



### **Mercury on Century**

Please email all required documentation for pick up to [avioncs@mercuryair.com](mailto:avioncs@mercuryair.com)

Contact Information for our 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

Panalpina team to copy REGGIE (below) in email communications regarding priority pick up service requests so that I can remain informed on the status of al scheduled pickups.

Please note, the scheduled pick up time is 10 a.m. and the assigned door number will be door 21.

Escalation- Reginald Harris: [rharris@mercuryair.com](mailto:rharris@mercuryair.com)

### **All Nippon Airways**

The email address to send ANA pre-alert documents to is

[anaimport@mercuryair.com](mailto:anaimport@mercuryair.com)

Jose Gomez, Account Manager, email: [jgomez@mercuryair.com](mailto:jgomez@mercuryair.com), phone contact: 310-743-4525

Elizabeth Hernandez, Operation Supervisor, email: [ehernandez@mercuryair.com](mailto:ehernandez@mercuryair.com), phone contact: 310-420-2243

ANA Operations Office, email: [anaimport@mercuryair.com](mailto:anaimport@mercuryair.com), phone contact: 310-258-6100, ext. 1410

with a copy to [rharris@mercuryair.com](mailto:rharris@mercuryair.com), [jgomez@mercuryair.com](mailto:jgomez@mercuryair.com), and [dmaas@mercuryair.com](mailto:dmaas@mercuryair.com).

### **Mercury Terminal On Imperial - EVA**

Mario Rivas [mrivas@mercuryair.com](mailto:mrivas@mercuryair.com) (Account Manager)

Cesar Ortiz [ceortiz@mercuryair.com](mailto:ceortiz@mercuryair.com)

Hubert Paz [hpaz@mercuryair.com](mailto:hpaz@mercuryair.com)

Maribel Lopez [mlopez@mercuryair.com](mailto:mlopez@mercuryair.com)

Chelsea Watson [cwatson@mercuryair.com](mailto:cwatson@mercuryair.com)

Ruben Bermudez [rbermudez@mercuryair.com](mailto:rbermudez@mercuryair.com)

Ruby Diaz [rdiaz@mercuryair.com](mailto:rdiaz@mercuryair.com)

Terminal Manager:

**Mario Palomarez**

[mpalomarez@mercuryair.com](mailto:mpalomarez@mercuryair.com)

### **Mercury - QATAR**

For Pre alerts..

[grops@mercuryair.com](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

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## UNITED Airlines

- Dock #4 **ONLY**, on the UA Export side of the building
- Only **UA** freight (016) to be handled
- No EVA (695) freight at this door
- Hours are between 0600-1400 only
- Any additional trucks are to queue on the east side of the UA Cargo building only (Airport Blvd), not in front

UNITED/Swissport handling contacts are:

Israel.Figueroa@swissport.com  
edwin.catamisan@swissport.com  
esperanza.cortez@swissport.com  
sam.murray@swissport.com  
aziz.wanis@swissport.com

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## WFS Location Procedures: Virgin/China Eastern

DUAL TRANSACTIONS OKAY

Sundays are least busy on the docks.

Procedures for drivers and dispatchers internally for Griley:

1. Call around to all accounts first and foremost if you have freight at WFS, and ask if a GAF department heads (below) if they will have a driver at WFS location, if so coordinate with that dispatcher and driver to back up into the dock door that's already being used by a Griley driver. They (WFS supervisors) have allowed us to hold a dock door and swing in GAF drivers one after the other. The other option would be to have that GAF driver going or at the WFS location, pick up freight or deliver for another dept. Send documents over and have a GAF driver pickup or drop your freight for you if he's already going to that airline. This takes COMMUNICATION.
  - a. Next, EMAIL documents over to WFS staff for what you're picking up and dropping before sending over the driver. Give them a heads up and allow them to pre-clear documents and make sure everything is ready. Once confirmed then send driver.
  - b. Drivers are to get in line, lock their truck and go into the office right away. Driver must introduce themselves as a Griley driver and request for a supervisor. Charles Moody and Brian Montes are the morning supervisors.
  - c. If they do not get assigned a dock door within the next 30 minutes, then please YOU dispatchers need to send an email to all WFS supervisors and cc myself and Tom. You have their emails.
  - d. If this still doesn't work and within 1 hour you're not helped, get our customer involved and ask them to call over to the airlines.
  - e. If we're dealing with a LFD shipment and there are 10 + trucks in line and we cannot wait, then you must email all WFS team the freight (shipment details) you're supposed to pick up and the reason why you can't (line is 20+ trucks in line for example), then request they waive storage charges (keep me cc'd).

Please add any additional contacts for the pre-alert and brief them of this process for Griley.

Here is the list of contacts:

Javier Trujillo  
Terminal Manager  
[javier.trujillo@wfs.aero](mailto:javier.trujillo@wfs.aero)  
310.493.1031

Dzung Nguyen  
MOD (primarily on OZ)  
[dnguyen@wfs.aero](mailto:dnguyen@wfs.aero)  
310.864.2165

John Oh - WFS  
[JOH@wfs.aero](mailto:JOH@wfs.aero)

Nancy Gonzalez

Office MOD  
[ngonzalez@wfs.aero](mailto:ngonzalez@wfs.aero)  
323.899.1087

Charles Moody  
Warehouse MOD  
[cmoody@wfs.aero](mailto:cmoody@wfs.aero)  
310.920.7319

Oscar Herrera  
MOD (primarily VS/VA)  
[oscar.herrera@wfs.aero](mailto:oscar.herrera@wfs.aero)  
310.219.1206

Brian Montes  
Dock Supervisor  
[bmontes@wfs.aero](mailto:bmontes@wfs.aero)  
323.309.7786

Oswaldo Ruiz  
[ORuiz@wfs.aero](mailto:ORuiz@wfs.aero)

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#### **Pre-cleared Documents for AIR CHINA - MENZIES**

Dual Transactions Okay - Have Driver See a Supervisor (Cindy)

Import Shipments Need to Be Scanned Over to Menzies!

Operations Supervisor  
Melissa Camacho 310 242-4550  
[Melissa.camacho@menziesaviation.com](mailto:Melissa.camacho@menziesaviation.com)

Service Delivery Manager  
Cindy Morales 310 - 256 -0737  
[Cindy.morales@menziesaviation.com](mailto:Cindy.morales@menziesaviation.com)

Blanca Pacheco  
[Blanca.pacheco@menziesaviation.com](mailto:Blanca.pacheco@menziesaviation.com)

Terminal Manager  
Petr Cizek 408- 210-6147  
[Petr.Cizek@menziesaviation.com](mailto:Petr.Cizek@menziesaviation.com)

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#### **CARGOLUX/SWISSPORT**

Send email to CARGOLUX/SWISSPORT contacts below with ETA of driver as well as MAWB/HAWB, destination/origin, piece count, weight and customer ref #

Ask contacts below if they can provide a dock door upon arrival, stage freight, expedite driver etc.

[Cvlaximport@swissport.com](mailto:Cvlaximport@swissport.com)  
310-215-4676

[Eric.David@cargolux.com](mailto:Eric.David@cargolux.com)  
[Ada.Caso@cargolux.com](mailto:Ada.Caso@cargolux.com)  
[Walter.Calzadilla@cargolux.com](mailto:Walter.Calzadilla@cargolux.com)  
[Almar.Bunag@cargolux.com](mailto:Almar.Bunag@cargolux.com)  
[rigoberto.alvarenga@swissport.com](mailto:rigoberto.alvarenga@swissport.com)

Adriana.Aguilar@swissport.com  
Rodolfo.Hernandez@cargolux.com

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Start Sending Pre-Alerts to Contacts at Korean :

[kyonghoon@koreanair.com](mailto:kyonghoon@koreanair.com)

[import@laxkf.koreanair.com](mailto:import@laxkf.koreanair.com)

[sunghong@koreanair.com](mailto:sunghong@koreanair.com)

[hwrhee@koreanair.com](mailto:hwrhee@koreanair.com)

#### Procedures for all dispatch

1. CHECK GEOTAB to see where there are GAF drivers - call to consolidate if possible or share a dock door.
  - a. Next, EMAIL documents over to staff above for what you're picking up and dropping before sending driver.
  - b. Drivers are to get in line, lock their truck and go into the office right away. Driver must introduce themselves as a Griley driver and request for a supervisor.
  - c. If they do not get assigned a dock door within the next 30 minutes, then please YOU dispatchers need to send an email to all contacts at that location and include Katie Griley in email.
  - d. If this still doesn't work and within 1 hour you're not helped, get our customer involved and ask them to call over to the airlines.
  - e. If waiting over 3 hours, you must communicate this and give the customer two options... Pull driver or pay wait time to stay. If we pull the driver you need to put in writing we aren't responsible for the LFD storage charges if any.