XBF · MEXICO, THE U.S. AND THE BORDER

Execution and exception protocol

Every leg under control. Every delivery with evidence.

Assigning is not executing. Every move starts with owners and checkpoints, and closes with evidence.

CONTROLLED EXECUTION · HOW IT RUNS

1 → 2 → 3 → 4

Validate
OPERATION + SERVICE

Origin, destination, equipment, window and criticality define a feasible execution.

Dispatch
CAPACITY + OWNER

The unit receives instructions, owners and a clear communication plan.

Coordinate
MILESTONES + HANDOFFS

Delivery, crossing, transfer, transload or drayage are coordinated according to the route.

Close
POD + EVIDENCE

Moving information is not enough. The operation closes with documents, resolved incidents and performance.

SERVICE OBJECTIVES

Every move runs against clear objectives. No fine print.

In minutes Spot quote	**≤ 2 hours** Capacity assignment	**By milestone** Track & trace	**30 min** Exceptions
< 24 hours Recovery plan	**< 24 hours** POD	**24/7** Dispatch	**≥ 95%** Pickup and delivery

These are service objectives, not historical results. They exclude customs clearance times and delays attributable to origin or destination. The applicable level is agreed per operation.

CORE BELIEF

Critical freight does not need more promises. It needs execution.

- EXECUTION — **More capacity is not a better result**
- CONTROL — **Critical operations need an owner**
- VISIBILITY — **What is not monitored gets lost**
- RESOLUTION — **The operation has to be closed**

COMMERCIAL CONTROL

The client keeps commercial control. XBF brings execution, coordination and operating evidence.

OPERATION REVIEW

First we validate execution. Then we quote.

Share origin, destination, service level and need. If the operation is feasible, sales@xbfreight.com confirms the firm rate the same business day. For critical or hot freight, call dispatch directly.

XBF operates as a freight broker: it coordinates execution and visibility; it does not act as a carrier or customs broker.

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