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义乌市帷昔栗贸易运输  
TRANSPORTATION



# 2024 SHIPPING MANUAL

## 运输手册

Intimate logistics, worry-free throughout the process

贴心物流，全程无忧

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## 企业简介

COMPANY PROFILE

[VASILIA]创立于[2020年]，是物流领域的后起之秀与行业翘楚。秉持“高效、精准、安全、贴心”理念，为全球客户打造一站式物流服务。

公司运输网络纵横交错，整合公路、铁路、航空、海运资源。国内线路密集，迅速连接各城与经济区；国际业务携手海外伙伴，畅达全球主要贸易地，大小货物皆能精准配送。

仓储设施先进智能，布局合理，运用 WMS 系统信息化管理货物出入库及存储。提供常温、冷藏、保税等多元仓储服务，配合精准库存策略，降低成本，加速周转。

专业团队是核心竞争力，物流规划师、调度员、仓管员与客服专员协同作战。他们经验丰富、专业精湛，依客户需求定制方案，灵活化解运输难题，保障货物安全畅达。

技术应用紧跟前沿，物联网实时监控车辆与货物；大数据分析优化路线、预测需求，科学配置资源；人工智能助力仓储智能分拣与补货、客服智能应答，提升服务体验。

客户服务体系完备，客服团队 24 小时在线，从咨询到售后全程贴心服务。以客户满意度为导向，积极处理问题，致力于与各界客户缔结长期稳定合作。

凭借优质服务、雄厚实力与良好口碑，公司已覆盖制造业、电商、零售、医药等多行业客户群体。展望未来，[物流公司名称]将持续创新，拓展业务版图，志在引领全球物流行业，为全球贸易与经济腾飞全力奋进。

[vasilia] was founded in [2010] and is a rising star and industry leader in the field of logistics. Adhering to the concept of "efficiency, precision, safety and consideration", it creates one-stop logistics services for global customers. The company's

transportation network is crisscrossed, integrating road, rail, aviation and shipping resources. Domestic routes are densely woven, quickly connecting cities and economic zones; international business works with overseas partners to reach major trading places around the world, and both large and small goods can be accurately delivered.

The warehousing facilities are advanced and intelligent, with a reasonable layout, and the WMS system is used to manage the in and out of the warehouse and storage of goods. It provides multiple warehousing services such as normal temperature, refrigerated, and bonded, and cooperates with precise inventory strategies to reduce costs and accelerate turnover. Professional teams are the core competitiveness, and logistics planners, dispatchers, warehouse managers and customer service specialists

work together. They are experienced and professional, and customize solutions according to customer needs, flexibly resolve transportation problems, and ensure the safe and smooth delivery of goods. Technology applications keep up with the forefront, the Internet of Things monitors vehicles and goods in real time; big data analysis optimizes routes, predicts demand, and scientifically allocates resources;

artificial intelligence helps warehouse intelligent sorting and replenishment, customer service

intelligent response, and improves service experience. The customer service system is complete, and the customer service team is online 24 hours a day, providing attentive service from consultation to after-sales. Guided by customer satisfaction, we actively deal with problems and are committed to establishing long-term and stable cooperation with customers from all walks of life. With high-quality services, strong strength and good reputation, the company has covered customer groups in multiple industries such as manufacturing, e-commerce, retail, and medicine. Looking to the future, [Logistics Company Name] will continue to innovate and expand its business territory, aiming to

lead the global logistics industry and strive for global trade and economic take-off.

# 02

## CORPORATE CULTURE

### 企业文化

#### 企业使命

“连接世界，畅达四方，以精准物流赋能全球商业流通。”

"CONNECT THE WORLD, REACH EVERYWHERE, AND EMPOWER GLOBAL BUSINESS CIRCULATION WITH PRECISE LOGISTICS."

#### 企业愿景

“成为全球领先的智慧物流引领者，塑造卓越物流服务新典范。”

"BECOME THE WORLD'S LEADING SMART LOGISTICS LEADER AND CREATE A NEW MODEL OF EXCELLENT LOGISTICS SERVICES."



## single month

ports in china → Port of Umm Qasr, Iraq

Container transportation

volume is approximately

# “3,000 units”

公司凭借专业、高效、可靠的服务理念，精心打造卓越的运输解决方案。我们深度整合资源，与 MSC、CMA、HMM、YANGMING、EVERGREEN、COSCO、MAERSK 等众多知名航运公司紧密合作，全面覆盖其运营的著名海运航线。依托这一强大的航线网络，VASILY 能够精准规划并优化运输路径，确保各类大宗货物，如矿石、煤炭、钢材、建材等，在全球范围内安全、高效地流转。其中，在中东方向的业务表现尤为突出，每月从中国各港口运往伊拉克乌姆盖斯尔的集装箱近似数高达 3,000 个，有力地促进了中国与中东地区的贸易往来与经济交流。

THE COMPANY HAS CAREFULLY CREATED EXCELLENT TRANSPORTATION SOLUTIONS WITH THE SERVICE CONCEPT OF PROFESSIONALISM, EFFICIENCY AND RELIABILITY. WE DEEPLY INTEGRATE RESOURCES AND WORK CLOSELY WITH MANY WELL-KNOWN SHIPPING COMPANIES SUCH AS MSC, CMA, HMM, YANGMING, EVERGREEN, COSCO, MAERSK, ETC., TO FULLY COVER THE FAMOUS SHIPPING ROUTES THEY OPERATE. RELYING ON THIS POWERFUL ROUTE NETWORK, VASILIA CAN ACCURATELY PLAN AND OPTIMIZE TRANSPORTATION ROUTES TO ENSURE THAT ALL KINDS OF BULK GOODS, SUCH AS ORE, COAL, STEEL, BUILDING MATERIALS, ETC., ARE SAFELY AND EFFICIENTLY CIRCULATED AROUND THE WORLD. AMONG THEM, THE BUSINESS PERFORMANCE IN THE MIDDLE EAST IS PARTICULARLY OUTSTANDING, WITH AN APPROXIMATE NUMBER OF CONTAINERS SHIPPED FROM VARIOUS PORTS IN CHINA TO UMM QASR, IRAQ, REACHING 3,000 PER MONTH, WHICH HAS EFFECTIVELY PROMOTED TRADE AND ECONOMIC EXCHANGES BETWEEN CHINA AND THE MIDDLE EAST.

# 03

## LOGISTICS DISPLAY

### 物流展示

#### 多元力量，使命必达

DIVERSIFIED STRENGTH, MISSION MUST BE ACHIEVED

公司运输实力强劲，运输工具多元以适配各类货物与场景。大型货车队驰骋国内，载重与机动性兼具，运输建筑材料、工业设备游刃有余，且均配卫星定位与智能监控，保障陆运安全可追溯。铁路运输车厢在大宗商品运输担当主力，依托铁路干线，凭高效、环保、大运量特质，结合紧密的部门合作与优化计划，为长距大批量运输护航并节时。海洋运输的集装箱船队壮观非常，现代化巨轮连接世界港口，标准化模式提装卸与运输安全，各环节精心管控，确保跨洋运输顺畅抵港。陆运、海运、铁运多元力量协同，护客户货物行遍天下。

THE COMPANY HAS STRONG TRANSPORTATION CAPABILITIES AND A VARIETY OF TRANSPORTATION TOOLS TO ADAPT TO VARIOUS TYPES OF GOODS AND SCENARIOS. LARGE TRUCK FLEETS ARE RUNNING AROUND THE COUNTRY, WITH BOTH LOAD-BEARING AND MOBILITY, AND CAN EASILY TRANSPORT CONSTRUCTION MATERIALS AND INDUSTRIAL EQUIPMENT. THEY ARE ALL EQUIPPED WITH SATELLITE POSITIONING AND INTELLIGENT MONITORING TO ENSURE SAFE AND TRACEABLE LAND TRANSPORTATION. RAILWAY TRANSPORT CARRIAGES PLAY A LEADING ROLE IN THE TRANSPORTATION OF BULK COMMODITIES. RELYING ON THE MAIN RAILWAY LINES, WITH THEIR HIGH EFFICIENCY, ENVIRONMENTAL PROTECTION, AND LARGE-VOLUME CHARACTERISTICS, COMBINED WITH CLOSE DEPARTMENTAL COOPERATION AND OPTIMIZATION PLANS, THEY ESCORT AND SAVE TIME FOR LONG-DISTANCE AND LARGE-VOLUME TRANSPORTATION. THE OCEAN TRANSPORTATION CONTAINER FLEET IS SPECTACULAR, WITH MODERN GIANT SHIPS CONNECTING PORTS AROUND THE WORLD. STANDARDIZED MODELS ENSURE LOADING AND UNLOADING AND TRANSPORTATION SAFETY, AND EACH LINK IS CAREFULLY CONTROLLED TO ENSURE SMOOTH TRANSOCEANIC TRANSPORTATION TO THE PORT. THE MULTIPLE FORCES OF LAND, SEA, AND RAIL TRANSPORTATION WORK TOGETHER TO PROTECT CUSTOMERS' GOODS ALL OVER THE WORLD.



# 04

## SOLUTION 解决方案

物流运输易现突发状况，如延误、货损、客诉等，妥善处理才能保声誉与客户关系，故需完善结局方案。

Logistics and transportation are prone to unexpected situations, such as delays, cargo damage, customer complaints, etc. Only by properly handling them can reputation and customer relationships be maintained, so a perfect outcome plan is needed.



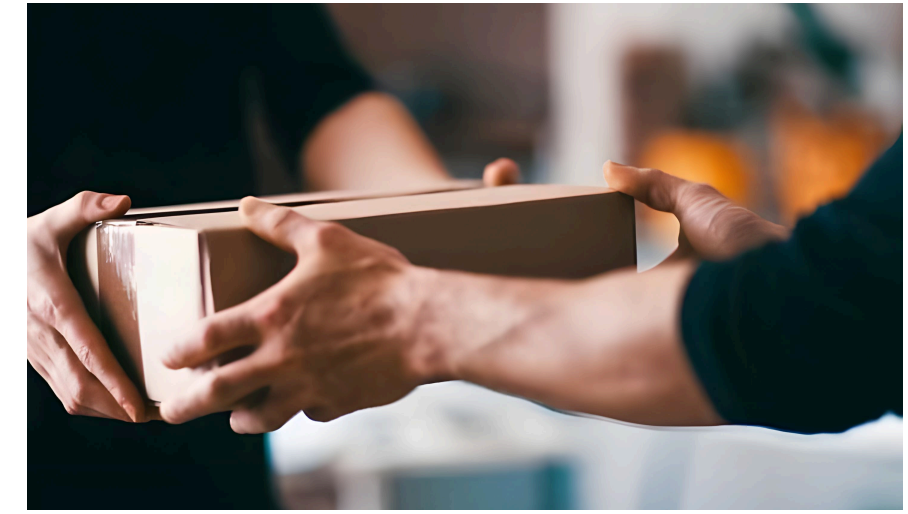
### SOLUTION

#### 运输延误应

DEALING WITH TRANSPORTATION DELAYS

利用智能监控系统实时追踪运输工具位置与状态，遭遇延误迅速分析原因，若是交通问题则借助交通大数据规划替代路线，若是车辆故障则立即调配附近备用车辆接力运输，并及时向客户推送延误信息与新的预计到达时间，每隔一段时间更新运输进度，安抚客户情绪。

The intelligent monitoring system is used to track the location and status of transportation tools in real time. When encountering delays, the cause is analyzed quickly. If it is a traffic problem, an alternative route is planned with the help of traffic big data. If it is a vehicle failure, a nearby spare vehicle is immediately deployed to relay the transportation. Delay information and the new estimated arrival time are pushed to customers in a timely manner. The transportation progress is updated at regular intervals to appease customers.



#### 信息沟通优化

INFORMATION COMMUNICATION OPTIMIZATION

构建完善的信息管理系统，实现物流信息在公司内部各部门、运输团队以及客户之间的实时共享与无缝传递。为客户提供专属的物流信息查询账号，方便其随时掌握货物运输详情，包括出发地、途经站点、预计到达时间等。定期向客户发送运输状态报告，如遇特殊情况主动提前告知客户，保持信息透明与对称。

Build a complete information management system to achieve real-time sharing and seamless transmission of logistics information among various departments within the company, transportation teams and customers. Provide customers with exclusive logistics information query accounts to facilitate them to keep track of cargo transportation details at any time, including departure point, transit stations, estimated arrival time, etc. Send transportation status reports to customers regularly, and proactively inform customers in advance in case of special circumstances to maintain information transparency and symmetry.

#### 客户投诉化解

CUSTOMER COMPLAINTS RESOLVED

设立 24 小时投诉热线与线上反馈平台，确保客户投诉能第一时间被接收。接到投诉后，由专业客服团队迅速响应，耐心倾听客户诉求，诚挚道歉并详细记录。针对投诉问题展开深入调查，在规定时间内向客户反馈处理进度与解决方案，直至客户满意为止，事后对投诉案例进行复盘总结，预防同类问题再次发生。

We set up a 24-hour complaint hotline and online feedback platform to ensure that customer complaints are received as soon as possible. After receiving a complaint, a professional customer service team will respond quickly, listen patiently to the customer's demands, apologize sincerely and record it in detail. We will conduct an in-depth investigation on the complaint and provide feedback on the progress and solution to the customer within the specified time until the customer is satisfied. Afterwards, we will review and summarize the complaint case to prevent similar problems from happening again.



#### 运输安全保障

TRANSPORTATION SECURITY

加强对运输人员的安全培训，涵盖交通安全法规、应急处置技能等内容，定期组织安全演练。对运输工具进行严格的日常安检与定期维护保养，确保其性能良好且符合安全标准。在运输高风险货物时，制定专项安全预案，配备必要的安全防护设备与应急救援物资，全程监控运输环境，保障货物与人员安全。

Strengthen safety training for transport personnel, covering traffic safety regulations, emergency response skills, etc., and organize safety drills regularly. Carry out strict daily security inspections and regular maintenance of transportation vehicles to ensure that they perform well and meet safety standards. When transporting high-risk goods, formulate special safety plans, equip with necessary safety protection equipment and emergency rescue materials, monitor the transportation environment throughout the process, and ensure the safety of goods and personnel.

# 05

## SERVICE SUPPORT

### 服务支持

#### 专业客服团队

Professional customer service team

经验丰富、训练有素的团队随时待命  
Experienced and well-trained team on call

#### 订单管理与跟踪系统

Order management and tracking system

客户下单后可登录专属账号，实时查看订单详情，如货物接收、运输路线、位置、预计送达时间等。  
After placing an order, customers can log in to their dedicated account and view order details in real time, such as goods received, transportation route, location, estimated delivery time, etc.

#### 运输方案定制

Transportation plan customization

依客户货物特性、运输要求与预算定制方案。  
Customized solutions based on customer cargo characteristics, transportation requirements and budget.

#### 仓储与库存管理

Warehousing and Inventory Management

现代化仓储设施布局合理，配备先进 WMS 系统，智能管理货物出入库全流程。  
The modern warehousing facilities are rationally laid out and equipped with an advanced WMS system to intelligently manage the entire process of goods entering and leaving the warehouse.

#### 货物保险与风险保障

Cargo Insurance and Risk Protection

与知名保险公司合作，依货物价值、性质与路线提供全面保险服务，协助办理手续。  
We cooperate with well-known insurance companies to provide comprehensive insurance services based on the value, nature and route of the goods and assist in handling formalities.

#### 增值服务与供应链整合

Value-added services and supply chain integration

除基本物流服务，提供包装定制、组装拆卸、标签处理、代收货款、退货处理等增值服务，打造一站式物流方案。  
In addition to basic logistics services, we provide value-added services such as packaging customization, assembly and disassembly, label processing, collection of goods on delivery, and return processing to create a one-stop logistics solution.

