



TRANSORIENT KEY CONTACT LIST

OPERATIONS						
	Biopharma	Airfreight	Seafreight	Intermodal	Roadfreight	
Rate Request	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	
Operation	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	
1st Escalation	Günfer Arıcı Biopharma Manager	Sayat Çekiç Air Freight Manager	Buğra Atagül Ocean Freight Team Lead	Mert Aydın Intermodal Manager maydin@transorient.com.tr desk:+90 212 467 26 68	Gökhan Tuğlu Road Freight Team Lead	
	garici@transorient.com.tr desk:+90 212 467 26 22 mobile: +90 534 517 12 98	scckic@transorient.com.tr desk:+90 212 467 26 41 mobile:+90 5465135327	batagul@transorient.com.tr desk:+90 212 467 26 25 mobile:+90 5354906325	Emel Uzunoğlu Intermodal Team Lead euzunoglu@transorient.com.tr desk:+90 212 467 26 70 mobile:+90 539 454 31 52	gtuglu@transorient.com.tr desk:+90 212 467 26 10 mobile:+90 530 498 78 38	
2nd Escalation	for Operation Neslihan Bekiroğlu- Head of Operations nbekiroglu@transorient.com.tr +90 212 467 26 44 mobile:+90 530 498 78 84			for Customer Relation Şenay Özyılmaz- Customer Relations Manager sozyilmaz@transorient.com.tr +90 212 467 26 47 mobile:+90 530 774 08 79		
3rd Escalation	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
Contact	Zeynep Koç Head of Strategy and Development zkoc@transorient.com.tr desk:+90 212 467 26 37 mobile:+ 90 538 590 60 11	Nurcan Koç Finance Manager nkoc@transorient.com.tr desk:+90 212 467 26 32 mobile:+90 532 377 49 21	Ebru Maden Head of Quality emaden@transorient.com.tr desk:+90 212 467 26 01	Murat Göktem Administrative Affairs Manager mgoktem@transorient.com.tr desk:+90 212 467 26 33	Zeynep Koç Head of Strategy and Development zkoc@transorient.com.tr desk:+90 212 467 26 37 mobile:+ 90 538 590 60 11	Seda Ural Bilgi Business Process Optimization Manager sbilgi@transorient.com.tr desk:+90 212 467 26 37 mobile:+90 531 546 1402
Escalation	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
Address	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
Telephone	desk: +90 212 438 26 00	mobile: +90 532 417 31 36 Contact Person: Muhsin Günaydın
e-mail	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 Recemendation	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 Thursay(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