



- **Name of the business:** Mailing Logistics LLC
- **Contact:** Jose Lugo Castillo, Director
- **Location:** Doral, Miami, FL
- **Phone:** (786) 821-6329
- **Email:** [jose.lugo@mailinglogistics.com](mailto:jose.lugo@mailinglogistics.com)
- **Website:** [www.mailinglogistics.com](http://www.mailinglogistics.com)

### **What is your business about and when did you start it?**

Mailing Logistics, LLC started in August 2016 and we are based in Doral, Florida. Our mission is to integrate international cargo transportation services in an effective, safe and reliable way, to guarantee complete satisfaction of our clients, collaborators and shareholders.

Our services include:

- Logistics and international maritime and air cargo transportation services.
- We make your international purchases from the USA or China, at a personal, residential, business or government level for you.
- LCL (Less than container load) and NVOCC (non-vessel operating common carrier) ocean freight services for full loads and full containers.
- In-bond storage, packaging and distribution services.
- Chinese imports.

- Brokerage Service in the USA, Latin America, the Caribbean, China and Europe.
- Door to door delivery services.
- Consolidated cargo and shipping insurance.
- Management of Special Projects.
- Refrigerated load.

### **How has your business grown since you worked with the Miami-Dade Business Navigators?**

I first connected with the Navigator program at a resource fair organized by the group in September 2022. The business has grown considerably since I have now included new services of Purchase, Distribution and Export and Acquisition of a transport unit. I couldn't cover all the services because there was a lack of resources, not even though it is a new company, we have been growing in the pandemic, we did not close the company, we went ahead and well, that allowed us how to continue trusting that things were going to improve. There was, until 2019, there was significant and good growth with the pandemic, there was a stoppage, but what is 2021 and 2022 we have had a significant recovery going back to the numbers of growth of 2019.

Thanks to the Miami-Dade Business Navigator Program and Ascendus, we got access to an important business. I had not been able to get into this as I explained to Fabiana Estrada with Ascendus and she helped me to meet the requirements, we bought approximately three full containers since the purchase the invoicing and then we completed the distribution. This was due to her assistance and help in securing a \$104,660 loan under the SOAR program. I am also still working with the SBDC at FIU under Navigator on improving our digital marketing.

### **What advice would you give to other entrepreneurs?**

All the beginnings are difficult, live the process, pay the price of going through all the stages of growth and evolution, developing customer portfolios, developing suppliers, developing products that add value to the company and the world. Growth of clients, development of networks and projection of the company.