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Transit (DUCA T) surcharge addition (T1D)

9 December 2024

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We would like to inform you of ongoing operational challenges at the Port of Guatemala Quetzal that may impact the movement of goods and our ability to meet delivery timelines. Factors such as congestion, labor delays, and logistics constraints could disrupt our regular operations, causing delays in vessel arrivals, cargo handling, and most important, our in- transit customs clearance in the store door shipments. We are taking several actions to mitigate such impact, including accommodating specialized customs personnel to support this situation.

We understand the criticality of timely deliveries and are working closely with port authorities and logistics partners to address these challenges. To mitigate potential disruptions, we have implemented a dedicated team to expedite Transit Declarations (DUCA T) processing the store door shipments. To support the additional costs incurred in connection with this initiative, implemented as a measure to alleviate congestion, a surcharge of \$60 USD per shipment will be applied, starting December 6th to all goods arriving at this port via Maersk Line.

Please be assured that we are doing everything possible to minimize any adverse impact on your supply chain. We will continue to monitor the situation closely and will provide updates as necessary.

To help you manage potential delays, we recommend the following:

- Proactive Communication:** Stay in close contact with our customer service team for real-time updates on your shipments.
- Flexible Planning:** Review your inventory and supply chain schedules and consider implementing buffer stock to accommodate any unforeseen delays.
- Alternate Routing: Our team is exploring alternate port options and routes to expedite deliveries where possible. If a viable alternate route is identified, we will notify you promptly.
- Customs:** We encourage you to work closely with us to ensure faster in- transit clearance and reduce potential hold-ups at the port.

If you have any questions or require assistance with your logistics planning during this period, please do not hesitate to contact us directly.

Thank you for your understanding and cooperation.

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