

Phone number: +52 (314) 331-3040 / 331-1000

Business hours: M - F: 8:00 to 18:00 h
Sat: 9:00 to 13:00 h

Department	Email	Ext.	Matters related to
Accounts Receivable	SSAM.CuentasPorCobrar@SSAMexico.com	5988	- Credit suspensions. - Sending bank transfers proofs.
Empty Containers	SSAM.Vacios@SSAMexico.com	DNA	All information related to empty containers.
CFS	SSAM.CFS@SSAMexico.com	5646	Programming of all types of maneuvers in the CFS warehouse (Devanning and stuffing, Visual pre-inspection, Fumigations, Container to truck).
LCL	SSAM.LCL@SSAMexico.com	5648	Programming of all types of maneuvers in the LCL warehouse (Deliveries, Receptions, Inspections, Devanning, Stuffing).
Front Desk	SSAM.Ventanilla@SSAMexico.com	5810	Follow-up of online clearances, mistakes, weight differences.
Maneuvers	SSAM.Maniobras@SSAMexico.com	5810	Maneuvers requested in the <i>Solicitud de Servicios</i> format via email.
Bonded Area Services	SSAMRecinto.Fiscalizado@ssamexico.com	5680	- Information on containers held by Customs (Transshipment, Import, Export). - Container Release Information (Transshipment, Import, Export). - Information on containers reported as Abandoned (Import, Export). - Containers in PAMA information (Import, Export). - Update of seal changes due to container inspections by Customs. - Cancellation of duplicate Anexo 29 folios. - Incidents presented to Customs during the entry of export containers.
Vessel Documentation	SSAM.DocumentacionBuques@SSAMexico.com	DNA	- Elimination of container registrations (Forewarning). - SICREFIS key code.
Customer Service	SSAMAtencion.Clientes@SSAMexico.com	5761	- Customer service by phone and email. - Quotations. - Follow-up to queries about procedures.