

DEPOT AND M&R AGREEMENT

This agreement is made between CONMOXA S.A. DE C.V. (hereinafter called "Operator") and HAPAG-LLOYD (America) LLC, acting as agent for and behalf of HAPAG-LLOYD AG (hereinafter called "Client") whereby the following is mutually agreed:

Whereas,

- The Operator is providing Container Depot and M&R services in HONDURAS ✓
- The Client wishes is to use Operator's facilities services for handling of equipment consisting of marine containers ✓

Now, therefore, in consideration of the mutual covenant and promises contained herein, the parties hereto have agreed in detail as follows: ✓

1. STORAGE/HANDLING

Operator agrees, subject to all applicable laws, regulation and orders of any local government at its designated location, to furnish adequate facilities for the proper and safe storage, handling, maintaining and repairing of empty containers of Client in line with Client's instruction given in writing. The Operator agrees to provide container yard services (hereinafter called "CY Services") for the Client in accordance with the terms and conditions herein contained but not limited to

- Gate services (empty in/out)
- Equipment and personnel
- Transfer of data by MARS (Hapag-Lloyd AG proprietary software)
- M & R Services for marine containers

Operator guarantees that containers will be stored on an even, solid and sound dry surface and are stacked in a way that containers are easily accessible. Furthermore, Operator shall organise the stacking of the containers in a way that an optimal rotation of the equipment can be warranted. Operator will operate under FIFO (First In/First Out) basis whenever possible unless requested otherwise by Client. ✓

As special request from Client or Clients representative, Operator will release containers as per unit number(s), in the event Operator requires re-stows and/or additional handling to secure requested equipment, Operator must seek written authorization from Client prior to securing equipment. Any additional handling and/or re-stows performed by Operator without prior written authorization from client will not be recognized by Client and charges will be waived by Operator. ✓

2. TURN-IN, RELEASE AND INSPECTION OF EQUIPMENT

Operator shall, upon written instruction from Client or Client's representative accept equipment in its location. Operator shall visibly inspect all equipment at time of turn-in

March
31,
2020
HAG

and shall issue an Equipment Interchange Receipt (EIR) on a form approved by Client, describing in detail all visible damages and/or missing parts incurred to the equipment in accordance with guidelines and/or the repair standards supplied by the Client and obtain the signature of the delivering carrier.

Operator shall upon written instruction of Client ~~or~~ Client's representative, release equipment to any party designated by Client. For this outbound move Operator shall first inspect the equipment and issue an EIR, describing in detail the exact condition of the equipment released.

Operator is fully responsible to review the correct execution of the EIR in respect to the correct date, name and address of receiver and that the EIR is countersigned by the receiver of the container. Operator shall keep a hard copy and/or electronic copies of the EIR at Client's disposal for a minimum period of 10 years during which time Client has a right to request copies as deemed necessary.

Operator shall report all daily movements at the end of each day, in accordance with Operator's guideline per agreed communication method to the respective Client or Client's representative office. Reporting to be done EDI or Host on Demand basis.

The Client is authorised to inspect all containers during normal working hours of the Operator's premises.

3. REPAIRS

3.1 Estimated Charges


For all damages of containers, which are not acceptable according to the current version of the Client's repair manual the Operator shall present estimate charges accompanied by photos depicting damages in estimate. The average time for repairs, should not exceed a maximum of three (3) days and once agreed shall become an integral part of this Agreement.

Operator will not sub-contract any of its obligations under this Agreement without Client's prior written consent. However, the Client retains the right to obtain repair estimates from other sources and to contract out maintenance and repair work to such third parties. The Operator agrees to allow said third parties to pick up and redeliver Containers to the Operator.

The Client has the right to cancel or reject a repair estimate that do not comply with the three (3) days rule mentioned in above paragraph.

The Client has the right to cancel or reject a late repair estimate input into MARS that generates an error handling in FIS system.

3.2 Authorisation

March 31, 2020


Receipt interchange (EIR) and estimate charges shall be presented to the Client no later than three (3) hours of the day immediately following the day of delivery of the container. EDI transmission shall be used if possible.

All repairs and inspection are required to have prior written authorisation of the Client's container management through MARS. In urgent cases the Agency local office of the Client is permitted to authorise the repair. Other offices of the Client are not permitted to authorize repairs or otherwise mandate the Operator under this Agreement. If repair or inspection is done without proper authorisation the costs are for Operator's account.

- 3.3 Repairs and inspection shall be completed within three (3) days after a repair order is given or within Client established system guidelines. Operator shall inform the Client immediately after completion of the repair to give the Client the possibility to inspect the repaired container after repair. Operator shall also be responsible to upload Post-repair photos to MARS system.

3.4 Special Equipment

All work shall be done in accordance with the maintenance and repair instructions of the manufacturer of the equipment and IICL Guidelines.

3.5 Invoicing

The invoice shall be issued in one original and two copies and this should be based on the monthly statement provided by Hapag Lloyd to the Operator, as described in item 5 of this agreement.

The invoicing should be done on a monthly basis by the Operator. The period of invoicing should be between 26th of previous month and 25th of current.

3.6 Warranty

The Operator expressly warrants that all repairs have been free from defects of material and workmanship. Spare parts and material used by Operator shall in quality and quantity be in accordance with the original parts.

In case a Carrier-haulage container is rejected by the shipper/customer, Operator will be responsible for any cost involved to return the rejected container back to terminal/depot as well as the new generated repair cost.

In case a Merchant-haulage container is rejected by the shipper/customer, Operator will be exempt from any costs associated with the return of the rejected container as responsibility/liability is transferred to shipper/customer upon pick-up and execution of corresponding EIR.

In the event of a repair failing to be in accordance with these warranties and if such defects or damages have been notified to the Operator within 12 months (one year)

March 31
2020
AB

after the repair, Operator shall be required to reimburse all cost occurring from the repair of the defect to the relevant equipment.

The Client may at his own option repair damages of containers at the expense of the Operator if the Operator has the liability for such damages and the Client is of the reasonable opinion that a necessary repair would not be completed by the Operator within a reasonable time. If the costs for repair will exceed the RV (Leased Units) or DV (Client's Owned Units) values of the container in a proper condition the Operator may at its own option pay to Client the RV / DV value of the container. For containers leased from third parties the respective DV amount billed by the lessor shall be applicable. Upon payment of the DV (depreciated value) and/or RV (Replacement value) the container shall become property of the Operator.

4. TERMS AND CONDITIONS

This agreement shall come into force with effect of **APRIL 01, 2020**. In case that one party wishes to terminate this agreement, such party has to give written notice within ninety (90) days prior to the expiration date set by the party terminating this agreement.

Any changes in terms and conditions of this agreement shall be settled by mutual agreement between parties hereto effected in writing and signed by both parties.

For Operator's services in repairing Client's equipment, the Operator will charge as per the tariff attached hereto as Exhibit A, which forms part of these terms.

Said tariff shall become effective as from date mentioned above of this agreement for a period of one year and automatically and continuously be extended for another year if no intention from either party is expressed to renegotiate the tariff. In case that one party wishes to renegotiate the tariff either party has to give notice ninety (90) days prior the expiration of the term.

In case no agreement will be reached within ninety (90) days or either party decides to terminate the agreement, the contract will end at the expiry date set by the terminating party. Thereafter, the Client has six (6) months to remove its equipment from the Operator's premises.

During this period of 6 (six) months to be counted as from the date of expiration of the agreement, the last valid and mutually agreed tariff will remain in force.

Operator hereby takes notice of the US Anti-Drug Abuse Act/ Sea Carrier Initiative Agreement/Sea Carrier Security Manual / C-TPAT regulations and BASC (Business Alliance for Secure Commerce).

*March 31,
2020*

5. PAYMENT TERMS

Operator shall submit to Client a monthly invoice attached to the SAP-RM monthly statement provided by the Client; monthly invoice should be referenced to the monthly statement number. Payment by Client to the Operator shall be made within forty-five (45) days of receipt by Client of such invoices.

Payment will be transferred to the designated Bank account provided by the Operator.

The invoices shall be process via electronic data transmission.

6. LIABILITY

- 6.1 Operator shall be liable for loss or damage to container, cargo and any other Client's property (hereinafter called "equipment") while equipment is in the care and custody of the Operator, its representatives, servants, employees, agents or subcontractors. In the event of such loss or damage, Operator will reimburse Client.

Operator shall be discharged from liability if Operator proves that loss or damage was not caused by any fault or negligence of Operator, its representatives, servants, employees, agents or subcontractors.

If Operator does not state any damage to the equipment upon acceptance of same in the EIR or Estimate as mentioned in clause 2 of this contract, the sound condition of the equipment upon acceptance is irrefutably presumed; the same presumption shall apply if no EIR or Estimate is issued upon release of equipment in accordance with clause 2 of this contract and a damage is found at the following inspection; in this case the irrefutable presumption applies that the loss or damage occurred while equipment was in the care and custody of the Operator.

Operator shall also be liable for all cases of personal injury, loss or damage of property and financial loss caused by incorrect handling, incorrect repair or loading/discharge of the container, unless Operator proves that these damages or losses were not caused by fault or negligence of the Operator, its representatives, employees, agents or subcontractors.

- 6.2 Operator shall not be liable for failure to perform any services hereunder caused by defect in Client's equipment.

Mar 31, 2020
[Signature]

- 6.3 Operator has to procure and maintain in full force and effect at Operator's sole cost and expenses with the insurers acceptable to Client the following insurance whilst carrying out work for Client:

- A. All risks insurance to cover physical loss or damage to client's equipment for not less than market value.
- B. Comprehensive general liability and insurance to a minimum of \$50,000 USD Fifty thousand USD for single occurrence.
- C. Cargo insurance covering liability for loss or damage to cargo to the full amount payable under the client's Bill of Lading or other contracts of carriage. Only

applicable if Operator handles and stores Full Container Loads in their respective facilities.

D.

Any and all deductibles under the terms of the foregoing insurance shall be for the Operator's account. All policies will contain a requirement that Client received Thirty (30) days written notice of cancellation or material change. Operator will provide Client, not later than ten (10) days before commencement of work for Client, with certificates evidencing the existence of the above insurances in a form acceptable to Client.

6.4 Operator acknowledges that all Client's equipment which comes into Operator's possession pursuant to this agreement, will be delivered to the Client immediately upon its demand.

6.5 The liability of the Operator to the Client for loss or damage to cargo shall be determined and calculated in accordance with the description of goods and enumeration of packages or units in the Client's Bill of Lading, the Client's Bill of Lading Terms and Conditions and the law applied in determining and calculating Client's liability to Client's customers. Only Applicable if Operator handles and stores Full Container Loads in their respective facilities.

March 31, 2020

7. FORCE MAJEURE

Except to the extent otherwise provided herein, no liability shall result to any party from delay and performance or from non-performance caused by circumstances beyond the control of the party affected, including but not limited to acts of God, fire, flood, explosion, piracy, war, act or request of governmental authorities, accident, strikes or civil commotion.

The party suffering the force majeure shall diligently attempt to remove such cause or causes and shall promptly notify the other party of its extent and probable duration.

If the party suffering this force majeure is unable to remove the cause or causes within thirty (30) days, the other party hereto shall have the right at its option, to suspend or terminate, without imposition of penalty or obligation to pay liquidated damages, this entire agreement or any portion thereof caused by the force majeure event.

8. INDEMNIFICATION

Operator shall fully indemnify and hold harmless Client for all liabilities, fines, penalties, loss and expenses (including reasonable attorneys, fees, settlement or judgements) resulting from breach of contract, injury or death of any person, and for loss of or damage to property or the environment incurred by Client or a third party, and resulting in any way from a breach of contract, act or negligence of such Operator or its representatives, servants, agents, employees, subcontractors or assigns.

9. LIMITATION

Each parties' rights under this agreement - with the exclusion of repair-related rights - shall be time-barred absolutely 24 months (two year) after the container or equipment has been or should have been delivered by Operator.

10. APPLICABLE LAW

This agreement will be governed by and construed in accordance with the laws of Germany including the principals of conflict of law. Place of jurisdiction shall be Hamburg.

All disputes, controversies and claims arising from this agreement shall be arbitrated as long as one party accepts the other party's "request for arbitration" within thirty (30) days of such request. The arbitration shall be held in accordance with the rules of Hamburg. In case the other party does not accept the request for arbitration within the agreed period the claiming party shall have the right to file a suit at the courts of Hamburg.

11. ASSIGNMENT


Neither party to this agreement may assign and transfer all or any part of this agreement of any person or company without the prior written consent of the other party, not to be unreasonably withheld.

12. INDEPENDENT CONTRACTOR

The Operator shall be an independent contractor, and shall not in any way be entitled to bind or commit the Client. Neither party shall be deemed an agent of the other hereunder, nor shall the Operator in no respect be regarded as or construed to be an employee of the Client.

The Operator shall in no event appear in court, arbitration or mediation on behalf of the Client or accept service of summons, writs, or any other notice of legal proceedings on behalf of the Client, but must immediately inform the Client thereof, should the Operator receive any such notice, writ, etc.

The Operator shall not incur any liabilities nor make any contractual commitment on behalf of the Client other than as herein provided without prior written approval of the Client.

 March 31,
2020

13. NOTICE

Notice under the terms of the agreement shall be sent by First Class Mail Postage prepaid and shall be as follows:

Operator: **CONMOXA S.A. DE C.V.**

Sobre la autopista Panamericana hacia SPS, en gasolinera La Mega, sector El Chile, Aldea La Concordia, Puerto Cortes Honduras.

Client: **Hapag-Lloyd America, LLC**
3350 SW 148th Avenue Suite 320
Miramar FL 33027

14. MISCELLANEOUS

This depot and M&R agreement contains the entire understanding of the parties, and there are no commitments, agreements or understandings between the parties other than those expressly set forth herein. This depot and M&R agreement shall not be altered, waved, modified or amended, except in written form, signed by both parties hereto.

In case that either party makes an assignment for the benefit of their creditors or shall become bankrupt or insolvent or shall become subject to any legislative enactment related to liquidation or its guilty of serious or persistent breaches of its obligations thereunder, the other party may terminate this agreement immediately by written notice, provided, that nothing in this clause shall prejudice the right of the other party to claim charges in accordance with this agreement.

March 31, 2020

15. SEVERABILITY

In the event that any provision of this Agreement shall be found to be void or unenforceable, such findings shall not be construed to render any other provision of this Agreement to be void or unenforceable, and all other provisions shall remain in full force and effect unless the provisions which are invalid or unenforceable shall substantially affect the rights or obligation granted to or undertaken by either party.

In witness whereof the parties have caused this agreement to be executed in duplicate

Client:

HAPAG-LLOYD (America) LLC, As agent, for and behalf of Hapag Lloyd AG

Tony DeCiccio / Sr. Vice-President
LCA Area
Date: _____

Javier Rosario / Operations Director
LCA Area
Date: _____

Operator:

CONMOXA S.A. DE C.V.



Xavier Abufele Coello / General Manager

Date: March 31, 2020

EXHIBIT A
TARIFFS & SERVICES

TERMINAL CHARGES
SAN LORENZO, HONDURAS

<u>SERVICE</u>	<u>DESCRIPTION</u>	<u>COST</u>
GATE IN	Carrier Haulage	Loaded/Empty includes issuance of EIR
GATE OUT	Carrier Haulage	Loaded/Empty includes issuance of EIR
GATE IN	Merchant Haulage	Loaded/Empty includes issuance of EIR
GATE OUT	Merchant Haulage	Loaded/Empty includes issuance of EIR
STORAGE	Free time (Per TEU) 14 Days	\$1.50 per TEU
CLEANING	Water pressure Wash & Sweep	\$10.00
CLEANING	Water/Soap Wash & Sweep	\$14.00
CLEANING	Chemical pressure Wash & Sweep	\$22.00
REEFER - Plug In / Plug Out	Complete cycle per box	\$5.00
PTI (SHORT)	Includes plug-in/out and electricity	\$14.00
PTI (LONG)	Includes plug-in/out and electricity	\$17.00
RE-STOWS	Prior written approval from HL required	\$10.00 per Unit

M&R LABOR RATES

Reefer Per Hour	USD \$10.00
Dry Per Hour	USD \$10.00

LUMP SUM (Including Food Grade)

20'	USD \$ 35.00 Per Unit	(Up to \$150.00 in damages)
40'	USD \$ 35.00 Per Unit	(Up to \$150.00 in damages)

March 31, 2020
[Signature]

Note: No photos (pre/post damages) require and only one line item per estimate.

Paint to remove internal oxide, as required by customer requirements.
Damage check on changeover floor of one (1) section if necessary.
Floor sanding if required by customer requirements
Repair of holes with welding or patches / inserts
Repair of damaged door gaskets
Removal & Painting of IMO (DG) labels
Washing of containers with residues or bad smell.
Placement of silicone / Sikaflex in joints of materials
Replacement of door parts if necessary
Vacuuming / blowing of containers according to customer's requirement
Panel Straightening

VESSEL/TERMINAL ASSISTANCE:

SAN LORENZO, HONDURAS

Reefer Monitoring (Per Unit)	\$5.00 Daily
Note: 4 Times Daily	
Plug In/Out Complete Cycle	\$5.00 Each
Transfer to/from depot / terminal	\$14.00 Per unit

ROAD SERVICES (M&R)

Travel time only	\$0.40 Per Km, Minimum \$40.00
------------------	--------------------------------

REEFER SPARE PARTS

CARRIER	List price + 20%
DAIKIN	List price + 20%
THERMO KING	List price + 20%
STAR COOL	List price + 20%

March 31, 2020

M&R TASK TIMES

Price List & Task Times as per HL Tariffs

Notes:

All rates and charges contained herein will be assessed a 15% Tax (ISV)
All rates and charges contained herein are in US Dollars unless noted otherwise.

HAPAG LLOYD AG

EXHIBIT B

KEY PERFORMANCE INDICATORS (KPI'S) AND PENALTIES

1. EDI / EPOS DELAY PENALTY

- Depot operators are to report any gate activity via EDI within 3 hours after the physical event has happened.
- In any case where Detention or Demurrage invoice is created due to lack or timeliness on EDI transmission, or error in entry, Operator will be charge a penalty.
- The applicable rates:
 - First 5 cases (within a Six-Month Period) – USD 5.00 per container per day
 - From case 6 onwards USD 50.00 per container per day

Operator will issue a credit note for the amount of the penalty at the time to submit Monthly invoice against client monthly statement. Monthly KPI report depicting amount of events and timeliness updating EPOS into FIS system will be issued by Client.

2. OVERDUES

In accordance to clause 2 of this contract, following KPI will be in place in order to monitor adherence to procedures. Operator is responsible to ensure FIFO rule is adhered to when assigning container for export shipments, and or empty evacuations. Client will exempt Operator from FIFO rules due to extraordinary cases and with prior written request from Operator.

Client reserves the right to request specific equipment numbers in accordance with its needs and requirements. Overdue KPI report will be issued on a monthly basis.

At Client's discretion Equipment Overdue due negligence of Operator will be subject to penalties assessed against operator.

- The applicable rates:
 - First 5 cases - (within a Six-Month period) \$5.00 per container per day overdue
 - From case 6 onwards (units) \$15.00 per container per day overdue

3. MAINTENANCE AND REPAIR

As stipulated in clause 3 of this contract, Operator is to repair container within the first 3 days after container estimate is input to MARS and approved by Client. KPI report will be sent to operator every month.

Operator estimates are to be entered in MARS in compliance with Hapag-Lloyd AG Repair Code (CEDEX) List, M&R tariffs and Task Times.

All estimates must be accompanied by pre and post damage photos uploaded to MARS.


4. AUDITS

Hapag Lloyd reserves the right to conduct Audits to Operator's depot to make sure clauses 1, 2 and all security issues of this contract are being honored by the operator. From such audit, client will issue recommendations and time table for the operator to implement improvements in the administration and/or operation of client's equipment.

March 31,
2020

Failure to comply with client's recommendations will be observed at the time of contract renewal or could even be consider as a reason for termination as per clause 4 of this contract.

Audits could and will be conducted unscheduled to any of the Operator's depot where the client stores containers.


March 31, 2020

For your reference attached you can find Audit format:

Hapag-Lloyd / Area Caribbean
Evaluación de Proveedores
Deposito / Mantenimiento y Reparacion

Nombre del proveedor :
Localidad :
Contacto :
Fecha de evaluación :
Realizado por :

Dirigido a : Proveedores de servicio de depósitos y M&R
Periodo :
Frecuencia: Semestral

Puntuación a requerida		100	CALIFICACIÓN DEL PREDIO	
			Minima calificación requerida	75
ID	Concepto	Valor	Escala	Calificación
A Infraestructura		42		0
A1	Cuenta con el equipo necesario para satisfacer la operación de Hapag-Lloyd	Top loaders / Reach stackers	2	Si = 2, Insuficiente = 1, No = 0
		Tomas eléctricas para PTI	1	Si = 1 / No = 0
		Área de reparación de contenedores segura y en condiciones aptas para los trabajadores	2	Si = 2, No = 0
		Soldadoras, máquinas de impreza a presión, pulidoras, etc.	2	Si = 2, Insuficiente = 1, No = 0
		Stock de refacciones para secos y reefers	3	Si = 3, Insuficiente = 2, No = 0
A2	Condiciones del Depósito	Pisos compactados	2	Si = 2
		Bloques de soporte a bahías de vacíos	2	No = 0
		Drenaje en el área de lavado	2	
A3	Accesos al predio	Reciclaje / Tratamiento de agua	2	Si = 1, No = 0
		Accesos al depósito Fiermentado?	2	Si = 2, No = 0
		Accesos de entrada y salida de contenedores por separado	2	Si = 2, No = 0
A4	Normas de Seguridad	Casos de seguridad, chalecos reflectantes, gafetes de identificación, etc.	2	Cumple al 100% = 2 No cumple = 0
		Alumbrado y circuito cerrado	2	Si = 2
		Vigilancia las 24 hrs, bandas con alambre de seguridad	2	No = 0
A5	Sistemas de Información	Registro de visitantes a la entrada	2	
		Conexión de Internet (H2O, M&R, FTS)	2	
		Línea Telefónica	2	Si = 2
A6	¿Cuenta con un área independiente de servicio a transportistas?	Manejo de inventarios a través de un sistema propio (no excel)	2	No = 0
		Capacidad de transmisión de datos vía electrónica (EDI)?	2	
		Necesaria para no interrumpir la operación de carga / descarga de vacíos a chasis. Tiempo de espera de transportista menor a 15 min?	2	Si = 2 Funciones compartidas = 1 No = 0
A7	¿Cuenta con área administrativa independiente?	Necesaria para no interrumpir operaciones ni servicio al transportista	2	Si = 2 No = 0
B Operación / Administración		43		0
B1	Puntualidad en la actualización de eventos (EDISHOOD)	Objetivo: actualización del 100% de eventos dentro de las 3 primeras horas pasado el movimiento físico del contenedor	4	95% - 100% en tiempo = 4 70% a 94% en tiempo = 3 60% a 69% = 2 Menos del 60% = 0
B2	Corrección oportuna de errores (E-310)	Cero Errores al cierre del día	4	Cero errores = 5 1 a 5 errores = 3
B3	EIR's (TIR)	Ordenados por fecha de ingreso y egreso	1	Si = 1 / No = 0
		Delimitación de responsabilidad (daño de terceros)	1	Si = 1 / No = 0
		Calidad y veracidad del EIR	1	Si = 1 / No = 0
		Archivo seguro para EIR, CSC plates	1	Si = 1 / No = 0
B4	Áreas asignadas de acuerdo a la clasificación de equipos?	Clasificación Food grade / general Cargo, etc.	1	Si = 1 / No = 0
		Clasificación por tipo de equipo (special / Dry Vans)	1	Si = 1 / No = 0
		Clasificación por carrier	1	Si = 1 / No = 0
B5	Certificados Calidad / Seguridad	ISO	2	Si = 2 / En Proceso = 1
B6	¿Cuenta con personal especializado para la inspección y reparación de contenedores?	BAISC	2	No = 0
		Inspectores IICL	3	Si = 3 No = 0
B7	Tiempo de ingreso en el estado de reparación	A partir del momento de la inspección hasta la reparación +4 días (estatus R-0, R+0, R-2, R+2, R-3 y R+3)	2	4 días o menos = 2, 4 a 5 días = 1 Mayor a 5 días = 0
		Corrección oportuna de estimados erróneos, Costo y códigos (status RH, RU, RS, RF)	2	Menos de 1 día = 2, mayor a 1 día = 0
		Frecuencia en duplicidad de estimados de reparación	1	Se ha presentado el caso = 0
B8	Veracidad del estimado de reparación (Daño físico)	Daños concuerdan con lo reportado en el EIR	1	Si = 1 / No = 0
		Daños concuerdan con lo reportado en M&R?	1	Si = 1 / No = 0
		Daños de terceros reportados en M&R con costo de USD \$0.01	1	Si = 1 / No = 0
B9	Calidad de las reparaciones	Rechazos de los exportadores / Reparaciones impropias reportadas en destino	3	Cero casos = 5 1 a 3 casos por mes = 2, Mas de 3 casos al mes = 0
B10	Representación / Dealers	Carrier, TIR, Dealers, etc.	2	Si = 2 / No = 0
B11	Garantías	Tiempo de respuesta para cubrir contenedores en garantía	2	Menor a 4 días = 2 / Mayor a 4 días = 0
B12	Asignación prioritaria de contenedores EXMR	En apoyo a FI / FO	2	Si = 1 / No = 0
B13	Proceso de primarización de contenedores	Existe un proceso documentado para el PTI de Reefers	2	
		Los sellos se encuentran bajo llave en un lugar seguro?	1	
		Existe un registro de asignación de sellos a clientes/transportistas?	1	
B14	Control de sellos en depósito			
C Comunicación y Servicio al cliente		15		0
C1	Las respuestas de e-mails son		3	En menos de 24 hrs = 3 48 hrs = 1 72 hrs = 0
C2	En llamadas telefónicas están		3	Siempre disponibles = 3 Normalmente disponibles = 2 Normalmente NO disponibles = 1 Nunca disponibles = 0
C3	Reportes y requerimientos	Inventarios, Overdue, Evacuación de vacíos a buque	3	Siempre = 3 Casi Siempre = 2 Muy pocas veces = 1 Nunca = 0
C4	¿La información que envía o notifica es confiable?		3	Siempre = 3 Casi siempre = 2 No siempre = 1 No = 0
C5	La actitud y atención del personal es		3	Excelente = 3 Aceptable = 2 Regular = 1 Mala = 0

March 31, 2020