



global logistics

DOOR TO DOOR

100%  
PERSONALIZED  
SERVICES

Consulting throughout  
the logistics process



**intermodal express**  
LOGISTIC SERVICES

## CURRENT SITUATION

The shipping companies have space problems on their ships that, together with the increase in demand, have given rise to a very important increase in their rates, a situation that will surely continue to do so in the coming months.

In addition, we are finding that there are shipping companies with whom we already have "confirmed" bookings, but when picking up the equipment there are no containers in the warehouses, which implies being aware of equipment control. Also shipping companies with confirmed bookings and with containers already loaded that are staying in port and are rotating them from ships, with which they are NOT complying with departures. The traffic jams in the main ports of the world, mainly in China and in California, USA, as a collateral effect of the pandemic.

Faced with this crisis situation, there are always great opportunities, since at times like these clients have to understand and above all it is when they will value our services the most, it implies a change of mentality and the way of working both of ourselves and of our commercial teams and above all as a freight forwarder. As there are no spaces or equipment and given that the shipping companies are taking advantage of this to raise rates, the common argument of customers where many times we have heard the phrase that "I have a cheaper offer than yours" will no longer be valid. This argument is now NOT valid.

For this, it is very important to make customers aware that at this time it is no longer about who is the cheapest, but rather it is about making them understand that WE HAVE THE SOLUTION to their logistical problems. And that a cheap rate is useless if there are no spaces and equipment to load. Customers have to understand the situation that is being experienced and they have to understand that delaying the decision of the transport alternative that we present in one or two days, can mean losing the departure and charging a month later and at a higher rate.

Have a closer relationship with customers to know in greater detail not only their "spot" loads, but also the planning of loads that they may have in a month, three months or even six months and in which they have to act and work from now. At a commercial level, it allows us to advise them on the feasibility and profitability to carry their most urgent loads, and what is not urgent, in the best way, to help them earn both in service and in rates.

## PERSONALIZED BOUTIQUE SERVICE AS A COMPETITIVE ADVANTAGE

Our mission is to advise and make our clients the most important part of our company, caring for their interests, advising them and creating binding relationships through personalized attention and service.

We are a Mexican company founded in 2000, dedicated to providing comprehensive door-to-door logistics solutions for foreign trade shipments to SMEs and Medium-sized companies with assigned and trained personnel to offer the best cost-benefit solution.

## WHAT DOES OUR IE BOUTIQUE SERVICE CONSIST OF?

- **We advise our clients as the people responsible for finding the best logistics solutions** through in-depth knowledge of their logistics process. This allows us to offer you: the best alternative, close, direct and regular departures in FCL and LCL air and sea services, trusting that our options will always seek an improvement in service, efficiency and cost savings.
- **We keep our clients informed of any situation**, making them aware above all that many times these are out of the control of the freight forwarder, since it is a problem of the shipping companies themselves who are changing the rules of the game every day, and therefore Therefore, of any movement, the longer they take to make decisions, their cargoes will arrive later and later and at a higher price.
- We work with our clients talking about cargo forecasts that they may have a month, three, six months or even a year for their FCL, since clients must know that if they do not make reservations in advance they will not have spaces. With which your cargo will be delayed more in its departure.
- **We maintain close communication with the client** about everything that is happening, (good or bad) always facing up to any eventuality.
- If the shipment is carried out, **we seek feedback from the client in order to detect best practices** or possibilities for improvement. The same in case of not closing, we seek to understand the reasons for loss for future operations.
- **We belong to networks such as the WCA at an international level** and we have both local and international alliances that allow us to meet any type of requirement, offering the best logistics solution.

*"We want Mexican and international companies to see us as their logistics operator and strategic partner to compete in national and international markets."*