

Panalpina requires all trucking subcontractors to comply with certain standards in order to fulfill our regulatory requirements and exceed service expectations of our valued customers. We employ the on-line services of Ex Works, Inc. and utilize their web based entry and visibility platform *XVM* (Ex Works Vendor Management). Complete each section accurately and completely. The documentary requirements are noted the Private and Public Documents sections of *XVM*. Be sure to send every document applicable to your company to ensure Panalpina has visibility on all your special qualifications including, haz-mat, C-TPAT, carrier bond, operating authority, etc. Panalpina private documents must be complete and up to date at all times.

As a Panalpina trucking subcontractor you should have a direct contact at the branch or corporate level to serve as your first-line source for information regarding these requirements. You can also escalate issues or questions to Trucking-Info.US@panalpina.com Technical issues (e.g. “how to enter information”) can be referred to the Ex Works support team.

Here are some frequently asked questions which should help you better understand our standards and your requirements as a Panalpina subcontractor.

Q-Who at Panalpina determines our authorization status?

A-Once completed, the information you’ve entered and documents posted will be reviewed by our US Overland Transportation team. You’ll receive feedback as outlined below.

Q-What do the statuses mean?

A- Here’s the run-down

- **Not Authorized** status is a result of incomplete or inadequate response to one of our standards. Also, trucking companies that we do not have an active business relationship with would show as Not Authorized.
- **Pending** means you’ve recently entered your information in *XVM* for the first time and have not been checked yet.
- **Suspended** means you were previously authorized but are no longer, probably for one of the following reasons: 1) a requirement with a expiration date has lapsed (most commonly insurance certificates) 2) you’ve changed or deleted a required item in *XVM* 3) Panalpina has instituted an additional requirement that you haven’t yet met within the specified timeframe.
- **Authorized** is our baseline approval that a subcontractor has passed all general requirements and is fit to handle ground transport for Panalpina. It means Panalpina business units are allowed to tender business to your company.

Q-Which buttons have to be green for me to get authorized?

A-There are 4 BASIC INFORMATION categories and 3 PRIVATE INFORMATION categories specific for Panalpina. The background around each of these buttons turns green when information is completed. If a button is green that means you've completed data entry and it's ready for our compliance check. The section marked Workforce Manifest is specific to TSA trucking requirements and may not be applicable if your company isn't handling air exports for Panalpina.

Q-I don't handle air export shipments. Do I still have to complete the Workforce Manifest?

A-At the present time, only subcontractors handling air export cargo are required to fill out the Workforce Manifest and execute the *Letter to Authorized Agents* both requirements are in accordance with TSA regulations for IACSSP's and can change at any time as security standards change.

Q-I'm a 3PL or Broker. Since I don't operate trucks, I don't have to fill most of this out, right?

A-Wrong. Any non-asset based carrier must complete all aspects of *XVM*. Our standards require you to manage any underlying carrier handling Panalpina cargo specifically to these standards. Question 85 of the *Policies Checklist* summarizes your obligation to our standards and if answered "NO" will prevent your company from being authorized.

Q-Once I've completed all the information and the buttons are green, what do I do next?

A-Just call or email your Panalpina contact or email Trucking-Info.US@panalpina.com. We'll do a compliance check on your entry and within a few days advise you of your authorization. Often times there are only small deficiencies requiring correction. We'll reply with what sections of your entry might need review.