



EPL ISRAEL

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COMMITTED TO EXCELLENCE

EPL Israel was established to support the services of its Australian parent company EPL International. With head quarters in Haifa, and offices in Tel Aviv, EPL Israel has quickly grown into a market leader in providing logistics and freight forwarding solutions.

Our market leading position has been established through unrivaled customer service. We place great value on our relationship with our customers and work hard to achieve results far beyond customers' expectations. We welcome, and thrive on, 'out-of-the-box' requirements, as well as run-of-the-mill movements.

We embrace a culture of continuous improvement and are committed to excellence in everything we do.

TRADE LANE EXPERTISE

EPL Israel utilises its management expertise and strong relations with shipping companies and air carriers to provide the most cost-effective and tailored services for clients.

For the past decade, EPL has held the majority of container allocations between Israel, Australia and New Zealand, giving us a huge advantage over our competitors. Ex Israel, the Indian subcontinent, S.E. Asia and Africa, we

handle a significant share of the freight in and out of these regions, averaging 2500 containers a month.

We join forces with carriers and other service providers when required to move your goods quickly and reliably.

Our experienced management team is well versed with business culture in Israel and Australia, allowing us to negotiate the most cost-effective deals for our customers.

DELIVERING ON PROMISES

At EPL, we promise you prompt and efficient service and tailor solutions to your needs. This is an integral part of the EPL philosophy - we focus on continuous improvement and stand out quality of service, creating an environment for long-lasting partnerships.

Our state-of-the-art IT system is linked to leading industry

portals and provides clients with real-time visibility of their shipments. Clients can easily access information about the entire supply-chain process from orders raised through to the delivery of goods.

This includes 24/7 interactive web access with client log-in and 24/7 synchronised schedule data to customers systems.

BROAD RANGE OF SERVICES

Our services to clients are broad. We can move goods via sea, air or road freight and deliver them in the most cost-efficient way and in the quickest possible time. We handle a wide range of imports and exports from Israel to Australia and other destinations such as India, Africa, West South America, Canada and New Zealand.

We customise solutions for both big and medium-sized businesses and no order is too difficult for us to handle.

OUR SERVICES INCLUDE:



KEEPING TRACK OF ORDERS

With every booking, we go through the following processes to ensure you receive the best possible service and visibility.

1. For each booking we:
 - Ensure equipment availability at the port of loading
 - Confirm allocation ex origin and at transshipment ports
 - Confirm connections and vessels
 - Confirm port of discharge with the shipper.
2. Track and trace a shipment's progress until it arrives at the port of discharge or final destination.
3. E-mail updates to clients at any point of movement, providing complete visibility of the shipment or a container's progress.
4. Receive and check all shipment documents from the supplier and provide these to clients or their nominated customs broker.
5. Prepare customised management reports for clients with information about orders.
6. Use our leverage with carriers and our experience and knowledge in overcoming challenges where changes, cancellations or any other unpredicted event occurs.
7. Each client has a nominated customer service representative dedicated to handle their shipment from start to finish.
8. Follow up and monitor your return of empty containers to reduce unnecessary detention costs.

EPL is there for you. No matter what your logistic or transport requirements, we will work with you to achieve the best solution for all your import, export or logistic needs.