

MERCURY HANDLING PROCEDURES

Email ALL DOCUMENTS prior to dispatching to their location. Let Mercury know via email exactly what your driver plans on picking up or dropping off; include copies of MAWB, pcs, weight, and what time the driver will be at the facility. Request that they expedite your driver in the email and make sure you have the following contacts included/cc'd:

Mercury on Century Carriers: Lan Cargo, Mas Air, British Airways, Iberia, Aer Lingus, Emirates, Fiji Airways, Hong Kong Air, Xiamen Air, ANA

Email all required documentation for pick up to <mailto:avioncs@mercuryair.com>

Contact Information for Mercury's management/supervisory operations staff is:

- Martha Martinez (Customer Service Supervisor, Days)- 310-913-3520
- Fidel Galdamez (Warehouse Supervisor, Days)- 310-508-2728
- Miguel Cabrera (Warehouse Manager, Nights)- 310-975-9579
- Don Mass (Asst. Terminal Manager)- 310-261-0583

Escalation- Reginald Harris: <mailto:rharris@mercuryair.com>

All Nippon Airways (Mercury Century Location)

The email address to send ANA pre-alert documents to is <mailto:anaimport@mercuryair.com>

- Jose Gomez, Account Manager, email: <mailto:jgomez@mercuryair.com>, phone contact: 310-743-4525
- Elizabeth Hernandez, Operation Supervisor, email: <mailto:ehernandez@mercuryair.com>, phone contact: 310-420-2243
- ANA Operations Office, email: <mailto:anaimport@mercuryair.com>, phone contact: 310-258-6100, ext. 1410
- with a copy to <mailto:rharris@mercuryair.com>, <mailto:jgomez@mercuryair.com>, and <mailto:dmaas@mercuryair.com>.

Mercury Terminal On Imperial - EVA

- Mario Rivas <mailto:mrivas@mercuryair.com> (Account Manager)
- Cesar Ortiz <mailto:ceortiz@mercuryair.com>
- Hubert Paz <mailto:hpaz@mercuryair.com>
- Maribel Lopez <mailto:mlopez@mercuryair.com>

MERCURY HANDLING PROCEDURES

- Chelsea Watson <mailto:cwatson@mercuryair.com>
- Ruben Bermudez <mailto:rbermudez@mercuryair.com>
- Ruby Diaz <mailto:rdiaz@mercuryair.com>

Terminal Manager: Mario Palomarez <mailto:mpalomarez@mercuryair.com>

Mercury Imperial - QATAR

QATAR: Cut off for the freighter is 2200 on Wednesday, Saturday, Sunday. We can process the paperwork in advance and have everything ready by the time the driver comes to the front counter on Wednesday, Saturday and Sunday evenings. We will stamp documents as "Quick Cargo" and the driver will get the next available dock. The paperwork must be emailed latest by 2100hrs. Copy of the trucker driver's license, AWB copies and copies of the IAC declarations must be included. Estimate your delivery time so that the agent can have every thing ready at that time. The cargo must be delivered no later than 21:30-22:00.

Please don't send truck mixed loaded with BR cargo in order to expedite the offload.

For Pre alerts email: <mailto:grops@mercuryair.com> general email

- Morning Shift Supervisor- Mario Pastor
- Morning Shift Lead- Joyce Brown
- Night Shift- Supervisor Leticia Hernandez
- Night Shift Lead- Cenovio Gaxiola
- Account Manger - Andy Zavala Anguiano