



TRANS-TASMAN  
TRADE LANE

## TRANS-TASMAN TRADE LANE

### COMMITTED TO EXCELLENCE

EPL was established in 2003 and has quickly grown into a market leading international logistics provider by building strong partnerships with its customers and service partners.

EPL embraces a culture of continuous improvement and is committed to excellence in everything it does. 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 have an experienced management team in place to create a solution for any logistical and trans-Tasman trade need.

### TRANS-TASMAN CAPABILITIES

EPL specialises in trade between Australia and New Zealand and our capabilities are broad, including:

#### AIR FREIGHT



- Direct airline and consolidated services
- Specialised cargo services – charters, project cargo, precious materials

#### OCEAN FREIGHT



- LCL and FCL services
- Oversize and project specialists

#### EXPRESS DELIVERY



- Urgent time critical parts
- Escorted cargo

#### CROSS-TRADE SUPPLY



- Direct service to customer for multi-location customers or for contract manufactured goods

#### CUSTOMS CLEARANCE



- Full brokerage service for all imported and exported goods

#### WAREHOUSING



- Dedicated, flexible managed warehousing

#### SUPPLY CHAIN MANAGEMENT



- E-Business & Global SCM integration and architecture



## INDIVIDUAL SOLUTIONS

At EPL, we strongly believe our services are about ensuring customers' needs are met by providing individual solutions.

We can offer you:

- Finished goods export staging
- Customs audits
- Electronic invoicing
- Customer and supplier reviews
- Total management of inwards and outwards goods warehouses
- Supply chain management review
- Global 3PL assessments
- Consolidated supplier inventory and warehousing
- Obsolete stock and waste removal

## 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 standout 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.

## 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, thus providing complete visibility of the shipments 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.