

Contact list



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

Department	Category	Email	Ext.	Business hours	Matters related to:
Accounts Receivable	Group	SSAM.CuentasPorCobrar@SSAMexico.com	5988	Monday to Friday from 8:00 to 18:00 hours. Saturdays form 9:00 to 13:00 hours.	Credit suspensions. Sending bank transfers proofs.
Empty containers	Group	SSAM.Vacios@SSAMexico.com	DNA	Monday to Friday from 8:00 to 18:00 hours. Saturdays form 9:00 to 13:00 hours.	All information related to empty containers.
CFS	Group	SSAM.CFS@SSAMexico.com	5646	Monday to Friday from 8:00 to 18:00 hours. Saturdays form 9:00 to 13:00 hours.	Programming of all types of maneuvers in the CFS warehouse (Devanning and stuffing, Visual pre-inspection, Fumigations, Container to truck).
LCL	Group	SSAM.LCL@SSAMexico.com	5648	Monday to Friday from 8:00 to 18:00 hours. Saturdays form 9:00 to 13:00 hours.	Programming of all types of maneuvers in the LCL warehouse (Deliveries, Receptions, Inspections, Devanning, Stuffing).
Front desk	Group	SSAM.Ventanilla@SSAMexico.com	5810	Monday to Friday from 8:00 to 18:00 hours. Saturdays form 9:00 to 13:00 hours.	Follow-up of online clearances, mistakes, weight differences.
Maneuvers	Grupal	SSAM.Maniobras@SSAMexico.com	5810	Lunes a viernes de 8:00 a 18:00 horas. Sábados de 9:00 a 13:00 horas.	Maneuvers requested in the <i>Solicitud de Servicios</i> format via email.
Bonded Area Services	Group	SSAMRecinto.Fiscalizado@ssamexico.com	5860	Monday to Friday from 8:00 to 18:00 hours. Saturdays form 9:00 to 13:00 hours.	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 <i>Anexo 29</i> folios. Incidents presented to Customs during the entry of export containers.
Vessel Documentation	Group	SSAM.DocumentacionBuques@SSAMexico.com	DNA	Monday to Friday from 8:00 to 18:00 hours. Saturdays form 9:00 to 13:00 hours.	Elimination of container registrations (Forewarning). SICREFIS key code.
Customer service	Group	SSAMAtencion.Clientes@SSAMexico.com	5761	Monday to Friday from 8:00 to 18:00 hours. Saturdays form 9:00 to 13:00 hours.	Customer service by phone and email. Quotations. Follow-up to queries about procedures.