

RAIL PROCESS

1. Once maneuvers have been released and the customs declaration paid. Your Customs Broker must manage the documentation with the railway supplier and gives your rail request to our port team depending on the terminal.
 - Manzanillo: mx.zlo.intermodal@one-line.com
 - Lazaro Cardenas: oneintelzc@meritus.com.mx
 - Veracruz: oneintever@meritus.com.mx
 - Altamira: oneinteatm@meritus.com.mx
2. A loading time to the platform of 24 to 72 hours and a departure time to the route of 24 to 72 hours should be considered. This period can be extended in high season up to 96hrs.
3. Once your container start a route: the status will be provided by ONE Mexico; the statuses will be provided by ONE Mexico; It is important that you send an email to mx.impotren@one-line.com keeping the following format in the title of the email “ **ESTATUS FFCC PANTACO, GUADALAJARA, SAN LUIS POTOSI, QUERETARO or MONTERREY / CONTAINER / CONSIGNEE / BL**”.
4. The status of the containers that are in transit will be notified after 2 pm.
5. Containers left on the terminal will be notified before 11pm on the same day to coordinate your delivery.
6. Deliveries will be coordinated in a period of 24 to 48 hours depending on the availability of trucks.
7. It is important that your program delivery request is sent before 12:30 pm; adding the specifications for delivery in warehouse and any custody service in the remarks section.
8. If the service is up to the ramp, it is important to provide complete transport data (carrier line, operator name, plates) so that ONE Mexico can confirm the release sheet at the terminal.
9. The assigned trucker line will be confirmed by ONE Mexico before 4pm. Contact of the carrier line is only provided when the delivery has custody service (it is important to indicate this within the observations of your request).
10. ONE Mexico will confirm the arrival time at the warehouse at 10:30 am.
11. Once the trucker is reported in the warehouse, they will only have 8 hours free to complete their unloading. After this period a stay fee will be charged for a period of 8 hours.
12. If on weekend delivery is required, you must provide a cell phone number of the person who will follow up on the reception and unloading of the container.
13. For locations such as: Mexico City, Guadalajara and Monterrey there is a restriction schedule for the trucker to circulate which is from 6 am to 10 am; so It is important that you consider when scheduling your deliveries.
14. ONE does not interfere in the collection of storage at the terminal, it is important that you verify the days off at each terminal; since these must be covered so that the unit can enter to load.
15. In case of receiving incidence seal notification; They will only have 24 hours to deliver the documentation (commercial invoice, packing list and customer contact who will attend) and that this can be coordinated. If they decide not to request said inspection, they must send ONE a non-inspection letter to release the container.