

# CREDIBLE SERVICES LTD

## Company Profile

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*“Our Work Starts Where People Stop”*



*“Partnership for quality, timely and cost effective services”*

### **CONTACT US:**



All Africa Conference of Churches Ibiyam House 4th floor, Westlands - Waiyaki Way  
P.O.Box: 12877-00100,  
Nairobi.



[+254 20 4453621](tel:+254204453621) / [0710344443](tel:0710344443) / [0752754266](tel:0752754266) / [0750551336](tel:0750551336) / [0733829900](tel:0733829900)

**Email:** [info@credibleservices.co.ke](mailto:info@credibleservices.co.ke) or [marketing@credibleservices.co.ke](mailto:marketing@credibleservices.co.ke)

# Credible Services Ltd

## Company Profile

### The Company

- Credible Services was registered as a sole proprietor in Feb 2005 and opened its door to trade in April the same year.
- The main focus was delivery of “small” cargo to Lokichoggio for non government organizations working in South Sudan.
- Later there was need to respond to the request by our clients to do transport of bulk cargo to Lokichoggio and South Sudan.
- We have since then transported goods within Kenya and to the East African countries for NGOs and investors in the region.

### Our strengths include but not limited to:-

- Good customer care
- Trusted and warm working relationship with nearly all NGOs and many investors operating especially in South Sudan.
- Efficiency in handling cargo of all manner including fragile goods
- Timely deliveries
- Goods in transit insurance policy
- Competitive prices
- Our vehicles have satellite tracking devise
- We have a fleet of trucks with varying capacities (smallest to largest in the market)
- Physical address with excellent communications equipments – can easily be reached by our clients

Currently credible Services is among the leading transporters and the leader in parcel delivery to South Sudan.

## **Our Vision**

To be the preferred cargo transport company and parcel service provider in COMESA region.

## **Motto**

Partnership for quality, timely and cost effective services

## **Areas of Focus**

Credible Services Ltd has its headquarters in Nairobi Kenya with satellite within Kenya and South Sudan. We focus on the following areas of service delivery: bulk cargo transport, parcel/Courier services, Supplies and Storage of Goods and custom clearing.

### **A. Bulk Cargo transport**

- Although the company started on the principles of parcel service dubbed “consolidation service” from Nairobi to Lokichoggio, it quickly grew to one of the major transporters of bulk cargo mainly to South Sudan. We have since then grown to deliver cargo within Kenya and from Kenya to Uganda, Rwanda, Burundi, Tanzania and Democratic Republic of Congo (DRC).
- Our strength in this line of business has been the good knowledge of South Sudan. The directors of this company have long years of service with United Nations and NGOs in South Sudan since the time of war between mainly the Arabs in the Northern and Southerners who are mainly blacks.
- Between 60 and 70 % of our work relates to NGOs while the remaining clients are private investors in Kenya, Uganda, Tanzania, Sudan, Rwanda and Burundi.
- We use all sizes of trucks for haulage ranging from 3 tones to trailers. This has given us advantage and preference with our ever growing list of clients.

- We maintain Goods in Transit insurance policy for goods in transit within COMESA region. (For exceptions to this clause please see our terms and conditions)
- The rates used vary based on the size of vehicles used and the origin and destination of the goods. This can be discussed with the ever friendly staff and management of Credible Services Ltd.

## **B. Parcel / Courier Services**

- Credible Services realized the need to extend its courier services beyond Lokichoggio to Juba and other parts of Kenya due to client's preference to use this service over and over again. We have deliver parcels to Kisumu, Lodwar, Kakuma and Lokichoggio among other destinations. We also deliver to other destinations like Garisa, Dadaab and Mombasa.
- We collect and deliver cargo door to door.
- The cost of delivery varies with distance from point of origin to the final destination with reference to weight and volume of our customers' goods. For details of our cost please refer to charge sheet attached.
- We carry both fragile and bulky goods and we have no limit to how much each client would wish to transport
- Like in bulk cargo transport the goods in transit insurance policy is applicable to the parcel/courier service.

### **C. General Supplies and Storage**

With our wide interaction with both non-profit and profit making organizations/companies we undertook to partner with our clients in the areas of supplying general relief and commercial products. We have especially served those organizations that have had problems of being supplied with poor quality products from their nominal suppliers. Many of our clients purchase goods to be transported to other countries like South Sudan, Rwanda, Democratic republic of Congo and Uganda. We therefore considered and started offering clearing services including processing of custom entries.

Further we offer both short term and long term storage of goods for our clients at a fee. Together with our storage services with do handling of the products or coming to our storage.

### **D. Custom Clearing**

- We provide clearing services of incoming and transit cargo at reasonable fee and in short time to ensure our clients don't pay any demurrage charges at the ports of entry of goods in to Kenya.
- Further we clear goods out of Kenya and work together with our clients to clear goods into other destination countries.
- Our company also offers the services of preparing custom entries at a minimal fee and within 24 hours.



## Our Partners:



## Referees

<u>Name of Organization/ Company</u>	<u>Contact Person</u>	<u>Number(s)</u>
1. Medair East Africa	Wilson Gachanja	0736297039
2. VSF Germany	Michael Ayimba	020 3870378
3. VSF Belgium	Cosmas Kithuku	0717766285
4. World Food Programme	Isaac Muchoki	0707722326
5. PZ Cussons East Africa Ltd	Boaz Chimasia	02085631329
6. Oxfam – UK	Rose Kieha	0735733396 020-250015