



Barcelona Shipping
Agents Association

The Shipping Agency In Tramp Business

FONASBA ACB Online Course. 3rd Edition.

From May 4th to June 28th, 2024

"Maritime transport is essential to the world's economy as over 90% of the world's trade is carried by sea and it is, by far, the most cost-effective way to move goods and raw materials en masse around the world."

IMO Profile. Business UN Organization. <https://business.un.org/en/entities/13>

REGISTER NOW!

acb@consignatarios.com



This course has been designed to introduce you the Tramp Shipping Agency with a complete review of all the key concepts of the business. The learners will study this subject in 7 units with the aim of increasing their knowledge by having a complete understanding of the shipping agency in tramp business.

With this aim in mind the objective of this course is to study and understand the following topics:

Logistics, the flow of goods around the world. Maritime transportation and an introduction to the shipping agent in the tramp business.

Types of tramp shipping agency business: oil products, chemical products, gas products, dry bulk products, breakbulk, non-commercial calls, oil and gas, navy ships and yachts.

Introduction to the port operations and formalities. Main players in port operations. Requirements to act as port agent. Management of port calls and port call documents.

Commercial and financial management of a Tramp Shipping Agency. Understanding commercial management. How to perform a market analysis. Producing a commercial plan. Approach the market: Sales & Marketing. Bid preparation and contract management. Operations supervision & resolution of disputes. Performance analysis. Company representation. Financial Management: understanding Financial Management. The profit and loss statement. The importance of cash flows. Financial products to support your business. Information to make smarter decisions.

The shipping agent legal regulations and liabilities. The tramp vessel's agent responsibilities. Responsibilities of the principal. Steps and alternatives available to the ship's agent in case of non-payment by the principal. The arrest of vessels. Maritime claims and liens. Retention of vessels by port authorities following an inspection. Insurance of tramp vessel's agents.

Chartering. Bunkering. Inspection. Ancillary services. Technology in tramp shipping agency.

NO BASIC KNOWLEDGE IS NEEDED TO SIGN UP.



This course has been specifically designed to accommodate anyone interested or already working in any kind of service related to the Tramp shipping industry. While those directly involved in tramp shipping agency services will benefit most, other students or professionals whose careers are somehow related, will also take great advantage of the contents of the course:

- Tramp Shipping Agencies employees of any department will have the opportunity to learn aspects in which they are not usually involved, getting a more complete view of the business.
- Employees of Shipping Agencies not currently involved in tramp shipping services, will have the opportunity to understand a new business in their industry while learning fundamental concepts that will allow them to be successful should their company decide to expand into tramp services or should they decide to pursue a career in a different shipping agency.
- Students interested in the industry without previous working experience, will be able to learn the process, scope of work and functioning of the business.
- Port professionals involved in tramp services, such as port authorities, terminal operators, custom agents, cargo inspectors, auxiliary service providers, bunker suppliers and traders have a great opportunity to expand their knowledge by in the maritime industry, the tramp services and the shipping agent job particularities and how those concepts are related to their business.
- For shipping companies employees, cargo traders, brokers, shippers and receivers, the contents of the course will give them a complete view of what does their representative in port - the Shipping Agent- and how is that interlinked with their interests.



The Experts, our core value! All of them are managers of tramp shipping agencies with extensive experience as lecturers in training programmes, seminars and conferences.



Joan Ferrer
Tramp Business Specialist



Juan Antonio Villa
Tramp Business Specialist
Logistic Company Vesta



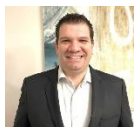
Laura Ferrario
Transcoma
Tramp Manager



Ivan Ausina
Agunsa Europa, S.A.
Executive Director



Beatriz Pérez del Molino Vila
Practising lawyer specialized in maritime law



Isaac Sabaté
Agunsa Europa, S.A.
Operations Manager



COURSE OUTLINE

UNIT 1.- THE TRAMP SHIPPING AGENCY BUSINESS INTRODUCTION

Lecturer: Joan Ferrer.

Objective: The main purpose of this Unit is to provide students with a general introduction and the fundamental concepts of Marine Transportation and Shipping Agency with focus to the Tramp trade segment as a solid base to learn some of the concepts more extensively in the next Units.

With a top down approach, the first lesson offers an overview of international logistics: what is, how does it work, who are the players involved, the modes of transportation and the role of the letter of credit. The second lesson is focused in one of the main modes of transportation in international logistics: the maritime transportation. The goal in this second chapter is to learn the main aspects of this mode of transportation, how does a Shipowner Company operate, types of maritime services, and an introduction on chartering to understand how ships are hired to transport cargoes worldwide. The third and last lesson of this unit is dedicated to understand the the Shipping Agency business: what's the role of the Ship Agent, the structure of a shipping agency, how ship agents are appointed for a service and the particularities of the Shipping Agency in the Tramp business.

TABLE OF CONTENTS

1. Logistics: The Flow of goods around the world

- 1.1. What is logistics?
- 1.2. Parties involved in an international shipment
- 1.3. How are the delivery terms of an international shipment agreed? The Incoterms
- 1.4. Using different modes of transportation in the supply chain.
- 1.5. The role of the Letter of credit in international trade

2. Maritime transportation

- 2.1. Transporting materials and goods across the oceans
- 2.2. Players involved in the shipping industry
- 2.3. The Shipowner business
- 2.4. A Shipping Company structure
- 2.5. Types of marine transportation services
- 2.6. What are the main operations of a Tramp service at port?
- 2.7. Must know: Chartering, Charter Party, Bill of lading and Letter of Indemnity

3. The Shipping Agent in the Tramp Business

- 3.1. What does the ship agent do?
- 3.2. Tasks and responsibilities of the Shipping Agent
- 3.3. What makes a good ship agent?
- 3.4. Structure of a Shipping Agency Company
- 3.5. The appointment of a shipping agent
- 3.6. The Shipping Agent in the Tramp Business
- 3.7. Who are the customers of the Tramp Shipping Agency?
- 3.8. Remuneration of the Tramp Shipping Agent

UNIT 2.- TYPES OF TRAMP SHIPPING AGENCY BUSINESS I

Lecturer: Ivan Ausina.

Objective: The objective of this unit 3 is to continue with the review of different type of tramp traffics, including much less common types of business in terms of number of port calls worldwide. First, we will review the breakbulk traffics and types of ships employed, second will get to the non-commercial port calls and how useful a good ship agent is for all parties involved with the ship, especially crew, owners and charterers. The third type of business is the Oil and Gas upstream industry and how the ships agents can get involved and become an active part of the business. The fourth and fifth business to be explained are particular niche markets in which some ship agencies have specialized: Navy ships and Yachts.

At the end of the unit, the student should be capable of understanding the particulars of each of these businesses, the ships employed and how the ship agent can assist its customers while keeping an eye on profitability.

TABLE OF CONTENTS

1. Breakbulk

- 1.1 Introduction
- 1.2 Types of breakbulk cargoes
- 1.3 Types of ships employed
- 1.4 Main actors
- 1.5 Most common types of freight

2. Non-commercial calls

- 2.1 Introduction
- 2.2 Off Hire or Charter Out
- 2.3 Main players
- 2.4 Types of non-commercial port calls
 - 2.4.1 Bunker-Only Call
 - 2.4.2 Repairs afloat
 - 2.4.3 Dry Docking
 - 2.4.4 On / Off Hire Survey Call
 - 2.4.5 Tank cleaning
 - 2.4.6 Owner items port calls
 - 2.4.6.1 At berth or anchorage
 - 2.4.6.2 OPL or Out of port limits calls
- 2.5 Most common services rendered to ship owners
 - 2.5.1 Crew Changes
 - 2.5.2 Spare parts: Last mile deliveries
 - 2.5.3 Fresh Water and provisions
 - 2.5.4 CTM - Cash to master
 - 2.5.5 Marpol Services
 - 2.5.6 Hold Cleaning
 - 2.5.7 Medical Services.
 - 2.5.8 Sampling Calls - Out of Port Limits

3. Oil and gas

- 3.1 Introduction to the industry
- 3.2 Types of mobile offshore drilling units (MODU)
- 3.3 FPSO - Floating, Production, Storage & Offloading
- 3.4 Main players
- 3.5 Project flow chart
- 3.6 Services offered by the Ship agent

4. Navy ships

- 4.1 Introduction
- 4.2 Types of ships and its characteristics
- 4.3 Warship Organisations
- 4.4 Main players
- 4.5 Services offered by the Ship agent

5. Yachts

- 5.1 Introduction
- 5.2 Types of ships
- 5.3 Main players
- 5.4 Services offered by the Ship agent

UNIT 3.- TYPES OF TRAMP SHIPPING AGENCY BUSINESS II

Lecturer: Juan Antonio Villa.

Objective: The objective of this unit 2 is to introduce the student to the different tramp traffics. We will review the transport of bulk liquids, liquefied gases and dry cargo. We will get the opportunity to see the different types of ships employed in each of these traffics as well as the conventions and codes that regulate their transportation and handling among others.

At the end of the unit, the student should be capable of understanding the nature of each commodity or product, its handling and how the particular type of ship for each of them operates.

TABLE OF CONTENTS

1. Oil products

- 1.1 Products of the oil industry
 - 1.1.1 Crude oil
 - 1.1.2 Light refined products
 - 1.1.3 Heavy refined products
- 1.2 Oil tankers
 - 1.2.1 Description
 - 1.2.2 Size categories
 - 1.2.3 Current structural design
 - 1.2.4 Hull design
 - 1.2.5 Inert gas system
 - 1.2.6 SIRE vetting inspection
- 1.3 Oil cargo operations
 - 1.3.1 Pre-transfer operation
 - 1.3.2 Loading cargo
 - 1.3.3 Unloading cargo
 - 1.3.4 SBM operations
 - 1.3.5 STS operation
 - 1.3.6 Tank cleaning
- 1.4 Oil tanker regulations: Marpol 73/78 Annex I
- 1.5 Top 10 oil tanker operators

2. Chemical products

- 2.1. Products of the chemical industry
 - 2.1.1 Basic chemicals
 - 2.1.2 Petrochemicals and polymers
 - 2.1.3 Basic inorganics
- 2.2. Chemical tankers
 - 2.2.1 Description

- 2.2.2 Classification of chemical tankers
- 2.2.3 Main characteristics of chemical tankers
- 2.2.4 Stowage plan
- 2.3 . Chemical tankers regulations
 - 2.3.1 Marpol 73/78 Annex II
 - 2.3.2 Solas chapter VII
 - 2.3.3 IMDG code
 - 2.3.4 IBC code
- 2.4 Top 10 chemical tankers operators

3. Gas products

- 3.1 Gas products
 - 3.1.1 LNG & CNG
 - 3.1.2 LPG products
 - 3.1.3 LCG products
- 3.2 Gas carriers
 - 3.2.1 Description
 - 3.2.2 Cargo containment systems in gas carriers
 - 3.2.3 Case of study: LNG carrier
- 3.3 Cargo handling in LNG carriers
 - 3.3.1 Cargo handling
 - 3.3.2 Re-liquefaction & boil -off
- 3.4 Gas carriers regulations: IGC Code (gas carrier code)
- 3.5 Top 10 LNG shipping companies

4. Dry bulk products

- 4.1 Dry bulk products
 - 4.1.1 What Is Dry Bulk and why is it Important?
 - 4.1.2 Major products
 - 4.1.3 Minor products
- 4.2 Bulk carriers
 - 4.2.1 Description
 - 4.2.2 Sizes of bulk carriers
 - 4.2.3 Categories as per region
- 4.3 Bulk carrier operations
 - 4.3.1 Loading and unloading
 - 4.3.2 Hold cleaning
 - 4.3.3 Stowage factor
 - 4.3.4 Hatches
- 4.4 Bulk carrier regulations
 - 4.4.1 International grain code
 - 4.4.2 IMSBC Code
- 4.5 Top 10 bulk carrier operators

5. Summary

6. Bibliography

UNIT 4.- PORT OPERATIONS AND FORMALITIES

Lecturer: Laura Ferrario.

Objective: Port agent plays an important role when the spot market operations are materialized. Tramp operations do not follow a specific patron: shipper, head owner, time charter owner, vessel's charter, cargo owner, consignee, commercial agreement/s on the cargo, charter party for sea transport, terminal, inspection company, etc. are variables that make each operation unique. Port agent shall

understand the role of each company for the specific operation and act in consequence.

Port agent shall organize and take necessary actions to grant a smooth and quick port operation. Port agent shall keep all parties involved posted about operation and prospects and act with honesty, integrity and impartiality. In this unit, we will:

1. Identify the duties and the responsibilities of each party involved in the load/discharge operation at port and which are their main concerns during the port operation.
2. Understand the work of the port agent. We will review port operation step by step chronographically.

TABLE OF CONTENTS

1. Introduction

2. Main players in port operations

2.1 Cargo related parties

2.2 Vessel related parties

2.3 Local parties.

2.3.1 Private

2.3.2 Public

2.4 Special mention to distribution lists and information flow

3. Requirements to act as port agent

4. Management of port calls

4.1 Prior vessels arrival

4.1.1 Voyage orders

4.1.2 Appointment charter and T/C owner

4.1.3 Pre-arrival requirements

4.1.4 Port expenses - proforma

4.1.5 Pre-arrival formalities with authorities

4.1.6 Updates

4.1.7 Owner arrangements

4.2 While vessel in port

4.2.1 NOR / Early loading

4.2.2 Vessel alongside

4.2.3 Berthing report

4.2.4 Husbandry report

4.2.5 Departure arrangements

4.3 After vessel's departure

4.3.1 Final SOF and recap of services

4.3.2 Departure PDAs

4.3.3 Closure formalities

4.3.4 FDA

4.4 Husbandry port calls

5. Port call documents

5.1 Documents handled in the prearrival

5.2 Documents handled while vessel in port

5.3 Documents handled after the port call

5.4 Special mention to

5.4.1 Doc instructions

5.4.2 Operation documents

5.4.2.1 Vessel documents

- 5.4.2.2 Inspection documents
- 5.4.2.3 Terminal documents
- 5.4.2.4 Agent documents

6. Conclusions

UNIT 5: COMMERCIAL AND FINANCIAL MANAGEMENT OF A TRAMP SHIPPING AGENCY

Lecturer : Joan Ferrer

Objective: Now that you have successfully completed and learnt the materials of the previous units, you already have a deep understanding of the Tramp Shipping Agency activities, the company structure and department functions, the market segments available, the usual services required and a detailed explanation on how to perform those services.

The main goal of this Unit 5 is to give insight to the Commercial and Financial activities in the Tramp Shipping Agency, being both complementary but essential functions that must be taken in consideration at all times to have a solid and profitable business.

In both areas, we will give you tools that will help to analyse and take informed business decisions in the company activities. As with all business, this analysis-decision-action-review process should not be an isolated event but by applying it continuously in an agile methodology approach, it will lead to continuous improvements that will make your company reach its goals faster.

TABLE OF CONTENTS

1. Introduction

2. Commercial Management

2.1. Understanding Commercial Management

2.2. How to perform a market analysis

2.2.1. Know your market

2.2.2. Know your company

2.2.3. Area, country and ports covered

2.2.4. Types of traffics targeted

2.2.5. Market intelligence: discover who your potential customers are

2.2.6. Which services do you plan to offer?

2.2.7. What does your customer value most?

2.3. Producing a commercial plan

2.4. Approach the market: Sales & Marketing.

2.4.1. Exploit your strengths & work on your weakness

2.4.2. Be agile

2.4.3. Sales

2.4.3.1. Sales Structure

2.4.3.2. Approaching clients

2.4.3.3. CRM

2.4.4. Marketing

2.5 Bid preparation and contract management.

2.6 Operations supervision, resolution of disputes and performance analysis

2.7 Company representation

3. Financial Management

3.1. Understanding Financial Management

3.2. The profit and loss statement

3.2.1. Revenues and expenses from operations

- 3.2.2. General expenses
- 3.2.3. Results
- 3.3. The importance of cash flows
 - 3.3.1. Accrual accounting versus cash accounting
 - 3.3.2. Time value of money and the cost of financing operations
 - 3.3.3. The importance of a fast and accurate invoicing
- 3.4. Financial products to support your business
 - 3.4.1. Business loan
 - 3.4.2. Line of credit
 - 3.4.3. Factoring
- 3.5. Information to make smarter decisions
 - 3.5.1. Credit rating
 - 3.5.2. Financial ratios
 - 3.5.3. Cash flow ratios

4. Conclusions

UNIT 6.- OTHER ACTIVITIES INVOLVED IN TRAMP SHIPPING BUSINESS.

Lecturer: Isaac Sabaté

Objective: The main purpose of this Unit is to complete the course with a list of activities that, despite not being part of the agent's tasks, are businesses deeply involved with the tramp shipping industry with which the shipping agent will liaise constantly in the development of its normal business.

First, we will expose how ships are hired to carry the charterers cargoes around the world, the particularities of this activity and the involvement of the tramp shipping agent in it.

The second business that we will review are the activities performed by port terminals in the tramp shipping industry. Types of port terminals, services offered, main points to be considered and how does the tramp shipping agent get involved with them.

The third activity present most of the time in the tramp shipping business are cargo inspections. We will see who performs them, what are the reasons for carrying out cargo inspections, which activities are usually carried out and how is the relationship between the cargo inspection and the tramp shipping agent activities.

Fourth point is reserved for the bunkering business, what is it, which fuels are usually supplied to ships, regulations, how does the business work and what is expected from the tramp shipping agent here.

The fifth and last point is reserved for ancillary services, which includes a lot of different services rendered to the ship and crew and is, amongst all the activities seen, the one where the tramp shipping agent has a bigger involvement.

TABLE OF CONTENTS

1. Chartering

- 1.1. What is chartering? Types of charter parties
- 1.2. How are the negotiations of a charter done?
- 1.3. Charter party clauses and freight rates
- 1.4. How does the ship agent get involved?

2. Port terminals

- 2.1. Types of port terminals
- 2.2. Services offered by port terminals

- 2.3.The importance of port operations
- 2.4.How does the ship agent get involved?

3. Cargo inspections

- 3.1. What are the cargo inspections and what is their purpose.
- 3.2.Role and activities of a cargo inspection company
- 3.3.The importance of ascertaining the quantity and quality
- 3.4.How does the ship agent get involved?

4. Bunkering

- 4.1. What is bunkering? Products and means of delivery on board.
- 4.2.Fuel consumption regulations
- 4.3.The bunkering business
- 4.4.How does the ship agent get involved?

5. Ancillary services

- 5.1. What do we understand by ancillary services?
- 5.2.Types of services
- 5.3.How does the ship agent get involved?

UNIT 7.- THE SHIPPING AGENT LEGAL REGULATIONS AND LIABILITIES

Lecturer: Beatriz Pérez del Molino Vila.

Objective: With this topic, the aim is for the student to get an idea of the responsibilities of tramp vessels' agents and mainly what precautions agents must take to avoid being considered liable to pay providers of goods and services to the vessel they are serving and instead, that all parties with who the agent collaborates, understand that they act as agents only and therefore that any contracts are always performed on his principal's name and behalf and therefore it is only the principal the one liable to pay for all provisions and services to the vessel.

We also consider it important that the agent has at least an idea of its legal position in case of non-payment of the disbursement accounts and what alternatives, remedies and actions he can take, firstly to stop increasing of costs and secondly to recover costs already incurred.

The agent must be also aware that despite of the remedies in their hands, his recovery not always will be completely successful due to the fact that other claimants may have a claim against the ship with priority of collection over the agent's claim.

Finally, as tramp vessels' agents may not be as protected as liner shipping agents, they must be also aware of the possibility of contracting an insurance covering not only their own possible errors and omissions but also helping them with any legal action they may need to start to recover any unpaid amounts due to the agent.

TABLE OF CONTENTS

1. Introduction

2. Legal regulation

3. The tramp vessel's agent responsibilities

4. Responsibilities of the principal

5. Steps and alternatives available to the ship's agent in case of non-payment by the principal

6. The arrest of vessels

- 6.1 The maritime claims
- 6.2 Exercising the right of arrest
- 6.3 Counter security as a condition to arrest a ship
- 6.4 Other requirements to arrest
- 6.5 Release from the arrest
- 6.6 Ratification of the arrest

7. Maritime claims and liens

8. A practical case

9. Retention of vessels by port authorities following an inspection

10. Insurance of tramp vessel's agents

COMPLETE YOUR LEARNING:

Bonus classe “How will technology change the tramp shipping agency”.



This online course consists of 7 units that must be completed within 7 weeks. From **May 4th to June 28th, 2024**. The course consists of the study of the contents that are offered to the learner (text, charts, videos, audios, magazines, tests,...).

The contents have been prepared by the lecturers and their presentation has been organized by the teaching team of the *Universitat Oberta de Catalunya* (Corporate Area of the University). The objective is to facilitate better quality study and understanding for the learner.

The estimated time the student will need is about **42 hours** to successfully complete the 7 training units and evaluation tests. The course also offers a total of **42 hours of tutoring** where lecturers will be online to resolve any issues and share information. **14 hours of these tutorials will be by videoconference (MS Teams)**.

In addition, we offer an on-line class: “How will technology change the tramp shipping agency”.

We encourage students to participate in discussion forums and videoconferences. Furthermore, your participation is part of the course evaluation. Your participation is a key point.

After every unit you will be given a 10-question multiple choice test to complete which you are expected to pass with a **mark of 80%**. Don't worry about that! At the end of the course you will have a second opportunity to take any failed tests. On successful completion of the course you will receive a certificate and a statement of completion.

After every unit, students can download a PDF with all the contents organized in a very special format that facilitates study and understanding.

Course programme

Before starting the online course registered students will receive the course programme and schedule with the start dates for each of the 7 units and the dates between which the assessment tests must be taken. You will also find the tutoring schedule.



Excellent Support and Guidance !

Universitat Oberta de Catalunya - Corporate.....Our Partner:

UOC Corporate Consulting (corporate area of the University) offers a learning solution designed using a state-of-the-art methodology that provides maximum impact and efficiency in all contexts by blending on-site workshops, sessions, immersive experiences, and collaborative and online learning.

The contents have been prepared by the lecturers and organized by the teaching team of the Universitat Oberta de Catalunya (Corporate area of the University). The objective is to facilitate better quality study and understanding for the learner.

You will benefit from great support throughout your course with tutors to guide and advise you. In the same way, Eva López (UOC Technical Manager) and Joan Ferrer (Course Director) will offer you excellent support and guidance.



Eva López
Technical Manager



Joan Ferrer
Course Director



Confirm your interest by sending an email to acb@consignatarios.com. With this email you will reserve your place and you will receive all the additional information you need.

With your details, we will issue the invoice and its payment will be considered the final registration.



On passing your course you will receive an aptitude certificate that certifies you have passed the evaluation test and a statement of completion.



750 Eur+VAT (where applicable).

How to pay for your course. Bank Transfer:

Payment currency: Eur

Bank name: Banco Sabadell

Account: ES05 0081 0057 3600 0153 0461

Swift Code: bsabesbbxxx

Bank Country: Spain

Please ensure that all charges are debited from your account and not passed forward for deduction from the amount remitted to Barcelona Shipping Agents' Association.



"I recently completed the FONASBA ACB "The Shipping Agency in Tramp Business" online course and I was extremely impressed with the quality of education it provided. The course was expertly designed and taught by knowledgeable instructors from the Barcelona Shipping Agents Association, who brought a wealth of experience to the table. I found the course content to be comprehensive, current, and delivered in a way that was both engaging and interactive. I would highly recommend this course to anyone looking to expand their knowledge in the tramp shipping industry. It exceeded my expectations and provided a valuable learning experience."

AbdulRahman Taleb Ali. Operations Manager. Gargour Shipping Company. Jordan.

"This program has been great so far. The faculty is supportive and readily available. The courses and individual lessons have been clear and coherent. I am able to work at my own pace, while also having instructors and other students available to answer questions or engage in discussions."

Ahmed Abdulhalim Ahmed. Lamu Shipping Limited. Kenia.

"Taking the tramp shipping course, as a newcomer in the sector, has helped me enormously to understand all the casuistry of maritime transport. The course is very well structured and covers 360° of Tramp, from contracting, mk, business, and the sector ... helping you to understand the different situations. In my case, as I have only been in the sector for a short time, it has been a great help. The teachers in general are eminently professional so it gives the course a practical nature 100% usable. At the same time, I was grateful that the students were experienced people from the sector because this contributed to generating interesting debates between teachers and students. The UOC is behind the course and at an educational level it is clear that it is a leading online university because everything at a technical level flowed like a ship with the wind behind it. I would recommend it. "

Cristina Soria Campos. Masoceans, S.A.

REGISTER NOW!

acb@consignatarios.com



MORE INFO

acb@consignatarios.com

Barcelona Shipping Agents Association

Avda. Drassanes, 6-8 planta 13º 1º. 08001 Barcelona. Spain.

Alex Ferrándiz - Manager - Telephone 34 93 270 27 88

www.consignatarios.com

