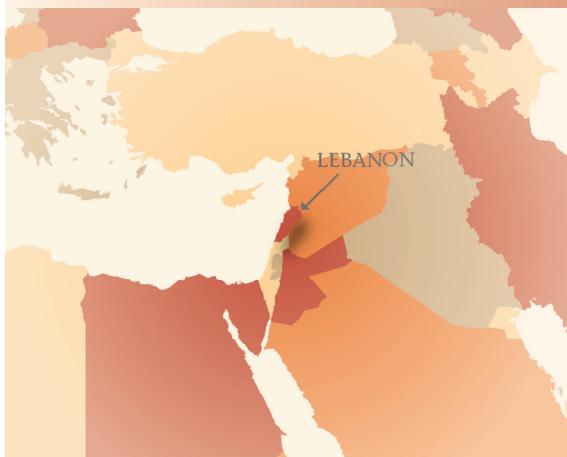




# Lebanon



## FACTS - LEBANON

### ▪ Major Office Locations

Sin El Fil,Dora, Zouk Mosbeh

### ▪ Warehouse Space

38,650 sqm

### ▪ Airports Served

Beirut-Rafic Hariri International  
Airport

### ▪ Head Office

Agility Logistics Lebanon SAL  
Agility Freight Forwarding Lebanon SARL  
Sin El Fil - Jisr El wati  
Daoud Aamoun Street  
Dolphin Bldg. 3rd floor,Lebanon  
+961.1.511270  
saleslebanon@agility.com

## About Agility

Agility specializes in fast-moving consumer goods (FMCG) in Lebanon. We have an extensive local delivery network of more than 15,000 drop locations across the country, which enhances the delivery schedules of home appliance manufacturers and retailers. This capability is complemented with temperature-controlled storage capacity of 6800 cubic meters of frozen and chilled areas. Cold storage is of particular value to frozen food retailers as well as healthcare and pharmaceutical customers. Our 15,000-box records management facility supports a comprehensive range of services including records cataloguing, point-to-point tracking, retrieval, pick up and delivery.

## Services

- Freight forwarding (air, ocean, road)
- Warehousing & distribution
- Cross-border trucking
- Customs clearance
- Project logistics
- Record management

# Lebanon

## Customer Examples



### Improving customer satisfaction with faster deliveries

A leading retailer of household products in Lebanon had trouble living up to its promise of providing its customers with the best shopping experience due to many late deliveries. The retailer spent too much time loading their fleet of 45 trucks in the morning and that led to delivery delays and complaints from customers. Agility transformed the order fulfillment process by changing it from a single-order picking method to a multiple-order wave picking method before each truck is loaded and cross checked for accuracy. The efficient process led to substantial time savings for the retailer, who can now dispatch their trucks at least 2.5 hours earlier to fulfill customer orders and uphold its brand name.



### Customized tracking tool gives customer efficiency and credibility

The customer is a major aid agency in Lebanon who regularly receives donations from individual and corporate donors. In response to requests from many donors who wanted to know how their donations are being used, the agency approached Agility Lebanon for help. Agility developed a customized warehouse management system to manage all the donations that the agency receives. One important feature of the system is a tracking tool that traces donations according to their points-of-origin and identified donors. Agility enabled the agency to pick, use and track the donations while remaining accountable to their donors with concrete proof of how their donations are used.



### Providing full visibility of all products

It was a formidable challenge for Agility. The largest telecommunications equipment maker in the world wanted to have the ability to track every piece of its electronic products that entered and left Lebanon in a shipping box. Agility developed a customized warehouse management system that incorporated the use of two ASNs (Advanced Shipping Notice) – one for the box and the other for the product inside. This double ASN process eliminated the standard FIFO (First In First Out) concept and ensures that all the delicate products are accurately picked, packed and delivered on-time.