thorough information and step-by-step instructions. As our official logistics provider, Kuehne+Nagel will manage all required services and take care of all logistical tasks necessary to accomplish an effective participation in COP28. from the point of origin until the commodities arrive in the United Arab Emirates via Al Maktoum International Airport (DWC) or Dubai International Airport (DXB), or by vessel to Jebel Ali Sea Port (AEJEA), until delivery to the COP28 location, and from the venue until the goods are put on any mode of transport for re-export. Kuehne+Nagel also offers service pricing for "international freight" through the following channels:

2. Online Portal Access

2.1. From the following link <https://cop28.com/en/shipping-logistics>



PAGE INCLUDE:

- ✓ Freight Forwarding and Customs Guide
- ✓ Document Samples
 - Invoice
 - Packing List
 - Summery Sheet
 - Authorization letter
- ✓ Services Rate Card
- ✓ Venue Logistics Guide
- ✓ FAQs
- ✓ List of available Services
- ✓ Service Request Link



LIST OF SERVICES

- International freight forwarding services: Air, Road and Sea freight.
- Customs Clearance (Permanent and Temporary Import, ATA Carnet, Re-Export).
- Warehousing & Inventory management services
- Last Mile Logistics and deliveries to the venue
- Loading / unloading with standard and specialized equipment
- Delivery within the venue
- Empties handling and storage during the event
- Add-on services: X-docking at transit warehouses
- Provision of packing materials, safety and security labelling
- Handling of non-standard categories of goods (fragile, high-value, perishables, oversized)
- Last minute service requests handling
- Provision of MHE (Mechanical Handling Equipment) and KN onsite logistics team.
- Supply chain insurance
- Packing/repacking, palletizing, etc.
- Decommissioning support or reverse logistics
- Provision of manpower for unloading/loading vehicles

SERVICE REQUEST MANUAL

The Service Request Manual provides instructions on how to book logistics services of Kuehne+Nagel via their home page.

Please follow the Guide on How to Create a Service Request. Follow [the link](#) to submit service request form.

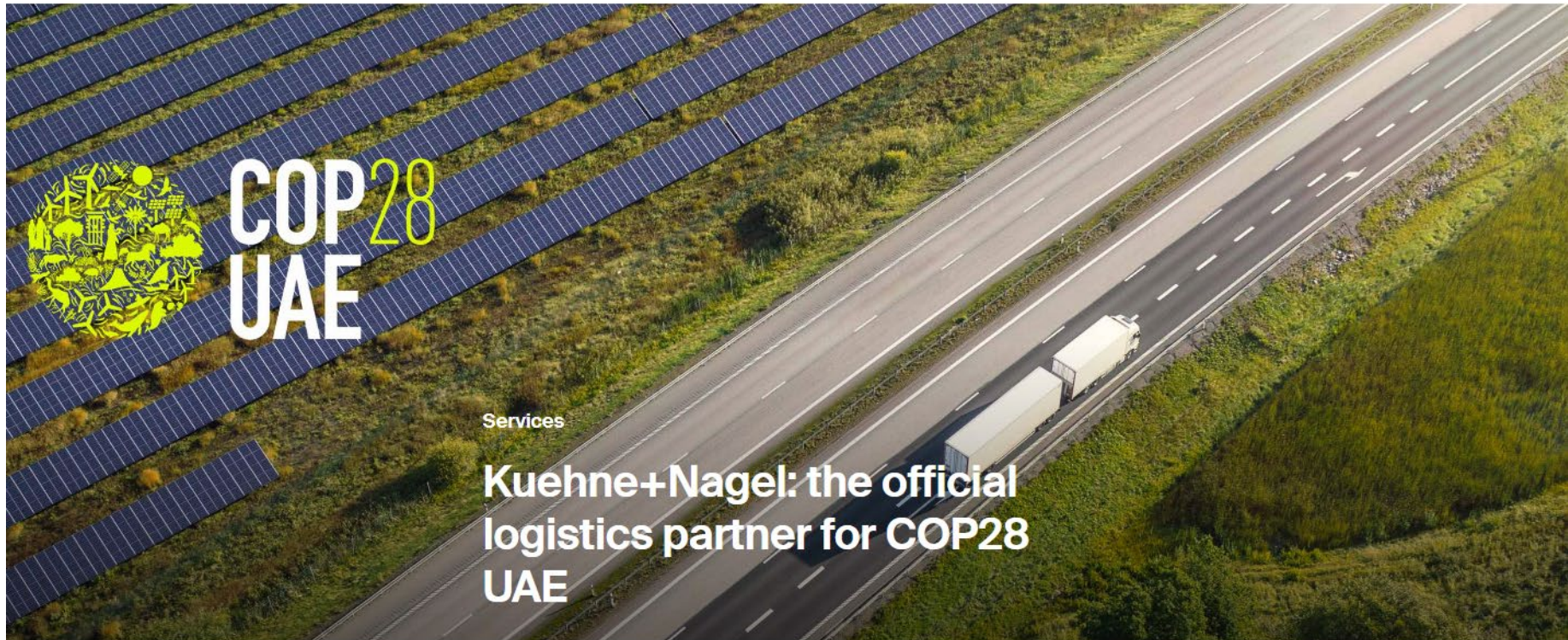
DOWNLOAD SERVICE REQUEST MANUAL

Download 

CONTACT US

SERVICE REQUEST MANUAL:

- ✓ By following highlighted link you will be directed to K+N / COP28 Booking Portal.
- ✓ <https://home.kuehne-nagel.com/cop28>



Kuehne+Nagel is honoured to be the official logistics partner for COP28 UAE, responsible for the Blue and Green zones. The conference is scheduled to be held at Expo City Dubai from November 30 to December 12, 2023.

Select the services that best suit your needs:

1. End-to-end service (from origin to booth)

Starting at the origin, Kuehne+Nagel will provide end-to-end logistics services including:

- Freight services (air, sea, or road) from origin country
- Customs clearance
- Contract logistics (warehousing)
- Venue delivery
- On-site handling
- Reverse logistics

[Request end-to-end service →](#)

SERVICE REQUEST OPTIONS

- ✓ Selecting any of the given options:
 - End-to-end service (from origin to Pavilion/booth)
 - Local service upon arrival (from the destination port/airport to Pavilion/booth)
 - Local service only (from warehouse to Pavilion/booth)

2. Local service upon arrival (from the destination port/airport to booth)

Navigating customs can be a complex and time-consuming process, which is why our experienced team of local experts is ready to assist you with the clearance and transportation to Expo City including all on-site handling required.

[Request local service upon arrival →](#)

3. Local service only (from warehouse to booth)

Enjoy an optimum last-mile-delivery experience with Kuehne+Nagel. Our dedicated team will take charge of ensuring the safe transportation of your exhibition cargo to the venue including all on-site handling.

[Request local service only →](#)



Please fill in this information, and we will get back to you asap.

First name *

Last name *

Email *

Company *

Phone

Please select your location *



How can we support you? *

☐

Yes, I would like to receive news, product updates and special offers from Kuehne+Nagel. I can unsubscribe at any time. In our [Privacy Policy](#) you will find further information about how we use personal data.

Submit your request →



CAUTION: This email is from an external sender. Do not click links or open attachments unless you recognize the sender and know the content is safe. Never provide your password

Dear Valued Customer,

Greetings from Kuehne + Nagel,

Thank you very much for your service request related to COP28. The request is well received and we are working on it. We will revert quickly with a response and details required.

In the meantime, should you have any additional questions or doubts, please simply reply to this email.

Please kindly make sure not to change subject of this mail for all future correspondence about this request. Keeping the same email chain will allow us to easier keep a track on your requests and to faster respond to you.

Please include the string:

[COP28 #365899654]

in the subject line of all future correspondence about this issue. To do so, you may reply to this message.

Best Regards,

Kuehne + Nagel
COP28 – Project Team

3. Emails & Contacts

Shipments & Consignments for COP28:

<https://home.kuehne-nagel.com/cop28>

cop28@kuehne-nagel.com

Muhammed Unais

Liaison Team Manager

muhammed.unais@kuehne-nagel.com

Mob: +971 54 582 5415

Pavel Chernyak

Project Manager

pavel.chernyak@kuehne-nagel.com

Mob +971 54 996 3315

For any further enquires:

COP28 Team

Shipments@COP28.com