

# Give yourself the **Supply Chain Edge**



**InSynergy**  
Your Expectations, Our Inspiration!

Keep calm and call  
the **supply chain** guy!



Business Card



## About Us

Incorporated in 2010, with an objective of providing integrated logistics solutions, **InSynergy** has grown to become one of the leading third party logistics service provider over the last seven years.

With a human capital of over 140 spread across its eight locations, **InSynergy** offers its clients with end to end solutions in logistics. InSynergy is a registered Multi Modal Transport Operator (MTO) with the DG Shipping, Government of India and a registered Customs Broker with the Customs Department. InSynergy also holds the distinction of being an Authorized Economic Operator (AEO) granted by the Central Board of Excise and Customs, Ministry of Finance, Government of India, under the AEO Program of the World Customs Organization.

We are a value based, process driven enterprise which operates with a robust Enterprise Resource Planning (ERP) system which integrates all the departments of the company. With our prime focus being on the customer, **InSynergy** designs all its products and solutions, around the customer's specific requirements.

It is our stern belief in the five core values of the company, i.e., Integrity, Persistence, Empathy, Honesty and Discipline, that characterizes the way we operate. Continued training and education is imparted to our human capital to ensure that they are aligned to the ethos of **InSynergy**, and at the same time become better and more contributing members of the modern day Indian society.

**InSynergy** is committed to contributing its share to the industry and society in which it survives. Our commitment to the logistics industry is evident by the fact that our senior most management, is constantly and with utmost dedication, engaging with the other members of the fraternity and government to ensure the removal of hindrances in the trade. **InSynergy** is fully committed to making India a global leader, and in line with the Government of India's initiatives of Digital India, Ease of Doing Business, etc. Our commitment towards the environment is evidenced by our 'Go-Green 2017' Plan, under which we plan to eliminate all paper usage internally (within **InSynergy**) by the end of the year. **InSynergy** is investing heavily on technology to reduce our carbon footprint as far as possible.

**InSynergy**, is a part of the World Cargo Alliance (WCA) through which, it has one the largest worldwide networks of over 25000 global partners to work with. This also provides us with a platform offering specialized services, such as time critical, express, projects, dangerous goods, etc.

**InSynergy** is fortunate to have some of the most elite of business, as its customers and they are the ones who are truly responsible for the unprecedented growth that **InSynergy** has experienced over the last few years. We are always thankful to all the customers who have trusted our abilities and have put their faith in us. It is definitely not that every incidence of service have been seamless, deviations do occur, occasional service failure do happen, but we are glad you judged us by our reaction to such incidents and not by the incidents themselves. Our customers are our biggest asset, and they make us who we are!

We don't just deliver **shipments**,  
We deliver peace of mind



# From Managing Director's Desk



**InSynergy** is not just a name or a business entity; it's a vision to 'Deliver Beyond Expectation' and represents the passion of each one of the stakeholders of the company. It's a commitment that we, as its employees, managers or directors make to our customers, based on the core values of the company.

When we say 'your expectation, our inspiration', we convey this commitment to our customers who are our biggest most valuable asset. The more they expect from us, the more we are inspired to push the envelope further. It would be rather inaccurate to state that we are able to meet every expectation, of each one of our clients, however the intent is unquestionable.

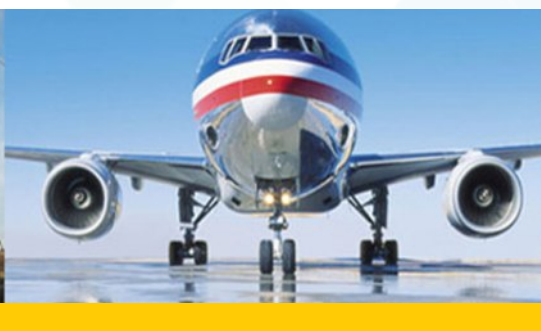
I, as a leader of the pack, am proud of the team that makes it all possible, the team that shares the ethos of the company, the vision and the values which are uncompromised and the ones who cherish the same. The human assets, as we address them in **InSynergy** are the only differentiating factor. The team which is aligned to the goals and objectives of the company, and share the values of the company, are the ones who build the company and give it, its character. As a custodian of the company ethics and values, I am extremely proud of my team which has relentlessly shown that they are the best and can serve their customers better than most others.

Service quality is the key to success in the segment of the trade that we represent. Each incident of service is experienced by the customers in totality, and we have to make each one count. Though rare, service failures are a part of the whole process and it's these which truly showcase the true commitment of the organization. At **InSynergy**, we are proud to state that our team is, at its best and most proactive in resolving the issue, should such situation arise. We don't believe in going ostrich in crisis, we are trained to face the challenges head on, and stand firm till we get the resolution.

It is also my firm belief that we are who we are, because of the partners who stand by us and support us in providing services, though we sometimes push them way too much. I am thankful for their patience with us and their tolerance of our over the top kind of behavior. At times we push too hard and take things very personally, some other times we also negotiate too much, however our partners, who put-up with our unreasonable behavior, are the ones who we can count on for service delivery.

On behalf of my team, I would also like to express my gratitude towards our seniors in the industry, whose guidance and support, has shown us the way forward. They may be seen as our competitors and they actually are, but besides that they are also wonderful people, who have strived hard to make a name for themselves and their organization in the industry, they have earned respect of their contemporaries in the trade. These, stalwarts of the trade, have not just been a source of inspiration to us, but have also been very generous to share their noble thoughts and ideas with us and guide us without prejudice.

*Arun Kumar*





# InSynergy Vision

Deliver Beyond Expectation



## InSynergy Missions

- Next Day Delivery
- Go Green 2017



## InSynergy Core Values

Our Ethos, Our Foundation

**INTEGRITY**  
**PERSISTENCE**  
**EMPATHY**  
**HONESTY**  
**DISCIPLINE**





# Our SERVICE Offerings

**International  
Air Freight  
Forwarding**



**International  
Ocean  
Freight  
Forwarding**



**Customs  
Clearing  
in India**



**Warehousing**



**Express  
Shipping**



**Bulk Cargo**



**Trucking**



# International Air Freight Forwarding



The first cargo flight took place on the 7 November 1910 in the USA, between Dayton and Columbus, Ohio carrying a package of 200 pounds of silk for the opening of a store, covering a distance of 105 Km in 57 minutes. It was the first "cargo only" flight solely for the transport of goods; the first flight commissioned by a client, and the first example of multimodal air transport, since the pieces of silk were transported by car from Columbus aerodrome to the store.

The world's first official airmail flight took place on 18 February 1911, at a large exhibition in the United Provinces of Agra and Oudh, British India, carrying 6,500 letters a distance of 13 km, from Allahabad to Naini.

It has been a long 100 + years of trade, which has grown phenomenally in the west, coming a full circle, now is the time for India to bask in the glory of its past. The new aviation policy in India aims at networking the country by Air and provisions for Air Freight Stations (AFS), we hope that Air Freight in India will be the thing of the future.

InSynergy, which is an accredited IATA Cargo Agent holding stock of multiple carriers, offers its clients, both in-bound and out-bound international cargo movement at the most competitive prices. The company will soon be starting a domestic cargo service to complete the end-end service offering.

Our comprehensive service offering at all major airports across the globe, with own offices, partner agents and consortium members assure quality and reliability, in all the movement of your valued and time critical cargo.

InSynergy handles project cargo and DG Cargo for its clients based on specific design and has the capacity to arrange charter flights, for movement both into and from Indian airports, so you will never have to look too far, when it comes to your special Air cargo needs.

Time is of essence in Air Cargo movement, and we at InSynergy always strive to ensure that your expectation of services are catered to from our side, with this objective, InSynergy also has

special tie-ups and partnerships with Express Air Cargo companies, whereby offering Door-to-Door services for smaller packages and envelopes of documents by Express Mode.

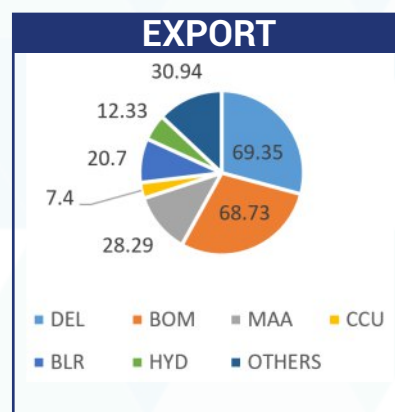
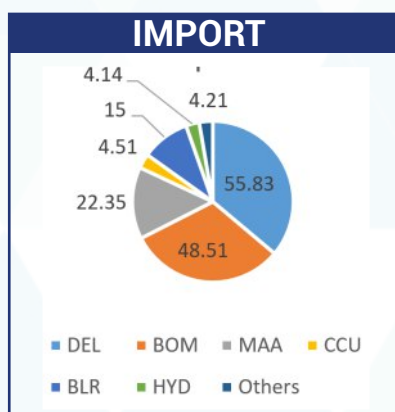
InSynergy is also proud to declare that it is the sole lifetime forwarder member (as of date), of the prestigious Air Cargo Forum of India (ACFI) which is a consortium of all stake holders of the air cargo industry in India, viz. Airlines, Airport Authorities, Cargo Terminal Operators, Ground Handling Agencies, Express Cargo, Customs Brokers, Forwarders & Transporters. InSynergy, through its Managing Director, is also on the Board, actively participating in resolving difficulties and improving the way, air cargo is handled in India. ACFI actively interacts with the Government of India through its various agencies viz. DGCA, MoCA, Customs Department, etc. suggesting to them the industry perspective on various aspects and suggesting to them way forward.

We are committed to doing everything humanly possible to ease the way business is done in India and our active participation in the various associations and forums depicts our resolve to be the part of the change that we all desire. InSynergy believes that, standing on the sideline and complaining about the situation can only make you a participant in the problem, we take the issues head on and try to find a solution to the same, which is often accepted by the authorities and helps the trade.

Though as of date, India has a number of International Airports, however the six major airports namely Delhi, Mumbai, Kolkata, Chennai, Bangalore and Hyderabad handle the maximum volume of international cargo. As per reports of DGCA, in the first quarter of 2017, these six airports handled as much as 97.25% of the Import cargo and 87% of the export cargo.

Of which again Delhi, Mumbai and Chennai have major share of the pie, with 36%, 31% and 14% respectively in terms of Import, and 29%, 29% and 12% respectively in terms of Export.

With InSynergy covering all these major airports with their own offices, you are assured of excellent InSynergy Service Quality, every time without fail.







# Ocean Freight

Freight transport has been achieved widely by sea throughout recorded history. Although the importance of sea travel for passengers has decreased due to aviation, it is effective for short trips and pleasure cruises. Transport by water is cheaper than transport by air.

Water transport is highly cost effective with regular schedulable cargoes, such as trans-oceanic shipping of consumer products— and especially for heavy loads or bulk cargos, such as coal, coke, ores or grains. Arguably, the industrial revolution took place best where cheap water transport by canal, navigations, or shipping by all types of watercraft on natural waterways supported cost effective bulk transport.

Containerization revolutionized maritime transport starting in the 1970s. "General cargo" includes goods packaged in boxes, cases, pallets, and barrels. When a cargo is carried in more than one mode, it is intermodal or co-modal. Containerization greatly reduced the expense of international trade and increased its speed, especially of consumer goods and commodities. It also dramatically changed the character of port cities worldwide.

InSynergy is registered with the Directorate General of Shipping, Government of India as an authorized Multimodal Transport Operator (MTO) as it is called which is also referred to as Non Vessel Owning Container Carrier (NVOCC). InSynergy is authorized to issue its House Bill of Lading which is covered by the liability insurance.

Besides, for doing shipments to the United States, the forwarders are required to be duly registered with the Federal Maritime Commission (FMC) of the United States and InSynergy

is amongst the few such companies to have this registration and thus are in capacity to issue their HBL for consignment to the US coasts.

InSynergy, with its branch office located at Mundra and Mumbai in the West coast of India, Chennai in the South Coast and Kolkata in the east coast of India, cover all the major sea ports of handling and the dry ports are covered by our offices located at Delhi, Noida, Ludhiana, Bangalore and Hyderabad, this covers almost 85% of the containerized Cargo handling and 68% of the bulk cargo handling capacity across the country.

Besides having the authorization as an MTO & FMC, InSynergy has been certified as an Authorized Economic Operator (AEO) under the AEO program of the World Customs Organization, by the Government of India (Ministry of Finance), both as a Freight Forwarder and a Customs Broker, after thoroughly auditing our processes and provisions for cargo security.

At InSynergy we are committed to provide our clients with the world class services that are customized to suit their specific needs. Our tailor made solutions, sets us apart from the run-in-the-mill kind of operations followed by most.

InSynergy is a member of Association of Multimodal Operators of India (AMTOI) with an endeavor to have a harmonious maritime community to bring consensus amongst all segments of our community, whilst making representations to various authorities and promote Multimodalism in India.





# Customs Brokers



InSynergy, as a corporate was incorporated in 2010, however has its roots very deep, going down a few decades as customs brokers. The company earlier known as Amexpress Worldwide Logistics was established way back in the mid-seventies, which was a small customs brokers firm operating on a single port of Delhi (then called ICD Pragati Maidan).

With over four decades of experience as authorized customs brokers, InSynergy is a well-established customs broker and has been accorded as highest volume handling customs brokers by CONCOR (As Amexpress) many a times.

InSynergy is proud to state that it has kept its highest reputation with the customs department, and is considered as one of the most compliant customs brokers by the department and its officers. The reputation of the company is delivered from its commitment to abiding by the law of the land and to ensure that its clients' are also in compliance.

We take immense pride in the fact that, our entire top layer management and all those involved with the duties of customs clearance of cargo, are customs qualified and hold a valid authorization. The staff handling customs clearance always has to keep themselves up to date with the constantly changing customs laws and procedures. They are trained to understand and interpret, the law in its true spirit, and guide the client accurately.

Customs Laws and Procedures in India can be quite intimidating for those who are new to the subject and violation of the same, knowingly or unknowingly can cause the clients a lot of hardship

and financial losses! We at InSynergy, therefore provide our clients with unlimited consultancy without any charge, on the subject of customs.

As a testimony to our commitment, InSynergy has been certified as an Authorized Economic Operator (AEO) under the AEO program of the World Customs Organization, by the Government of India (Ministry of Finance), both as a Freight Forwarder and a Customs Broker, after thoroughly auditing our processes and provisions for cargo security. The department has certified us as AEO-Lo after scrutinizing our records and checking the processes and procedures we have in place to ensure 100% compliance.

At InSynergy, we value the trust that our clients put in our knowledge and experience. Many of the associations of which we are members, seek our opinion and guidance, before approaching the customs department with any concern. Our learned directors, who are thorough with the customs laws and procedures, are constantly approached by customs officers who seek their advice in the matter relating to customs, due to their rich experience.

In the matters of customs, which is our forte, InSynergy, is untouchably in the top league! Should you have anything to ask or seek any advice relating to customs in India, please feel free to contact our team and they will do the best to give you the soundest advice possible.



# Warehousing



Warehousing or storage of goods is nothing new to human kind. The prominence of warehousing has grown a great deal with the evolution of mankind. Early humans stored their gatherings and cultivations in safe and secure place to preserve the same for consumption at a later time, when gathering or cultivation the product was not possible. This process of storing or warehousing at a small level for domestic usage has given way to professional warehousing for industrial or commercial usage.

The modern day warehousing involves much more than just storing for future use, it has taken an all new dimension. Today a warehouse is expected to perform a whole lot of functions other than just store goods, they are expected to add value, not just by managing the storage efficiently, but also by performing other functions such as, packing, bundling, cutting, cleaning, segregating, some or the other processing, etc.

We at InSynergy totally understand and appreciate that every business has its own and unique warehousing requirements and the warehousing service provider needs to understand and design the warehousing solutions around that requirement. This is the basic reason, for InSynergy not owning any immovable fixed asset such as land and building, which would become an obstacle to its flexibility.

At InSynergy, we understand that your needs are unique and specific, we study and design our warehousing solution, like all other solutions around your requirements, be it proximity of location or peculiarity of storage requirements, we don't sell you what we have, we create what you need and thus tailor our product to bring in efficiency and reduce your cost.

Our customers, share their desire, and our team of dedicated professionals start to communicate and explore all possible

options to ascertain if we need to 'make or buy', they also determine and estimate the space requirement, location, availability, urgency, transit cost, etc. and present the options for your choice, with the SWOT analysis for each option, thus giving you an opportunity to decide what suits you best. Be it bonded or un-bonded warehousing, solo or shared warehousing, public or private warehousing, InSynergy is your best choice of service provider, considering that InSynergy is an authorized customs broker and besides having through knowledge of inventory management, also has additional know how relating to the law of indirect taxation.

Our WMS (Warehouse Management System) which is a part of our in-house ERP, is a robust WMS which is highly adaptable to produce reports which can be easily uploaded into our client ERP platform, or in some cases where inventory visibility in real time is critical, our WMS is capable of communication with our client server, after a simple alignment. Needless to mention, complete visibility is also available to the customers who have outsourced their complete inventory management to InSynergy.

With InSynergy, you can be sure that your cargo is not just secure; it is also well managed and is available to you on demand, due to intelligent, system assisted inventory management. If you require conversion, then you can be rest assured that the SKU of input and output units are balanced, and also the goods in transit between warehouses are accounted for as a virtual 'Transit Warehouse' concept, which is the sum total of all the inventory in transit at the time of stock report.

Correct Information Flow, Accurate Inventory, & Precise (Time & Quantity) Delivery, are the key to successful inventory management and peace of mind to the process owner!





# Express Cargo



InSynergy is proud to announce that, in keeping to popular demand from the trade, and in keeping with its motto, 'YOUR EXPECTATION, OUR INSPIRATION' has added a new service of Express Door-To-Door services for both import and Export cargo.

InSynergy, in partnership with one of the world's leading Express Cargo Company, provides its clients with import and export courier service for your documents, samples or other general cargo. This product is generally very much suitable for moving documents and small weight, small value cargo or samples from/to any place in the world.

This new product of InSynergy has the unique advantage of speed of express cargo along with reliability, dependability and expertise of InSynergy customs clearance, in both import and export shipments. In other words, we take the best of both worlds and combine the same to provide our customers with unmatched service delivery and the lowest possible cost.

This unique product is best suited for your urgent documents and sample shipments, however can also be used for fairly large shipments under certain circumstances which creates cost advantage. Generally when you use the courier company directly, and should you require some clarification, the only people who you speak to will be the 'Call Center Executives', who have limited knowledge of the subject and can at best annoy you

with unreliable assurances! In our case, however; you will not be required interact with the annoying call center executives and we will attend to your needs and requirements and should it require, we will interact with the highest level of operations staff at our partners premise.

For using this product, all you need to do is, sign up a contract with us and share your KYC documents once. Then, the next time you need to ship or pick up a consignment to/from anywhere in the world, just contact your SPOC assigned, and provide the required details and he/she will do the rest. InSynergy assures you all this comfort at your home/office.

Now you can relax and handle your core business without bothering with the nitty-gritty's of coordinating step by step, all the way, while you are paying for the same too. InSynergy handles the same on your behalf and ensures that you have all the information at your fingertips at all times night and day, or while you are on the move.

InSynergy 'Go Live', our revolutionary mobile application integrates all your commercial cargo and express cargo shipments, and you don't need to visit and bother yourself, hunting at various websites and trying to figure-out where to look. It's all in your hand and at your fingertips 24x7.





# Break Bulk | Bulk Cargo



## Break Bulk Cargo

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## Bulk Cargo

We provide an unrivalled range of logistics solutions which includes bulk and break-bulk logistics, customs clearance, vessel coordination, stevedoring, anchorage discharge, barging, transshipment, onshore cargo handling, mechanized bagging, warehousing and inventory management, road / rail logistics across India, site management and end to end logistics solutions customized to the needs of our clients.

We have pioneered ground-breaking operations in handling coal, food grains and fertilizers at multiple locations, which require a great deal of expertise as these bagged cargo are prone to contamination and handling losses.

Built on a customer centric culture and approach, our fundamental objective is to deliver efficiently, on time and provide cutting edge services to the utmost satisfaction of our clients. Our professional diligence has helped us offer efficient and impeccable services with a special focus on inventory management, loss minimization, optimizing turnaround time and monitoring and assigning accountability, thereby reducing overall supply chain costs.

## Difference between Bulk and Break Bulk cargo

Break Bulk Cargo is cargo that is unitized and is loaded individually. Please note that the break bulk cargo is packaged (bags, boxes, barrels etc.) but is not containerized. This was the most common cargo type to be transported until the introduction of container shipping.

Bulk cargo is loose cargo such as grain, iron ore. Bulk Cargo is not unitized, is unpackaged and is not containerized. Bulk cargo is transported in cargo holds via bulk carriers.





## Trucking and Inland Movement



With the improvement in road infrastructure in the last 10-15 years, it has given immense boost to transportation. The implementation of GST is further estimated to increase the speed of road transportation further, with removal of state check posts. This coupled with the last/first mile connectivity required for all other modes of movement, places the road transportation on the high importance agenda.

With the Indian economy on the trajectory of high growth, inland movement by road is bound to play an important role in overall logistics sector. InSynergy recognizes the importance of secure and reliable road movement and thus has tied up with third-party-vehicle owners across the country. We contract with the vehicle owners who deploy their vehicles along with the drivers and supervisors to drive and coordinate the movement. InSynergy has 'ZERO' tolerance to pilferage and theft, and to that

objective verifies all the vehicle owners and drivers and other staff involved.

Most of our contacted vehicles today are fitted with the onboard GPS Tracking system and we have access to all those vehicles on the fingertips. Besides securing the cargo with our High Security Bottle Seal, wherever possible, we also track undue delay, stoppage and door open conditions.

Though, we do not own any transport vehicle on our name, as we believe that we will not be able to effectively manage the same and fleet management is best left to the efficient fleet managers of the fleet owner, we do control the operative side of the vehicles. Besides, this also gives us immense flexibility to engage additional vehicles as and when required, particularly in case of a surge in the season.





# Future Ready - 100% IT Enabled

Everyone agrees that effective supply-chain management can provide a major source of competitive advantage. The goal of a supply chain manager must therefore be to link the end customers, the channels of distribution, the production processes and the procurement activity in such a way that customers' service expectations are exceeded, and yet at a lower total cost than the competition. One of the enabling factors for the achievement of this goal is the effective use of information technology (IT).

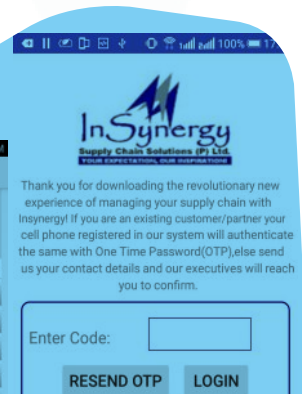
The environment where managers make decisions has changed significantly these years. Organizations design their products in one country, purchase materials and raw materials in another, production is carried out in a third country, and finished products are marketed in numerous countries around the world. At the same time, logistics processes were the first processes to be outsourced. InSynergy, whose particular focus is on their core competencies, has emerged. Specialization has become the goal for logistics providers as well. Hence, we differentiated our operations based on the different logistics resources and processes managed. Logistics processes, as transaction intensive, are abundant with various data used by numerous parties in logistics processes for effective and efficient management and decision making in a changing environment. Intensive utilization of information technology that provides timely transaction processing and support in decision-making processes has an especially important role in the execution of complex management activities.

InSynergy is a 100% ERP enabled Logistics Company with a mission to go paperless by the end of 2017. We capture information across domains and a lot of the same pertains to the supply chain of the companies we service. This information is available to them over the web in a near real time environment, which can enable them to align their production/ sales/ onward movements more efficiently.

Our 'Go-Live' application available for android platform, gives our clients secure access to their shipments on the move. Our web access also gives the same features and much more. For those customers of the company that have entrusted InSynergy with complete end to end solutions, the our web services allow them to control all activities form the point of Purchase Order to the point of production, which is the primary leg of supply chain management.

The company having an internal IT division has the capacity to design and deliver data to the client server through FTP as data packets, thereby integrating the client ERP for SCM. The GPS enablement in the present day modern trucking, has given the capability to the customer to have both way communication with the shipments throughout its short journey, thereby given the customer complete visibility.

This information empowers the customers to take critical decisions with fair bit of confidence and therefore can lead to making the whole supply chain effective and cost efficient.





## Our Registrations, Certifications & Memberships

### Registered Customs Brokers

Customs Clearance is a subject of great concern in the developing world. In various countries, customs rules and regulations, the process and procedures can be quite intimidating, not just for the common man, but also for some through professionals of the trade.

This intimidating subject is the forte of InSynergy! InSynergy is one of the few companies in the SCM domain who have expertise in the domain of Customs Clearance. In fact for us at InSynergy the progression starts from Customs Clearance.

Knowledge, understanding, and qualification, is the key to efficiency in this domain, and InSynergy was incorporated by professionals who had at that time a minimum of ten years' experience only in the domain of customs clearance as licensed customs brokers. Having served the industry relentlessly in this segment for years, the natural progression was to enter the other domains of SCM.

InSynergy is a licensed Customs Broker, and has qualified (customs approved) staff at each port of operation. Well equipped with the required infrastructure, InSynergy, through its representatives, provides consultation to the customs and the ministry at various platforms.

InSynergy is also registered with all the Customs Brokers Associations at the locations of its operations.



### Certified Authorized Economic Operator (AEO)

According to the World Customs Organization (WCO), an authorized economic operator (AEO) is "a party involved in the international movement of goods in whatever function that has been approved by or on behalf of a national Customs administration as complying with WCO or equivalent supply chain security standards. Authorized Economic Operators include inter alia manufacturers, importers, exporters, brokers, carriers, consolidators, intermediaries, ports, airports, terminal operators, integrated operators, warehouses and distributors"

The Indian Customs launched tier AEO scheme for Importers and Exporters (T1, T2, and T3) vide Customs Circular 33/2016 and a Single Tier AEO Program for Logistics Providers, Custodians or Terminal Operators, Customs Brokers and Warehouse Operators (AEO-LO).

InSynergy has been accorded the status of AEO-LO (Logistics Providers & Customs Brokers) after a thorough scrutiny of our records, process reviews and physical audit, making InSynergy one of the very few Indian companies which have been accorded this status under the two categories.



### Lifetime Members of Air Cargo Forum of India (ACFI)

Various streams of air cargo logistic industry have their own trade bodies/associations to look after the interests of their respective members, like BAR-India for airlines, ACAAI for IATA approved agencies, FFFAI for Freight Forwarders/ CHAs, APAO for private airports etc. The absence of a single/ common platform of entire air cargo logistic trade for unitedly raising its voice against major challenges and bottlenecks is one of the reasons of its voice being neglected by the policy makers and the regulatory authorities.

For the reason above, some prominent, learned and enlightened individuals, got together and took upon them the challenge to question the norm and act as a single voice representing all stakeholders of the air cargo industry. Like others, InSynergy too was invited to join the forum, which we did as Members initially, however; after experiencing the devotion and hard work with which this forum works, we decided to become a lifetime member of the form, and today we can proudly say that we are the first lifetime member of the ACFI as forwarder and customs broker.

InSynergy is committed to contribute to the industry which gives it, its livelihood, and we choose this platform as a route to do so, as we believe that ACFI is one of the few such groups, which can think beyond its individual benefit, and its diversity of members will always keep it in its present character. We shall always be thankful to those distinguished people who came up with this idea in the first place.



## Our Registrations, Certifications & Memberships



### Members of International Federation of Freight Forwarders Associations (FIATA)

InSynergy is a proud individual member of FIATA, a non-governmental organization, which represents today an industry covering approximately 40,000 forwarding and logistics firms, also known as the "Architects of Transport", employing around 8 - 10 million people in 150 countries.

FIATA has consultative status with the Economic and Social Council (ECOSOC) of the United Nations (inter alia ECE, ESCAP, ESCWA), the United Nations Conference on Trade and Development (UNCTAD), and the UN Commission on International Trade Law (UNCITRAL).

It is recognized as representing the freight forwarding industry by many other governmental organizations, governmental authorities, private international organizations in the field of transport such as the International Chamber of Commerce (ICC), the International Air Transport Association (IATA), the International Union of Railways (UIC), the International Road Transport Union (IRU), the World Customs Organization (WCO), the World Trade Organization (WTO), etc.

#### FIATA's main objectives are

- To unite the freight forwarding industry worldwide
- To represent, promote and protect the interests of the industry by participating as advisors or experts in meetings of international bodies dealing with transportation
- To familiarize trade and industry and the public at large with the services rendered by freight forwarders through the dissemination of information, distribution of publications, etc.
- To improve the quality of services rendered by freight forwarders by developing and promoting uniform forwarding documents, standard trading conditions, etc.
- To assist with vocational training for freight forwarders, liability insurance problems, tools for electronic commerce including electronic data interchange (EDI) and barcode.



### Federal Maritime Commission Approved (FMC)

No consignment by ocean can be moved for destinations within the United States of America, unless the BL or the HBL is duly approved by the Federal Maritime Commission (FMC) of the US. InSynergy is duly registered with the FMC as Foreign-based NVOCC and has published tariff and undertaken a federal bond as required.

InSynergy is further registered to file the AMS for the shipment destined for the US and therefore, can do the needful for all your ocean shipments consigned for US destinations.

This enables InSynergy to file rate contracts with carriers serving US destinations, and gives the customers a trouble free movement to US ports.



### Accredited International Air Transport Association (IATA) Cargo Agent

InSynergy is registered with the International Air Transport Association (IATA) as an accredited air cargo consolidator who is duly qualified with trained manpower, capable of making cargo ready for carriage in accordance to the carrier regulation. In simple terminology, InSynergy, can acquire stocks from the master carrier and issue the same on behalf of the carriers.

InSynergy holds stocks of several airlines acting as agents for booking cargo on their behalf, besides consolidating the shipments under its HAWB. Acting as a consolidator for nominated shipments and direct customs shipments, InSynergy can provide its customers and partners, the consolidation advantages making the shipments cost effective.



## Our Registrations, Certifications & Memberships



### **Certified ISO 9001: 2015 Company by JAS-ANZ**

Certification to ISO 9001:2015 requires passing an audit to check that your Quality Management System (QMS) delivers on the requirements of the Standards underpinned by the Seven Quality Management Principles.

#### **These Quality Management Principles (QMPs) are:**

**QMP 1 :** Customer focus: Meeting and exceeding your customers' current and future needs, is the primary focus of quality management.

**QMP 2 :** Leadership: Having a unified direction and mission that comes from strong leadership is essential in promoting the right culture.

**QMP 3 :** Engagement of people: Competent, empowered and engaged people at all levels of your organization.

**QMP 4 :** Process approach: Understanding activities as processes that link together and function as a system to yield more effective and efficient results.

**QMP 5 :** Improvement: Successful organizations have an ongoing improvement focus.

**QMP 6 :** Evidence-based decision making: Ensuring your decisions are based on the analysis and evaluation of data is more likely to produce the desired result.

**QMP 7 :** Relationship management: Identifying the important relationships you have with interested

parties such as your suppliers and setting out a plan to manage them will drive sustained success.



### **Registered Multimodal Transport Operators (MTO)**

We are sure you already know that the HBL which is a negotiable instrument in India can only be issued by the company which is registered with the Directorate General of Shipping, any other way and it's just a piece of paper?

InSynergy is a company which has completely insured documents, and all other Freight Service Liability, basis which InSynergy is registered as Multi Modal Transport Operator (MTO). In other words, we issue our HBL which are duly insured and have clauses approved by the Directorate General of Shipping, Government of India. Each of the of HBL also called the Multimodal Transport Document (MTD), issued by the company, carries the MTO Registration number, which your bankers can verify for authenticity online.



### **Members of Association of Multimodal Transport Operators of India (AMTOI)**

InSynergy is a member of AMTOI which is registered as a non-profit making body under the Indian Companies Act with an endeavor to have a harmonious maritime community to bring consensus amongst all segments of the community, whilst making representations to various authorities and promoting Multimodalism in India.

Following the enactment of the Multimodal Transportation of Goods Act, 1993, AMTOI (Association of Multimodal Operators of India) was established in the year 1998.

#### **The main objects of the Association are**

- To organize Multimodal Transport Operators at National level
- To study the issues faced by MTOs and seek resolution with appropriate authorities
- To promote multimodal transport services in Domestic and foreign trade
- To improve the quality of such services and reduce transaction costs
- To facilitate Skill Development for Logistics Sector
- To Promote implementation of Cargo Community System

# Our Registrations, Certifications & Memberships



## Members of The International Air Cargo Association (TIACA)

InSynergy is a proud member of TIACA, which is a global not-for-profit trade association representing all the major segments of the air cargo and air logistics industry – combination and all-cargo airlines, forwarders, airports, ground handlers, road carriers, customs brokers, logistics companies, shippers, IT companies, aircraft and equipment manufacturers, trade press, and educational institutions.

### TIACA's objectives include:

- Facilitating and monitoring the implementation of e-commerce practices throughout the air cargo supply chain;
- Supporting security measures that are effective, workable, and affordable, and that create minimal disruption to the vital flow of air cargo, which essentially relies on speed;
- Developing and promoting strategies and principles that address legitimate public concerns for sound environmental policies;
- Reforming and modernizing customs practices and raising industry performance standards;
- Increasing market access by the elimination or reduction of constraints imposed on air cargo by its current dependence on bilateral traffic rights agreements; and
- Representing the interests of the air cargo industry before relevant regulatory bodies, at the national and multinational levels.



## Registered under D.U.N.S by D&B

A D&B D-U-N-S® Number is a unique nine-digit sequence recognized as the universal standard for identifying and keeping track of over 265 million businesses worldwide. Companies worldwide use it to link information about suppliers, customers and trading partners, providing a more complete picture of the risk and opportunity in their business relationships. No one else has this capacity to identify, verify, and inter-relate businesses to find new customers, reduce credit exposure, generate vendor savings and prevent fraud. Its unique nine-digit code helps you identify more than 245 million company locations worldwide.

### Why should InSynergy have a D-U-N-S® Number?

- It enhances the credibility of your business in the marketplace.
- It enables potential customers, suppliers and lenders to easily identify and learn about your company.
- It is recognized, recommended and/or required by more than 200 global, industry and trade associations, including the United Nations, the U.S. Federal Government, the Australian Government and the European Commission.



## Members of Federation of Freight Forwarding Association of India (FFFAI)

InSynergy is proud member of FFFAI whose main object is to organize united action to protect and promote the interest of the professional in all its aspects at the national level; and for that purpose, to co-ordinate the activities of the Custom House Agents' Associations and their members; to collect and disseminate information to members on subject of common interest; to take part in conference; to help members to acquaint the authorities with their common problems, to protect and to improve the common benefits, to get redressal of legitimate grievances by all peaceful and constitutional means and procedures to exercise beneficial supervision over the logistics trade with a view to maintain a high standard of integrity and public confidence; to evolve a code of conduct of ethics for Freight Forwarders and Customs Brokers.

Federation of Freight Forwarders' Associations in India (FFFAI) is the Apex Body and the Sole Representative of 27 Member Associations from all over India representing 5000 Customs Brokers (employing over 1,00,000 people). In addition, organization that is directly or indirectly connected with freight forwarding, shipping and commerce are also associated with FFFAI.





## OUR SERVICE LOCATIONS

### ► **Delhi Airport**

A-4, Main Vasant Kunj Road,  
Near Main Red Light, Mahipalpur Ext.,  
New Delhi-110037  
Phone: +91-11-42198500

### ► **Mumbai Airport**

Jayand Apartments, "A" WING, 102,  
Near Cargo Complex, Andheri(E),  
Mumbai, PIN No.-400099  
Phone : 022-26828999

### ► **Ludhiana**

Overseas warehousing Pvt Ltd  
Room no- 133, C-205,  
OWPL Complex Phase-5 Focal Point,  
Ludhiana (Punjab) 141010  
Phone : 01614610255

### ► **Bangalore**

InSynergy Supply Chain Solutions (P) Ltd.  
Plot No-1. Somasundarpalya,  
Near Chinmaya High School, HSR Layout,  
2nd Stage, Bangalore-560102 (Karnataka)  
Phone: 08042181444.

### ► **Chennai**

New No.-223, Old No. - 109,  
Dr. S M Mansion 2nd Floor,  
Thambu Chetty Street, Chennai-600001  
Phone: +91-44-42076199/399

### ► **Hong Kong**

C/o Integrated Sourcing & Supply Chain HK Ltd.  
1612, Profit Industrial Building, No.1-15  
Kwai Fung Crescent & No.65-69,  
Container port road, Kwai Fung, NT, Hong Kong

### ► **Delhi Tuglakabad**

217 & 251, In Land Container Depot,  
Tuglakabad, New Delhi 110020  
Phone: +91- 11-26363818  
Fax: +91-11-26382821

### ► **Mumbai Ocean**

CHA No. 11/1247, 421,  
Raheja Arcade, Sector-11, Plot No. 61,  
CBD Belapur, Navi Mumbai- 400614.  
Phone: +91-11-42198500

### ► **Mundra/Kandla**

H.No.-03, Plot- 105, Laxmi Residency,  
Opposite HP petrol pump, Shakti Nagar,  
Adani port road Mundra, Kutch, Pin Code-370421.  
Ph : 028-38222240

### ► **Hyderabad**

2nd Floor, 13-6- 436/A/26,  
Laxmi Nagar Colony, Near Gudimalkapur,  
Mehdipatnam, PV Narshima Rao Flyover,  
Pillar No-68, Hyderabad- 500028  
Phone : 4023515137

### ► **Kolkata**

4 Fairly Place HMP House,  
Room No.- 109, 1st Floor, Kolkata-700001  
Phone : +033-40017443

### ► **Shenzhen (China)**

Shenzhen Luoho District  
Chunfeng Road,  
No. 1 Building, # 722  
+8613145816532



"Leaders win through logistics. Vision, sure. Strategy, yes. But when you go to war, you need to have both toilet paper and bullets at the right place at the right time. In other words, you must win through superior logistics."

– Tom Peters



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InSynergy Go Live



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