



NNR GLOBAL LOGISTICS MEXICO SA DE CV

Common Troubles in Mexico & Prevention Tips




Dear customer

We would like to report on common troubles that often occur in Mexico, along with their preventive measures. It's important to keep in mind that these risks do not occur throughout all of Mexico, but there are certain states and locations where the likelihood of these kind of troubles is higher. Staying informed about the situation and taking necessary precautions is essential.

October, 2024



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Potential Risks	Details of Risks	Expected Damages and Frequency	Countermeasures
Truck traffic accidents	<p>Mexico is known for having a high incidence of traffic accidents.</p> <p>OECD Countries Traffic Accident Fatalities per 100,000 People (2019)</p> <p>1st: Mexico ... 11.5 30th: Japan ... 3.1 OECD Average ... 5.2</p>	<p>Cargo damage in traffic accidents are a significant concern. Additionally, there are risks of interference by organized crime groups in Mexico, who may stage accidents to disrupt transportation, leading to cargo theft in some states or places in Mexico.</p>	<p>Please ensure to add the cargo insurance when transporting goods in Mexico.</p>  <p>Cite : Fernanda Fabela Inclán, CC BY-SA 4.0 https://creativecommons.org/licenses/by-sa/4.0, via Wikimedia Commons</p>



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Theft and robbery during inland transportation	There have been instances of containers and trucks being hijacked or stolen while in transit in some states or places in Mexico.	Recovering stolen goods is extremely difficult. On average, there are 25 truck-theft incidents reported daily. In the first half of 2024, there were 5,140 reported cargo thefts, which averages to about 57 incidents per day. <Cite> https://www.freightwaves.com/news/borderlands-mexico-truck-cargo-theft-up-as-thieves-grow-more-violent-savvy	We highly recommend the usage of cargo insurance. Also, try to avoid scheduling deliveries/pick-up at night to avoid theft. Also, when transporting high-value items, please consider hiring additional security during transportation to ensure safe arrival at the destination.
Cargo damage and loss	Damage and loss of cargo can occur during handling at the terminal and during import inspections by customs brokers (PREVIO).	Damage such as crushed cardboard packing and contents or forklift punctures can occur.	When packaging at the export location, please ensure to place extra packing with corner protectors and top reinforcement. For the cargo opened during PREVIO inspections, please check for any damage or label discrepancies.

Damage example

- **Bludgeoning damage**

Causes: Dropping, contact with adjacent cargo, throwing, etc.

- **Tears or rips**

Causes: Contact with protrusions interior of the container, etc.

- **Wet damage**

Causes: leaks, exposure to rain in storage areas, etc.

- **Fall damage**

Causes: Operator errors with forklifts.





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Truck not arriving on scheduled time	The truck not arriving after the scheduled time despite the urgent need for the cargo to be delivered by specific time.	<p>If the scheduled delivery time is exceeded and the cargo does not arrive, you may have to wait the truck to arrive at the destination. If you rent forklifts or other equipment to receive the cargo, waiting fees or cancellation fees may occur.</p> <p>< Common reasons for delay ></p> <ul style="list-style-type: none">• Poorly maintained and damaged roads• High traffic accident rates• Poor maintenance of trucks• Differences in individual perceptions of time• Detours around high-crime areas, and drivers' refusal to drive at night	<p>Mexico is five times the size of Japan, so delivery can take longer time. Due to various reasons mentioned, shipments often experience significant delays beyond the scheduled delivery time. Therefore, it is necessary to consider delivery times in terms of days rather than hours.</p> <p>In particular, consolidation services (LTL trucks) are cheaper, but cannot guarantee specific delivery times. For urgent shipments, please consider using charter services for better delivery time. (FTL trucks).</p>



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Delays in import customs and lack of certification checks in Mexico	Lack of certification checks is resulting in the cargo being unable to be imported and stored long-term at the warehouse in port. Also, it's important to be aware that import regulations can change suddenly in Mexico.	If shipments are proceeded without confirming import regulations, your cargo may not be able to be imported, leading to disposal, return to the origin, or incurring long-term storage fees at the Mexican terminal.	For cargo with no previous import experience in Mexico, it is necessary to confirm the NOM certification before proceeding the shipment. Additionally, if the arrival airport or port changes, the cargo certification may also change, so re-confirmation is essential. If the customer hires a customs broker directly, NNR MEX will not be able to assist with the import customs clearance. In this case, please communicate with your broker directly to confirm the regulations.

NOM: Norma Oficial Mexicana

When exporting to Mexico, products must undergo evaluation to ensure they meet the specifications, regulations, and characteristics defined by the NOM standards. Only products that have obtained NOM certification may be imported or manufactured and sold inside Mexico. Additionally, NOM certification results have an expiration date, so it is necessary to check them regularly.



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Damages to the shipping containers	It is common for containers to sustain damage while being transported by truck.	Trucking companies are protected by the regulations in Mexico. Therefore, they are not responsible for the repair costs of damaged containers or the rental fees (DETENTION) during the repair period.	Upon the arrival of the container, we suggest to take photos or videos of both the exterior and interior of the container, as well as the cargo, as evidence.
Incorrect destination for the container. (Ocean export)	For exported empty containers, there may be instances where a different container is delivered due to a terminal error.	If the container is transported to an unintended country, recovery becomes extremely difficult, leading to significant processing costs. Additionally, the items may need to be disposed.	When the empty container for export is delivered to the pickup location, please confirm that the container number we share with you does not differ from the actual container number.



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Schedule and delivery delays. (Ocean transit)	There is significant congestion at the ZLO port, as well as at transit locations (mainly in China, Taiwan, and Busan). This congestion is likely due to the increased demand of shipments heading to Mexico.	Delays during transit average around two weeks, with an additional average of two weeks for anchorage waiting. Frequent delays occur at terminals and during customs clearance. Due to issues at the transshipment ports, shipments may be held up from one month to several months.	For cargo bound for Mexico, it is necessary to allow a buffer of two months beyond the target arrival date. Additionally, if delivery within a specific deadline is essential, we recommend using direct shipping services.
DETENTION charges occur (ocean import)	Detention refers to the charges for late return of containers, and the operation delays at the terminal can result in extended time before the containers can be returned.	Once the cargo arrives at the port, it can take over two weeks to realize the delivery due to periods of terminal congestion, potentially leading to significant detention charges for late container returns. In any case, the terminal does not respond to requests for expedited processing.	In Mexico, when the cargo arrives at the port, detention days starts to count, so we recommend obtaining 14 or 21 days in ZLO, especially when port congestion is serious. However, it's important to note that there may be cases where the combined demurrage and detention can be 14 or 7 days.

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Port congestion and associated schedule delays may lead to DEMURRAGE costs (Ocean import)	Due to congestion at Mexican ports, there are long-term delays in the ports.	There are significant delays in operations due to waiting at anchor, capacity shortages at terminals, and, in the case of LCL shipments, additional waiting for sorting to begin. In any case, terminals are not responding to requests.	When discussing delivery dates, it is necessary to allow a buffer of two months beyond the target arrival date. In Mexico, FREE DEMURRAGE is fixed at 7 days, so it is important to anticipate the possibility of DEMURRAGE costs.

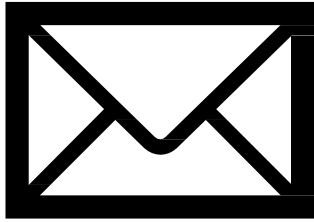
<Pictures around ZLO on July 31>





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Schedule and delivery delays. (Air transit)	Delays are particularly common due to transfers at transit airport (mainly LAX). Additionally, congestion may cause shipments not to be loaded according to the planned schedule.	LAX airport is consistently congested, and in serious cases, shipments may be held up at LAX for about 1 week to 10 days.	For urgent shipments with tight deadlines, we recommend using direct flight services. In addition, please allow approximately 1 week of buffer time before the required delivery date for the shipment start date.
Not loaded according to the planned schedule (Export from Mexico)	There are instances where shipments are not loaded on the confirmed schedule due to system errors from airlines, shipping companies, or brokers.	Due to these system errors from the supplier, sometimes we are unable to meet the scheduled delivery date.	Please keep in mind that the schedule is tentative, and when considering delivery dates, please make shipping requests well in advance.



If you have some inquiry requests,
please contact us as below.

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Thank you very much for your attention and precious time for our service presentation. Please feel free to contact us anytime. We are looking forward to working with your company / team soon.



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