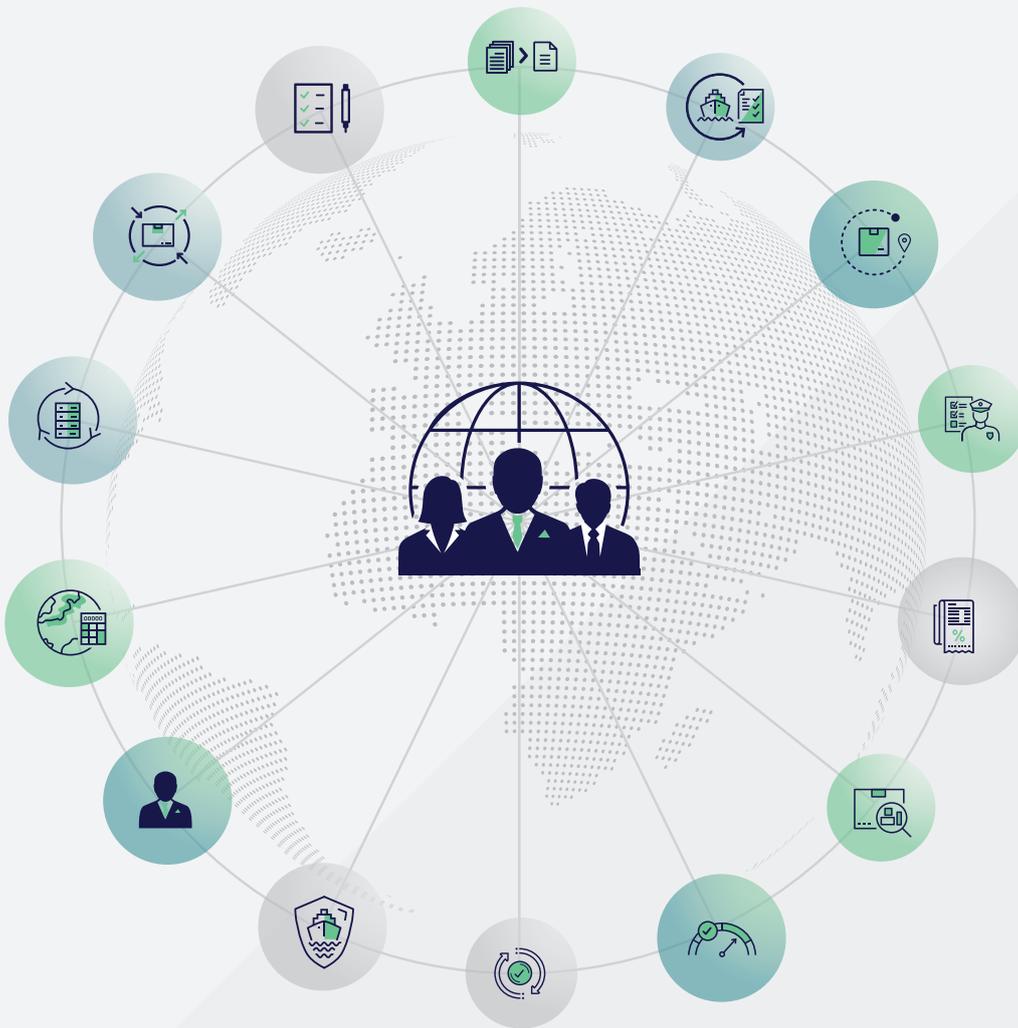




Global Partner Services

IT Solutions and Logistics Provider

Everything your customers need, everywhere they need it



Viadex removes the complexity of delivering global solutions and logistic services, to support your customers specific requirements in over 130 countries

Enhance your global fulfilment capabilities:

Viadex manages the complexity of delivering IT hardware solutions to multiple locations globally.

About Global Partner Services

Viadex Global Partner Services provide the expertise and resources to enable you to deliver global growth for your customers. This empowers them to view the world as one market, with one business partner. All managed by a team of subject matter experts with a combined 100 years of hands-on global IT logistics and international trading experience.

Global knowledge, local expertise

Borders, tariffs, trading regulations, import license requirements, fine print, and hidden clauses are changing and increasing in complexity every day. Managing these issues, to deliver IT projects around the world for your geo-dispersed customers requires special skills, qualified resources, and in-country contacts that may not always be present in your organisation.

Deliver added value, globally

As a Viadex Global Channel Partner you can rely on our hands on experience and support for issues that arise, ensuring smooth and simplified global growth for your customers.

Boldly go

Viadex GPS will enable you to add value to your global services through a full turn-key IOR/EOR Service with country-by-country global logistics expertise to serve your customers' requirements confidently in 130 countries. You can also benefit from our shipping service or freight desk and a range of Viadex Flexible Partner Options. With Viadex Global Partner Services in your portfolio you can allay your customers' fears about the potential complexity of global expansion, accelerate their global growth, and become a valued strategic partner.



Product Classification

We review all HTS codes and ECCN to ensure correct declarations so we can advise accurately on all taxes and duties. We'll make sure there are no hidden charges or surprises in relation to product use in your target country for each project. We obtain all necessary licenses and permits based on this assessment.

Ensuring control, transparency and real-time status updates



Customs clearance and payment of taxes

Live tracking: Viadex Global Tracker.

Smart tracking on the Global Partner Services portal enables you to:

- View real-time current status of projects
- View and then be able to advise your customers on up-to-date ETA
- Gain immediate information on any unforeseen events along the journey.



Dedicated project management teams at your disposal

Compliance and regulation: local knowledge driving global goals.

Our team of logistics and freight experts — working with a long-established and highly developed network of in-country services providers such as specialist couriers, translators, and down-to-earth 'fixers' — is coordinated by one Single Point of Contact (SPOC) managing every aspect of your customers' global projects, saving you time, effort, and investment in third party resources.



Importer and Exporter of Record Services

Importer of Record is a term used in customs law. It refers to an importer, whether an entity or individual, who is responsible for ensuring that legal goods are imported in accordance with the law of the countries involved. Importer is responsible for filing legally required documents.



Global Procurement Consolidation

Viadex undertake more than 1,000 global projects each year. Centralised procurement allows us to leverage significant global spend when negotiating with vendors on your behalf.



Consulting and Professional Services

Specialist IT consultancy services to support you to make the right choices to suit your organisation's use of technology, complemented by a range of professional services to deliver outstanding technology and design for datacentres, end user workspaces and IT security.

Extend your global reach:

Importer of Record Services

Viadex have been shrinking the world since 2001. Using Viadex as Importer of Record, you can present a full global logistics service to your customers as your own capability; expanding your influence with customers and delivering complete end-to-end services to help you build, grow, and consolidate customer relationships.

Our end-to-end global logistics management solution supports companies that have no in-country presence or are not registered to import.

Flexible partner options

Our full range of Global Partner Services options is coordinated by one Single Point of Contact (SPOC) managing every aspect of your customers' global projects, saving you time, effort, and investment in third party resources.

Choose the composition of our service bundles that best aligns to what your customers need. If you're not sure, we'll help you make the right choice.

Tracking, transparency, and reporting

Transparency is important to us because we know it's so important to you. It adds value to the service you offer. It adds practical and useful detail. It enhances value for money for your customers.

Using the Viadex online Global Tracker you'll see the plan and how it unfolds, all at the click of a mouse, the tap of an icon, or the swipe of a touch-pad, across every means of transportation involved: across seas, by air, road and rail.

Tailored Services

Additional Global Partner Services for geo-dispersed customers

Before setting off on any IT logistics journey on your behalf, we suggest that we jointly evaluate the business needs of your organisation and the customer/s for whom you intend to offer a global logistics service.

You may well find that other benefits accrue. From procurement consolidation to ensure best commercial terms, through to the detailed processes of packaging removal or waste management, if your customers need it, with Viadex on your side, you can do it...



Packaging removal/waste management

Viadex can securely dispose of end-of-life equipment in compliance with the Waste Electrical and Electronic Equipment Directive (WEEE).



Bonded Warehousing

We can arrange secure bonded warehousing facilities and can also help with implementation of correct customs procedures in customers' own bonded warehouses.

Spares to site on critical parts

We cover 130 countries supporting your customers whenever the need may arise.



Reverse Logistics

IT Asset Disposition (ITAD) service for disposal of obsolete or unwanted equipment in a compliant, safe and ecologically-responsible manner.



Warranty Management

Viadex can check that all is in order so you can offer further peace of mind to your customers and for the sake of your own business.



Marine Insurance

Any global logistics project entails diligent verification of cargo insurance. Viadex will guide you through the process.

Everything your customers need



Export and import permits and licences

Making the complex simple in 130 countries.

With almost 20 years' experience, successfully delivering more than 1,000 projects a year, Viadex offer a safe pair of hands when you need to apply for and submit all necessary documents to facilitate export from and import into most countries you are ever likely to have to work within.



End to end collection and delivery

Ensuring that every step of the way your customers' shipments run smoothly, transparently and consistently.

For the entire process of shipping often delicate hardware around the world, you need a partner you can trust. Viadex are about far more than just the essential and critical planning, paperwork, and smooth passage through each layer of bureaucracy.

We can collect the goods at source, verify the packing, and above all HANDLE WITH CARE, from the day the goods are loaded to the day they arrive at their destination. We're on the world stage every day of the year.



Customs clearance and payment of taxes

Ensuring that every project moves forward lightning fast.

For countries with complex customs procedures (China, Brazil and Russia, for example) our local customs experts will process your shipment upon arrival and provide you with real-time status updates.

Viadex manage all shipments with DDP incoterms (Delivered Duty Paid) which means we pre-pay any duties and taxes to customs where possible before the shipment even arrives, so clearances are lightning fast and your shipment never has to sit in a bonded warehouse adding unnecessary risk and delay.



Product classification

Accurate declarations to avoid hidden charges and delays.

We review all HTS codes and ECCN provided to ensure correct declarations so we can advise accurately on all taxes and duties. We'll make sure there are no hidden charges or surprises in relation to product use in your target country for each project. We obtain all necessary licenses and permits based on this assessment.



HTS

HTS (Harmonized Tariff Schedule) codes are product classification codes between 7-10 digits. The first six digits are an HS code, and the countries of import assign the subsequent digits to provide additional classification. U.S. HTS codes are 10 digits and are administered by the U.S. International Trade Commission.



ECCN

ECCNs are five-character alpha-numeric designations used on the dual use control lists to identify dual-use items for export control purposes. An ECCN categorises items based on the nature of the product, i.e. type of commodity, software, or technology and its respective technical parameters.

Everywhere they need it



Compliance and risk assessment

Our regular in-region risk assessments fine-tune the service needed; through to escorted last mile delivery, when appropriate.

We assess your position with regards to IATA Dangerous Goods regulations on lithium content to avoid having goods bumped off flights.

We carry out Restricted Party due diligence screening to ensure compliance of the supply chain.

As part of Viadex Value of Integrity we are committed to building relationships that amplify the highest standards of integrity and compliance detailed in our code of conduct.



Payment flow compliance and Incoterm

Detailed payment transaction flow reviews to ensure no conflict with IOR service.

We review the payment transaction flow to ensure no conflict with the Importer of Record service. We carry out regular in-region risk assessments to check insurance and, in more complex destinations, when transporting high valued items, we arrange escorted transport for last mile delivery.

We can offer all airfreight Incoterms and changes to delivery address once the shipment is in transit, or storage in destination can be facilitated at short notice.



Marine Insurance:

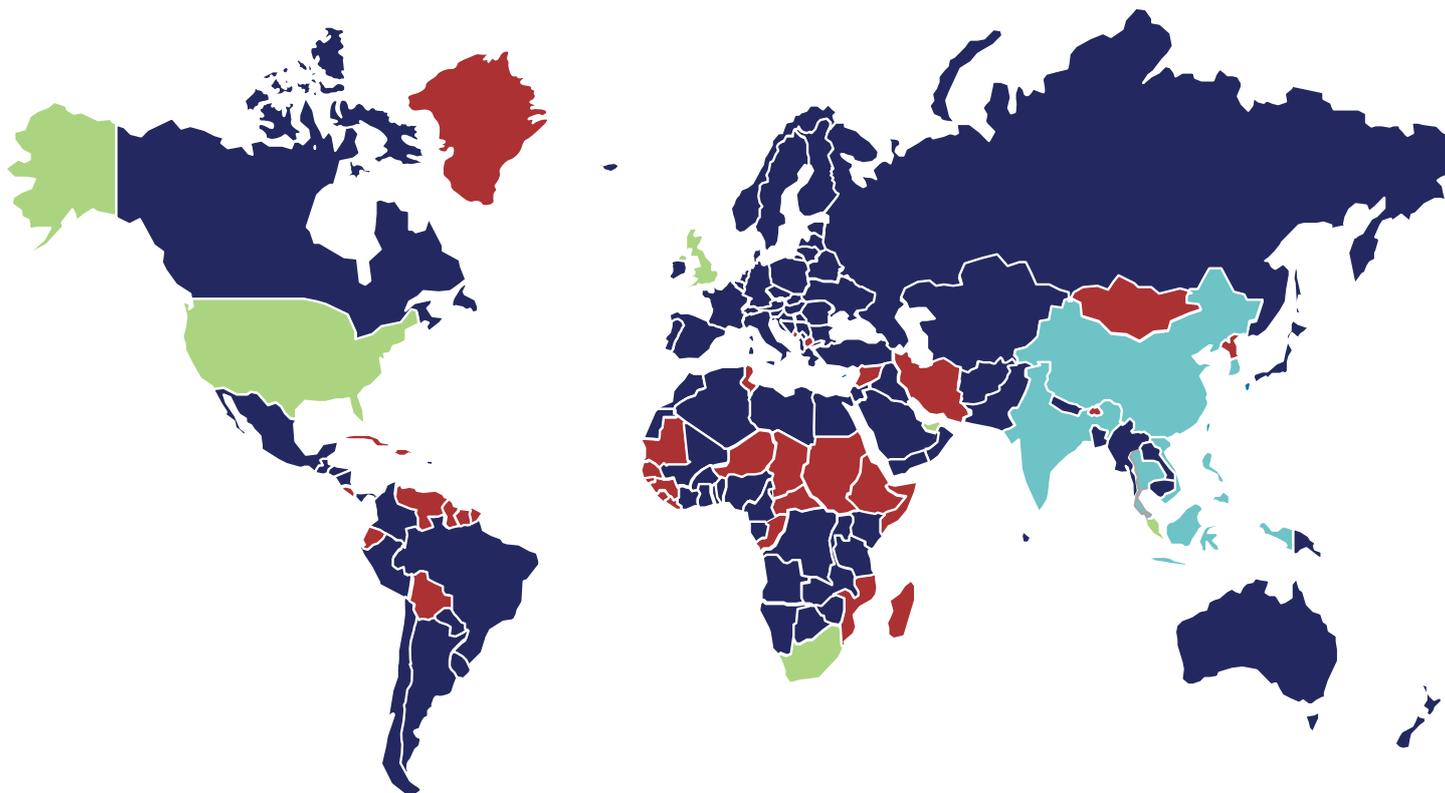
Managing risk in global logistics

Insurers will respond and provide cover based on the information they receive and that information comes from you. Viadex can take care of diligent verification of cargo insurance to protect your customers' assets and your own reputation for delivering rigorously executed insurance cover arrangements.

Key areas verified are:

- **Insurer status**
Getting the right insurer with the right rating and right approach to global logistics issues and claims is critical. Viadex are insured with Lonham, part of the Chaucer Group; 'A' rated for claims-paying ability (a 'top -tier' insurer).
- **Subject matter**
We'll make sure your descriptions are accurate for every constituent part of your global shipment.
- **Voyage**
We'll create a detailed schedule of where you're importing from and exporting to.
- **Sum insured**
Viadex will ensure no incorrect assumptions are made at the paperwork stage. Deciding how much to insure for may seem obvious, but there are serious considerations in doing so. Any financial shortfall belongs to you.
- **Basis of valuation**
The classic basis of valuation is cost, insurance, freight plus 10%. This should work but, again, attention to detail is critical. We'll make sure you avoid risk of a shortfall in the event of claims arising.

Viadex IOR capability



Viadex locations

Americas, Europe, Africa, Asia, UAE

IOR capability

IOR capability & local invoicing through partner

Limited IOR capability

Contact us for specifics in these territories

Viadex IOR/EOR Services enable you to ship goods into and out of countries where you may not have a registered business entity or where you do not hold the necessary import permits, licences and authorisations.

Our specialist compliance team is fully conversant with dual use controlled products and the required compliance that is needed when shipping IT products globally. With your global logistics effectively, fiscally and operationally managed by Viadex it allows you to consolidate procurement and therefore negotiate best pricing, reduce risk, improve service and save on hidden soft costs you could incur when using multiple suppliers.

Flexible Partner Options

The ideal global project

The environment for global deliveries is complicated. Viadex provide in-country experience and regional resources with a reach of over 130 countries. We've been there, seen it, and done it. Now you can leverage this capability as a white label service or in association with Viadex; whatever way best suits your business positioning and customer strategy.

Choose the partner option that suits your customers' needs...

	Bronze	Bronze Plus	Silver	Gold	Platinum
	Freight Desk	Freight Desk plus IOR	Shipping Service	Shipping & IOR Service	Full turn-key Service IOR/EOR
Customer act as EOR	X	X	X	X	
Customer act as IOR	X		X		
Viadex act as IOR		X		X	X
Viadex act as EOR					X
Customer pay all import taxes	X	X	X		
Viadex pay all taxes				X	X
Customer pay freight	X	X			
Viadex pay freight			X	X	X
Viadex insure goods			X	X	X
Customer insure goods	X	X			
Viadex act as freight desk	X	X	X	X	X
Customer provides commercial values where Viadex does not own equipment	X	X	X	X	X
Customer provides commercial docs here Viadex does not export goods	X	X	X	X	X
Viadex incoterm	EXW	EXW	DAP	DDP	DDP

