

Dear Customer

To provide an excellent service, as well as improving the daily processes, be informed of the following times for bookings request to consider door movements and can be coordinated for the required date for you.

- All truck movements Non Dangerous
  - o Manzanillo, Lázaro Cárdenas, Ensenada, Veracruz y Altamira: Booking request must be sent at least 72hrs prior to door arrival.
- All truck Dangerous
  - o Manzanillo, Lazaro Cárdenas, Ensenada, Veracruz y Altamira: Booking request must be sent at least 72hrs prior to door arrival. This is considered only if Dangerous Good declaration and Safety data sheet is provided.
- Rail/Truck movements must be requested 48hrs prior to door arrival, terminals to gate in are:
  - o Ferrovalle (Pantaco)
  - o APM CDMX
  - o Monterrey y Salinas Victoria:
  - o Guadalajara
  - o Querétaro
  - o San Luis Potosí
- **Inland services selected as second pick up please bear in mind that arrival schedule will be approximately around 2pm and 11pm. ONE will inform if truck has an incident. In this mode there wont be any status nor arrival notification.**
- It is mandatory to put complete information of door arrival in booking request (Address, container size, correct locality, special instructions to trucker, etc) to consider pick up. Its necessary to add in "Special Instructions" if service will be all truck or rail/truck; in case of missing notification, ONE will consider automatically as all truck.
- Inland services will be coordinated with anticipation, but these are subject to transport availability. Consider that any cancelation within 48hrs is subject to cancellation fee.
- Truck vendor assigned will be informed to customer one day before inland service, maximum at 4.30pm directly to email registered in booking request. This will be via system from email [one@service-now.com](mailto:one@service-now.com)
- Complete information of truck service will be provided same day of door pick up (container number, seal, vendor social name, CAAT, trucker's name, eco number and plate) will be informed maximum 10am from email [one@service-now.com](mailto:one@service-now.com)

- ONE does not pre-assign containers nor seals in any movement.
- Booking cancellations must be directly by email, cancellation is not considered through the system.

### **Requirements to gate in containers at maritime terminals**

#### **Manzanillo**

All truck

Gate in terminal SSA de Mexico SA de CV

VGM by method 1:

#### **VGM at customer Account**

- VGM instructions must be informed day of door pick up before 4.30pm (Weighing Scale payment and address)
- Customer or customs broker must create “pre-aviso” in SSA terminal and also confirm “anexo 29”. These two requirements must be confirmed the next working day after door pick up at 12pm; in case of door pick up is in Friday, it must be confirmed this day before 4.30pm
- Once Weighing Scale provides VGM customer must correct it in SSA (Forecast webpage) in order to avoid fees with terminal.

#### **VGM at ONE account**

- Customer must inform ONE staff that VGM will be under ONE account (40usd)
- Customer or customs broker must create “pre-aviso” in SSA terminal and also confirm “anexo 29”. These two requirements must be confirmed the next working day after door pick up at 12pm; in case of door pick up is in Friday, it must be confirmed this day before 4.30pm
- Once Weighing Scale provides VGM customer must correct it in SSA (Forecast webpage) in order to avoid fees with terminal.

VGM by method 2:

- Customer or customs broker must create “pre-aviso” in SSA terminal and also confirm “anexo 29”. These two requirements must be confirmed the next working day after door pick up at 12pm; in case of door pick up is in Friday, it must be confirmed this day before 4.30pm.

Truck/rail

- VGM must be confirmed day of door pick up before 4.30pm

- Customs broker must create “anexo 29” no more than the next day of door pick up to be considered in rail.

#### Gate in terminal Contecon Manzanillo SA

##### All truck

- VGM instructions must be informed day of door pick up before 4.30pm (Weighing Scale payment and address)
- Customer or customs broker must create “anexo 29”. It must be confirmed the next working day after door pick up at 12pm; in case of door pick up is in Friday, it must be confirmed this day before 4.30pm

##### Truck/rail

- VGM must be confirmed day of door pick up before 4.30pm
- Customs broker must create “anexo 29” no more than the next day of door pick up in order to be considered in rail.

#### Lázaro Cárdenas

##### Gate in terminal Hutchinson

- Customer must confirm VGM to gate in terminal. It must be confirmed the next working day after door pick up at 12pm; in case of door pick up is in Friday, it must be confirmed this day before 4.30pm

##### Gate in APM

- ONE creates “pre-alta” in terminal
- Customer must confirm “anexo 29” to ONE staff
- In booking request customer must inform customs broker information: email, telephone number and contact.

##### Truck/Rail

- Day of door pick up customer must inform before 12pm next information:
  - o Bulks
  - o Merchandise
  - o VGM or weigh

If weighing service is required customer must inform weighing scale payment and address the day of door pick up no more than 4.30pm. In case of not being informed containers will gate in terminal.

## **Ensenada**

### All truck

- Customer must confirm VGM to gate in terminal
- Day of door pick up customer must inform before 12pm next information:
  - o Bulks
  - o Merchandise
  - o VGM or weigh
  - o RFC numer or Tax ID registered in terminal
  - o In case of VGM service at terminal customer must inform

## **Veracruz**

### All truck

- Customer must indicate at boeing request complete information of customs broker (Agency, contact, email, telephone, etc) in special instructions section in order to gate in container. "Articulo 23" is required to gate in and customs broker must give it to truck vendor no more than day after door pick up.

### Truck/Rail

- For the schedule rail departure is necessary that customer provides to ONE "Formato Unico de entrada a Recinto Fiscal por Ferrocarril" in PDF and Excel with serial number provided to customs broker. Without this format ONE can't schedule to rail with no exception.

## **Altamira**

### All truck

- Customer must indicate since booking request complete information of customs broker (Agency, contact, email, telephone, etc) in special instructions section in order to gate in container.
- Customer must provide VGM capture in IPM Terminal next day after door pick up date no more than 12pm. If door pick up is on Friday, it must be provided 4.30pm this day.

### Truck/Rail

- Day of door pick up customer must inform before 12pm next information:
  - o Bulks
  - o Merchandise
  - o VGM or weigh

*In case of any of the procedures is not accomplished timely it will generate a fee of 185usd per container every 12hrs.*

*If procedure is not followed properly customer can generate fees in terminal. (VGM penalties, roll over, storage, demurrage, etc)*