



COP29
Baku
Azerbaijan



Service Request Manual

Baku, Azerbaijan



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1. Introduction

For participants who are interested in making a reservation for any service with the Official Logistics Partner for COP29, the “Service Request Manual” offers thorough information and step-by-step instructions. As our Official Logistics Provider, Rhenus will manage all required services and take care of all logistical tasks necessary to facilitate an effective participation at COP29. Managing deliveries, from the point of origin right through to the COP29 Venue in Azerbaijan, Rhenus will also support in deliveries back to home countries at the end of the conference.



2. COP29 Online Portal Access

Page Includes

- COP29 Logistics
- Shipping Guide
- Rate Card
- List of Services
- Service Request Manual
- Contact Details

The screenshot shows the top navigation bar of the COP29 Baku Azerbaijan website. The navigation menu includes: COP29 Presidency, The Conference, COP29 Services, Green Initiatives, Media Hub, Policies, a search icon, an 'AZ' language selector, and a 'Contact us' button. The main content area is titled 'Logistics' in a large, dark teal font. Below this, there is a sub-section 'COP29 Logistics' with a paragraph explaining that COP29 has developed an in-depth logistics guide covering transportation options, venue information, and accommodation suggestions. A second paragraph states that by planning ahead, users can focus on joining the global effort to tackle climate change. Below this is a section for the 'Shipping Guide', which offers a detailed, step-by-step procedure for transporting goods from abroad to COP29 in Azerbaijan. A link labeled 'DOWNLOAD SHIPPING GUIDE ↓' is provided. The final section is the 'Rate Card', which outlines the services and rates provided by Rhenus Group for COP29, effective from July 1, 2024, through March 30, 2025. A link labeled 'RATE CARD ↓' is also provided.

2.1. Portal Link

List of Services

Rhenus Group will provide following service for COP29 in Baku:

- Global freight forwarding via all transportation modes
- Rhenus Logistics Desk/Rhenus logistics team onsite
- Customs clearance
- Obtaining of permits for restricted goods
- Transport insurance coverage
- Storage
- Loading and unloading operations
- Last mile delivery at the event venue
- Handling and transportation of temporarily imported goods
- Re-export services
- Management of last-minute service requests
- Warehousing & Inventory management services
- Deliveries within the venue
- Empties handling and storage during the event
- Add-on services: cross-docking at transit warehouses
- Provision of packing materials, safety and security labeling
- Handling of non-standard categories of goods (fragile, high-value, perishables, oversized)
- Provision of MHE (Mechanical Handling Equipment)
- Packing/repacking, palletizing, labeling
- Provision of workforce for unloading/loading vehicles
- Small parcel/package receipt from Courier with further delivery to recipient

Service Request Manual

The Service Request Manual provides instructions for booking logistics services with Rhenus Group through their website. Please refer to the Guide on How to Create a Service Request for detailed instructions.

[DOWNLOAD SERVICE REQUEST MANUAL ↓](#)

[SUBMIT SERVICE REQUEST FORM →](#)

**By clicking the portal link
you will be directed to
COP29 Booking portal:**

[Portal Link](#)

3. Rhenus Online Portal Access

By clicking the direct link below you will be directed to Rhenus Booking portal:

[Portal Link](#)

Services

Rhenus Logistics: Freight forwarding & logistics partner for COP29 Baku

Experience first-class logistics solutions for a seamless experience with the Rhenus Group! As a partner for COP29 in Baku, Azerbaijan, we offer customized door-to-door services, including customs clearance and environmental friendly options. Rely on our expertise for your global logistics needs.



COP29
Baku
Azerbaijan

Your COP29 Services – Seamless and Comprehensive

Door-to-Door Service: From Origin to Booth in Baku

From the country of origin, Rhenus provides end-to-end logistics solutions for a seamless experience, covering:

- /// International freight forwarding services (by air, sea, or road) from the country of origin
- /// Customs clearance
- /// Storage/warehousing
- /// Delivery to the venue
- /// On-site handling
- /// Reverse logistics

[BOOK YOUR SERVICE](#)



Local Services Upon Arrival



Our local service covers the complete delivery process from the destination port or airport straight to your booth. The Rhenus Group handles customs clearance and ensures seamless transportation to Baku Stadium, including all necessary on-site handling.

[BOOK YOUR SERVICE](#)

Service Request Options

Browse through the various services offered:

- Door-to-door service (from origin to booth/pavilion in Baku)
- Local services upon arrival (from destination port or airport to booth)
- Last-mile delivery (from warehouse to booth)

Last-Mile Delivery: Warehouse to Booth

Rhenus Group ensures reliable last-mile delivery, transporting your exhibition goods securely from the warehouse directly to your booth at the venue.

[BOOK YOUR SERVICE](#)



Contact us

Form of address *

First name(s) * Surname *

E-Mail * Phone number *

Company *

Please choose a service *

Your Inquiry *

Information on the handling of your personal data can be found in our [Privacy Policy](#).

Send

Service Request Options

- To book your service, complete the form.



Contact Information

COP29 Logistics Team

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Shipments & Consignments for COP29

<https://www.rhenus.group/logistics-solutions/cop29/cop29@rhenus.com>

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