



## Supply Chain Partnership Guide

### Inbound Routing

Revised Effective: October 1, 2014

***“Be Always kind and True”***

William G Allyn

Welch Allyn, Inc  
4341 State Street Rd.  
Skaneateles Falls, NY 13153

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### Who We Are: A Complete Solution

We are a leading global manufacturer of medical diagnostic equipment and a complete range of digital and connected solutions. With nearly 2,400 employees working in 17 different countries, we are the only company that focuses on the “frontline of care” – customers include physician’s offices, community clinics, skilled nursing facilities and emergency departments – where 95 percent of patients first seek medical treatment. With every new product, every day, we work to give frontline care providers the ability to assess, diagnose, treat, and manage a wide variety of illnesses and diseases, focus on more patients, perform more procedures, and provide better care.

### **What We Do: A near Century of Innovation**

We pride ourselves on developing products and technologies that are advanced enough for astronauts to use on the International Space Station and reliable enough to use in the White House, yet user-friendly and affordable enough to be utilized by physicians.

#### Products

- Ear and Eye Care
- Blood Pressure Management
- Medical Lighting
- Digital Solutions
  - Patient Monitoring
  - Automated Vitals
  - Cardiopulmonary
  - Thermometry
- Women’s Health
- Stethoscopes
- Endoscopy

#### **The Connectivity Solution**

We have a portfolio of diagnostic devices that capture both vital signs and cardiopulmonary information and transmit it to many leading Electronic Health Record systems (EHR) directly or through Welch Allyn software. Physicians and hospitals can count on patient-friendly devices to produce accurate clinical information for use in electronic databases.

#### **Markets Served**

- Family Medicine
- Internal Medicine
- Pediatric/Hospital/Acute and Emergency Care
- Emergency Medical Services
- Military

With operations in North America, Latin America, Europe, the Middle East, Africa and Asia the balance of our core devices and high-tech digital and connectivity solutions has become central to the success of Welch Allyn as it looks to sustain profitable growth and strive to find the next technology, product or innovation to help save lives around the world.

### ***How We Do It: A company That Cares***

#### **Core Values**

##### Customer Focus

- Integrity and Respect
- Innovation and Change
- Profitable Growth
- Accountability

\*We embrace the core values of its founders and four generations of the Allyn family who have contributed greatly to the company's success. These core values inspire the company vision, articulate its purpose, and relate directly to the company's financial success in the global marketplace.

#### **\*Diverse-from the top to bottom**

Welch Allyn is a global company- representing 50 countries and a myriad of different cultures. Much of the company's success comes from the blending of people of different backgrounds, cultures and perspectives.

#### **\*Pride in what we do**

The Company's sense of pride stems from knowing that the Welch Allyn brand can be found in almost any healthcare setting and that almost every patient-doctor encounter starts with some type of Welch Allyn device.

### ***Where We Are Going: A vision for the Future***

***Today, virtually every hospital department, office, or clinic around the world has Welch Allyn Instruments in their facility.***

As the healthcare industry world-wide continues to experience robust growth year on year, our opportunity to achieve growth is larger than ever. The company's future vision capitalizes on its rich history of innovation and positions it to deliver the kinds of leading-edge solutions our customers are demanding.

We recently realigned the company around global customer segments as part of a new strategic plan that focuses on addressing the changing needs of physicians, nurses, allied professionals and their patients. The plan calls for:

- Development of a new architecture for medical devices
- Increasing our focus on lower acuity care settings
- Increasing our global presence

Let by a fourth generation of family members who continue the commitment of prior generations to solid, steady, long-term growth, the Allyn family has put us in a position that does not focus on quarterly reports and the stock price of the day, but rather long-term success, innovation and the technologies that will advance frontline care into tomorrow.

**Forward**

Welch Allyn, has chosen BridgeNet Solutions as our Transportation Management Consultants. BridgeNet Solutions will help our company in establishing policies and procedures relating to our transportation requirements. Inquiries can be directed as follows:

**Welch Allyn**  
**c/o BRIDGENET SOLUTIONS**  
**3500 S. Archer Avenue**  
**Chicago, IL 60606**

E-mail: [welchallyninitiative@bridgenetsolutions.com](mailto:welchallyninitiative@bridgenetsolutions.com)

TEL: 312-492-7500 x616

FAX: 312-275-7803

**NOAH CEPELA – Account Manager**

*This Routing Guide should be used for inbound shipments to the Welch Allyn facilities listed herein.*

**LEGAL & REGULATORY**

**A – OSHA Statement** – The OSHA Hazard Communication Standard requires Manufacturers, Importers, and suppliers to label containers of toxic substances or hazardous chemicals with the chemical name and hazard warning. Material Safety Data Sheets (MSD's) for these substances for all shipments are required.

**B – HAZARDOUS MATERIALS** – Items that are hazardous need to meet the regulated companies (i.e.- Department of Transportation (DOT), International Air Transport Association (IATA), etc) of hazardous materials. The purchased parts that are classified hazardous must be packaged, marked, labeled, classified, and shipped according to the regulated companies rules and regulations.

**Shipments Originating in the United States**

All small shipments weighing less than **400 lbs.** are to be routed via Ground where package size and weight limitations are within the standards set out by the carrier.

When Welch Allyn, is responsible for the payment of freight charges, mark in the body of your bill of lading the following statement:

**ATTENTION CARRIER:**

***For payment, submit an electronic invoice file of each statement to the following email address:***

**[Wa\\_epay@bridgenetsolutions.com](mailto:Wa_epay@bridgenetsolutions.com)**

***Or you may request an FTP site where the file can be uploaded.***

Electronic file should be in Excel, .csv or EDI and should be transmitted weekly. If electronic invoicing is not available, you must submit the original freight bill with copy of bill of lading and receipted copy of delivery receipt to:

**NOAH CEPELA**

**BRIDGENET SOLUTIONS**

**3500 S. Archer Avenue**

**CHICAGO, IL 60606**

LTL (less-than-truckload) shipments 400 pounds to 10,000 pounds or where shipments occupy 750 cubic feet or less of carrier's equipment, ship via the carriers listed on pages through of this guide from your origin state.

**All shipments which exceed 10,000 pounds, or which will occupy ½ trailers or more, please call your Purchasing Agent for routing instructions:**

In order for Welch Allyn to achieve maximum freight cost benefits from our small package carriers, we request that wherever possible, each Welch Allyn supplier consolidate smaller packages into larger packages. Please be sure that the consolidated package does not exceed the maximum weight and size limit for Ground parcel shipments with our preferred carriers. This will not only benefit us in freight cost savings, but will also assist us in more efficient handling of your goods at our receiving dock.

**EMERGENCY AIR FREIGHT SHIPMENTS**

**WHEN CHARGES ARE TO BE ABSORBED BY WELCH ALLYN, INC.**

In case of **EMERGENCY**, when Welch Allyn requires **airfreight** shipments a **WELCH ALLYN representative must approve the shipments**

Welch Allyn's UPS account number **MUST** be entered in the appropriate space on the airway bill. In addition, our **Purchase Order Number or Procard Reference Number must be entered on the AIRWAY BILL.**

**IMPORTANT NOTE: EMERGENCY AIR SHIPMENTS MUST BE AUTHORIZED PRIOR TO SHIPMENT.**

**PLEASE CONTACT WELCH ALLYN'S PURCHASING AGENT OR AUTHORIZED REPRESENTATIVE TO OBTAIN A SHIPPER NUMBER.**

**UNAUTHORIZED AIR SHIPMENT COSTS WILL BE CHARGED BACK TO THE SUPPLIER.**

## INBOUND SHIPPING & ROUTING INSTRUCTIONS

The following instructions apply to **ALL** merchandise shipped to Welch Allyn Compliance with these instructions is **MANDATORY**. Failure to follow these instructions shall be an agreement to pay all excess transportation charges, plus an administrative fee.

- I. **Purchase Orders/Procurement Card Orders** – All purchase orders and procurement card orders specify the “Ship to” location to which orders are to be shipped. Merchandise **MUST** be shipped exactly as ordered.
- II. **Packaging Requirements** – Packaging **MUST** conform to the freight carrier’s requirements to withstand normal transportation hazards. Claims that develop due to improper packaging will be charged back to the shipper.
- III. **Marketing Requierments** – Every article of freight **MUST** be fully identified with the following information, in addition to the packing slip reuiements specified in our **Supplier Compliance Policy**, attached hereto.
  - A) **Supplier’s name and complete shipping address.**
  - B) **Our complete “Ship to” address**
  - C) **If ordered on our procurement card, complete Welch Allyn procurement Referecne number, and name of the Welch Allyn’s employee authorizing the shipment.**
  - D) **If ordered on our purchase order form – our complete purchase order Number.**
  - E) **Item number and quantity in each carton.**
  - F) **On lot number (eg 1 of 2, 2 of 2).**
- IV. **Shipping Instructions** – All shipments up to 400 pounds are to be routed via **UPS GROUND-FREIGHT COLLECT**, where package size and weight limitations are within the standards set out by **UPS**. Where possible, band two or more packages together to gain the benefit of lower freight costs. **Contact the Purchasing Agent at the Ship to Address for the UPS Account Number.**

*Please note: When shipping UPS the cost center needs to be entered under “Reference 1” field in the UPS shipping software. The Purchasing Agent or Procard user will advise you their internal Welch Allyn cost center. A declared value for the pats should not be referenced by the Vendor on any shipment.*

**LTL (LESS-THAN-TRUCKLOAD) SHIPMENTS 400 POUNDS TO 10,000 POUNDS OR WHERE SHIPMENTS OCCUPY 750 CUBIC FEET OR LESS OF CARRIER’S EQUIPMENT. Pallets for LTL, shipments should not exceed 52” in height** Ship via the carriers listed on pages 10, 11, & 12 of this guide from your origin state.

**SHIPMENTS OF 10,000 POUNDS OR MORE,**

**OR SHIPMENTS THAT WILL OCCUPY 750 CUBIC FEET OF SPACE OR MORE**

*Please contact your Purchasing Agent.*

**ATTENTION CARRIER:**

*For payment, submit an electronic invoice file of each shipment to the following email address:*

[Wa\\_epay@bridgenetsolutions.com](mailto:Wa_epay@bridgenetsolutions.com)

*Or you may request an FTP site where the file can be uploaded.*

*Electronic file should be in Excel, .csv or EDI and should be transmitted weekly. If electronic invoicing is not available, you must submit the original freight bill with copy of bill of lading and receipted copy of delivery receipt to:*

NOAH CEPELA

WELCH ALLYN

C/O BRIDGENET SOLUTIONS

3500 S. ARCHER AVENUE

CHICAGO, IL 60609

**CARRIER CONTACT INFORMATION**

**ABF FREIGHT**

Customer Service / pick – ups

Phone: (800)610-5544

Web address: [www.abf.com](http://www.abf.com)

**NEW ENGLAND MOTOR FREIGHT**

Customer Service / pick – ups

Phone: 1-800-847-2728

Web address: [www.nemf.com](http://www.nemf.com)

Inbound LTL (less than truckload) Routing Guide Welch Allyn Sites located at:					
4341 State Street Rd. Skaneateles Falls, NY 13153					
Origin	Carrer	Carrier	Origin	Carrier	Carrier
Alabama	ABF		Montana	ABF	
Alaska	ABF		Nebraska	ABF	
Arizona	ABF		Nevada	ABF	
Arkansas	ABF		New Hampshire		NEMF
California	ABF		New Jersey		NEMF
Colorado	ABF		New Mexico	ABF	
Conneticut		NEMF	New York		NEMF
Delaware		NEMF	North Carolina	ABF	
DC		NEMF	North Dakota	ABF	
Florida	ABF		Ohio		NEMF
Georgia	ABF		Oklahoma	ABF	
Hawaii	ABF		Oregon	ABF	
Idaho	ABF		Pennsylvania		NEMF
Indiana	ABF		Rhode Island		NEMF
Illinois		NEMF	South Carolina	ABF	
Iowa	ABF		South Dakota	ABF	
Kansas	ABF		Tennessee	ABF	
Kentucky	ABF		Texas	ABF	
Louisiana	ABF		Utah	ABF	
Maine		NEMF	Vermont		NEMF
Maryland		NEMF	Virginia		NEMF
Massechusetts		NEMF	Washington	ABF	
Michigan	ABF		West Virginia		NEMF
Minnesota	ABF		Wisconsin	ABF	
Mississippi	ABF		Wyoming	ABF	

Inbound LTL (less than truckload) Routing Guide Welch Allyn Sites Located in:			
Beaverton, OR 97008 / Doral, FL 33172 / San Diego, CA 92154			
Origin	Carrer	Origin	Carrier
Alabama	ABF	Montana	ABF
Alaska	ABF	Nebraska	ABF
Arizona	ABF	Nevada	ABF
Arkansas	ABF	New Hampshire	ABF
California	ABF	New Jersey	ABF
Colorado	ABF	New Mexico	ABF
Conneticut	ABF	New York	ABF
Delaware	ABF	North Carolina	ABF
DC	ABF	North Dakota	ABF
Florida	ABF	Ohio	ABF
Georgia	ABF	Oklahoma	ABF
Hawaii	ABF	Oregon	ABF
Idaho	ABF	Pennsylvania	ABF
Indiana	ABF	Rhode Island	ABF
Illinois	ABF	South Carolina	ABF
Iowa	ABF	South Dakota	ABF
Kansas	ABF	Tennessee	ABF
Kentucky	ABF	Texas	ABF
Louisiana	ABF	Utah	ABF
Maine	ABF	Vermont	ABF
Maryland	ABF	Virginia	ABF
Massechusetts	ABF	Washington	ABF
Michigan	ABF	West Virginia	ABF
Minnesota	ABF	Wisconsin	ABF
Mississippi	ABF	Wyoming	ABF

**FOR SHIPMENTS TO: WELCH ALLYN**

**(WELCH ALLYN, C/O BLS)**

**Shipping Instructions to : Welch Allyn**

NOTE: Welch Allyn will utilize a Third Party Warehouse for this location and the ship to address for all items shipping to Mexico, regardless as to ship method is:

**Welch Allyn Mexico**

**C/O BLS**

**1659 Gailes Blvd. Suite 101**

**San Diego, CA 92154**

**MXWELALL2471TIJ = MID number.**

Acceptance of the shipments by BLS will be conditional, subject to Welch Allyn physical verification of the goods when they arrive in Mexico.

Your product will be crossing through US and Mexican Customs. This will include inspection of the product before being delivered to Welch Allyn de Mexico. It is imperative that the counts as well as Packing slip information be accurate.

**Packing slip** must include the following information:

- Purchase List (outside of the box)
- Purchase Order Number
- Welch Allyn Part Number
- Number of boxes
- Individual box quantities
- Description of goods
- Gross Weight
- Original Manufacturer
- Country of Origin

**Mexican Customs** also requires specific information to be on the **Package Label per below:**

1. The information must be presented in Spanish and/or English and be printed at least 1.5 mm high.
2. If the package is less than 32 square cm, the text height must be at least 1 mm high.
3. The information that is required on the Package Label includes:
  - a. Name or generic name of the product
  - b. Quantity – unless obvious- can be seen.
  - c. Country of Origin – “Made in...”, “Manufactured in...”, “Produced in.....”
  - d. Box Numbering – Box 1 of 3, 2 of 3, 3 of 3 etc.

**NOTE: SAMPLE SHIPPING LABEL BELOW IN ENGLISH AND SPANISH – USE EITHER ENGLISH OR SPANISH OR SPANISH VERSION BUT NOT BOTH.**

ETIQUETA DE IDENTIFICACION	IDENTIFICATION LABEL
Num. de Parte _____	Part Number _____
Descripcion _____	Description _____
Cantidad _____	Quantity _____
Hecho en _____	Origin of Manufacturer _____
# de Cajas _____ Caja _____ de _____	Number of Boxes _____ box _____ of _____
Fecha de expiracion _____	Date of Expiration _____
Notas _____	Notes _____

**Key Note:** Improperly identifying materials and / or inaccurate count exposes Welch Allyn to fines, penalties, and even confiscation of product by Mexican customs. Suppliers are responsible for accurate representation of their products; therefore, any costs incurred will be the suppliers’ responsibility.

**Key Note: Wooden Pallets:**

- 1) Wooden pallets must be Internationally Heat Treated or fumigated with methyl bromide.
  - 2) Must have the symbol identifying this printed on the pallet itself.
- See: appendix: Packaging Requirements.

**Key Note:**

**Mexican Customs** will not allow any pallets into their country that do not follow this guideline. Any pallets not marked properly will be detained and repackaged. Any additional cost for repackaging will be billed to Suppliers.

**\*\*Note:** The use of Plastic pallets is permitted.

**Shipping Instructions:** Refer to pg 8 – reference IV.

## SHIPMENT PREPARATION & DELIVERY

Our goal is to build mutually beneficial business relationships with our suppliers by being specific about our needs and promptly paying your invoices.

This **Supplier Compliance Policy** ensures uniformity in shipping and invoicing procedures. This policy will dramatically enhance the excellent relationships we already have. Certainly in choosing new suppliers with whom to do business with, we will look for those who can best meet our requirements.

We hope all of our suppliers can continue to work with Welch Allyn efficiently, profitably and will comply with our successful **standards of excellence**.

- I. **PACKING SLIPS:** Requirements A-E below pertain to all Welch Allyn locations EXCEPT Welch Allyn de Mexico (reference on pg. 12). Every shipment must be accompanied by a packing slip affixed to the outside of the lead carton. All packing slips must show the following:
  - A) Welch Allyn Purchase Order Number, Part Number and Quantity Shipped.
  - B) Each Itemized Line on the Purchase Order of JIT Delivery Schedule should
    - i. Represent one itemized line on the packing Slip
  - C) Certificate of Conformance (When Required).
  - D) Suppliers Invoice or Packing Slip Number.
  - E) Procard Purchases must show Ship to Attention Line and Welch Allyn
    - i. Reference Number.
- II. **INCOMING DELIVERIES:** Cartons must have consistent case pack per Welch Allyn Purchase Order Unit of Measure.
  - A) Cartons must not exceed 40 lbs each without prior approval from appropriate Welch Allyn buyer.
    - i. Appropriate Buyer must be notified of over and/or under shipments prior to shipping.
  - B) Shipments must be delivered within the delivery window +5 days early to 0 days late of the ETA date.
  - C) All Shipments must be shipped according to the Welch Allyn Shipping and Routing Instructions.
  - D) Purchase Order Number/Welch Allyn Procard Reference Number must appear on all shipping labels.
  - E) Truck Shipments must be palletized (where applicable) per packing instructions
- III. **PACKING BEST PRACTICES:**
  - A) Material must be palletized within the perimeter of the pallet, in order to avoid damage. No items should overhang the edge of the pallets.
  - B) Reduce the height on the configuration of the pallets for heavy materials to prevent the material from collapsing due to excess weight
  - C) Use corner board protectors to prevent the material from collapsing and protect from damage.
  - D) Stretch film must be tied to wooden pallet and wrapped a minimum of 3 turns around the load.
  - E) No loose cartons on top of pallets.
  - F) Place labels with legend DO NOT DOUBLE STACK on four sides of the pallet.
  - G) Pallets used to ship internationally must be heat treated to ISPM 5 standard and be marked accordingly. Pallets must be in good condition with no broken or loose boards.
- IV. **INVOICES:** When required, all Invoices must meet the following requirements:

- A) Only ONE copy of the invoice required.
- B) Invoice must clearly state:
- C) Correct Purchase Order Number and Welch Allyn Part Number.
- D) Correct terms as specified on the Purchase order.
- E) Breakdown of quantity by Part number.
- F) Total cartons shipped.
- G) Name of the contact person at Welch Allyn that negotiated the PO.
  - i. Invoicing must be in the same Unit of Measure as corresponding Purchase Order or JIT Delivery Schedule Report.
  - ii. Each itemized line on the invoice must represent one and only itemized Line from the Purchase order.
- H) Invoices must be faxed: (315)685-8953 or mailed to:

**Welch Allyn**

**Accounts Payable Dept.**

**PO Box 220**

**Skaneateles Falls, NY 13153-0220**

**FREIGHT CHARGES MAY NOT BE BILLED ON MERCHANDISE INVOICES.**

**NO CHARGES WILL BE PAID WHICH ARE NOT ON THE PURCHASE ORDER. UNDER NO CIRCUMSTANCES IS WELCH ALLYN, INC, TO BE BILLED FOR SERVICE CHARGES, INSURANCE CHARGES, HANDLING CHARGES OR DOCUMENTATION FEES.**

**V – MISCELLANEOUS**

**A – Payments via EFT: (Electronic Fund Transfers) are preferred.**

### How to Fill Out a Bill of Lading:

The bill of lading is a critical document in the shipping process. A bill of lading is required for all non parcel shipments and serves as a receipt and a contract. A property completed bill of lading legally shows the carrier has received the freight as described, and is obligated to deliver that freight, in good condition, to the consignee.

The information on the bill of lading is important. It provides direction to carrier personnel throughout the route of the shipment – the ORIGIN, piece count, billing instructions and special handling requirements. Any changes to a bill of lading, such as a reconsignment or reversal of terms, always require a shipper-approved, correct bill of lading.

**Consider the following items before filling out a bill of lading.**

- A. Know who is responsible for paying the freight charges-the shipper, the consignee or a third party (shipper prepaid (PPD); consignee-collect (COL); third party – PPD).**
- B. Know how your merchandise is described according to the NMFC (National Motor Freight Classification).**

### Filling out the Bill of Lading:

- 1. Consignee:** Enter the name, address and ZIP code for the customer receiving the shipment.
- 2. Shipper:** Enter the name, address and ZIP code for the shipper tendering the freight to carrier.
- 3. Date:** Enter the pick up date of the shipment.
- 4. Shipper's number:** Enter shipper's number, if applicable.
- 5. Bill of Lading Number:** Enter the bill of lading number, if applicable
- 6. PO Number:** Enter the purchase order number, or reference number (required).
- 7. Number of Packages:** Enter the number of handling units in the shipment. If shipment is unitized the number of units and the number of cartons on each unit MUST be listed.
- 8. Hazardous materials:** If the commodity being shipped is a hazardous material (as defined by DOT), identify this on the Bill of Lading.
- 9. Kind of packaging:** description of articles, special marks and exceptions: Enter the name of the commodity and its description. If known, please provide the NMFC number of the commodity. This field should also be used to provide the proper four-digit UN Number for hazardous materials, as well as any special handling or protective service instructions.
- 10. Weight:** Provide the weight for each commodity being shipped including packaging and pallet/skid weight
- 11. Class of Rate:** Provide the appropriate NMFC class for the commodity being shipped
- 12. Freight charges:** Denote freight charge responsibilities (ie Collect, prepaid or 3<sup>rd</sup> party)
- 13. Shipper:** Denote your company's name and sign your name on the "per" line of the section.
- 14. Carrier/per:** The pick up driver will provide the carrier's name and signature. Insist that driver sign his full name, not just initials.
- 15. Total number of pieces:** Driver to denote number of pieces and date received. This should be as specific as possible. (example: 40 cartons on 2 pallets)
- 16. Buyer Contract Information.**

**INTERNATIONAL SHIPMENTS (US IMPORTS)**

**FILLING OUT IMPORT DOCUMENTATION:**

Please fill out the commercial invoice when shipping into Welch Allyn US locations with the following information.

**\*\*It is vital this information is filled out completely in order to clear US Customs and US Food Drug Administration (FDA) release (when applicable)\*\***

**Information needed:**

1. Welch Allyn's Purchase order number (on all international documentation).
2. Complete and clear description of the item being shipped.
3. Harmonized Tariff code verified by Welch Allyn's procurement team.
4. Country of Origin verified by Welch Allyn's procurement team.
5. The declared value will be the price Welch Allyn will agreed to pay for the goods supplied.
6. Samples that are being shipped must include the commercial value of the parts for US Customs purpose.
7. All documents supplied must be in English
8. Medical Device Listing Number (if applicable)
9. FDA Product Code (if applicable)
10. 510K (if applicable)
11. Full name and address of the manufacturer
12. Shipper and Consignee's contact name and telephone number just in case questions arise.

If you have questions regarding the data needed on the commercial invoice please contact your Commodity Manager or Purchasing Agent.

It is vital that the product packaging contain Country of Origin marking in accordance with US Customs regulations. This COO marking must agree with statements contained in the Commercial Invoice for this shipment.

TRANSPORTATION MODE	SELECT CARRIER
Smal Parcel ( under 100 lbs.)	*UPS Ground      origin: Canada and Mexico      **UPS Expedited
Shipments 100 lbs. or more	** Contact Welch Allyn Purchasing Agent for routing instructions
Contact	
<p style="text-align: center;">Panalpina Inc.  Account Manager  Ozgur 'Oscar' Gokirmak  TEL 201.272.6206  MOBILE 551.482.5013  MAIN 201.272.2300  EMAIL  ozgur.gokirmak@panalpina.com</p>	<p style="text-align: right;">Panalpina.com</p>

## CONTACT DETAILS PANALPINA THE NETHERLANDS

### Customer Service AIR Import:

Name	Function	Phone	
Niels Schong	Customer Service	+31(0)20 6552013	<a href="#">Airimport</a>
Marieke Gul	Customer Service	+31(0)20 6552096	<a href="#">Airimport</a>
Emergency Number After Office Hours	Customer Service	+31(0)6 51502743	

### Escalation Contacts Customer Service/Invoicing Import

Should any problems arise which cannot be solved at operations level, the problem should be escalated to the following contacts:

Name	Function	Phone	
Raymond Visser	Import Supervisor	+31(0)20 6552066 +31(0)6 50486224	<a href="#">Raymond Visser</a>
Ivo Hoogland	Import Manager	+31(0)20 6552003 +31(0)6 23633155	<a href="#">Ivo Hoogland</a>

### Customer Service AIR Export:

Name	Function	Phone	
Peter Hartendorp	Customer Service	+31(0)20 6552097	Export
Emergency Number After Office Hours	Customer Service	+31(0)6 22247684	

### Escalation Contacts Customer Service/Invoicing Export

Should any problems arise which cannot be solved at operations level, the problem should be escalated to the following contacts:

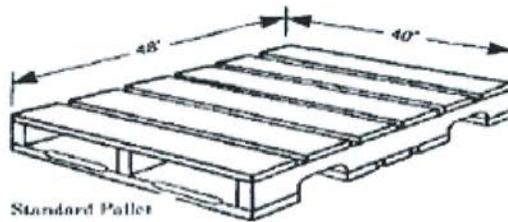
Name	Function	Phone	
Sven van de Pol	Export Supervisor	+31(0)20 6552077	<a href="#">Sven van de Pol</a>
Samira Venekamp	Export Manager	+31(0)20 6552067 +31 (0) 6 31972083	<a href="#">Samira Venekamp</a>

### Customer Service Ocean Import:



## Standard Pallet

Pallet can be approached from the front back or either side and move it more easily, And, limits pallets exposure to damage



WelchAllyn

## Standard Pallet

Wooden Pallets without Bottom Boards are Not Recommended:

Without the bottom boards the weight is not distributed evenly. The stringers can turn in or warp compromising the side-to-side strength



## International Pallet

International shipments must meet ISPM 15 wood packaging requirements and have this branding visible.

More details can be found on this US Government web site:  
[http://www.aphis.usda.gov/import\\_export/plants/plant\\_exports/wpm/wpm\\_faqs.shtml](http://www.aphis.usda.gov/import_export/plants/plant_exports/wpm/wpm_faqs.shtml)

WelchAllyn

## Proper Pallet Building

Column Stack increases the top-to-bottom compression strength.

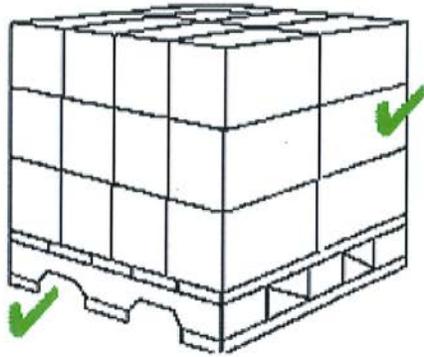


Interlocking Stack provides increased stability. Stack cartons corner-to-corner and edge-to-edge.



WelchAllyr

## Proper Pallet Building



### Stacking A Pallet:

- To maximize carton strength, stack the pallet vertically;
- Secure cartons to the pallet with banding, shrink-wrap, stretch-wrap or breakaway adhesive;
- Place cartons squarely on the skid with no overhang;
- Be sure the top surface is flat;
- Add sheets of cardboard between layers for additional strength.
- Limit the height of cartons to 48 inches.

WelchAllyn

## Additional Packaging Used in Pallet Build



- Corner boards can be used to support square of the skid.
- Stretch-wrap tight and several rounds applied.
- Banding used to secure product to the skid.
- Shipments that have corner protectors typically have a 50% reduction in damages.

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