

May 9th, 2023

CONSIGNMENT LETTER COMPLEMENT (COMPLEMENTO CARTA PORTE)

Dear Customer,

It is a pleasure to announce hereby, the new update on our e-Commerce portal that will be available as of May 9th, 2023.

This update was developed exclusively for shipments with intermodal service contracted through ONE, to expedite the sending of the information required by the authorities and in compliance with the Consignment letter complement (Complemento Carta Porte).

For the correct use of the tool, please consider the following points:

- The information referring and mandatory to Carta Porte, must be captured at our e-Commerce ONE portal, if you still do not have a username and/or password, please contact our customer service coordinators or your account executive.
- Only one HS Code can be registered per container, and it must be placed at 10 digits.
- For your convenience, the data of the terminals have been preloaded in our portal, so you must only select the terminal to use in each shipment. This data can be found as "ORIGIN" for import and "DESTINATION" for export.
- It is important to remember that the "Origin of Cargo" data for export services is mandatory.
- This process will be replacing the current one, so it will no longer be necessary to send the information to our email mx.cartaporte@one-line.com

The accurate and complete capture of the information is essential to avoid delays and discrepancies between all those involved for the generation of the "Complemento Carta Porte", for which we invite you and thank you in advance for your attention in filling it out.

For more information or questions about this process, please contact our customer service department or through our website.

AS ONE, WE CAN

