



# GEMSLINKS



**The Price-Match Forwarder**

**Strong on Price,  
Deep on Local Support, Fast with AI**

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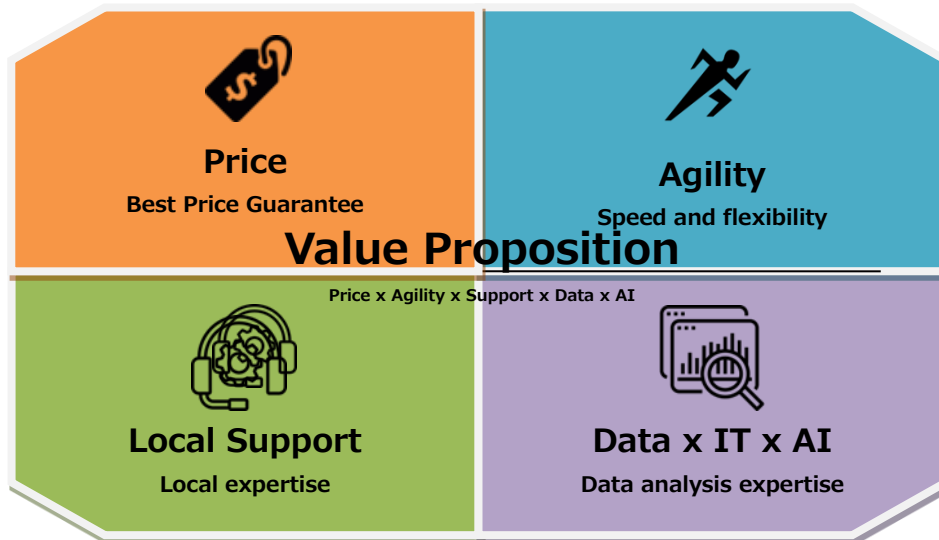
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## 1. Why Gemslinks (Why Us)



[Diagram] Value Proposition

- **Price | Best Price Guarantee**

We offer the lowest rates under identical terms. With real-time cross-comparisons and direct negotiations across 356 VOCCs.

- **Local Support | Local expertise**

A global alliance of 8,900+ partners in 190+ countries enables seamless handling—from customs to delivery—using local expertise to secure the fastest route.

- **Agility | Speed and flexibility**

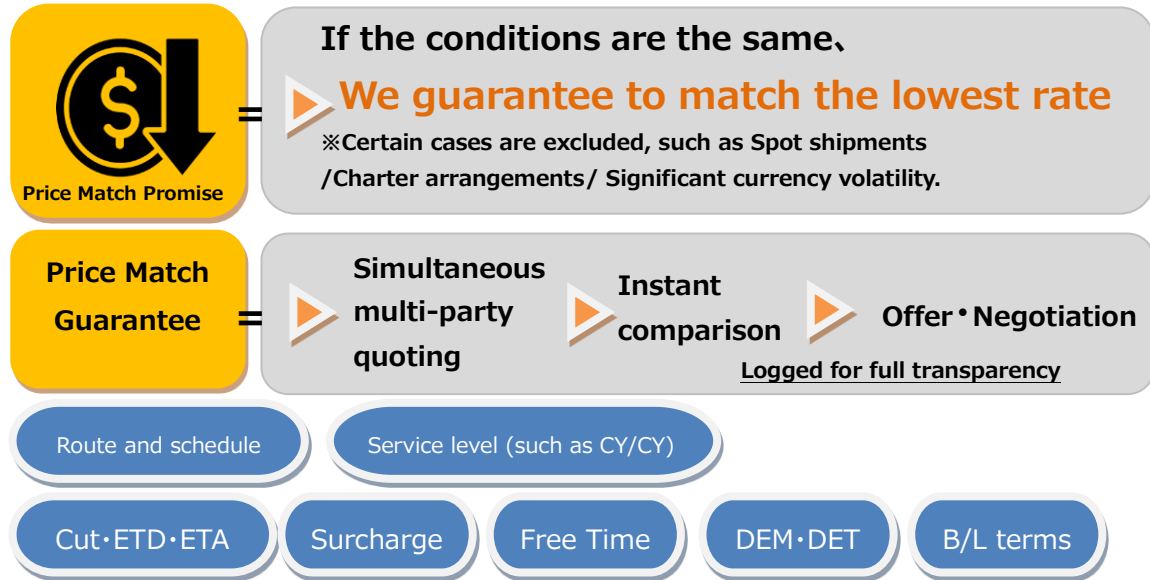
Fast, focused, efficient. Our elite team manages everything—from quote to pickup—with lightning speed to keep your cargo moving.

- **Data × IT × AI | Data analysis expertise**

By forecasting rates/space/and ETAs, we deliver optimal balance across cost, lead time, and stability. Our intuitive dashboard provides clear, data-driven insights for confident decision-making.

## 2. Price-Match Policy (Price & Promise & Policy)

- If you find a lower price under the same conditions, we'll match it. (with adjustments or partial compensation as needed)



[Diagram] Price Match Guarantee

## 3. Carrier coverage (VOCC Container•RoRo)



VOCC Container (Container carrier)

**Approximately 360 companies**

Best route from broad data scan×Pricing Analysis & Selection



VOCC RoRo (Pure Car and Truck Carrier)

**Approximately 80 companies**

Analysis and Selection of Market and Space Trends



**Optimization**

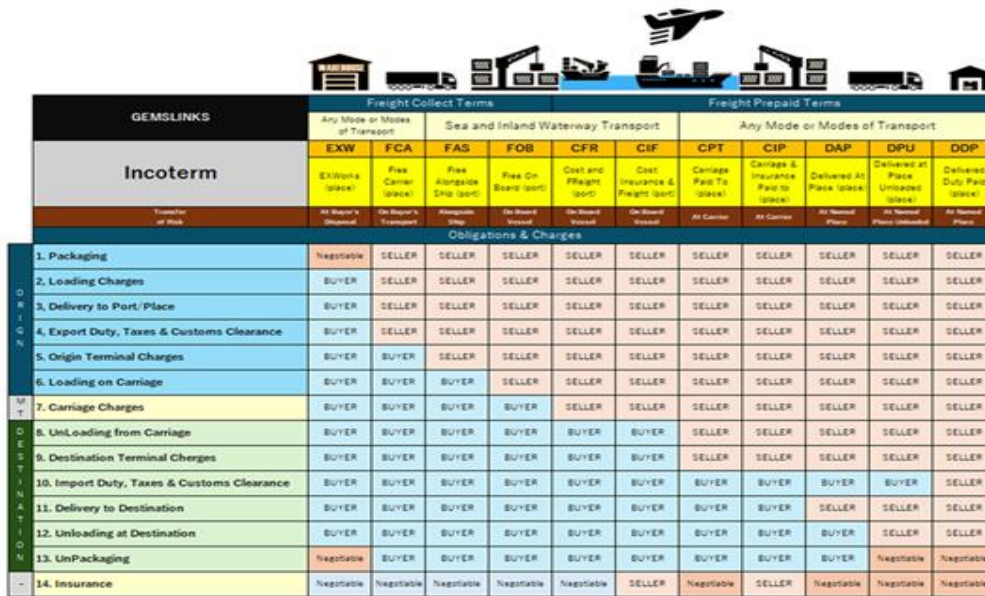
Through strategic combinations of regionally focused carriers, we deliver cost-effective and time-efficient solutions.

[Diagram] Carrier coverage

## 4. Global Alliance & Local Expertise

- We cover the full scope of trade terms (Incoterms) and operate in seamless collaboration with 6 global alliances, 8,910+ members across 190+ countries—ensuring end-to-end execution from local handling and customs clearance to final delivery.
- Pre-alert notifications, delivery/pickup/no-show handling at POD, and immediate troubleshooting in case of claims.

### 4.1. Full Incoterms scope coverage



GEMSLINKS	Freight Collect Terms						Freight Prepaid Terms				
	Any Mode or Modes of Transport										
	EXW (DAP)	FCA (Free Carrier)	FAS (Free Alongside Ship)	FOB (Free On Board)	CFR (Cost and Freight)	CIF (Cost Insurance & Freight)	CPT (Carriage Paid To)	CIP (Carriage & Insurance Paid To)	DAP (Delivered At Place)	DPU (Delivered at Place Unloaded)	DDP (Delivered Duty Paid)
Transfer of Risk	At Buyer's Premises	On Seller's Transport	Alongside Ship	On Board Vessel	On Board Vessel	On Board Vessel	At Carrier	At Carrier	At Named Place	At Named Place (Incoterms)	At Named Place
Obligations & Charges											
1. Packaging	Negotiable	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER
2. Loading Charges	BUYER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER
3. Delivery to Port/Place	BUYER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER
4. Export Duty, Taxes & Customs Clearance	BUYER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER
5. Origin Terminal Charges	BUYER	BUYER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER
6. Loading on Carriage	BUYER	BUYER	BUYER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER
7. Carriage Charges	BUYER	BUYER	BUYER	BUYER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER	SELLER
8. Unloading from Carriage	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	SELLER	SELLER	SELLER	SELLER	SELLER
9. Destination Terminal Charges	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	SELLER	SELLER	SELLER	SELLER	SELLER
10. Import Duty, Taxes & Customs Clearance	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	SELLER
11. Delivery to Destination	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	SELLER	SELLER	SELLER
12. Unloading at Destination	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	SELLER	SELLER
13. UnPackaging	Negotiable	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	BUYER	Negotiable	Negotiable
14. Insurance	Negotiable	Negotiable	Negotiable	Negotiable	Negotiable	SELLER	Negotiable	SELLER	Negotiable	Negotiable	Negotiable






[Diagram] Incoterms scope

### 4.2. Network / Alliances (6 alliances, 190+ countries, 8,910+ members)



## 5. Service Offerings






We deliver AI-driven, end-to-end transport solutions with a KPI-based PDCA cycle for constant improvement and clear, reliable results.

Service	Content	Key point
	<p><b>Sea Freight Forwarding Agent</b></p> <p>The sea freight forwarding business provides end-to-end support for ocean transportation, including shipment scheduling, document preparation, and customs clearance management.</p>	Sea freight
	<p><b>Air Cargo Forwarding Agent</b></p> <p>The air freight forwarding business provides end-to-end support for air cargo transport, covering flight reservations, document handling, and customs clearance procedures.</p>	Air freight
	<p><b>Multimodal Freight Forwarding (Land, Sea, and Air)</b></p> <p>Multimodal freight forwarding is a service that combines land, sea, and air transportation methods to move cargo efficiently.</p>	Multimodal transport
	<p><b>Supply chain coordination</b></p> <p>Logistics coordination is a service that oversees and manages the entire logistics process, including packaging, customs clearance, insurance, and warehousing arrangements, to ensure efficient operations.</p>	Others
	<p><b>AI-Powered Marketing</b></p> <p><b>TradeBridge Analytics</b></p> <p>Leveraging an IT x AI x alliance platform to collect market data, we automate the full process from candidate extraction and comparison to reporting—standardizing fast, smart, and up-to-date proposals.</p>	AI-driven market research

[Diagram] Service Lineup

## 6. Exclusive Support System

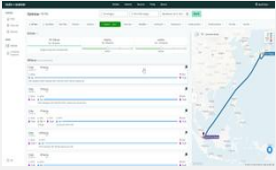
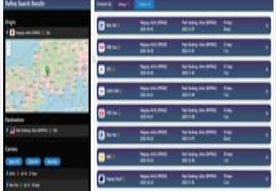
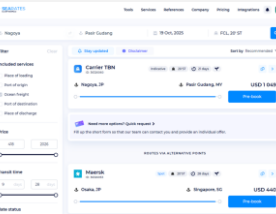
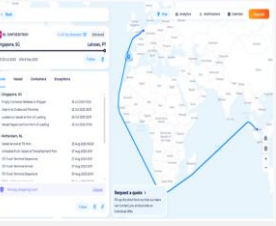
- Dedicated account manager + backup coverage / SLA·KPIs shared and monitored
- 24-hour support via email and portal / Clearly defined escalation criteria
- Supported languages: Japanese/English : other languages handled in coordination ( with local teams) .
- Fast-track response-within 2 hours of issue detection.

Item	Description	Key Point
 <b>Dual support setup</b> Dedicated representative + backup support	Standardized handover ensures quick recovery during staff absence.	<b>Clarified roles</b>
 <b>24h Support</b> Email / Phone	We apply priority routing for urgent matters and same-day triage for after-hours cases.	<b>Instant triage</b>
 <b>SLA·KPI</b> Critical 2h/High 4h/ Medium 1 business day.	Critical 2h/High 4h/Medium 1 business day. Performance metrics are reported regularly.	<b>Visibility</b>
 <b>Supported Languages</b> Japanese/English (Other languages supported via local coordination)	A unified contact window ensures consistent communication cation and zero misalignment.	<b>Fast Global</b>
 <b>Immediate act</b> When issues arise, we respond within as little as 2 hours	For critical incidents, we trigger immediate escalation and consolidate leadership under a single command structure	<b>Fast response</b>

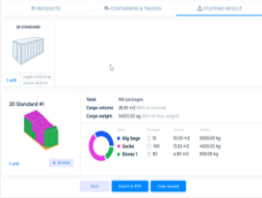

[Table] Communication channel·Service hours·Initial response SLA

## 7. Integration of IT and data

- By integrating with external platforms for all freight process.
- Fast responses, clear rationale, and optimal cost and lead time.
- Through continuous investment in our systems, we consistently elevate the quality of both sales and operations (enhancing Speed/Accuracy/Transparency /Security).

Item	Description	Key Point
	<p><b>Routescanner</b> is a route optimization platform that enables cross-comparison of global container transport routes based on transit time, carrier reliability, and CO<sub>2</sub> emissions. It provides end-to-end visibility from ocean freight to inland transport—covering barge, rail, and truck. As a neutral decision-support tool, Routescanner empowers users to select the optimal route themselves.</p>	<p><b>Most efficient route</b></p>
	<p><b>Linescape</b> is an independent schedule search engine that allows cross-searching of container vessel routes and schedules by port, vessel name, or carrier. It provides comprehensive data including ETD, ETA, service names, and carrier/vessel details. Using Linescape, we extract candidate sailings, compare transit times, port calls, and carriers, and generate proposal reports.</p>	<p><b>Vessel schedule</b></p>
	<p><b>SeaRates</b> serves as a digital platform for freight rate benchmarking. Through it, we streamline the process from option extraction and rate comparison to proposal reporting, ensuring speed and operational transparency.</p>	<p><b>Shipping cost comparison</b></p>
	<p><b>DF Alliance Ø Container Tracking</b>, integrated with DP World’s CARGOES Flow, allows real-time, map-based tracking by container number, B/L, or booking. It supports data from over 160 carriers, providing a powerful visibility tool. Using this system, we capture ETA fluctuations and key events, detect anomalies, and issue timely notifications.</p>	<p><b>Shipment tracking</b></p>

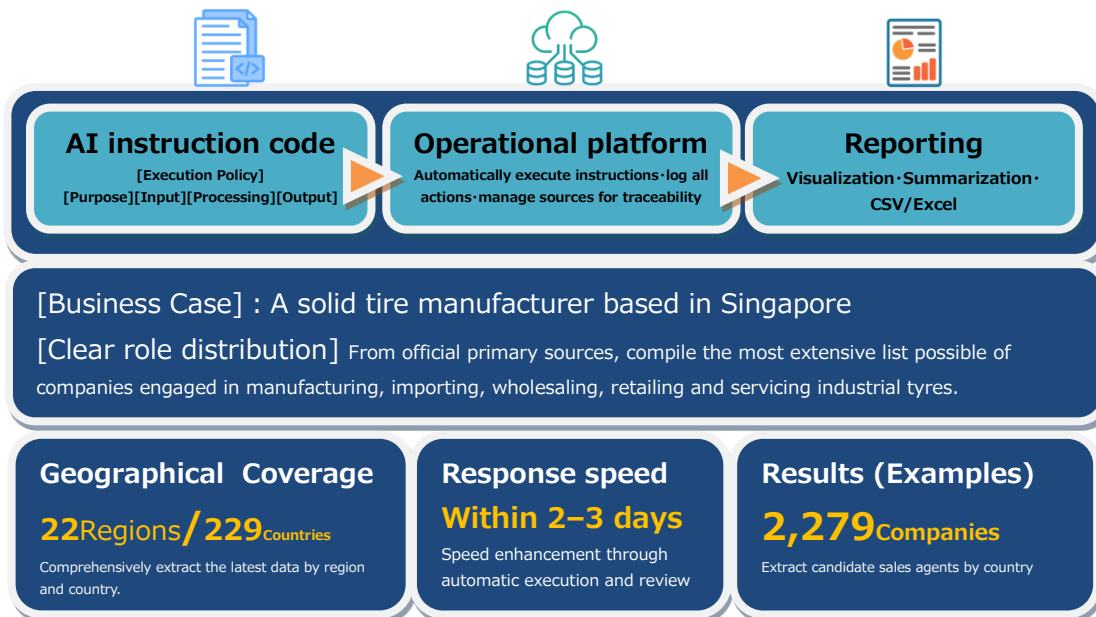
[Table] Contracted external platforms (1/2)

Item	Description	Key Point
	DF Alliance's Load Calculator is a tool based on 3D load optimization that automatically calculates container and truck loading plans. It visualizes loading with consideration for palletization, loading sequence, and stacking rules, and allows PDF output. We use this tool to automate the entire process—from proposing the optimal container type and quantity based on cargo dimensions, to checking for overweight or over-volume issues, and generating quotes with attached 3D layout visualizations.	3D load planning
	TrustedDocks is a maritime platform that allows cross-searching of global ship repair and newbuilding yards, as well as maritime service providers and equipment manufacturers—through an interactive map and database. It also includes vessel databases, ETAs, statistics, and PSC records. We continuously monitor yard activity using tools like the Ship Repair Index (SRI), enabling us to anticipate peak periods and make proactive proposals ahead of demand.	Predict high-demand periods

[Table] Contracted external platforms (2/2)

## 8. AI-powered market analysis

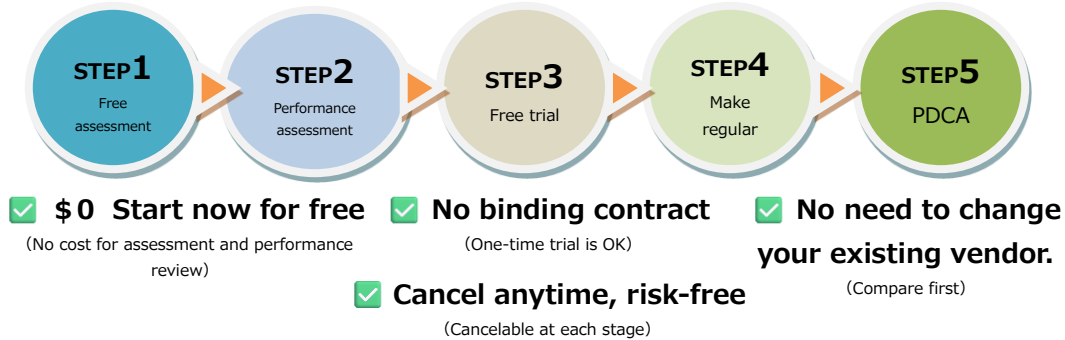
Our AI platform automates data analysis, tracks market trends, and delivers actionable insights.



[Table] AI-powered market research (Success case)

## 9. We propose this as the next step

### 9.1. Profit-maximizing model (Risk-free·Cost-reduction recovery approach)



### 9.2. Steps Flow

#### **STEP1 | Free assessment (\$0·Only a 15-minute consultation required)**

- Easy steps :** The NDA can be signed electronically Just share the latest export/import documents CI/PL/BL( for up to three lanes) with us.
- Our deliverables:** A visibility report (current state and areas for improvement) within 2 weeks
- Burden· Risk :** No additional cost / No obligation

#### **STEP2 | Free report shows cost-saving impact instantly**

- Our deliverables :** One-page summary of Before/After and cost-saving actions.
- Decision-making :** Decide whether to proceed or hold off after reviewing the report.
- Burden· Risk :** No cost even if you stop here.

#### **STEP3 | Trial shipping available (small volumes, one-time use, and no long-term contract required)**

- Easy steps :** Try 1–3 trial shipments with us and compare performance versus your existing provider (A/B comparison).
- Evaluation :** Compare cost, lead time, and quality under identical conditions.
- Burden Risk :** No minimum order / Can stop anytime.

#### **STEP4 | Start switching (where it's feasible and make it a regular process).**

- Subject matter :** Set basic agreements ON KPIs, meetings, communication, and escalation procedures
- Start :** Set up SOPs and communication structure, with monthly review sessions
- Burden· Risk :** "Start small" /flexible to revise anytime

#### **STEP5 | PDCA (in 15-min Zooms, monthly or when prices change)**

- Easy steps :** Quick 15-min KPI review & next action planning · simple and efficient.
- Target :** Maintain cost-efficiency and operational stability seamlessly, even in volatile market conditions
- Burden · Risk :** Minimal effort. Short, structured check-ins