

# QUALITY

## How can INTRA help you?

INTRA's mission is to be the preferred global e-commerce shipping platform. We combine advanced solutions for organizing and streamlining shipment processes with one simple connection to the world's largest network of ocean carriers.

Today, INTRA's platform is more relevant to ocean shippers than ever before. Over 90% of shippers use more than one carrier to meet their global container shipping needs. This requires dealing with different systems and documentation processes. At INTRA, we offer an integrated platform and the right tools to complete the task and get customer transactions done fast.

## What does INTRA offer?

INTRA offers a comprehensive range of tools to help you plan, process and manage your shipments giving you the best all-round service available. The e-commerce tools are flexible and easy to use. INTRA derives its revenues from carriers seeking to adopt industry standard processes and to provide their customers with a greater level of convenience and service.

## Quality

INTRA is leading a series of comprehensive data and process quality initiatives designed to increase the accuracy and timeliness of shipment information shared between customers and carriers. INTRA is similarly working with carriers to streamline information exchange between ocean logistics trading partners around the world.

## Quality Initiative

INTRA has taken a leadership role to establish a Quality Initiative Task Force. This task force is comprised of commercial and technical representatives whose mandate is to build upon current levels of quality within the ocean shipping community. Through the task force's collective efforts, customers have experienced an increase in information completeness, coverage, and overall data quality with INTRA's participating carriers.

### Quality benefits include:

- Enhanced visibility to the entire shipment lifecycle
- Continuous monitoring of shipment status information on behalf of the global logistics community
- Improved information quality in a multi-carrier environment
- On demand shipment information
- Historical information drives continuous process and data quality improvement
- More effective use of resources through reduced efforts
- Convenient 24/7 access to relevant information

## Quality features include:

- Standardized methodologies and self-service tools to audit supply chain quality
- Common tools to evaluate process quality across multiple carriers
- Available optimum quality standards to quickly achieve lean logistics processes
- Continuous monitoring and managing of information quality
- Efficient and reliable logistics information exchange processes

## INTRA Carrier network

If you use any one of these carriers, we can help you manage your shipments more efficiently



Our carrier network is expanding rapidly. Please contact INTRA's local sales office or visit [www.intra.com](http://www.intra.com) for the latest list of participating carriers.

# INTRA



Plan

Process

Manage

## Joining INTRRA has never been easier

To get on board with INTRRA, simply call our local sales office or customer service team.

To register online, visit [www.intra.com](http://www.intra.com) or email: [service@intra.com](mailto:service@intra.com).

### INTRRA - Asia-Pacific and Middle East

Hong Kong Office  
21/F Cambridge House  
Taikoo Place  
979 King's Road  
Island East  
Hong Kong  
Tel: +852.2861.3322  
Fax: +852.2520.6363  
Customer Service:  
+852.2804.2812

Singapore Office  
80 Robinson Road #12-01  
Singapore 068898  
Tel: +65.6438.7938  
Fax: +65.6536.7939

India Office  
509/510, Meadows  
Sahar Plaza Complex  
Andheri Kurla Road  
Andheri East  
Mumbai 400 059  
India  
Tel: +91.22.6721.3322  
Tel: +91.22.6721.3323  
Fax: +91.22.6721.3320  
Customer Service:  
+1.800.209.0109

### INTRRA - China and Korea

Unit 3607 Bund Center  
222 Yan'an Road East  
Shanghai 200002  
China  
Tel: +86.21.6335.0077  
Fax: +86.21.6335.0682  
Customer service:  
+800.820.0290

### INTRRA - The Americas

Latin America / North America Office  
Miramar Center III  
3601 SW 160th Avenue, Suite 100  
Miramar, FL 33027  
USA  
Tel: +1.954.499.7101  
Fax: +1.954.499.7108

### INTRRA - Europe and Africa

Copenhagen Office  
Havnegade 39  
DK-1058 Copenhagen K  
Denmark  
Tel: +45.7025.4000  
Tel: +49.151.291.25.953  
Fax: +45.7025.4022  
Customer service:  
+45.7025.2910

Hamburg Office  
Valentinskamp 24  
20354 Hamburg  
Germany  
Tel: +49.40.311.12.286  
Tel: +49.151.291.25.953  
Fax: +49.40.311.12.200  
Customer service:  
+0800.5030.000

## About INTRRA

INTRRA is a leading global provider of e-commerce solutions to the ocean freight industry. INTRRA professionals work with over 30 leading carriers and their customers, to streamline and standardize their shipping processes worldwide through a network of more than 20,000 corporate locations. Over 300,000 container orders are initiated on the INTRRA platform each week, representing more than 10 percent of global ocean container trade.

### INTRRA Corporate Headquarters

Morris Corporate Center II  
One Upper Pond Road  
Building D  
Parsippany, NJ 07054  
USA  
Tel: +1.973.263.5100  
Fax: +1.973.263.5969

Local offices around the world:

**Europe & Africa:** Copenhagen, Hamburg, Johannesburg, London **Asia-Pacific & Middle East:** Hong Kong, Singapore, Bangkok, Ho Chi Minh City, Jakarta, Mumbai, Dubai, Sydney, Wellington **China & Korea:** Qingdao, Shanghai, Seoul, Xiamen

**The Americas:** Miami

For further information, contact your nearest INTRRA office or visit [www.intra.com](http://www.intra.com).