

Air Freight Service Levels

Panalpina's Air Freight **service levels (bold)** match any demand. Overview and key features:

General Air Freight is divided into two service levels for goods requiring no special handling. PanPremium gives customers a flexible and regular transport option with priority access to capacity at a fair price. PanBasic is a low-cost air freight option that focuses on price more than flexibility.

PanPremium

- Flexible
- Regular
- Short transit times
- Best connections (no transit where possible)

PanBasic

- Highly competitive rates
- Expected Panalpina quality
- Perfect for less time-sensitive freight

Special Air Freight covers special handling, transportation and storage for a variety of special goods.

PanCool Active (temperature-sensitive goods)

- Active cooling / heating (freight in containers)
- Maximum freight integrity
- End-to-end control
- Unique online portal to monitor goods

PanCool Passive (temperature-sensitive goods)

- Thermal blankets (freight on loading devices)
- Maximum freight integrity
- End-to-end control
- Unique online portal to monitor goods

PanCare (dangerous goods)

- Maximum safety
- Qualified staff
- End-to-end control
- For cargo aircraft and passenger flights

PanProtect (high-value goods)

- Maximum security and theft protection
- Qualified lanes
- End-to-end control
- Total discretion

PanFresh (perishables)

- Flexible capacity
- Pre- and on-carriage temperature control
- Special packaging
- Qualified customs clearance teams

PanOversized (out-of-gauge goods)

- Expert handling
- Freighter capacity
- Nose-loading

Express Air Freight is the fastest way to transport goods around the world. It runs like clockwork thanks to guaranteed capacity on aircraft and expedited handling and transport on the ground.

PanExpress

- Last-minute capacity access
- Flexible routing and schedules
- Shorter cut-off times than standard freight at airport
- Faster availability at destination airport
- Accelerated handling

Intermodal Freight combines time saving benefits of air with cost saving benefits of ocean freight.

PanSeaAir

- 50% transit time vs. ocean freight
- 30% cost saving vs. air freight
- 30% less CO₂ emissions vs. air freight

PanAirSea

- Same saving benefits as PanSeaAir
- Ideal for reaching remote coastal areas