



globaldesk

CENTRO DE SERVICIOS





Globaldesk offers operative back office services for the shipping industry and the international trade sector. As representatives and managers, we ensure to preserve the confidentiality of our client's information and seek to operate within a standardized model, this is why we have certified our processes and constantly strive to the techniques and technologies that allow us to improve them and to be able to deliver a consistent and efficient service to our clients.

Value Added: "More time for your core business"

We take care of the operative needs of your company, seeing to the processes that do not belong to the core business, allowing us to focus on the critical activities to fulfill your mission and strategic objectives.

We aim to develop long term relationships that enable mutual benefit and growth through the delivery of quality services, meeting our client's expectations.

Vision

To be recognized as the best BPO in the shipping sector and the international trade, offering an efficient service platform and presence at the major Colombian ports.

Mission

Offer excellent services to our clients.

Integrity

- "Keep our promise".
- High behavior standards.
- Committed to security and sustainability in our operations.

Passion

- Creativity and consistency.
- Teamwork with vitality and energy.
- Pride of belonging to the Ultramar Group.

Excellence

- We set ourselves ambitious goals.
- Proactive and persistent.
- We promote a learning and development culture.

What we do

We focus on offering Outsourcing services to the companies in the shipping sector and the international trade sector. We have the capacity to develop processes and mechanisms to attend procedures at port, management of documents and container control.

We offer the following services:



Documentary Management:

- Imports / Exports.
- Control and Release Management.
- Customs Manifest.
- Tasks automation.

Container Control:

- Container tracking.
- Management and control of delays.
- Management and control of damages.
- Issuance of Bailments.
- Real time billing.
- EDI management.
- Bailments opening / closing.



Formalities and Front Desk

- Release / Emission of documents.
- Container deconsolidation.
- Customer service desk.
- Formalities before the authorities / special formalities.

Administrative Back Office

- Invoicing.
- Management of Ship owners' cash advances.
- Ship's settlement and invoicing.
- Portfolio collection



GEOGRAPHICAL COVERAGE





Benefits

Possibility of operating within the following structure:

- Standardized processes.
- Service level agreements tailored to the customer's needs.
- Economies of scale exploitation.
- State of the art technology in constant improvement.

Know How and Operative Control:

- Over 20 years of experience in the attention and management of international trade operations.
- Generation of KPIs and information for decision-making and continuous improvement according to the client's needs.

Technology and Integration Systems:

- Transmission via EDI and integration of the different parties (Customs, Terminals, Container Yards).
- Documentary and automated invoicing information (EDI).

Service:

- Presence at the 4 major ports of the country.

Robust administrative center in Bogota supporting the operation at port

- With the capacity of absorbing the current client operation (Outsourcing based on the current know-how).
- More than 40 qualified resources to provide supporting operative services, with knowledge of the formalities and procedures related to the international trade operations.



Bogota

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Buenaventura

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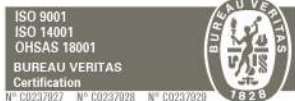
Cartagena

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