

Latin America Agency Meeting

São Paulo, Brazil

EMC-TPE/LOG-IMD



Bruce Lo



March 27th, 2026





Agenda

- 01** T/S KPI Review
- 02** Inland Service Expansion
- 03** Safe Delivery
- 04** SOL+ Tools to Track/Monitor
- 05** Agency Performance Evaluation



T/S KPI review



90% of T/S loaded out within 7 days (Data period: Jan-Dec/2025)

PORT	T/S <7 Days TEU	Total T/S TEU	T/S <7 Days %	Achieve %
MXLZC	327	3,665	9%	10%
MXMZO	4,187	12,268	37%	41%
PABBA	13,453	27,456	44%	49%
PACCT	65,504	159,767	41%	45%
PECAL	1,709	2,742	62%	69%

Unable to achieve KPI mainly due to:

- Vessel schedule delay
- Port congestion
- Port omissions
- Vessel space constraints



No human errors detected – Thank You!



T/S Arrangement Policy -- Reminder

1. Always prioritizing the loading of **Reefer/DG/OOG/VIP/MTA**
2. Loading of general cargo based on **FIFO (First In First Out)**
3. Reason for roll-over (if occurring) to be recorded in system



Inland Service Expansion

Evergreen's Current Inland Service Map



Rail

Mexico



Truck-Door Delivery

Mexico

Guatemala

El Salvador

Honduras

Nicaragua

Costa Rica

Panama

Dominican Rep.

Chile



Pave the way for more cargo/revenue

Future potential?



If any potential inland route, please provide

- ✓ Inland route To/From the location
- ✓ Transport Mode (Truck, Rail, or Barge)
- ✓ Transit Time
- ✓ Vendor info
- ✓ Cost structure (base, surcharge...)
- ✓ Data connection
- ✓ Any assistance from HQ
- ✓ Any local special practice, if applicable



Current work in progress



ARBUE – Salta



Safe Delivery

Our commitment to delivering cargo to customers safe and sound!

Case Study

B/L: 142300209952 (RCT/DLY:CNSHG/GTGUA)
CNTR: TRHU8360614 (KNITTED FABRIC)



What happened?

What happened back in April 2023?

- Trucker was paid and supposed to hire an armed escort but did not.
- Cargo/container was robbed and lost while en route.
- Trucker paid container D.V. but not the cargo claim amount (\$94,121.59).
- Trucker disappeared.
- Evergreen ended up paying the cargo claim amount (reduced to \$45,000).

Attention!

- Make sure a local monitoring procedure in place
- Vendor's performance review



Safe Delivery

Remedial measures taken immediately:

- Trucker to submit proof of an armed escort for each container prior to delivery

PRE-ALERTA de Solicitud de Custodio // GPB Logistic 05/2/26

Cabina Montoreo 2 <cabinamontoreo2@grupo-gpb.com>
 Para: Coordinación Central Guatemala // Kevin Yason // Coordinación DT // Heidi Susana Mérida López // Elder Aparicio // Normy Montemayor
 CC: Secure Servicio al Cliente

Reponer Reponer a todos Responder

Buen día,
 Solicito su apoyo con el servicio de custodia para los contenedores en referencia.
 Además, les pido que por favor se mantenga en comunicación con los pilotos para coordinar la ubicación del custodio.

AGENTE	PROBLEMA	ORIGEN	CONTACTO	RESPONSABLE	DESDA	DESTINO	ESTADO	FECHA DE INICIO	FECHA DE FIN	TOTAL DE CONTENEDORES
DFSU08017	EMERGENCIA	CTZBMR	4021035	GPB	Fecha 17 Feb 08:00 Dca 05 San Miguel Petapa	San Miguel Petapa	NOV SERVICIO	08:00:00	17:00:00	000000
DFSU08024	EMERGENCIA	CTZBMR	3089102	GPB	Fecha 17 Feb 08:00 Dca 05 San Miguel Petapa	San Miguel Petapa	NOV SERVICIO	08:00:00	17:00:00	000000
EGSU08034	EMERGENCIA	CTZBMR	3049306	GPB	Fecha 17 Feb 08:00 Dca 05 San Miguel Petapa	San Miguel Petapa	NOV SERVICIO	08:00:00	17:00:00	000000
EGSU07761	EMERGENCIA	CTZBMR	3049306	GPB	Fecha 17 Feb 08:00 Dca 05 San Miguel Petapa	San Miguel Petapa	NOV SERVICIO	08:00:00	17:00:00	000000

Beatrix Chacón
 +502 4401 000 ext. 400 90041
 +502 4401 000 ext. 400 90041
 +502 4401 000 ext. 400 90041

Leos-Translogsa Coordinación Custodios
 Cony, COORDINADOR, Elder, ESTUARDO, Miguel, Montoreo, O...

U1435560 19/02/2026

Elder Gomez

Buena tarde, tomar nota de la programación para ubicar los custodios.

EGSU1165892 19/02/2026 15:51

Buena tarde, tomar nota de la programación para ubicar los custodios.

21 HORAS.	DFSU7104818	CRISTIAN LIZANDRO MORALES HERNANDEZ	644BBC	OPALMAR
21 HORAS.	EMCU8404813	GILDER JAVIER GRANADOS LEMUS	001BTY	OPALMAR
5:00 a. m.	EISU8265794	YONY FRANCISCO ASCON AVILA	995BPD	OPALMAR
5:00 a. m.	WHSU6091133	CARLOS RENE PEREZ CRUZ	332BQY	RIQUE LOGISTICS
5:00 a. m.	WHSU5838374	JUAN LEON CHACAJ	420BPG	DISTRIBUIDORA ELECTRONICA
23 HORAS.	TRHU8761860	CATALINO CAMEY RAMIREZ	679BPK	ARISTA SOCIEDAD ANONIMA
23 HORAS.	EGSU9672065	MARVIN HERMENEGILDO OCHOA REYES	659BTW	CASA Y ESTILO
5:00 a. m.	EGSU6617193	DANILO ALFREDO BRAN FRANCO	528BQS	EGSU6617193
5:00 a. m.	EGSU9690388	LUIS ALONSO MOYA GALINDO	194BML	AGUNSA GUATEMALA

- Trucker to provide proof of an armed escort in order to get invoices processed after delivery

GPB LOGISTIC
 CALZADA ATANASIO TZUL 19-11 ZONA 12
 GUATEMALA, GUATEMALA
 NIT: 10278524

DOCUMENTO TRIBUTARIO ELECTRONICO
 FACTURA CAMBIARIA
 Serie: 72EC9C5B
 No. 4134224734

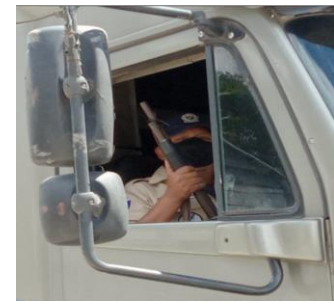
LIBRE DE PROTESTO

NOMBRE: EVERGREEN MARINE CORPORATION (TAIWAN) LTDA
 DIRECCION: TAIWAN
 DIRECCION DE ENTREGA: TAIWAN
 CODIGO: 9
 VENDEDOR: 9

CANTIDAD	COODIGO	U/M	DESCRIPCION	PRECIO UNIT.	TOTAL
12	FLTUSD	U	PLATE TERRESTRE DE PUERTO QUETZAL HACIA GUATEMALA + CUSTODIO, BL 7640021211, BUQUE: WAN HAI AGV V.0010, CONTENEDOR: EISU855349, CAUJ002797, TONU6173354, EISU9455931, TOBU4443971, EGHU3787760, TRHU6287068, TONU2140834, BMOU543935, DRYU9541441, EITU1169940, TGBU4008216, TIPO DE CAMBIO: 7.71740	\$ 443.00	\$ 5,316.00
12	BEQUSD	U	SERVICIO DE CUSTODIO, EISU855349, CAUJ002797, TONU6173354, EISU9455931, TGBU4443971, EGHU3787760, TRHU6287068, TONU2140834, BMOU543935, DRYU9541441, EITU1169940, TGBU4008216	\$ 40.00	\$ 480.00

NUM. BOLETA: 1631987

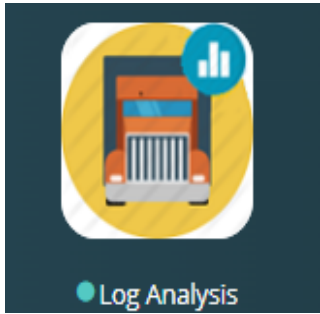
DATOS DEL SERVICIO		DATOS DE LA UNIDAD	
FECHA INICIO:	28/11/2024 18:00:00	CLIENTE:	GPB LOGISTIC
FECHA FIN:	28/11/2024 20:35:00	TRANSPORTE:	
FECHA Y HORA PROGRAMADA:	28/11/2024 00:00:00	PLACA:	CTZBMR
TIPO:	CUSTODIO	CONTENEDOR:	DRYU9541441
ORIGEN:	SAN MIGUEL PETAPA, GUATEMALA	PILOTO DE UNIDAD:	MARIO PEINADO
DESTINO:	PUERTO QUETZAL, ESCUINTLA	TELEFONO:	30040847
DIRECCION:	EXPORTORA ENLASA 1ª Calle 18-40 Zona 10, San Miguel Petapa Complejo Industrial Mayan Golf	CONSIGNATARIO:	
CUSTODIO:	HERMELINDO MO COC		
PILOTO:			



- GT office to include proof of an armed escort in weekly reports to keep records

A	B	C	D	E	F	G	H
CNTR_NO	CNTR_TYPE	CNTR_WK_DA	Escort	Escort Doc No.	CNTR_DEPO	CNTR_DEPOT_NAME	CNTR_RC
TIIU4628962	40HC	20250910	Y		GTZNJ	TERMINAL DE CONTENEDORES QUETZAL, S. A.	GTGUA
EITU1798497	40HC	20250910	Y		GTZNJ	TERMINAL DE CONTENEDORES QUETZAL, S. A.	GTGUA
TGBU4545508	40HC	20250910	Y		GTZNJ	TERMINAL DE CONTENEDORES QUETZAL, S. A.	GTGUA
TXGU7756220	40HC	20250910	Y		GTZNJ	TERMINAL DE CONTENEDORES QUETZAL, S. A.	GTGUA
EITU1180390	40HC	20250910	Y		GTZNJ	TERMINAL DE CONTENEDORES QUETZAL, S. A.	GTGUA

SOL+ Tools to Track/Monitor



Search Criteria

Period
 Date Type: Action
 Period 1: 2026/01/01-2026/12/31
 Period 2: 2025/01/01-2025/12/31

D/O Dispatch
 I/O/M: All
 Haulage: All
 Trans Mode: All
 RESP: Include
 Ctrl. Office Type: Normal
 From: All
 To: All
 D/O No:
 D/O Option: All
 96A movement: All
 Vendors: All

BL/Booking/RPO
 Ref. No:
 Cargo Owner: All
 Main Line: All
 POL:
 POD:
Container
 Cntr. No:
 Box/Teu: Box
 Cntr. Types: All
 DG Cargo: All

Search Reset

Providing various parameters at your choice in search criteria:

Quantity (TEU/unit)

Expense (in US\$)

Data period

From / To

Transport Mode

Vendors

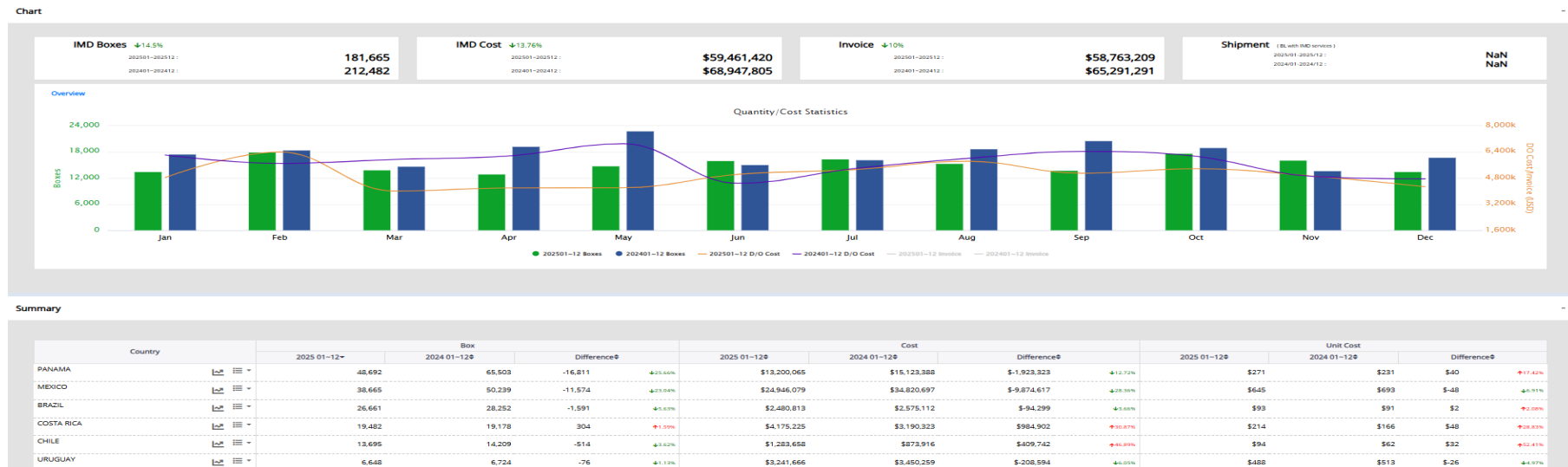
and more...

... all with shipment details

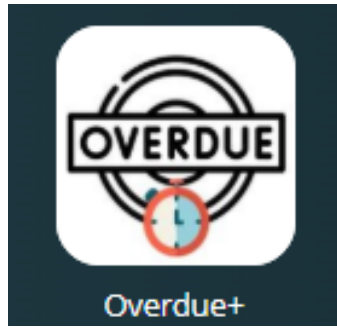
Enable you to make a report that is good for

Analysis/comparison

Seeing the past to look at the future



SOL+ Tools to Track/Monitor



Choose the parameters at your choice to provide :

- Real time container status
- Idling days
- Location
- Where to move
- Transport Mode
- and more...

... all with shipment details

Good and easy for:

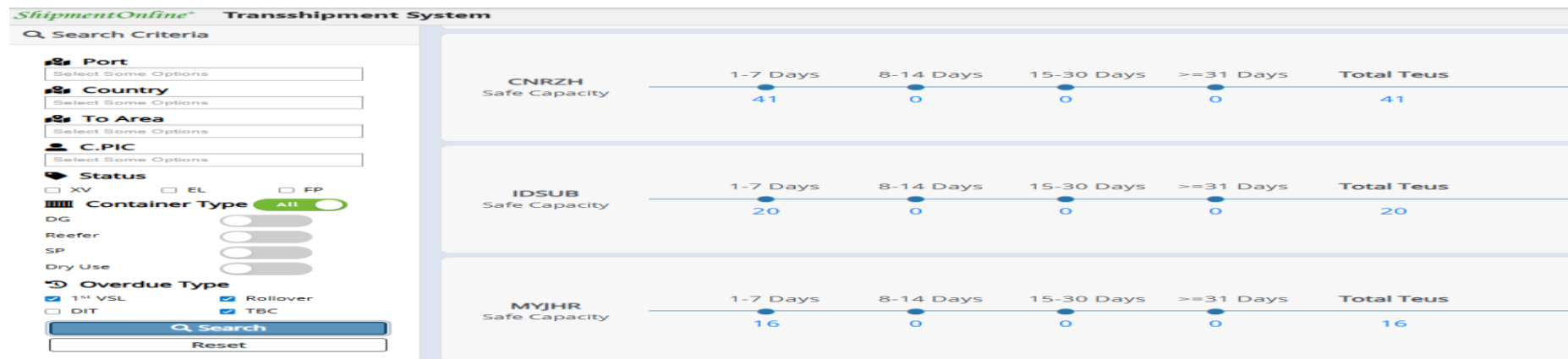


- Monitoring/Tracking/Planning/
- Reminding
- Making records in system for future reference

Total quantity and overdue quantity of each status group				
	TOTAL	IMD IMPORT	IMD EXPORT	T/S
NWC/TL	149 +7(+4.9%)	139 +7(+5.3%)	0 +0(+0.0%)	10 +0(+0.0%)
LONG OVERDUE EQC : on board>60 day OTHER>30days	1,323 -112(-7.8%)	608 -78(-11.4%)	13 -29(-69.0%)	702 -5(-0.7%)
OVERDUE	19,270 -68,981(-78.2%)	3,113 -1,984(-38.9%)	4,302 -3,845(-47.2%)	11,855 -63,152(-84.2%)
TOTAL(CURRENT)	107,569 -3,025(-2.7%)	21,817 +3,872(+21.6%)	15,173 -2,469(-14.0%)	70,579 -4,428(-5.9%)

Search Criteria i

*Country	All	Control Office	All
From	Hub Depot All	*Inland Haulage	All EXP IMP EC Status [FV X]
To	Hub Depot All	T/M	All T/M Type All
Overdue Days (From/To)		CNTR No.	[Menu] CNTR No. Input BL No. [Menu] BL No. Input
Total dwell days (From/To)		Exclusive	None selected
		Remark Type	Select Some Oj



Agency Performance Evaluation

 System-auto scored

 Manually scored

 Getting high scores is very achievable – if paying attention

Item Detail

Item
1.Back Date D/O
2.Overdue Account Payable
3.Cost Maintenance
4.T/S Arrangement
5.Inland Monitoring
6.Routine job management and enhancement
7.Negligence case and/or special case reporting


Detail 6.Routine job management and enhancement







- 1.Market information feedback in time(Such as strike, cost, force majeure etc.)
- 2.Inquiry response in time.
- 3.Abnormal issue prevention. (Vender related Management)
- 4.Coaching and training to improve skill and knowledge.
- 5.Follow instruction from superior.
- 6.Provide complete periodic/regular report on time.

Detail 7.Negligence case and/or special case reporting

- 1.Emergency case response.
- 2.Reply cost inquiry in time.
- 3.Provide enhancement plan for negligence issue.

T E A M



- ✓ Back Date D/O 
 - D/O always sent out prior to container moved
- ✓ Overdue Account Payable 
 - Monitor and make records in system about the invoice status and action plans
- ✓ Cost Maintenance 
 - Rates set up in system before effective date
- ✓ T/S Arrangement 
 - Monitor and make records in system about the idling T/S containers and action plans
- ✓ Inland Monitoring 
 - Monitor and make records in system about the idling containers waiting to move overland and action plans
- ✓ Routine job management and enhancement 
 - Market situation feedback, abnormal intermodal activity report...
- ✓ Negligence case and/or special case reporting 