



IW GLOBAL HOLDINGS PTE LTD
文愛國際控股私人有限公司

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COPORATE PROFILE 04 APRIL 2021

ABOUT US

- Since 1st September 2016, IW Global Holdings Pte Ltd had been setup as a management consultancy to provide logistics solutions and manpower solutions to SMEs and Corporate Company locally in Singapore
- Over these years, the team size of IW Global Holdings Pte Ltd had grown gradually to catch up with our customers' demands as well as our financial capability which allow us to look into more opportunity in the logistics market.
- As of current IW Global Holdings Pte Ltd is running a sales revenue of \$150k to \$200K on a monthly basis



OUR MISSION

To build a solid infrastructure to enhance the way how logistics flow in Singapore and to enhance with new initiatives to provide a holistic approach to the end consumers with technology in place

OUR VISION

To create a seamless logistics solutions powered by fully automation in term of hardware and software. Make lives simple for all logistics providers from first mile to last mile delivery and bring convenience to all end user & consumers

OUR VALUES

ETHICS

DISCIPLINE

INTEGRITY

PROFFESIONALISM



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OUR CAPABILITY

Since September 2016, IW Global had assisted various companies with assistance of last mile delivery via online e-commerce platform. Over the years, we had developed capability to do consultation work on supply chain management for SMEs and Corporate Firms, meanwhile we had increase our fleets of vans and trucks to almost 50 over vehicles under our wings assisting our clients with last mile delivery.

As of now we are handling close to 1700 parcels on daily basis as well as 35 to 40 containers from China on monthly basis.

We had started our manpower supply arms in April 2020 as well.



OUR PRODUCT & SERVICES

1. Manpower Supply Services
2. Container Stuffing & Unstuffing Services
3. Freight Forwarding Services
4. Warehouse Storage Services
5. Local Transportation & Delivery Services
6. Supply Chain Management Consultancy



MANPOWER SUPPLY SERVICES

- Driven by our IW Global Holdings division, we help business scale with nimble general and technical staffing solutions including Contingent Workforce Staffing (Contract / Freelance / Temporary) and Permanent Recruitment across all industries in key functions such as Administration, Customer Service, Finance, Human Resources, Information Technology, Sales, Marketing, Supply Chain, Manufacturing and Engineering.
- Supply of Warehouse Assistants are usually high in demand in the logistics trade.



CONTAINERSTUFFING & UNSTUFFING SERVICES

- Our vast experience in unstuffing container over the years allows us to handle cargos of different shapes and sizes. The unstuffing can be done at customer's appointed premises.
- We stuff and unstuff cargoes into and from containers of any type, be it General purpose, open top, flatrack or even reefer. Normal straight forward jobs would be handled by our warehouse staffs while more difficult ones would be executed by our experienced movers.



FREIGHT FORWARDING SERVICES

- Our **air freight** solutions include—airport-to-airport drop, pick, door-to-door, dedicated air charter, and other high-value cargo. We offer our company qualities as guaranteed, security, control, and space, to make the delivery on time without fail.
- Our **sea freight** services—project shipping, competitive pricing export clearance, port handling, pick up, drop transportation, and breakbulk cargoes. Other services, such as import and export, FCL, LCL, online track and trace schedules. Also, cargo insurance, and customs clearance, as well as AES filing, is available.



WAREHOUSE STORAGE SERVICES

- Both of our warehouse are local , global and ecommerce distribution hub for general, FMCG and licensed goods. Its efficiencies lie in the segregation of our warehouse floor plan into different sections for easy handlings and compliance with international safety, hygiene and security standards and the seamless communication between you, our ,warehouse , transportations and freight networks. From Cargo handling to manage orders and inventory.
- Both our warehouses are located at **320 Jalan Boon Lay** and **23 Neythal Road**



LOCAL TRANSPORTATION & DELIVERY SERVICES

- At IW Global Holdings , we offer complete transportation logistics that deliver value to our customers in terms of cost and service quality. We own our fleet of 50 vehicles including vans, 10ft, 14ft and 24ft trucks which are powered by DETRACK that provides real-time delivery status, route optimization and electronic proof of delivery in Singapore
- Where delicate cargo handling is required at site, our experienced project staff will ensure that service is rendered to your customers' satisfaction. We will coordinate and consolidate transport requirements with activities like warehousing, order processing, etc within your supply chain. Quantum cost improvements could result from such supply chain synchronization.



SUPPLY CHAIN MANAGEMENT CONSULTANCY

- Within our consulting service portfolio, IW Global Holdings has a dedicated set of services on supply chain consulting which we offer to clients. We are not only focus on solving supply chain and logistics challenges, we also use our vast industry expertise, knowledge, tools, experience and skills to work together with you – evolving your supply chain into a strategic asset.



OUR TEAM



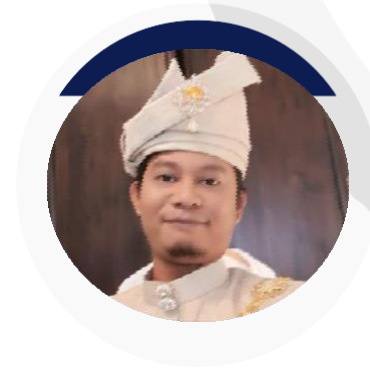
IVAN WONG (MANAGING DIRECTOR)

Ivan had various experienced in the consultancy & logistics field since 2014. He is well connected to various business networking platforms, clans and associations. With his valuable resources and connections, he will be able to lead his team well.



ZENT TAN (CHIEF FINANCE OFFICER)

Zent had managed multiple companies and chains of retail outlets for years. He had managed all the finance of his previous venture well enough to expand them in the right way. With his valuable experience in finance, he will be able to bring IW Global to the next level of growth



KHAIRUL (SENIOR OPERATIONS MANAGER)

Khairul had been focusing on the last mile delivery segment for last 8 years. He used to be the Team Lead of Honest Bee leading more than 50 fleets of vans for food deliveries. With his vast experience in handling drivers and issues management within his scope of work



BRENDAHENG (SENIOR SALES MANAGER)

Brenda had around 10+ over years of business development experience in SMEs and MNCs. She will be assisting IW Global to train and recruit more business development personnel to increase our sales revenue gradually.



RESOURCES FLEET

Normal Delivery Capacity

- a. Dedicated Delivery Staff – 50 drivers
- b. Dedicated Vehicle Fleet – 50 fleet
- c. Normal delivery capacity – 1700/ parcel per day

SUREGE DELIVERY CAPACITY

- a. What is the ability to Ramp up delivery capacity – currently we are prepared to ramp up to 2000/ parcel per day, we need 5 days to ramp up higher.
- b. How long does it take to ramp up the capacity – to ramp higher than 2500 need 3 to 5 days.



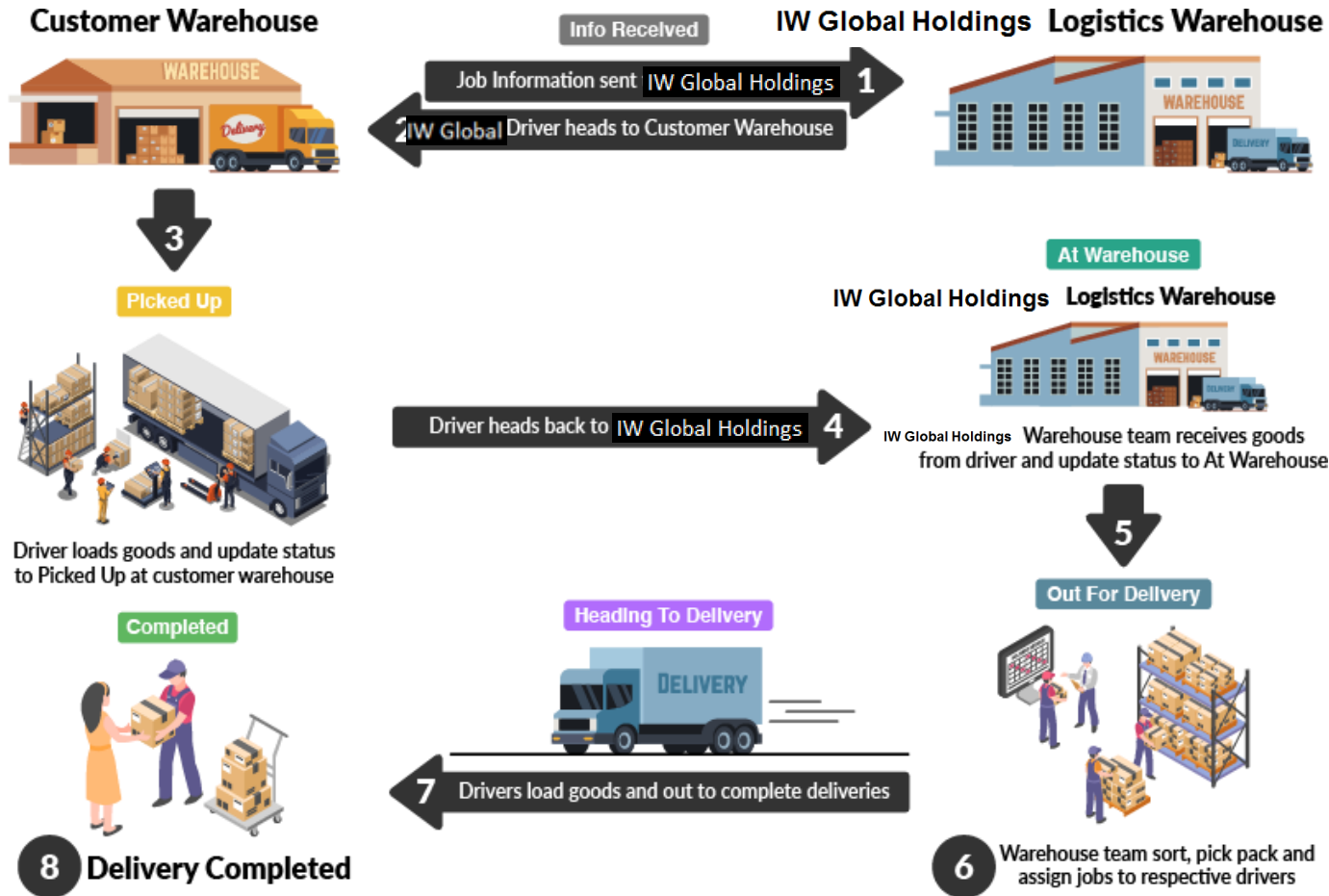
RESOURCES FLEET



RESOURCES FLEET



OPERATIONS PROCESS IN PLACE



Info Received

Picked Up

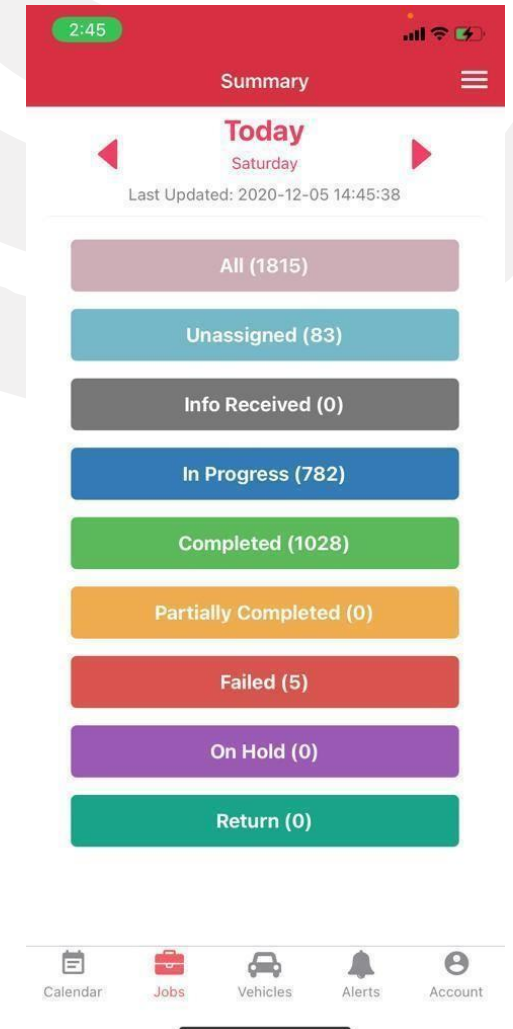
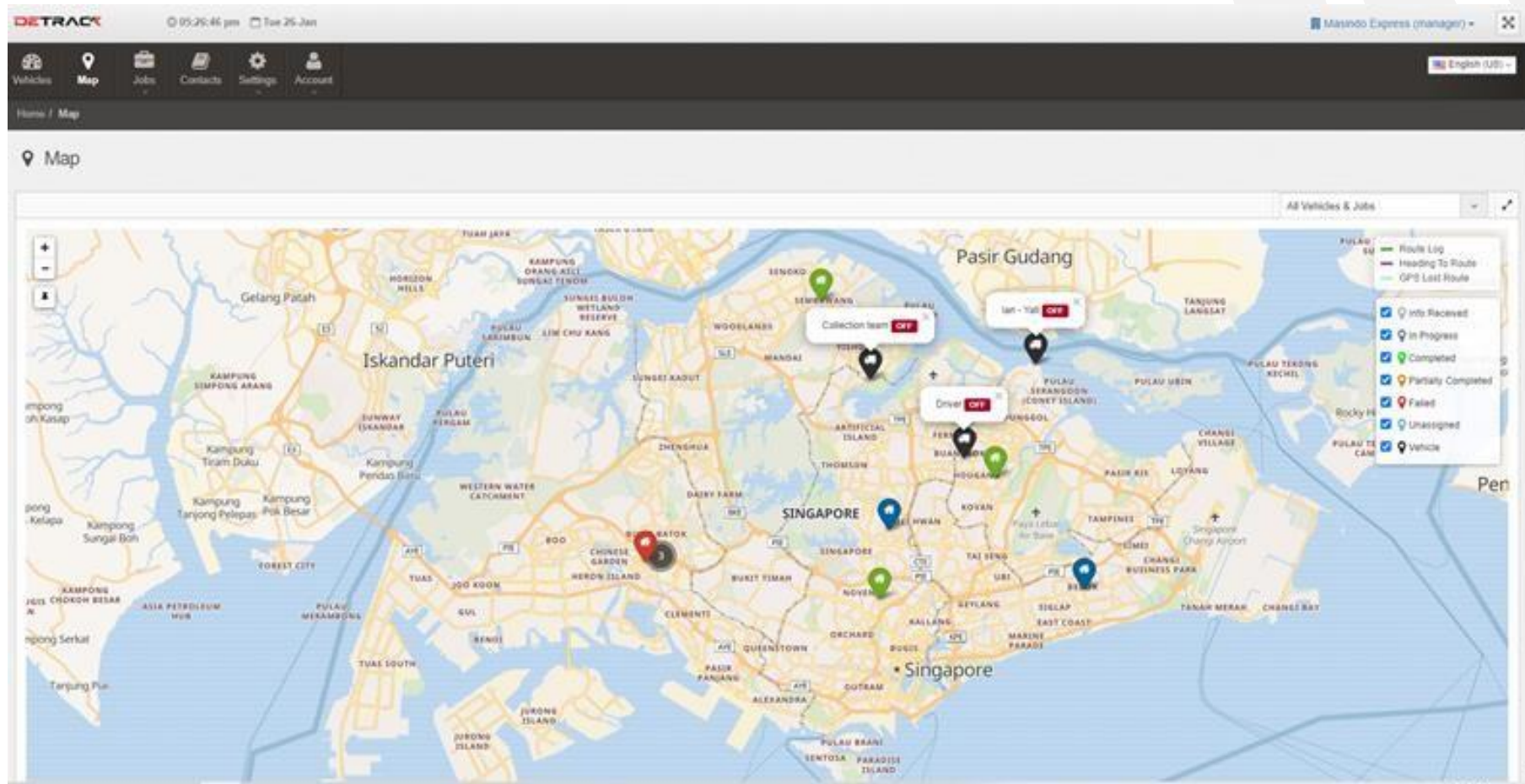
At Warehouse

Out For Delivery

Heading To Delivery

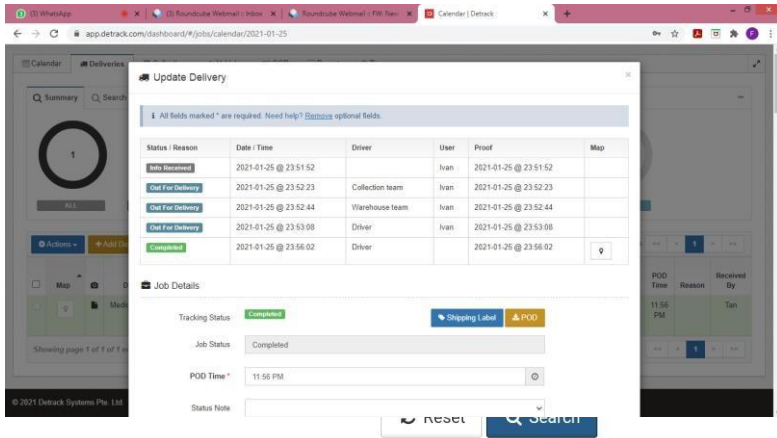
Completed

TECHNOLOGY IN PLACE - GPS TRACKING AND DELIVERIES MANAGEMENT



TECHNOLOGY IN PLACE - COMPLETED DELIVERY ORDER TIME STAMP

Collection @ Merchant -> Check-in to warehouse -> issued to courier -> delivery -> delivered



Status / Reason	Date / Time	Driver	User	Proof	Map
Info Received	2021-01-23 @ 00:21:09		YeeTerence	2021-01-23 @ 00:21:09	
Info Received	2021-01-23 @ 00:41:07	Terence	YeeTerence	2021-01-23 @ 00:41:07	
Picked Up	2021-01-25 @ 15:48:54	Terence		2021-01-25 @ 15:48:53	
At Warehouse	2021-01-25 @ 15:49:14	Terence	YeeTerence	2021-01-25 @ 15:49:14	
Out For Delivery	2021-01-25 @ 15:49:29	Terence	YeeTerence	2021-01-25 @ 15:49:29	
Heading To Delivery	2021-01-25 @ 15:50:06	Terence		2021-01-25 @ 15:50:06	
Completed	2021-01-25 @ 15:50:17	Terence		2021-01-25 @ 15:50:17	

This screenshot above

Info Received = time job was created in Detrack

Info Received = time where job was assigned to driver (driver has not gotten hold of the items yet)

Picked up = Driver completes job on his phone and the status becomes Picked up which means drivers has the items with him now

At Warehouse = Warehouse team updates the jobs to At Warehouse when they receive the items from the driver

Out for Delivery = Planner / Warehouse admin assigns jobs to drivers

Head to Delivery = Driver triggers notification to recipient

Completed = Driver has handed the items over to the recipient and completed the delivery

Map	DO	Delivery Date	Job Age	Recipient Company	Recipient Address	Tracking Status	Delivery Time	Outlet	Group	Set Cor Pei
	Medicine123	2021-01-25	1		123 toh guan road	Completed	2-6pm			



TECHNOLOGY IN PLACE - FAILED & RETURNED DELIVERY ORDER TIME STAMP

Collection @ Merchant -> Check-in to warehouse -> issued to courier -> delivery -> failed -> check-in to warehouse -> Rescheduled Deliveries

Update Delivery

All fields marked * are required. Need help? [Remove optional fields.](#)

Status / Reason	Date / Time	Driver	User	Proof	Map
Info Received	2021-01-26 @ 00:00:32		Ivan	2021-01-26 @ 00:00:32	
Out For Delivery	2021-01-26 @ 00:01:29	Collection team	Ivan	2021-01-26 @ 00:01:29	
Out For Delivery	2021-01-26 @ 00:01:52	Warehouse team	Ivan	2021-01-26 @ 00:01:52	
Out For Delivery	2021-01-26 @ 00:02:10	Driver	Ivan	2021-01-26 @ 00:02:10	
Failed	Recipient Not Around	2021-01-26 @ 00:02:47	Driver	2021-01-26 @ 00:02:47	

Job Details

Tracking Status: **Failed** [Shipping Label](#) [POD](#)

Job Status: Failed

POD Time: 12:02 AM

Reason: Recipient Not Around

Update Collection

All fields marked * are required. Need help? [Remove optional fields.](#)

Status / Reason	Date / Time	Driver	User	Proof	Map
Out For Delivery	2021-01-26 @ 00:03:24	Driver	Ivan	2021-01-26 @ 00:03:24	
Return	2021-01-26 @ 00:03:59	Driver	Ivan	2021-01-26 @ 00:03:59	
Out For Delivery	2021-01-26 @ 00:04:37	Warehouse team	Ivan	2021-01-26 @ 00:04:37	
Out For Delivery	2021-01-26 @ 00:04:57	Collection team	Ivan	2021-01-26 @ 00:04:57	
Return	2021-01-26 @ 00:05:22	Collection team	Ivan	2021-01-26 @ 00:05:22	

Job Details

Tracking Status: **Return** [Shipping Label](#) [POD](#)

Job Status: Return

Changing job status to Completed / Partially Completed / Failed will trigger email notifications.

Details

Detrack No. DET2821590467

Detrack Job Type: Collection

Assign To: Collection team

DO*: Med246

Delivery Date*

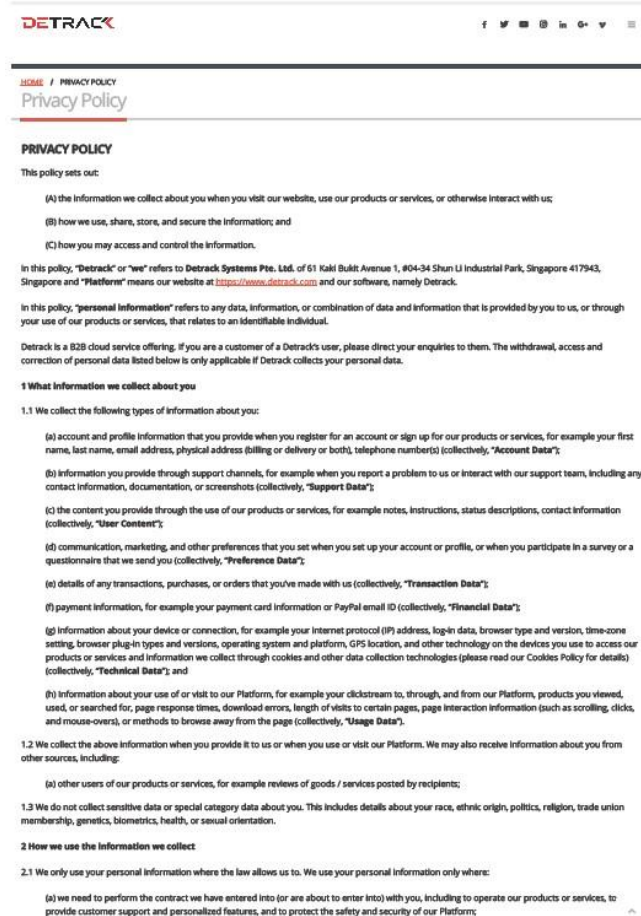
Actions

Map	DO	Delivery Date	Job Age	Recipient Company	Recipient Address	Tracking Status	Delivery Time	Outlet	Group	Sender Contact Person
	Med246	2021-01-26	1		123 jurong east st 21	Failed	2-6pm			
	Med246	2021-01-26	1		123 jurong east st 21	Return	2-6pm			



CUSTOMER- DATA SECURITY

Please refer to the right for the Privacy Policy from Detrack System in the PDF Format.



The image shows a screenshot of the Detrack website's Privacy Policy page. The page header includes the Detrack logo and social media icons. The main content is titled "PRIVACY POLICY" and outlines the company's data collection and usage practices. It includes sections for "What information we collect about you" and "How we use the information we collect".

DETRACK

HOME / PRIVACY POLICY
Privacy Policy

PRIVACY POLICY
This policy sets out:

- (A) the information we collect about you when you visit our website, use our products or services, or otherwise interact with us;
- (B) how we use, share, store, and secure the information; and
- (C) how you may access and control the information.

In this policy, "Detrack" or "we" refers to Detrack Systems Pte. Ltd. of 61 Kaki Bukit Avenue 1, #04-34 Shun Li Industrial Park, Singapore 417943, Singapore and "Platform" means our website at <https://www.detrack.com> and our software, namely Detrack.

In this policy, "personal information" refers to any data, information, or combination of data and information that is provided by you to us, or through your use of our products or services, that relates to an identifiable individual.

Detrack is a B2B cloud service offering. If you are a customer of a Detrack's user, please direct your enquiries to them. The withdrawal, access and correction of personal data listed below is only applicable if Detrack collects your personal data.

1 What information we collect about you

1.1 We collect the following types of information about you:

- (a) account and profile information that you provide when you register for an account or sign up for our products or services, for example your first name, last name, email address, physical address (billing or delivery or both), telephone number(s) (collectively, "Account Data");
- (b) information you provide through support channels, for example when you report a problem to us or interact with our support team, including any contact information, documentation, or screenshots (collectively, "Support Data");
- (c) the content you provide through the use of our products or services, for example notes, instructions, status descriptions, contact information (collectively, "User Content");
- (d) communication, marketing, and other preferences that you set when you set up your account or profile, or when you participate in a survey or a questionnaire that we send you (collectively, "Preference Data");
- (e) details of any transactions, purchases, or orders that you've made with us (collectively, "Transaction Data");
- (f) payment information, for example your payment card information or PayPal email ID (collectively, "Financial Data");
- (g) information about your device or connection, for example your internet protocol (IP) address, log-in data, browser type and version, time-zone setting, browser plugin types and versions, operating system and platform, GPS location, and other technology on the devices you use to access our products or services and information we collect through cookies and other data collection technologies (please read our Cookies Policy for details) (collectively, "Technical Data"); and
- (h) information about your use of or visit to our Platform, for example your clickstream to, through, and from our Platform, products you viewed, used, or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), or methods to browse away from the page (collectively, "Usage Data").

1.2 We collect the above information when you provide it to us or when you use or visit our Platform. We may also receive information about you from other sources, including:

- (a) other users of our products or services, for example reviews of goods / services posted by recipients;

1.3 We do not collect sensitive data or special category data about you. This includes details about your race, ethnic origin, politics, religion, trade union membership, genetics, biometrics, health, or sexual orientation.

2 How we use the information we collect

2.1 We only use your personal information where the law allows us to. We use your personal information only where:

- (a) we need to perform the contract we have entered into (or are about to enter into) with you, including to operate our products or services, to provide customer support and personalized features, and to protect the safety and security of our Platform;



OUR CLIENTELE



SWEE HENG



HEIDENHAIN



Muslim Delights



THE BRANDS THAT WE DELIVERED

CRUMPLER  **HEIDENHAIN** **crocs™**

UNI QLO   

   **SAMSUNG**

D&G
Dolce & Gabbana   

Off-White™

SURRENDER



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THANKYOU



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