HUTCHISON PORTS TIMSA

FREQUENTLY ASKED QUESTIONS

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▶ ## Which is the process to program a merchandise separation?

1. Send and email to the warehouse (***cfs.vrf@timsamx.com***) solicitando autorización requesting an authorization to separate merchandise. This is done in order to review the agency's merchandise record (verifying if they abandoned merchandise or not).
2. Warehouse informs if the merchandise separation is authorized or denied.
3. Once the authorization is granted, the website schedules the separation.

How to schedule on the website:
1. Go to the eCTS website and enter your username and password.
2. Access the module /service tab
3. The site will display the options that apply to containers or loose cargo, you must choose loose cargo.
4. Enter the id number of the tally and consecutives.
5. The consecutive's information shall be displayed and you must check the data is correct.
6. You must fill in the information related to the type of service, and check merchandise separation.
7. Proceed to fill in all the requested fields and click accept.
8. You must attach all the information on the examination field and click accept one more time.
9. The site must display a screen indicating that the services is waiting for revision.
10. Once services reviews the programing documents, the id number will be confirmed and scheduled.
11. The customs broker will verify and print the schedule number.

The documents that must be uploaded to the site are:
- Tally (confirmed online)
- Validated BL
- A letter with the following specifications: service request, separation motif, consecutives, number of packages, total weight and packaging (of the original cargo); number of packages, weight and packaging of the remaining merchandise.

How do you program the removal of an import container by railway?

To program:
1. Go to the eCTS website and enter your username and password.
2. Access the modules/services tab.
3. The site will display the options that apply to containers or loose cargo, you must choose the option "container".
4. It will display all the available services, select Rail Delivery.
5. Fill out the container field, on the railway dispatch section and chick accept.
6. Enter the BL number and click accept.
7. Fill out the missing information and click accept.
8. The container information shall be displayed and you must check the data is correct.
9. Once you click accept, the system will display the schedule numbers, in case there is any problem to schedule a container, the system will show it in red.

To release:
The release must be requested at the counter, and you will need:
• Bill of Lading
• Schedule
• Customs declaration

Which is the process to remove a container from a railway and what documents do I need?

First of all, the container must be scheduled, then it is released and finnaly it will be modulated. The process must be completed before 3 pm, one day prior to scheduling (once it has been scheduled and released at TIMSA, delivered to the Rail company and the shipping line. If not done so, the scheduling will be canceled.

To program:
1. Go to the eCTS page and enter your username and password.
2. Access the modules/services tab.
3. The site will display the options that apply to containers or loose cargo, you must choose the option "container".
4. It will display all the available services, select Rail Delivery.
5. Fill out the container field, on the railway dispatch section and chick accept.
6. Enter the BL number and click accept.
7. Fill out the missing information and click accept.
8. The container information shall be displayed and you must check the data is correct.
9. Once you click accept, the system will display the schedule numbers, in case there is any problem to schedule a container, the system will show it in red.

Which is the registration process of an export container?

1. Go to the eCTS page and enter your username and password.
2. Access the modules/services tab.
3. Go to the pre-clearance register and choose Exports on the pre-clearance type menu.
4. The site will display a screen where you must fill out all the requested information.
5. Once the request is filled out, click on ADD, to add relevant information of the container on the lower side of the screen.
6. You can add a list of the desired containers and once captured you must click accept.
7. It will display all the maneuvers, for you to verify and print.

What are the gate in / gate out times for empty container trucks outside the shipping delay limit?

The empty depot hours for storing and removing containers are:
Monday to Friday: 8:00 to 20:00 hours
Saturday: 8:00 to 14:00 hours

What do I need to schedule a container inspection with an endorsed bill of landing?

1. Go to the eCTS website and enter your username and password.
2. Access the modules/services tab.
3. The site will display the options that apply to containers or loose cargo, you must choose the option "container".
4. Click on Inspection.
5. Enter the container number and seal, and click accept.
6. The container information shall be displayed and you must check the data is correct.
7. Fill out the requested fields and click accept
8. The site must display a screen indicating that the services is waiting for revision (services department)
9. The system will now enable the Examine option, attaching the revalidated BL. There will be a request for the cession and acceptance of rights, signed and sealed by both Customs Brokers, as well as a safety data sheet if needed.
10. Once the Service Department reviews the scheduling documents, it will confirm the id number as scheduled.
11. The custom broker must now verify and print the schedule number.

What do I need to program a merchandise inspection with an endorsed Bill of lading?

1. Go to the eCTS page and enter username and password.
2. Enter the Services tab.
3. The site will display the options that apply to containers or loose cargo, select loose cargo.
4. Enter the tally and consecutive number and click accept.
5. The information for the Consecutive will be displayed and you must verify that it is correct.
6. Fill in the requested fields and click accept
7. The site will display a screen indicating that the service is waiting for revision (services department).
8. The system will now enable the Examine option, attaching the revalidated BL.
9. The electronic endorsement is performed in the Revalidation tab, the consecutive field is filled, endorsed and the patent is selected; also the revalidated Bill of lading is endorsed. There will be a request for the cession and acceptance of rights, signed and sealed by both Customs Brokers, as well as a safety data sheet if needed.
10. Once Service department reviews the programming documents, it will confirm the sheet number as scheduled.
11. The Customs Broker verifies and prints the programming.

How do you program a container inspection?

1. Go to the eCTS page and enter username and password.
2. Enter the Services tab.
3. The site will display the options that apply to Container or Merchandise, select container.
4. The available services are deployed, select inspection.
5. You must enter the container and seal number, then click accept.
6. It will display all the information about the container, verify that it is correct.
7. Fill in the requested fields and click accept
8. The site will display a screen indicating that the service is waiting for revision (services department).
9. The system will now enable the Examine option, and the revalidated bill of lading must be attached. There will be a safety data sheet attached if needed.
10. Once Service department reviews the programming documents, it will confirm the sheet number as scheduled.
11. The custom broker must now verify and print the schedule number.

▶ ## How do you program a merchandise inspection?

1. Go to the eCTS page and enter username and password.
2. Enter the Services tab.
3. The site will display the options that apply to Container or Merchandise , select container. Select merchandise.
4. Enter the tally and consecutive number , then click accept.
5. The site will display all the information of the consecutive, you must verify that it is correct.
6. Fill in the requested fields and click on accept
7. The site will display a screen indicating that the service is waiting for revision (services department).
8. The system will now enable the Examine option, and the online re-validation must be attached. There will be a safety data sheet attached if needed.

> *En caso de ser mercancía de MIP, se adjunta también la programación de MIP.*

9. Once Service department reviews the programming documents, it will confirm the sheet number as programmed.
10. The Customs Broker verifies and prints the programming.

▶ ## How do you program the delivery of a container to a truck?

1. Go to the eCTS page and enter username and password.
2. Enter the Services tab.
3. The site will display the options that apply to Containers or Merchandise, select container.
4. The available services are displayed, you must click on Federal public service (deliver to truck).
5. Fill the field of the container and enter the Bill of Lading number, click on accept.
6. All the information of the container is displayed and you must verify it is correct.
7. Select the type of service (deliver to truck maneuver, day and hour and click on accept).
8. Once accepted, the page will show you the service schedule.
9. The Customs Broker must print the schedule.

▶ ## Which is the process to make an "electronics pre-clearance" for the deposit of empty containers by truck?

1. Go to the eCTS page and enter username and password.
2. Enter the "electronics pre-highs" tab.
3. Select "Pre-clearance" and register, in "Pre-clearance" type select delivery of empty container and in transport select Federal Route, then click on accept.
4. Fill in all the requested fields. Once the fields are filled, click on the Add button, which will add the container with some relevant data at the bottom of the screen.
5. On-screen maneuvers will appear for reviewing and printing.

▶ ## How do you request a change in the information of your export merchandise or container captured in the system?

Export Merchandise:
If the fields of quantity of package, weight, description of the merchandise, port of discharge, final destination, exporter and change of patent (or custom broker) are modified, It is necessary to enter a letter to the customs mailbox informing the correction.

If it is any other field (other than those mentioned above), the modification is requested with a letter of say and must say, which is presented in COP (Pre operation center) department.

Export Container:
Modifications such as vessel, size, weight, destination and port of unloading in export containers are made by the planning department and are requested by mail.

If the field to be modified is the customs broker, an endorsement must be presented on a letterhead (a free letter of assignment and acceptance of rights, signed and stamped by both customs brokers).

How can you correct the information of your import merchandise or container?

Import Merchandise:
If you want to modify the custom broker: The endorsement must be done electronically (enter the Revalidation tab, fill in the consecutive field, give Endorsement and select the patent) and the revalidated BL is also endorsed (the assignment and acceptance of Rights, signed and sealed by both customs agents).

En Contenedor de Importacion:
If the field to be modified is the customs broker, the revalidated Bill of Lading endorsed (the assignment and acceptance of Rights, signed and sealed by both customs agents). If the weight or packages are wrong, you have to request the correction to the Shipping Line; this one will send the updated files (manifests) to the Terminal.

How and where can you program your services?

The inspection, deliver to truck and rail programming container, as well as the inspections and deliver to truck programming merchandise can be realized through the eCTS page (***https://ects.timsamx.com:1800/***), in the module of Services.

In services department, export interns for merchandise, transfers, stuffing and stripping are programmed.

What are the requirements to register transport and allow them the entry to load?

1. They must be registered in the Register of Inland freight supplier of the Integral Port Administration (API Manzanillo)
2. They must wear their protective equipment (helmet, vest and boots)
3. It is requested that the transports (Inland freight supplier) presented in Regulatory Center the following documents:
- Valid programming
- Invoice (voucher)
- Circulation card
- Driver´s license

Which is the process of requesting an empty container assignment?

1. Enter the eCTS page and enter username and password.
2. Enter the Assignment tab.
3. Create the Assignment letter and press the "add" button
4. Fill in the requested fields and click on accept.
5. Then you will receive an acknowledgment of the form.
6. Once the shipping line authorizes, you will receive a second email notifying the authorization or rejection of the request.
    In case of being authorized, the assignment letter will be attached (in PDF format).

How and where can you get your invoice in PDF or XML format?

1. Enter the eCTS page and enter username and password.
2. Enter the Reports tab.
3. Select the option of "Electronic Invoice".
4. Choose the date of the invoice and click on accept.
5. Then the invoices are displayed, the invoice to be downloaded is selected and the format (PDF or XML) is chosen.

Why can't I download the invoice?

Sometimes the invoices cannot be downloaded because SAT has not validated them. SAT takes from 24 to 72 hours to validate an invoice.

What do I need to release a withdrawal?

If is an **import** withdrawal, K1 and programming is required (or in some cases the letter of withdrawal from customs) and if it is merchandise, entrance tally to warehouse must be attached the.

If it is an **export** withdrawal of merchandise or container requires K1 request and the letter of withdrawal from customs

What do I need to release guards and custody?

In order to release **import** "guards and custodies", it is necessary the revalidate Bill of Lading, programming, customs office sealed by the customs control department and if it is merchandise, it must be attached the entrance tally to warehouse.

In order to release **export** "guards and custodies", it is necessary the programming, customs office sealed by the customs control department and if it is merchandise, it must be attached the entrance tally to warehouse.

How many days are granted to release the merchandise before it is reported in abandonment?

The goods have the following days before it is reported in abandonment:
- **Importación:** 60 days.
- **Exportación:** 90 days.
- **Peligrosas y perecederas:** 45 days.

On what day are the merchandise/containers reported in abandonment?

The goods and containers are reported in abandonment the first 5 working days of each month, once the stipulated period has been fulfilled.

Where is the abandonment and custody communication delivered?

The office is delivered in the Customs control department.

▶ ## What information can you consult in our page?

In the tabs you can consult the following:
Itinerarios: Las fechas de cierre documental y arribo de buques.
Seguimiento: Se puede consultar la fecha de arribo, fecha de salida, buque, referencia, tipo, tamaño, estatus (si esta dentro o ya salió) y trafico de un contenedor.
SPF: La cantidad de espacios disponibles para despacho de un contenedor por ruta federal.

If you have a user, you can also program, billing, revalidate, generate assignments and Highs for export and empty container.

▶ ## What is the process of requesting users to use the ECTS website?

To request a user, it is requested by mail. It is necessary to know what kind of process is required to perform, because depending on this, it is the department that would request the user and the activation of the desired tab.

The data requested by mail from the departments are:
• Company name
• Patent
• Custom Broker Name
• Full name of the user
• Email address
• Phone number

  Once the user is requested, the response time should be less than 24 hours.

▶ ## What is the free storage period for importation?

The import containers have 7 days free of storage from the day after the container is unloaded.

▶ ## What is the free storage period for exportation?

The export containers have 15 days free of storage from their entrance to the terminal.

No days will be granted in case of withdrawal

▶ ## Where is the equipment interchange receipt (EIR) of empty and full containers delivered and what do you need to get it?

The equipment interchange receipt (EIR) for empty discharge is elaborated by Empty Depot; however, it is delivered by Container Care to the Customs Broker, after they have paid the discharge to TIMSA and possible damages to Container Care. Container Care in turn requests a copy of the invoice for unloading the container.

The full container loading EIR is delivered by Gate Out area to the transport (Inland freight supplier) at the time of registering the exit of the container.

The full container downloading EIR is delivered by Regulatory Center area to the transport at the time of registering with them.

▶ ## Which is the process to cancel an invoice?

The invoices cannot be canceled; you can perform a double billing (when the customer data is incorrect) or a credit note (in case that the concepts invoiced are wrong or on account of the Shipping Line.

For the last one, it is necessary to submit a credit note request (free format letter) in customer service department.

▶ ## What do you need to get a double billing?

The following documentation is requested:
- Free format letter requesting the cancellation and double billing, with the correct data to be invoiced.
- Attach the invoice
- Check for the amount of $417.44 + TAX (for each invoice). If it is an invoice of the previous months, the cost is $692.08 + TAX (per invoice)

Present the documents in collection department, from 9:00 a.m. to 2:00 p.m. from Monday to Friday.

▶ ## In which cases can you make a bank transfer?

The bank transfers are granted under the following cases:
- Special clients that handle large volumes
- It is obligatory for amounts up the $100,000.00 Mexican peso
- Special cases (when they do not have checks, or the person signing is not). For this the credit history is reviewed, mainly that they do not have bounced checks.

▶ ## What are the attention hours in customer service, services and billing department?

Services department: Monday-Friday: 9:00-18:00 and Saturday 9:00-13:00
Invoice/Billing department: Monday-Friday: 9:00-18:00 and Saturday 9:00-13:00
Invoice/Billing Web department: Monday-Friday: 9:00-19:00 and Saturday 9:00-13:00
Customer Service: Monday-Friday: 9:00-17:30 and Saturday 9:00-13:00

CFS Warehouse
Goods delivery: Monday-Friday: 8:00-19:00. and Saturday 5:00-13:00
Goods reception: Monday-Friday: 8:00 a 19:00 and Satuday 8:00-16:00

Regulatory Center: Gate in/Gate out for full containers Monday-Friday: 8:00-20:00 and Saturday 8:00-14:00
Empty depot: Gate in/Gate out Monday-Friday: 8:00-20:00 and Saturday 8:00-14:00

Which are the requirements to obtain a credit or domiciled collections?

The requirements to obtain credit are:
- Sign of the privacy notice.
- Letter of credit application signed by the legal representative
- Articles of association of the custom broker.
- Power of attorney of the legal representative.
- ID of the legal representative
- Letter of release of the custom broker before the SAT
- Proof of address
- Bank account data (account number, bank and branch). Last account statement copy of each one.
- Audited financial statements.
- Tax ID of the custom broker and the custom agent (the R1 (High) or R2 (Tax ID with the new address whichever applies)
- Financial statements for the previous year (to December 31).
- Two commercial references
- Contract signature.
- Sign the promissory note.
- Sign authorization sheet for automatic charges.
- Make payments with checks directly in the billing department, for at least 2 months.
- Have a good record of bounced checks (2 month history is required).

What are the attention hours in holidays?

Services department: 9:00 to 13:00 hours.
Billing department and Billing web: 9:00 to 13:00 hours.
CFS Warehouse: Deliver of goods until 14:00 hours.
Regulatory Center: Gate in / Gate out for full containers until 14:00 hours.
Empty depot: Gate in / Gate out until 13:00 hours.
Customer Service: 9:00 to 13:00 hours.

How do you do an empty container assignment?

1. Enter the eCTS page and enter username and password.
2. Enter the Assignment tab.
3. Create the Assignment letter and press the "add" button.
4. Fill in the requested fields.
5. After the form is completed, click on accept.

Then you will receive an acknowledgment of the form. Once the shipping line authorizes, you will receive a second email notifying the authorization or rejection of the request.

Which is the process to enter the port?

The permissions are requested by each terminal and are elaborated through "Port without papers" system.

The terminal requests and elaborates the permissions only if the reason of entrance is visit the terminal, commercial meeting or to be present during a service (like inspections).

In these cases, are requested to send a mail to the following address:
comercial.timsa@timsamx.com, in which they inform us, company name, reason of the visit, date of the visit, name of the people, positions and their respective ID.

What are the processes and requirements for customer's registration in the System?

It is necessary to present in Web Billing department the following documentation:

Moral person: Presents the client's certificate and the Tax ID.
Natural Person: Presents the certificate (or proof of fiscal situation), copy of ID and the privacy notice signed by the client.
Modification of the customer's address: the R1 (High), R2 (Tax ID with the new address) and the ID are presented.

The time to receive documentation is Monday through Friday from 9:00 am to 2:00 pm.

How do I unlock my user?

To unlock the user you can wait a lapse of 30 minutes to be unlocked automatically, or you can dial by phone or send an e-mail to Customer Service department to request systems to unlock the user.

How can you recover your password?

The terminal cannot visualize the password or retrieve what you already have. In these cases a new password is requested through the page.

1. Where you normally enter your username and password comes the option "Forgot your Password?"
2. Once you enter, you must write downs your username and the user´s email (the specific email with which the user was registered, if it is noted another one will mark an error).
3. It gives you send and then your new password will arrive in the mail.

How long does it take to authorize a service program?

The services are authorized in a maximum time of 20 minutes, considering that the information and documentation are correct.

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