



Business partner verification checklist

The TIMOCOM safety net - Better protection for your business

TIMOCOM's tasks:

- TIMOCOM checks a new customer's required documents before they can access the Smart Logistics System.
- TIMOCOM enables access to the system only with the security software TC Login.

Your task:

- Ensure that the TIMOCOM ID (i.e. the customer number) and the contact details within the transport order correspond to your business partner's data in the company profile.
- Ask your potential business partner to send you an e-mail from within the relevant offer, in order to ensure that your partner really does have direct access to our applications.
- Follow the security advice you can find under "Services -> Security" on the TIMOCOM website.
- Are you still unsure about anything? If so, contact our TIMOCOM security specialists at **+49 211 88 26 88 26!**
- If you have valid concerns about your potential business partner's integrity, you can contact the TIMOCOM Identify team. The following criteria have to be met and the relevant documents need to be provided:
 1. A completed query form including the reasons for your concern
 2. Copy of the company documents obtained from the business partner
 3. A copy of the offer sent by the business partner from the relevant application in our Smart Logistics System

You can find the query form and further information on TIMOCOM Identify in the "Services-> Security" section of our website.

Send all required documents via e-mail to **info.en@timocom.com** or fax them to **+49 211 88 26 53 00**.

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