

INTERNAL SUPPORT DIRECTORY

NUBA

This directory is intended to provide an overview of the company's primary support areas and contact information.

FINANCE

COMMISSIONS

Contact:

Janette Vázquez
Rodolfo Galindo

janette.vazquez@nuba.com
rodolfo.galindo@nuba.com

- Commission tracking for Travel Advisors; calculations, reports, inquiries, and invoice processing.
- Receipt and processing of Travel Advisor documentation for commission-related invoice payments.

Contact:

Elizabeth Gómez

comisiones@nuba.com

- Follow-up on outstanding direct commissions from cruise lines, consolidators, and domestic & international suppliers.
- Invoice requests to NEM & NUBA USA for direct commission billing to suppliers.
- Validation and tracking of incoming direct commissions.

TREASURY- CREDIT CARDS

Contact:

Gabriel Villeda

tarjetas@nuba.com

- Payments to travel suppliers via credit card.
- Office and structural expenses for NEM - USA via credit card.
- Reconciliation of corporate credit card reimbursements from travel suppliers.
- Request to register a credit card as a guarantee with travel suppliers.
- Corporate card funding requests.

TREASURY

Contact:

Griselda Zugasti
Gerardo Hernández

tesoreria@nuba.com

- Wire transfer payments to travel and service suppliers (NEM & USA).
- Payment receipts.
- NEM & USA bank account information.

REVENUE

Contact:

Christian Muñoz
Leslie Ríos

ingresos@nuba.com

- Payment confirmation.
- Client invoicing and refund processing.
- Credit note issuance for client refunds.

EXPENSES

Contact:

Alejandra Méndez
Alexia Martínez

egresos@nuba.com

- Accounts payable to travel suppliers.
- Supplier refunds via wire transfer.
- Accounts payable to NEM & USA service suppliers.
- Supplier credit notes.
- Expense reporting.

Revenue / Expenses Department
Manager

Ricardo Hernández

Financial Department Head

CFO Carlos López

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COMMERCIAL

Mauricio Fernández

mauricio.fernandez@nuba.com

- Leads and supports the Mexico Travel Advisor team, providing the guidance and tools needed to maximize commercial performance in Mexico.

Carolita Urrestarazu

carolita.u@nuba.com

- Leads business development and operations in the USA.
- Leads and supports the U.S. Travel Advisor network and in-house team.

Jorge Rocha

jorge.rocha@nuba.com

- Main Americas contact for commercial initiatives and training.
- Support for Americas Travel Advisors.

TRAINING

Department Manager:

Jorge Rocha

training@nuba.com

- Process guidance and assistance.
- Guidance and troubleshooting for NUBA tools.

lluvia.torres@nuba.com

- Training schedule coordination with suppliers and internal teams.

INSIDER MÉXICO

Department Manager:

Tim McBride

mexico@nuba.com

- DMC.
- Group management and experiences in Mexico.

INTERNATIONAL PRODUCT

Sofía Suárez

sofia.suarez@nuba.com

Lorena Ángeles

lorena.angeles@nuba.com

- Negotiations with international suppliers (Hotels, DMC, etc.).

MEXICO PRODUCT

Isabel Flores

isabel.flores@nuba.com

- Negotiations with domestic suppliers and cruise lines.

Sandi Albiter

sandi.albiter@nuba.com

- Negotiations with domestic suppliers.

LUXURY INCENTIVES & EVENTS

Department Manager:

Alberto Álvarez

mice@nuba.com

- Luxury corporate incentives and events.

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OPERATIONS

Department Manager:
Cinthy Sandoval

Central Region: contactos.mex@nuba.com

Northern Region: contactos.mty@nuba.com

- TA support for quoting, booking, and managing changes for flights and ground services across multiple platforms and booking channels.
- Operational support for TAs in NUBA Core: file creation, billing issuance, and payment and refund processing.

AIR TEAM

Department Manager:
Cinthy Sandoval

boletos@nuba.com

- Ticket issuance and itinerary modifications for Sabre reservations generated by internal teams.

DOCUMENTS

Contact:
Viridiana Martínez

Central Region: documentos@nuba.com

- Itinerary building in Travefy.
- Travel Kit printing (CDMX).

Northern Region: entregas.mty@nuba.com

- PDF document printing.

INTRANET

Contact:
Viridiana Martínez

intranet.mex@nuba.com

- Intranet content.

VISAS

Department Manager:
Cinthy Sandoval

visas@nuba.com

- Visa consulting and application support for clients with Mexican or foreign passports (please verify each case with the team).

CRUISES

Area Manager:
Cinthy Sandoval

cruceros@nuba.com

- Advisory, quoting, and commission collection from cruise lines.

CONCIERGE

Department Manager:
Cinthy Sandoval

conciERGE@nuba.com

- Restaurant and experience recommendations.

NUBA CONNECT

Contact:
Eduardo Blanco
Perla Pacheco

connect@nuba.com

- Additional support for administrative and financial process issues.
- Assistance with commercial-related incidents.

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MARKETING & COMMUNICATION

Department Manager:

Diego Muñoz

diego.munoz@nuba.com

- Overall marketing strategy.
- Brand strategic vision.
- Oversight of all department areas.

Contact:

Oswaldo Baltierra

oswaldo.baltierra@nuba.com

- NUBA brand identity and image management.
- Graphic design materials.

Contact:

Fernanda Osés

fernanda.oses@nuba.com

- Travel Advisor event planning and execution.
- Media relations and co-branding with luxury brands.

marketing.mx@nuba.com

- Business card requests for Travel Advisors.
- General marketing requests and follow-up.

Travel Kit Requests

<https://portal.nubamexico.com/public/#/purchase-kits>

- Travel Kit requests and delivery.

PEOPLE

Contact:

Cinthya Martínez

cinthya.martinez@nuba.com

- Recruitment and talent acquisition.
- Internal job applications.
- Job descriptions.

Contact:

Araceli Contreras

araceli.contreras@nuba.com

- Personnel administration.
- Engagement.
- Compensation and payroll inquiries.
- Headcount costs.

GENERAL SERVICES

Department Manager:

Paola Pérez

paola.perez@nuba.com

- Courier and messenger services.
- Office maintenance.
- Cleaning.
- Reception.

people@nuba.com

- Vacation approvals.
- Internal communications follow-up.

Department Manager:

Yolanda Romay

IT SUPPORT

Department Manager:

Rafael Girón

soporte@nuba.com

- Technology management and administration.
- Technical support.

NOTE: NUBA Core and Business Central support is managed through Jira.