



## TRANSORIENT KEY CONTACT LIST

OPERATIONS						
	Biopharma	Airfreight	Seafreight	Intermodal	Roadfreight	
<b>Rate Request</b>	export => bio@transorient.com.tr import => bioimport@transorient.com.tr	mkarakas@transorient.com.tr	rates@transorient.com.tr CC: zkoc@transorient.com.tr	rates@transorient.com.tr	gtuglu@transorient.com.tr zkara@transorient.com.tr ozgealpceylan@transorient.com.tr	
<b>Operation</b>	export => bio@transorient.com.tr import => bioimport@transorient.com.tr	airexport@transorient.com.tr import-air@transorient.com.tr	seaexport@transorient.com.tr import-sea@transorient.com.tr	intermodal@transorient.com.tr	zkara@transorient.com.tr ozgealpceylan@transorient.com.tr sgunaydin@transorient.com.tr	
<b>1st Escalation</b>	Günfer Arıcı Biopharma Operation Manager garici@transorient.com.tr desk:+90 212 467 26 22 mobile:+90 534 517 12 98	Sayat Çekiç Airfreight Manager scekic@transorient.com.tr desk:+90 212 467 26 41 mobile:+90 5465135327	Metin Lamuş Seafreight Leader mlamus@transorient.com.tr desk:+90 212 467 26 03 mobile:+90 5465135326	Merih Ünal Intermodal Manager munal@transorient.com.tr desk:+90 212 467 26 68 mobile:+90 538 590 60 10	Gökhan Tuğlu Roadfreight Leader gtuglu@transorient.com.tr desk:+90 212 467 26 10 mobile:+90 530 498 78 38	
<b>2nd Escalation</b>	for Operation Neslihan Bekiroğlu- Operation Coordinator nbekiroglu@transorient.com.tr +90 212 467 26 44 mobile:+90 530 498 78 84			for Customer Relation Şenay Özyılmaz- Customer Relation Manager sozyilmaz@transorient.com.tr +90 212 467 26 47 mobile:+90 530 774 08 79		
<b>3rd Escalation</b>	Can Pakyürek Managing Partner cpakyurek@transorient.com.tr desk + 90 212 467 26 50					
SALES & FINANCE & QUALITY & ADMINISTRATIVE AFFAIRS						
	Sales & Marketing	Finance	Quality	Administrative Affairs	Operational Development	Business Process Optimization
<b>Contact</b>	Arif Özer Özsan Sales & Marketing Manager aozsan@transorient.com.tr desk:+90 212 467 26 04 mobile:+90 539 454 31 41	Nurcan Koç Account Manager nkoc@transorient.com.tr desk:+90 212 467 26 32 mobile:+90 532 377 49 21	Ebru Maden Quality & Process Manager emaden@transorient.com.tr desk:+90 212 467 26 01	Murat Göktem Administrative & Financial Affairs Manager mgoktem@transorient.com.tr desk:+90 212 467 26 33	Zeynep Koç Operational Development Manager zkoc@transorient.com.tr desk:+90 212 467 26 37 mobile:+ 90 538 590 60 11	Seda Ural Bilgi Business Process Optimization Leader sbilgi@transorient.com.tr desk:+90 212 467 26 37 mobile:+90 531 546 1402
<b>Escalation</b>	Nil Tunaşar Managing Partner ntunasar@transorient.com.tr desk:+ 90 212 467 26 06			Can Pakyürek Managing Partner cpakyurek@transorient.com.tr desk:+ 90 212 467 26 50		



## OTHER INFORMATIONS

### LOCATION INFORMATIONS

	İstanbul Office	Warehouse
<b>Address</b>	İstanbul Ticaret Sarayı Oruç Reis Mahallesi, Vadi Caddesi, No:108, 8. Kat, Ofis No: 490, Giyimkent, 34235, Esenler, İstanbul / TÜRKİYE	Muratbey Merkez Mah. Güney Girişi Cad. No:22 34545 Çatalca / İstanbul Turkey
<b>Telephone</b>	desk: +90 212 438 26 00	mobile: +90 532 417 31 36 Contact Person: Muhsin Günaydın
<b>e-mail</b>	info@transorient.com.tr	depo@transorient.com.tr

### OTHER INFORMATIONS

Subject	Maximum Response Time Upon Receipt of e-mail Business Hours	National Holidays in 2020	
Any Urget Matters	2 hours	New Year	1 January Wednesday
		National Holiday	23 April Thursday
Operations	6 hours	Labour Day	1 May Friday
		National Holiday	19 May Tuesday
Routing Orders / Letters of Recommendation	12 hours	Ramadan Holiday	23 May Saturday (1/2 Day) + 24-26 May. Sunday, Monday, Tuesday
Rate Inquiries	Air 2-4 hours, Road-6 hours, Ocean, Intermodal-12 hours, Exhibition, Event&Project-24 hours	National Holiday	15 July Wednesday
		Feast Holiday	30 july Thursday(1/2 Day) + 31 july -3 August Friday, Saturday, Sunday, Monday
Accounting	24 hours	National Holiday	30 August Sunday
Sales(sales leads) Inquiries	72 hours	National Holiday	28 October Wednesday(1/2 Day) 29 October Thursday