



Terminal de Usos Múltiples No. 1 s/n
Puerto Industrial de Altamira
Altamira, Tam. CP 89601
Tel +52 (833) 2290900
www.atnaltamira.com.mx

March 14th, 2020

ADVISORY

To all our Customers, Authorities and Suppliers:

As per national and international communications from health organizations regarding the progress of COVID - 19 in our country and around the world, we inform you that this Terminal is taking preventive actions to protect the health of our clients, authorities, suppliers, our staff and other people who enter the Terminal, by following an extensive protocol of preventive actions, such as the following:

- **Scheduling and monitoring your services.** We have at your service the use of our OnLine tools, the website www.atpaltamira.com.mx , Truck Appointment System, telephone service, call center, the email, to avoid commuting your staff to our facilities to carry out administrative procedures. Regarding export Customs clearance document, you may use the email account atp-despachos@atpaltamira.com.mx to submit it to the Terminal.
- **Terminal visits.** Our telecommunications infrastructure is available to hold telephone conferences or videoconferences.
- **People accessing our operation areas.** We will be performing a basic health check-up to allow access to ATP, having at your disposal basic hygiene products in different points in the Terminal.
- **Vessel operation.** All the safety and hygiene standards established by national health authority, must be accomplished (Sanidad Internacional).

Likewise, we would like you to consider that possible affectations may arise in our operations, be sure we will be doing our utmost to reduce them, while providing technical support and follow-up to your services through our call center (+52 833 229 0981) and our usual email accounts that are enclosed to this message as better reference.

If you have any question regarding this information, do not hesitate to contact us at atpsclientes@atpaltamira.com.mx or, if you prefer, by phone at +52 833 229 0980 or +52 833 229 0981.

Best regards,

Altamira Terminal Portuaria, S.A. de C.V

ALTAMIRA TERMINAL PORTUARIA, S.A. DE C.V.

Ph.: (52) 833-2290980
 Call Center: (52) 833-2290981
 Página web: www.atpaltamira.com.mx

March, 2020

Area		Service	Email	Telephone
Customer Service	Service Scheduling	Reception / delivery of full and empty containers. *On Line appointment system, available*	atp-pases@atpaltamira.com.mx atp-pasesimpo@atpaltamira.com.mx atpfcc@atpaltamira.com.mx	(52) 833 229 0980 option 1
		Warehouse's service scheduling *On Line scheduling system, available*	atpalmacen@atpaltamira.com.mx	
	Vessel Operation & Customer Service	Export customs clearance document reception. *On Line Submitting system, available*	atp-despachos@atpaltamira.com.mx	(52) 833 229 0932, (52) 833 229 0934
		Follow up to export customs clearance process.	docbuques@atpaltamira.com.mx	
		Customer Service	atpscientes@atpaltamira.com.mx	(52) 833 229 0980 extensión 4117
Invocing	ISPS, Reefer plugs, information adjustment.	facturacion@atpaltamira.com.mx	(52) 833 229 0980 option 2	
	Berthing invoicing	atpmuelleaje@atpaltamira.com.mx		
	Storage invoicing	atpalmacenaaje@atpaltamira.com.mx		
	CFDI use, payment method, customer's information update.	altaclientes@atpaltamira.com.mx		
	Invoice's adjustment	refacturacionesatp@atpaltamira.com.mx		
Treasury	Payments and charges	tesoreria@atpaltamira.com.mx	(52) 833 229 0980 option 3	
Procurement	Suppliers' attention	compras@atpaltamira.com.mx	(52) 833 229 0980 option 5	
	Suppliers' invoices reception	facturascompras@atpaltamira.com.mx		