

FREQUENTLY ASKED QUESTIONS



digi
FREIGHT
GLOBAL NETWORK



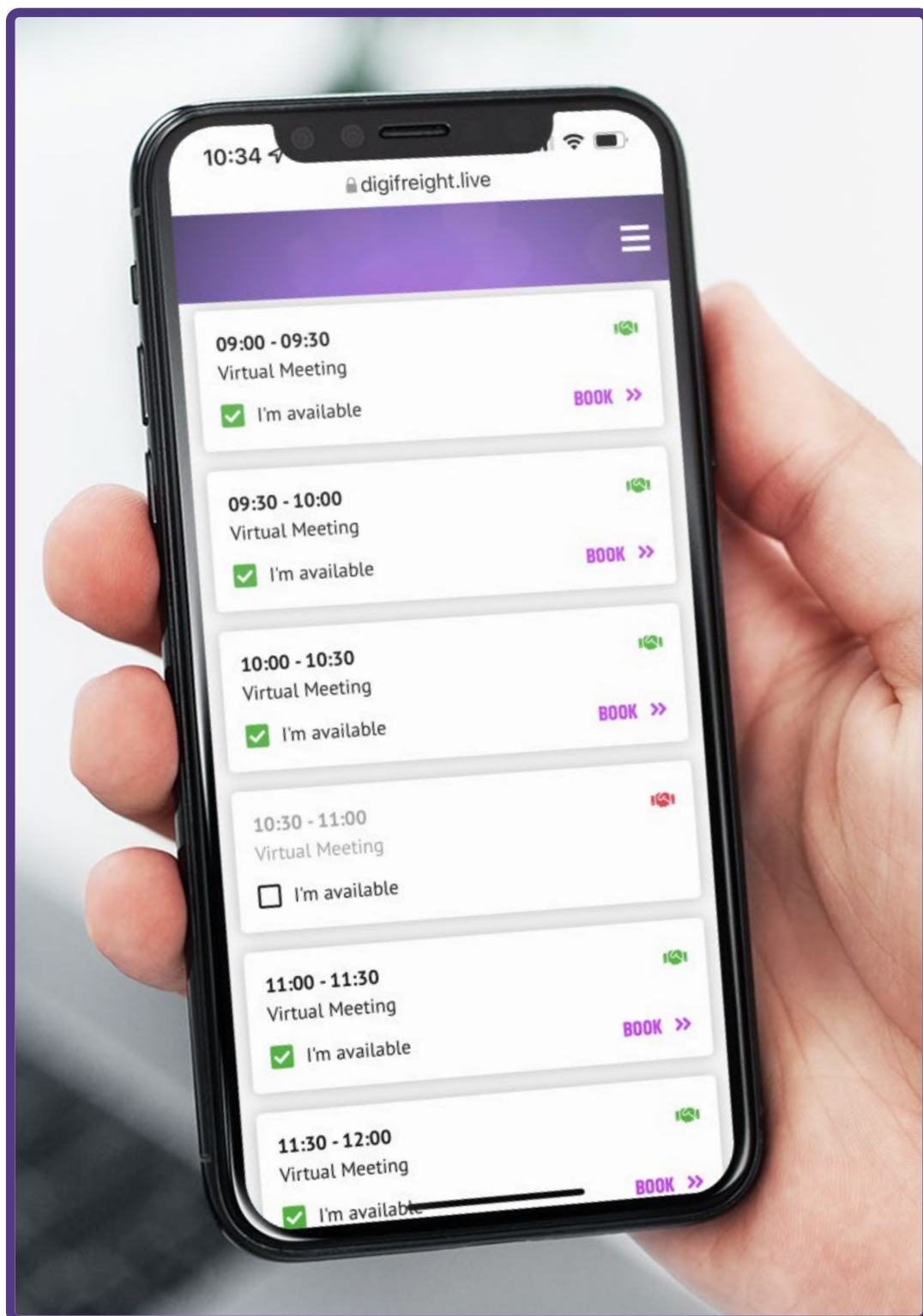
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HOW LONG HAS THE NETWORK BEEN RUNNING & BY WHO?

DigiFreight Global Network was established in 2020 by Rachel Crawford, who has been actively involved in the development and management of international freight forwarder networks for over 20 years. In 2018, Rachel was elected a Chartered Fellow of the Chartered Institute of Logistics and Transport and she holds an ILM Level 5 Certificate in Leadership and Management, focused on innovation and change. Rachel's portfolio also consists of Universal Freight Organisation, Project Cargo Network, Cargo Connections and Freightbook.

Rachel is supported at the DigiFreight Head Office by a strong group of talented individuals drawn from a variety of transport and media backgrounds, all of whom very much contribute to the success of our organisations including Sam Wilcox, Judith Mellett, Wendy Schuller, Tom Studley, and George Magee.



HOW MANY MEMBERS DO YOU ALLOW IN EACH COUNTRY?

DigiFreight provides semi-exclusive membership (only 2 forwarders per country).

HOW DO YOU SELECT YOUR MEMBERS?

Members are selected due to their excellent reputations within the industry, their accreditation by international authorities and have passed a strict entry procedure. Recommendations from existing Members are preferred due to the valuable prior trading experience.

However, we also search for suitable companies in vacant locations. Our Recruitment Team bring a huge amount of experience in how to select the right companies who will become active and valuable Members of our organisation.

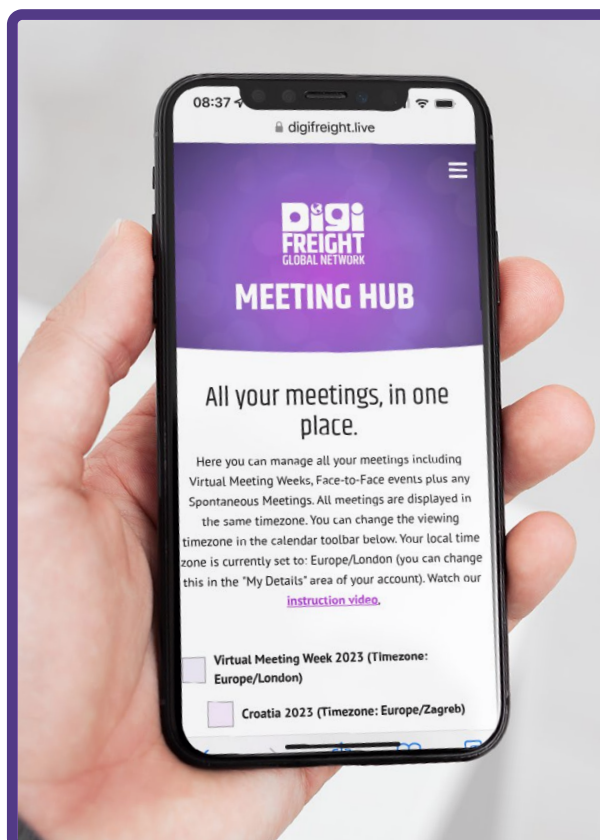


WILL I HAVE TO TERMINATE CURRENT RELATIONS WITH AGENTS?

Our Members are not required to annual established agency relationships. We simply ask that all new business is first offered to fellow DigiFreight Members for quoting, it is then up to them to provide excellent rates and services to win the business.

CAN I LIST MORE THAN ONE OFFICE IN A COUNTRY?

Yes, the profile pages in our Member Centre enable companies to list as many branch offices and staff within same country as they wish at no extra charge.



WHAT IS THE MEETING HUB?

It is a personal calendar allowing Members to manage all their meetings in one place. Entries are displayed in their local timezone but in case they are travelling, they can change the viewing timezone in the calendar toolbar.



HOW MUCH BUSINESS WILL I RECEIVE?

It is difficult for us to determine how much business joining DigiFreight would bring to your company. Also, we prefer not to ask our Members this question as we want to avoid recruiting companies that are solely looking for increased incoming business. We want new Members to become active participants in our network and to promote their company and services in order to increase inter-trade.



WILL YOU HOLD PHYSICAL MEETINGS WHERE MEMBERS CAN MEET IN PERSON?

We understand that it is important to meet in person and we are delighted to announce that we have organised an exciting 3-day event in Croatia from 2-4 October 2023. The gathering is entirely optional, but we anticipate most major world markets to be represented.

HOW DO YOU ENSURE A HIGH STANDARD OF MEMBERS?

We continually monitor the quality of service of our Members to ensure that we have recruited the right companies, who perform in a conscientious, diligent and professional manner. Our annual Performance Review asks for our Members' opinion on the level of service that their fellow overseas partners are providing. Poor performance will not be tolerated within the network. We expect all Members to work 'within the spirit of DigiFreight':

- Respond to emails within 24 hours
- Pay invoices on time
- Communicate if things go wrong
- Give fellow Members the opportunity to quote on new business



DO YOU OFFER PAYMENT PROTECTION AND/OR INSURANCE?

We are unable to offer Member-to-Member payment protection and/or insurance. Our Members are independent companies that are more than capable of using their own normal commercial caution and practices to reduce risks.



WHERE IS YOUR HEAD OFFICE BASED?

DigiFreight is a Limited company (Reg # 12801871) based in the UK.

DO YOU HAVE ANY MEMBERSHIP RULES?

Yes, abidance of our Membership Rules is essential for the professional and efficient operation of DigiFreight and its Members. Any official complaints are reviewed by DigiFreight Management and all final decisions are reached fairly and consistently, without bias or prejudice, in representing the interests of DigiFreight and its Members.



DO YOU PUBLISH A NEWSLETTER?

Yes, DigiFreight distribute an eMagazine to all Members free of charge and no payment is made for any article. Each issue includes editorials on Member's shipments, staff changes, the latest companies to join, official updates, etc.



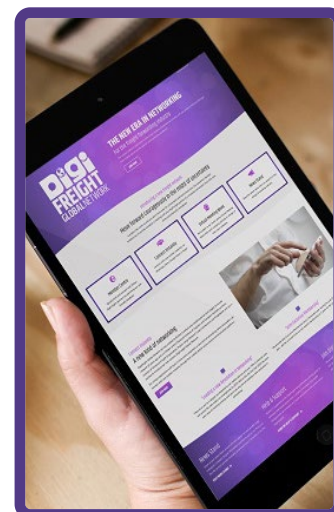
DO YOU OFFER ANY TRAINING PROGRAMMES FOR YOUR MEMBERS?

Yes. One of the main challenges in our industry is the lack of training and staff development, especially with new and young staff members. Through our sister company, Freightbook, we provide a highly subsidised online training program, Heavy Transport, which offers professional training from an industry expert. Independent forwarders know that there is a ceiling when it comes to earning revenue from sea, road and airfreight shipments. Although the thought of branching into heavy lift and project cargo is appealing due to the often-healthy margins, the market is very different, and the risks are far higher. The clear and highly effective 6 module online course consists of 66 x 10 minute sessions which cover industry terminology, dimensions, weights and forces, heavy transport, heavy lifting, jacking, skidding and loadouts. Each registered user receives a personal log-in so that they can train at their own pace. Upon completion, an e-Certificate is sent via email which can be downloaded, shared and printed immediately so that you can verify your training to clients and officials quickly and easily.



CAN I PROMOTE OUR OFFICES IN OTHER COUNTRIES?

Rule # 1.6. states "Members may not promote within DigiFreight Global Network (an) office(s) or sister company, either wholly or partly owned or not, in any area where a DigiFreight Global Network Member already exists.". This rule is strictly enforced so that Member's representations are protected and to avoid any hostility within our friendly group.



DO YOU OFFER MARKETING & NEWS SERVICES?

Yes, as our network is predominantly about acquiring, building and maintaining business relationships, we offer our Members a news service. We prepare an online article which is then published in our New Stand and also appears on your profile page, LinkedIn, eMagazine and distributed to our Press List. This PR service provides fantastic promotion and is included in our fee.



HOW CAN I JOIN?

Please read our Membership Rules and complete all the questions on our online Application Form.

WHAT IS THE COST OF MEMBERSHIP?

DigiFreight provides semi-exclusive membership (only 2 forwarders per country) for just GB £1000 per year which includes 2 free user subscriptions to Freightbook's eLearning platform (worth GB £700). We know that it is incredibly important to be selective when accepting applications.

Many networks open their doors to anyone who wants to join in order to quickly build a membership, but we have ambitious long-term goals of creating a world class organisation.

This is why we are being incredibly selective and giving ourselves time to build on quality, not quantity.

