

Household Goods Shipments:

*Customer Reference Guide*



For more information please visit [www.totemaritime.com](http://www.totemaritime.com/)



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 **BOOKING REQUEST FORM**

###### TOTE Maritime understands the importance of your supply chain. In order to expedite your booking request, please provide the following information:

|  |  |  |
| --- | --- | --- |
| **Quote Number** (if applicable) | **Booking Party** (Contact name, E-mail, phone and fax number): | |
| **Desired Sailing Date:** | **Port of Origin:** | **Port of Destination:** |
| **Shipper** (Company name, address, phone/fax, email): | **Consignee** (Company name, address, phone/fax, email): | |
| **Who is paying for shipment?** (Company name, EIN, Address, E-mail, Phone and Fax number): | **Payment terms:**   * Prepaid * Collect | **Do you require *TOTE Maritime* to file your EEI (Electronic Export Info):**   * Yes, provide USPPI/Shippers EIN #: * No |
| **Container size/type:** | **Reefer Container:** | **Service Level:** |
| * 20 | * Yes | * Port to Port |
| * 40 * 45 * 53 * Shipper Owned | * No   **Temp(F): Vent:** | * All Motor * Motor Rail * Rail Ramp |
| Weight: |  |  |
| (overweight must be advised at time of booking) |  |  |
| **Hazardous**  (approval list located at [http://www.totemaritime.com/puerto-](http://www.totemaritime.com/puerto-rico/puerto-rico-trade/hazmat/) [rico/puerto-rico-trade/hazmat/](http://www.totemaritime.com/puerto-rico/puerto-rico-trade/hazmat/)) | **Hazardous**  Are you moving any of the following but not limited to: Flammable/Corrosive Materials and Gases ☐ Yes ☐ No  If so please provide contact name and number of who will be handling documentation : | |
| **Flatrack or Not in Container** | **Straps:** | **Chains:** |
| (Length, Width, Height and Weight):  **Transfer Needed?**   * Yes **☐** No | * Yes * No   How many: | * Yes * No   How many: |
| **Commodity description:** | **Special requirements:**  CoolConnect, Inbond, Transfer, etc: | |
| **IF DOOR PICKUP REQUIRED or DOOR DELIVERY MUST PROVIDE THE FOLLOWING INFORMATION:** | | |
| **Warehouse** | **Contact** (Name, Phone, | **Move Type:** |
| Company Name and Address: | Email): | * Live Load |
|  |  | * Drop & Hook |
|  |  | * Drop & Requires pickup at later time |
|  |  | * 2 stops |
| **Pickup Date & Time:** | **PO/Ref #:** | |
| **Special Instructions for Driver:** | | |

**Special Instructions:**

If you are interested in learning more about booking online using our web portal and have not yet been set up in the new portal, please email [CustomerServicepr@totemaritime.com](mailto:CustomerServicepr@totemaritime.com) with your name and company details. You can also contact the Booking Team at: [bookingpr@totemaritime.com](mailto:bookingpr@totemaritime.com) or 877-775-7447 opt#1

*TMPR-CS-F-003 October 2020*

**PERSONAL HOUSEHOLD GOODS SHIPPER'S RESPONSIBILITY and ACKNOWLEDGMENT:**

*To ensure your shipping experience with TOTE Maritime is pleasant and free from concern, we ask you to please read* and acknowledge your *responsibility* as a shipper of personal household goods*. Following these few points will assist in the timely arrival of your personal household goods.*

1. Safety while loading/unloading your personal household goods shipment is of the utmost importance. Truck drivers will position containers for loading/unloading as directed by the shipper/consignee provided it is safe and legal to do so and, at the drivers’ discretion, there is sufficient space to maneuver the container in a safe manner. If the truck driver cannot position a container to the designated location, the shipper/customer may either choose an alternate location or hire a different trucking company, at their expense, to perform the delivery/pick-up. Charges for additional trucking, truck driver stand-by, and/or a dry run will be assessed to the responsible bill-to party. Shipper/Consignee will have a two-hour standby free time to live load/unload the container. Upon expiration of standby free time, a charge of $100.00 per hour will apply on each additional hour or fractionthereof.
2. The shipper /customer must insure there are no weight or truck restrictions on roads or bridges in or out of the neighborhood. TOTE Maritime will not be responsible for damages to drive ways, yards, shrubs, etc.
3. The shipper is responsible for all packing of cargoes, blocking & bracing and loading of the container. Please take the time to ensure your personal household goods are properly secured for ocean transportation. TOTE Maritime is not responsible for damage to your personal household goods that are not properly packed, blocked, or braced in the container.
4. TOTE Maritime does not provide any packing/loading materials. Containers will be delivered on wheeled chassis approximately 4-5 feet off of the ground. No loading ramp or interior tie downs in the container are provided. Customer is responsible to inspect container before loading.
5. The consignee is responsible for unloading of the container and disposition of all trash prior to returning the empty container to TOTE Maritime.
6. Hazardous cargoes are restricted from ocean transportation. Please do not load any hazardous materials, such as gas cans, propane cylinders, welding gas, etc., with your shipment of personal household goods. TOTE Maritime will not be responsible for loss, accident, disease, injury, or mortality to live cargo (animals, plants, etc).
7. The customer assumes full responsibility for any parking tickets and/or any impound charges incurred if the container is illegally parked. It is the responsibility of the shipper to check with the local police department regarding the appropriate permits required by many municipalities for the loading/unloading of ocean containers on city streets and private residences.
8. TOTE Maritime requires payment in full of all charges before the release of an empty container for loading at the shipper's premises.
9. TOTE Maritime can arrange for mainland trucking on the behalf of the shipper/consignee. TOTE Maritime requires a minimum of 3 business days notice for any trucking dispatch. Once the container is delivered for loading/unloading, there is 2 hours of free time and detention begins once the 2 hours have expired at $100.00 per hour. If container/trailer is dropped at loading facility, it is the responsibility of the shipper/consignee to call TOTE Maritime with the shipment and container number to arrange the pick up. There are additional charges if the container is dropped at the loading facility.
10. The customer can arrange for a UIIA approved trucking company to deliver a TOTE Maritime container and pick it up after you have loaded your personal household goods. TOTE Maritime does not provide chassis in Jacksonville, FL, please arrange for the driver to have a chassis when picking up the empty container in Jacksonville.
11. TOTE Maritime does not allow any loading/unloading at any ocean port facility or inland rail ramp. Arrangements can be made to utilize affiliated off site warehouse locations upon request at a Shoreside warehouse if available in the area. For Additional details, visi[t www.shoresidelogistics.com.](http://www.shoresidelogistics.com/)
12. A personal automobile or boat may be included with your shipment of personal household goods at the applicable rate. Notification of the inclusion of a personal automobile or boat must be made to TOTE Maritime at the time of quote and booking. To ensure safety mandates are followed, please **1) load the automobile or boat nearest the rear doors of the container for easy access and/or inspection, 2) disconnect the battery, 3)**

drain the fuel tank to 17 oz or less, 4) secure all tires with 2”x4” wooden blocks on no less than three sides and 4) be sure to set the transmission in “park” mode or ‘neutral’ if manual transmission with the parking brake fully engaged.

1. For shipments to/from Puerto Rico and the VI, current title, current registration, or a letter from the lien holder authorizing shipment to Puerto Rico are required. For shipments from Puerto Rico, Current Title (if financed a copy is required), Current Registration if financed an (original) letter from the lien holder authorizing shipment to Puerto Rico is required. Copy of the Owner’s Driver License (copy of the driver’s license of the authorized person). A signed Sworn Decleration stamped by a lawyer licensed in Puerto Rico indicating: 1- Reason why the vehicle is being shipped 2- Authorizing TOTE to export the vehicle 3- Vehicle identification (make, model, year and VIN) 4. If owner is not present to deliver, the authorized person must be included in the Sworn Declaration. Certificate of No Debt from (ACAA) from the Commonwealth of Puerto Rico Automobile Accident Compensation Administration. Voucher Code 5122 Certificate of Exportation of $10.00 along with a $2.00 dollars Voucher Trauma Code 0842. Certificate from the Department of Motor Vehicles indicating vehicle is free of fines (Form DTOP-DIS-224) document must include an

$11.00 dollars Voucher Code 5120, $2.00 dollars Voucher Trauma Code 0842. (Valid for 3 days). Receipt from Pressure Washing Vehicle (motor, undercarriage, exterior). Motor Vehicle INSPECTION Certificate” from Police Department Division of Stolen Vehicles (Valid for 5 days), and the Vehicle Exportation Sheet. Should you have any additional questions regarding the movement of an automobile, we ask you to visit our automobile web site:

[www.totemaritime.com](http://www.totemaritime.com/). Shipper/customer are responsible for awareness and clearance of all regulatory authorities for your cargo including but not limited to Customs, USDA, Arbitrios, US Coast Guard, Census, and Dept of Homeland Security. **Containers with a vehicle in Puerto Rico should arrive no later than 2pm the day of vessel cutoff. Vehicle exportation is required prior to loading on vessel.**

1. When shipping household goods and personal items, a packing list including value of the cargo must be prepared. If TOTE Maritime is arranging the inland transportation, the packing list should be provided to the trucker at time of loading. The packing list is also required at destination for customs clearance. A copy should be sent to documentation with the other required paperwork. The packing list should provide the followinginformation:
   * Shipper’s and consignee’s full name, full physical address and contact information
   * Description of items loaded in container (including the piece count and estimated weight, new or used)
   * Origin and destination of cargo and invoice– this applies for any NEW white goods i.e. stove, refrigerator,washer/dryer
2. TOTE Maritime is not licensed to provide trucking in Puerto Rico. The shipper/customer is responsible for all trucking arrangements in Puerto Rico. Please refer to your local Yellow Pages or the Internet for trucking companies. Please ensure your trucking company has a valid interchange agreement with TOTE Maritime.
3. For shipments from USVI to Jacksonville, FL customers will need a customs broker to file the Import Security Filing 10+2 transmittal. Their broker will also present a formal entry to obtain clearance upon shipment arrival in Jacksonville. For additional information regarding the Import Security Filing please visit [https://www.cbp.gov/border- security/ports-entry/cargo-security/importer-security-filing-102](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.cbp.gov%2Fborder-security%2Fports-entry%2Fcargo-security%2Fimporter-security-filing-102&data=02%7C01%7CGSovine%40totemaritime.com%7C1f4b6543defc4d5d3df608d724c1e367%7C28af756bf4cb42fdbecfca8fcd0685ac%7C0%7C0%7C637018287467213371&sdata=aCPCePahs%2Bdcw0%2BnjXIidyVQlejdEmTrQSFkMRzHJpo%3D&reserved=0).
4. Except when occasioned by the sole negligence of TOTE Maritime, its affiliates, employees, agents, owners, representatives, contractors and/or subcontractors (the “Released Parties”), Customer hereby releases, indemnifies, and holds harmless the Released Parties and TOTE Maritime from and against all liability, loss, damage, expenses, including but not limited to attorneys’ fees, judgments, or settlements, arising out of claims, suits or cause ofaction for damage to persons or property arising out of or in connection with performance of services by any of the Released Parties or TOTE Maritime, from whatsoever cause, including but not limited to those claims, suites, or causes of action brought by Customer or by shippers tendering Shipments through movers.

I understand my responsibilities as a shipper as set forth under the Bill of Lading terms and conditions, available on

TOTE Maritime’s website, and as outlined above.

Signed: Print name: Date: Booking number:

Please fax the signed form to TOTE Maritime Documentation Team at 904-805-8106 or email to [documentation@totemaritime.com](mailto:documentation@totemaritime.com).

## Private Individual Written Authorization

TOTE Maritime Puerto Rico, LLC 10401 Deerwood Park Blvd.

Building 1, Suite 1300

Jacksonville, Florida 32256

Dear Sir or Madam:

(“Principal Party in Interest”), having a home addressat

(Full Name)

,

(Physical Address)

, , , EIN ,

(City) (State) (Zip Code) (Employee Identification Number)

authorizes TOTE Maritime Puerto Rico, LLC, a water carrier operating in the domestic commerce of the United States of America, to act as its Authorized Agent in performing the following duties, either in writing or by electronic or other means:

1. To act as Authorized Agent for Export Control, Census Reporting, Customs purposes and to transmit electronically such export information, which may be required by law or regulation in connection withthe exportation or transportation of any merchandise on behalf of the Principal Party inInterest
2. To perform any act which may be required by law or regulation in connection with the exportation or transportation of any merchandise shipped or consigned by or to the Principal Party in Interest;
3. To receive or ship any merchandise on behalf of the Principal Party inInterest.

The Principal Party in Interest certifies that all statements and information contained in the documentation provided to TOTE Maritime Puerto Rico, LLC relating to exportation are true and correct. Furthermore, the Principal Party in Interest understands that civil and criminal penalties may be imposed for making false or fraudulent statements or for violating any United States laws or regulations on exportation.

The Principal Party in Interest shall defend, indemnify, and hold TOTE Maritime Puerto Rico, LLC, its directors, officers, employees, agents, and affiliates harmless from and against all claims, demands, causes of action, damages, costs, and expenses, arising out of, incident to, or resulting directly or indirectly from the Principal Party in Interest’s provision of incomplete or inaccurate information or statements to TOTE Maritime Puerto Rico, LLC.

This Letter of Authorization shall remain in full force and effect until revocation is duly given by the Principal Party in Interest and received by TOTE Maritime Puerto Rico, LLC.

Sincerely,

**Printed**/Legible Name of Authorized Holder

Authorized Signature Date

*Revised August 2019*

### Household Goods, Personal Effects or other Miscellaneous Items

#### Booking: Vessel/Voyage:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Packing List - Inventory** | | | | |
| **Units** | **Box(es)** | **Description** | **Weight** | **Value** |
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| **Notes:** | | | | |

I certify that all shipments made and all information contained herein are true and correct as to the best of my knowledge. I understand that civil and criminal penalties, including forfeiture and sale, may be imposed for making false or frauduluent statements herein, failing to provide the requested information or for violation of U.S. laws on exportation (13 U.S.C. Sec. 305; 22 U.S.C. Sec. 401; 18 U.S.C. Sec. 1001; 50 U.S.C. App. 2410).

### Signature: Date: Legible Name: Phone: Email:



***GAS CLAUSE***

##### Booking Number:

Company Name: Date:

##### “ALL VEHICLES INCLUDED IN THIS CONTAINER HAVE BEEN COMPLETELY DRAINED OF FUEL AND RUN UNTIL STALLED, BATTERIES ARE DISCONNECTED AND TAPED BACK AND PROPRELY SECURED TO PREVENT MOVEMENT IN ANY DIRECTION. NO UNDECLARED HAZARDOUS MATERIALS ARE CONTAINERIZED, SECURED TO OR STOWED IN VEHICLES.”

SIGNATURE:



**HAZARDOUS MANIFEST**

##### Container No. Booking No. VSSL000

Following cargo is Hazardous and is loaded inside above mentioned container:

UNIT, UN3166, VEHICLE, FLAMMABLE LIQUID POWERED, 9 LBS

##### This is to certify that the above Named materials are properly classified, described, packaged, marked and labeled and are in the proper condition

For transportation according to the applicable regulations of the

##### U.S. Department of Transportation.

**“It is declared that the packing of the container has been carried out in accordance with the provisions of 49**

**CFR176.27(c )”**

##### Signature Date

**Requirements for a Vehicle Unit Inside a Container (Applies to northbound shipments from San Juan to Jacksonville only.)**

# First receive stamp from USDA (Tony Santana Avenue, Carolina, PR - airport 2nd entrance, next to Burger King’s left side).

787-710-7339

# Then call to arrange Police Department Division of Stolen Vehicles inspection of your vehicle in container.

787-785-0210

787-785-0370

# Once inspection is complete, receive Certificate of EXPORTATION, submitted by Police Department Division of Stolen Vehicles.

1. If unit is under a company’s name, a Corporate Resolution must be issued and stamped by a lawyer licensed in Puerto Rico.



PPR-105.11

**SOLICITUD DE CERTIFICADO DE EXPORTACIÓN CERTIFICATE OF EXPORTATION APPLICATION**

(Art. 9, Ley 8 de 9 de agosto de 1987, según enmendada)

**(Art. 9, Law 8 of August 9, 1987, as amended)**

La División de Investigaciones de Vehículos Hurtados, requiere esta información para los procedimientos de exportación ó transportación al exterior de vehículos o de sus piezas. (The Division of Stolen Vehicles Investigations, requires this information for export or transportation procedures of vehicles or their parts).

1. Nombre de la Compañía de Exportación que Brindará el Servicio (Company Name that will Provide Export Service):

Nombre (Name): Dirección (Address):

Número Teléfono (Phone Number):

1. Dueño del Vehículo o Pieza a ser Exportada (Owner of the Vehicle or Part to be Exported):

Nombre (Name): Dirección (Address):

Número Teléfono (Phone Number):

1. Descripción del Vehículo (Vehicle Description):

Marca (Make): Modelo (Model): Año (Year): Tipo (Type): Núm. Tablilla (License Plate No.): Núm. Motor (Engine No.):

Núm. Serie Caja (Serial No.):

1. Haga Constar si Existe Algún Tipo de Gravamen a Favor de un Tercero (Indicate if There is Any Kind of Lien in Favor of a Third Party):

SÍ (YES) [ ] NO [ ]

Tipo de Gravamen (Lien Type):

1. Nombre y Dirección de la Persona que Tramita la Documentación del Vehículo o Pieza a Exportar (Name and Address of the Person who is Processing the Documentation of the Vehicle or Part to be Exported):

Nombre (Name): Dirección (Address):

Número Teléfono (Phone Number):

1. Nombre y Dirección del Destinatario del Vehículo o Pieza (Name and Address of the Vehicle or Part Recipient):

Nombre (Name): Dirección (Address):

Número Teléfono (Phone Number):

Relación con el dueño del vehículo o pieza (Relationship with the owner of the vehicle or part):

Forma en que fue identificada la persona que somete los documentos (How the person submitting the documents was identified):

Número de licencia (License number):

Otra identificación (Other identification):

País o estado a donde se exportará el vehículo o pieza (Country or state where the vehicle or part will be exported to):

1. Documentos a ser incluidos con este formulario (Documents to be included with this form):

Copia de licencia del vehículo (Copy of vehicle license).

Copia del título del vehículo, si aplica (Copy of ownership title, if applicable). Certificación de multas del D.T.O.P. (D.T.O.P. Certification of fines).

Si tuviera algún gravamen de venta condicional con un banco o compañía financiadora tendrá que presentar el relevo de los mismos (If you have any conditional sale lien with a bank or company funding will have to present the release thereof).

Comprobante o sellos de rentas internas por la cantidad de $10.00 dólares, por cada vehículo o transacción. Número de comprobante: . Es compulsorio anotar el número de comprobante (Voucher or Internal Revenue stamps in the amount of $10.00 dollars, per vehicle or transaction. Voucher number: . It is compulsory to write down the voucher number).

Nota: Si la persona que tramita la documentación y/o entrega del vehículo o las piezas al transportista es distinto al dueño registrado, se acompañará documentos donde el dueño registrado autorice a dicha persona a realizar tales gestiones. Someter documentos a la división de vehículos hurtados con por lo menos dos (2) días de anticipación a la fecha próxima en que se inspeccionará en las facilidades del transportista que brindará el servicio.

**(Note: If the person who is processing the documentation and/or delivery of the vehicle or parts to the carrier is different from the registered owner, documents will be attached where the registered owner authorizes said person to carry out such procedures. Documents will be submitted to the Stolen Vehicles Division with at least two (2) days in advance of the next date in which it will be inspected in the facilities of the carrier that will provide the service).**

1. Para Uso Exclusivo del Negociado de la Policía de Puerto Rico (For Puerto Rico Police Bureau Use Only):

Nombre del agente que recibió la solicitud y documentos (Name of agent receiving application and documents):

Número de Placa (Badge No.): Fecha (Date): Hora de Solicitud (Time of Application):

**Helpful Hints**

Unlike with an international moving company, it is your responsibility on packing and loading your goods: Here are some tips to make this easier for you.

1. **Ask questions.** If you do not understand something, ask.
2. Obtain and read the documents and reference materials from TOTE Maritime.

These documents include but are not limited to: Shippers Responsibility and Acknowledgement form, booking confirmation, quote confirmation, all reference materials provided for the safe transport and release of your cargo.

1. **Keep an inventory** of all items placed into your container. You will need to provide a detailed packing list to TOTE Maritime with an associated value of these items.
2. **Be Reachable by Phone.** Make sure the carrier is able to reach you by phone during your move. This can save time and storage costs if the driver is ready to deliver your container or shipment.
3. **Take Valuables with You.** Valuables, such as cash, coins, jewelry, photographs, and important papers should be taken with you or sent ahead. We suggest you use a traceable service, such as FedEx and United Parcel Service.
4. **The driver does NOT assist** in loading or securing your cargo. Be prepared with rope, boards, hammer and nails, plastic sheeting and a team of family and friends to assist in loading your cargo.
5. **Clearance of your cargo with all government agencies** at destination port can take several days upon arrival. Prepare yourself to be unable to access these items for several days after arrival of your shipment to destination. Please do not place any items into the container that you will need prior to release of your cargo. You will not be allowed to open the container to obtain any items or documents prior to release.
6. **Marine insurance though not a requirement is strongly recommended** when shipping your belongings overseas. Also, your domestic auto insurance will not cover a loss or damage to your vehicle while it is in transit to an overseas location. Be sure to request additional insurance if interested.
7. Have all your goods boxed, wrapped and ready for loading into the container prior to containers arrival.
8. **Arrange plenty of help,** 4 to 6 people loading a 20ft container would average out at 4 to 5 hours loading time. The more people the better to spread out the work, Remember to "squat" when handling heavier items and lift them with your knees, not your back. Ask for help with anything that tests your limits. Loading in a pre-planned order will greatly reduce loading time and fatigue.
9. **Number your boxes** and make a brief note on the box contents. Boxes should have your name, address and telephone #, (print labels from your PC) Mark fragile boxes for top loading only.
10. **Don't forget to make a copy of your packing list of the contents you put into the container.** This can be placed into the container at the doors in case of a Customs or government agency inspection.
11. **It is your responsibility to seal and lock the container**. TOTE Maritime will place additional seals on the container for your cargos safety. These can be removed with a set of bolt cutters or heavy duty pliers. If your shipment is inspected by a government agency all seals on the shipment will be cut off. The government agency will place a seal bearing its agencies identification if this occurs to continue to ensure the safety of your cargo.

**14. Do not build a bulkhead at the end of the container that would block access to viewing your cargo.** This is in violation of customs procedures and we will not be able to ship your goods outside of the US until the bulk head is removed.

|  |
| --- |
| **Shipping Terminology –** |
| * **Shipper\Consignor** – The person or company who is usually the supplier or owner of commodities shipped. * **Consignee** – A person or company to whom commodities are being shipped. * **Accessorial (Additional) Services** - services such as packing, unpacking, or shuttle service that you request to be performed (or are necessary because of landlord requirements or other special circumstances). Charges for these services are in addition to the transportation charges. * **Advanced Charges** - charges for services not performed by the mover but instead by aprofessional, craftsman or other third party at your request. The charges for these services are paid for by the mover and added to your bill of lading charges. * **Bill of Lading** - the receipt for your goods and the contract for their transportation. It is your   responsibility to understand the bill of lading before you sign it. If you do not agree with something on the bill of lading, do not sign it until you are satisfied that it is correct. **The bill of lading is an important document. Don't lose or misplace your copy.** .   * **Chassis** – A special type of under carriage developed specifically to transport containers. * **Inventory** - the detailed descriptive list of your household goods showing the number and condition of each item. * **Transportation Charges** - charges for the vehicle transportation portion of your move. These charges apply in addition to the additional service charges. * **Order for Service** - the document authorizing the mover to transport your household goods. * **Pickup and Delivery Charges** - separate transportation charges applicable for transporting your shipment between the warehouse and your residence. * **Shuttle Service** - use of a smaller vehicle to provide service to residences that are not accessible to the mover's normal line haul equipment (large moving vans). * **Storage-In-Transit (SIT)** - temporary warehouse storage of your shipment pending further transportation; for example, if your new home isn't quite ready to occupy. Added charges for SIT service and final delivery charges from the warehouse will apply. * **Valuation** - the degree of "worth" of the shipment. The valuation charge that you are assessed compensates the mover for assuming a greater degree of liability than that provided for in the base transportation charges. * **Bulkhead** – [(partition)](http://en.wikipedia.org/wiki/Bulkhead_(partition)), a wall within the hull of a ship, vehicle, or container * **UIIA -** Uniform Intermodal Interchange & Facilities Access Agreement – required to be able to move containers for TOTE Maritime on an Intermodal basis. * **EEI –** Electronic Export Information – export data electronically filed declaring your export shipment information. * **WA –** written authorization for TOTE Maritime to act on your behalf to transmit your export information to US Customs and/or Census Bureau for export reporting. * **ITN –** Internal transaction number – a generated number assigned to a shipment confirming that an EEI transaction was accepted and is on file in the Automated Export System (AES) * **PPD –** Prepaid – payment terms * **EIN –** Employer Identification Number – 9 digit numerical code provided by the Internal Revenue Service which identifies the US Principal Party in Interest. |

### Common Household Items That Cannot be Shipped

Below is a partial list of items that should not be shipped:

* + Bleach
  + House paints
  + Open containers of liquid
  + Propane tanks or cans
  + Gas or oils
  + Butane
  + Ammunition
  + Open alcohol containers
  + Open non sealed food containers
  + Aerosols
  + Fire Extinguishers
  + Welding Gas
  + Antifreeze
  + Disinfectant cleaners (especially those that contain bleach or ammonia)
  + Perishable foods (unless the move meets strict guidelines - please check with your carrier about these to see if your move meets the guidelines)
  + Items with excessive odor
  + High value articles, jewelry or antiques.
  + No live animals
  + No plants or plant materials

**As a general rule, if the item is flammable, combustible or explosive it should not be included.**

### Tips to Avoiding Additional Charges

**Container Loading at Origin**

Once your container arrives you have two hours at no additional charge to load your cargo as well as safely secure the shipment for ocean transport. A charge of $25.00 per quarter hour (15 minutes) will be applied on each additional quarter hour or fraction thereof for “detention” of the truck at origin. If you require an additional period of time for loading, a “drop” rate can be provided. Rates and further details for this service can be provided by your Customer Service agent.

The truck driver transporting the cargo to the sea shipping terminal has the final determination if a shipment has been loaded safely for transport over the road to the shipping terminal. If your container has not been loaded safely the driver will be unable to transport the shipment until it is properly secured. This can result in additional drayage or detention charges.

The customer can arrange for a UIIA approved trucking company to deliver a TOTE Maritime container and pick it up after you have loaded your personal household goods. TOTE Maritime does not provide chassis in Jacksonville, FL, please arrange for the driver to have a chassis when picking up the empty container in Jacksonville.

Included in your quote, unless stated otherwise, is one loading location regardless of closeness or proximity to the original loading location. Multiple pick up locations will result in additional charges.

**Container Pick-up At Destination Port**

When the liner vessel arrives at its destination port, your personal household goods shipment will be discharged and placed in our container yard and you or your designated trucker will be notified that the container is available for pickup.

Once your container is discharged from the vessel at the destination port, TOTE Maritime allows you free time for use of the container. Upon Expiration of the Free Time period the following Demurrage Charges per day or fraction thereof, Saturdays, Sundays and Holidays included will be assessed until equipment is removed from the Carrier’s Terminal. For the purpose of this rule a day is a 24 hour period and a fraction of a day will be considered a full calendar day.

***\*\*Note: Demurrage Charges and/or Free time details can be obtained by contacting*** [***CustomerServicePR@totemaritime.com***](mailto:CustomerServicePR@totemaritime.com)***.***

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| **Receiving Your Container For Loading** |
| There are two ways you may receive a container for loading:   1. You can arrange for a UIIA approved trucking company to deliver a TOTE Maritime container and pick it up after you have loaded your personal household goods. For a UIIA listed trucker visit [**www.UIIA.org**](http://www.uiia.org/)**. (UIIA is** Uniform Intermodal Interchange & Facilities Access Agreement). 2. You can allow TOTE Maritime to arrange for a trucker to deliver a container to a warehouse or business. This would have to be part of your Quote and Booking.   The container will be delivered to you on a chassis (wheels) raising the container floor about four feet above the ground. TOTE Maritime does not provide loading ramps or lift-gates, tie-downs or packing materials for loading.  This can make loading sea containers difficult, pleaseprepare to lift items at least four feet from the ground to load. Step ladders are a must. |

If you choose to coordinate your own trucking, please be sure to ask the trucking company if they are a Uniform Intermodal Interchange Agreement approved carrier. If they are unsure about their interchange status, please have them contact the UIIA at 1-877-438-8442 or visit the UIIA web-site at [www.uiia.org](http://www.uiia.org/) Please also ask them to bring a chassis as TOTE Maritime does not provide chassis in Jacksonville, FL.

To avoid parking violations for a container parked on a public street, we strongly advise that you take a moment and check with your local city hall officials, home owners associations or police department for any restrictions or required permits. It is also recommended you advise all neighbors of the date of your move.

Also check for accessibility, the truck is 14ft high and a 40ft container become 50ft plus, therefore no narrow roads, low trees, low power lines and adequate turning space for the driver is a requirement.

FOR YOUR SAFETY! - Please do not attempt to move any power lines on your own. If necessary an alternate route can be obtained or you can schedule the assistance of your local power company.

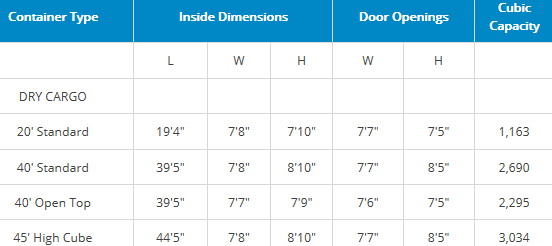
### Which Container Is Right For Me?

TOTE will provide you with a clean, empty ocean container for loading your personal household goods.

You, as the shipper, are responsible for packing, loading and securing your personal household goods in the container.

Note: As a point of reference, the furnishings of an average 3-bedroom home will likely fill a 20-foot container. Please measure all your furniture, boxes and other cargo to determine the container that will meet your need.

Container cubic capacity is figured by multiplying the inside length x width x height in inches and dividing that sum by 1728 the number of cubic inches in one cubic foot.



### Tips for Packing your Container

**(All Packing Tips provided by and are not a guarantee of eliminating damage to your cargo)**

Proper packing and loading is your best insurance against damages. Here are a few tips to help you pack and load

Pack as much as you can into boxes. This will provide greater protection for your belongings and will make loading the container easier. Odd shaped items take up more space and make loading more difficult. Spending on packing supplies is far cheaper than broken or damaged belongings.

Do not pack all of the heavy ticket items into the nose of the container.

Blankets or sleeping bags you can buy from any thrift store used. These are to wrap around furniture, chairs, refrigerator, bed frames etc to prevent scratching.

Moving Boxes you can buy from any U haul Station or Moving Supplier, buy more boxes than you think you need as you can be refunded for any you do not use. You can get a variety of small, medium, and large, also dish packs, wardrobe boxes and even mattress boxes.

Plastic sheeting from any paint supplier or Home Depot, wrap around any sofas, or large chairs etc.

Pack several weeks before your moving date, taking it one room at a time. Begin with things you use less frequently, such as books etc. Pack each room in separate boxes.

Reinforce the bottom of all boxes with plenty of tape. Fill each box to its capacity, using paper or fillers to fill any empty spaces. The top and sides of each box shouldn't bulge, they should not cave in when closed.

Pack heavy items, such as books, in smaller boxes. Keep the weight of each box down to a manageable level, remember you will be picking this box up when the container arrives.

Furniture

Furniture wrap with blankets or sleeping bags. Secure padding to furniture. Remove legs from furniture if possible. Place wing nuts or screws back on the unit they came from. Place sofa cushions and pillows in bags to use as pads or fillers in the container.

Move dressers with out drawers, remember the weight of the unit as you must be able to lift the unit up into the container, replace the drawers when your dresser is inside the container with contents, secure drawers from opening during transit.

If you are moving a piano or other heavy unit, consider hiring a specialist to pack and load it.

Electronics

Use original shipping boxes for computers, printers and other electronic items. Double boxing if required. Immobilize moving parts and remove all detachable cables and wires. You can tape electrical cords to back of appliance to prevent plug damage. CDs and software do not survive high temperatures. If you are shipping your goods during the warmer seasons, consider keeping these items with you.

Major Appliances

Clean and dry all appliances one day before you move. Remove broiler pan and racks from your oven. Tape burners or

coil elements to the top of your stove and tape down all knobs. Disconnect and empty all washing machine hoses and store them inside the machine. Immobilize the tub with a brace or by placing towels between the tub and sidewall.

Tape electrical cords to each appliance and tape all doors and lids closed.

Dishes and Glassware

Wrap breakables in tissue paper and use newspaper to fill extra spaces in boxes. Pack plates on their edges. Consider using pot holders and dish towels to cushion the bottom and sides of your boxes. For greater protection, consider purchasing "dish packs" as previously mentioned.

Fine silver should be wrapped in cloth or silver paper.

Lamps and Decor

Remove all bulbs and shades from lamps. Pack in sturdy cartons labeled "fragile". Wrap each wall hanging individually with bubble wrap, blankets, or towels. Pack flat items on their edges. For large mirrors or pictures, cover both sides with bubble wrap and heavy cardboard, and then bind with tape.

Lawn and Garage Items

Drain all gasoline and oil from lawn mowers, chain saws and other equipment. Disconnect all batteries. Disconnect propane gas bottles from barbecue grill (you cannot ship the bottle). Strap long garden tools together into a bundle. Pack heavy power tools into small sturdy boxes and fill spaces with newspaper.

Materials and Equipment Check List:

* 100ft to 200ft of Rope
* Knife
* Hammer

\* Wood 8 @ 2" x 4”

* Box of 3" Nails
* Blankets
* Large Garbage Bags
* Moving Boxes
* Plastic sheeting
* Tape
* Writing Pad
* Black Markers
* 2 Bags of Cat Litter
* 1 or 2 Dolly's
* 1 or 2 Step Ladders
* Padlock
* Preprinted Labels from a PC

**Rope -** you would use every 4ft or in an X shape,(bottom left of container to top right, bottom right to top left) to hold the goods in place and prevent shifting.

**Plastic Sheeting -** is used over the top of the goods to catch any drips of water from condensation building up inside the container during transit.

**Cat Litter -** you would simply cut the bag and leave open by the container door or on top of the plastic sheeting in order to help soak up any moisture from condensation.

**Wood -** You would use to nail to the floor of the container to create 2 x 4 “stops” behind heavy items to prevent

them from shifting on the floor and damaging other items in the container.

Load heavy boxes below and fragile boxes on top, large items can go in last which helps to shore up the smaller items. Load all items as tightly as possible to reduce shifting, rubbing and puncturing during transit. Be generous with blankets and padding, and place cardboard under anything that may be scuffed or soiled by riding directly on the floor of the container. Load mattresses and upholstered furniture up off of the floor. Remember to use bagged pillows, stuffed animals and furniture cushions as well as additional paper and cardboard to fill all gaps and spaces

Last Steps

When the container is loaded do a walk through your home to double check nothing is left over then the following last steps are required:

* Place a padlock on container
* Note the container # (4 letters 7 numbers)
* Note Seal # (from driver) if applicable
* E-mail/Fax this information in to our office with your Packing List

Fax number: 904-805-8106 Email: [Documenation@totemaritime.com](mailto:Documenation@totemaritime.com)

Be sure you have completed all documents required, these may include.

* + Packing or Inventory List showing a USD Value and Piece Count (**must have English Translation**) –template is provided below
  + Written Authorization – Private Individual
  + Export Power of Attorney.(if applicable)
  + Gas Clause (if shipping a vehicle inside container)
  + Hazardous Clause (if shipping a vehicle inside container)
  + Vehicle Export Sheet (**if shipping a vehicle inside container you MUST request packet with requirements from booking agent)**

**Examples of properly packed cargo in a Sea Shipping container**



### http://www.aiga.org/Resources/SymbolSigns/gif_large/38_customs.gifCustoms and Government Agency Information

All Custom’s and Regulatory Agency information can be obtained at [www.cbp.gov](http://www.cbp.gov/)

### Customs Inspection

US Customs and other regulatory agencies have the right to examine and take samples of goods entering the US to ensure compliance with US law and accurate assessment of duties. Shipments selected for inspection prior to release for delivery may experience customs delays and additional charges due to the inspection. When Customs has released goods for immediate delivery prior to customs clearance, the importer is required to comply with post-delivery requests to submit the packages and or sample quantities to Customs.

### Record-keeping

An owner, importer, consignee or anyone who files a customs entry is required by law to keep records related to imported goods. Generally records should be kept for 5 years from the date of the entry or an activity involving the entry (such as closure of a Temporary Importation Bond). Specific requirements are available in Title 19 of the Code of Federal Regulation (available at [**www.gpoaccess.gov/cfr/**](http://www.gpoaccess.gov/cfr/index.html)). Monetary penalties (for each customs release) and other disciplinary actions may be imposed for failures to produce required records (when requested by Customs).

### Import/Export Duties or Taxes

The consignee or obligor of the shipment and its contents at destination is responsible to ensure clearance of any applicable taxes or duties owed at destination.

### Import Clearance Process

The United States requires customs entry for all merchandise that is brought into US customs territory except for goods identified in 19CFR141.4 (which includes articles that were undeliverable in a foreign country and records, diagrams and other data with regard to any business, engineering or exploration operation). Except for goods entering the US in possession of a traveler, customs clearance is usually done electronically by either the importer or by a licensed customs broker on behalf of the importer, purchaser or consignee of a shipment. Most shipments are admitted for consumption and are assessed duty and tax upon arrival. (For information on admission for other purposes, see below.) The common types of customs entry are as follows:

* Non-Entry: Permitted for goods listed in General Note 18 of the U.S. Tariff.
* Informal: Permitted for most goods providing shipment value is less than $2,000.
* Formal: Required for shipments valued at $2,000 or more and, at a lower value, for shipments containing certain goods. (Some formal entries are called "live" entries because all applicable entry documents and all duties must be presented before Customs will release the goods for delivery. In the case of goods subject to quota, this means that quota processing must be completed also.)

Customs entry is focused on 2 issues; first, admissibility (whether the goods meet conditions for entry) and second, on duty assessment and collection. Many shipments are released for delivery after Customs has determined that the goods are admissible and is assured that duty will be paid. (Customs entry is not legally completed until after the shipment has physically arrived, duties have been paid, and delivery of the goods has been authorized by Customs.

### Agency Requirements

In addition to the basic entry requirements noted above, certain goods are subject to regulatory control by other US federal, state and local authorities. In order to ensure that goods are admissible, shipment information is made available to these agencies prior to customs release. Goods subject these controls must be released by the regulating agencies before Customs will authorize delivery or customs clearance. (For specific information, please contact the appropriate agency.) Shipment information is generally submitted to:

**Department of Agriculture (USDA):** Animals, plants and products derived for them or intended for use on animals

**Food & Drug Administration (FDA):** Products intended for human use

**Drug Enforcement Agency (DEA):** Narcotics, chemical precursors, and pill-making and capsule-filling machines

Bureau of Alcohol, Tobacco, and Firearms (ATF)

**Fish and Wildlife Service (FWS):** Non-domesticated animals and plants (furs, skins, shells, ginseng, etc.)

**Department of Transportation (DOT):** Motor vehicles and equipment

### Other Import Requirements

FDA Prior Notice of Imported Food Shipments and Registration of Food Facility

FDA must receive Prior Notice of food imported into the U.S./P.R. for human and animal consumption. The Prior Notice requires additional data elements and must be submitted electronically to FDA no more than five days before arrival and no fewer than four hours before arrival by air and two hours by land. For exceptions and more information, please visit Food and Drug Administration available at [www.fda.gov/oc/bioterrorism/bioact.html](http://www.fda.gov/oc/bioterrorism/bioact.html)

### Puerto Rico Import Prohibitions

The following items are prohibited into US/Puerto Rico by law:

* White phosphorus matches
* Immoral articles (as defined in 19CFR12.40) including films, pictures, writings, etc.
* Merchandise produced by convict, forced or indentured labor (as defined in 19CFR12.42)
* Counterfeit coins, stamps, currency or other monetary securities of any government and any plates, dies or apparatus used to create such counterfeits.
* Switchblade/Balisong/gravity/ballistic knives
* Merchandise from countries under US Sanction or embargo
* Articles containing dog or cat fur

Importation of prescription drugs by an individual U.S. consumer for personal use is prohibited unless FDA approved. There are exceptions/restrictions: 1. Prescription drugs, which are made in the U.S. and then exported, can only be returned to the U.S. manufacturer. 2. Under limited circumstances as defined and allowed by FDA regulations, a small quantity of a prescription drug for personal use might be eligible for import in which case the following minimum information and documentation must be included on the commercial invoice and accompany the shipment: a copy of a valid, written doctor's prescription; complete name, address and phone number of the U.S. licensed treating physician, name and address of the drug manufacturer; form of medicine (tablets, capsules, liquid, etc); quantity; type of packaging; type of medical condition being treated; if the medication can be purchased in the U.S.; dosage and strength.

### General Import Restrictions

The following items are not acceptable for carriage to any international destinations unless otherwise indicated. (Additional restrictions may apply depending on destination. Various regulatory clearances in addition to customs clearance may be required for certain commodities, thereby extending the transit time.)

* Alcohol (acceptable to Import to US – Must check with local US Customs for specific amount)
* APO/FPO addresses.
* C.O.D. shipments.
* Human corpses, human organs or body parts, human and animal embryos, or cremated or disinterred human remains.
* Explosives (Class 1.4 explosives are acceptable for carriage to Canada, Germany, Japan, Sweden, United Arab Emirates and United Kingdom. *Note*: United Arab Emirates only allows Class 1.4 explosives to be shipped hold- for- pick-up to the FedEx Express facility in Dubai.)
* Firearms, weaponry, and their parts (acceptable between the U.S. and Puerto Rico).
* Perishable foodstuffs and foods and beverages requiring refrigeration or other environmental control.
* Live animals (including insects) except via our Live Animal Desk (1.800.405.9052).
* Plants and plant material, including cut flowers (cut flowers are acceptable from the U.S. to selected pointsin Canada and from Colombia, Ecuador and the Netherlands to the U.S.).
* Lottery tickets and gambling devices where prohibited by local, state, provincial or nationallaw.
* Money (coins, cash, currency, paper money and negotiable instruments equivalent to cash such as endorsed stocks, bonds and cash letters).
* Collectible coins and stamps.
* Pornographic and/or obscene material.
* Hazardous waste, including, but not limited to, used hypodermic needles or syringes or other medical waste.
* Shipments that may cause damage to, or delay of, equipment, personnel or other shipments.
* Shipments that require us to obtain any special license or permit for transportation, importation orexportation.
* Shipments whose carriage, importation or exportation is prohibited by any law, statute orregulation.
* Shipments with a declared value for customs in excess of that permitted for a specificdestination.
* Processed or unprocessed dead animals, including insects and pets. Taxidermy-finished hunting trophies or completely processed (dried) specimens of whole animals or parts of animals are acceptable for shipment into the U.S.
* Packages that are wet, leaking or emit an odor of any kind.
* Wildlife products that require U.S. Fish and Wildlife Service export clearance by prior to exportation from the U.S.

### TOTE Maritime Locations

TOTE Maritime is headquartered in Jacksonville, Florida, with offices in San Juan, Puerto Rico and St. Thomas,

U.S. Virgin Islands. Our offices are strategically located at the ports we serve to provide maximum support for our customers.

For maps and directions please visit our website at [www.totemaritime.com](http://www.totemaritime.com/) under the About Us tab

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| --- | --- |
| **U.S. Mainland**  ***Corporate Office***  *TOTE Maritime Puerto Rico, LLC 10401 Deerwood Park Blvd.*  *Building 1, Suite 1300*  *Jacksonville, FL 32256 Phone:*  *(904) 855-1260 | Main*  ***(877) SSL-SHIP*** *| Toll Free Fax:*  *(904) 724-3011 | Sales/Marketing*  *(904) 724-3007 | Sales/Marketing*  ***Blount Island***  *TOTE Maritime*  *Blount Island Terminal 5250 William Mills Street Jacksonville, FL 32226 Phone:*  *(904) 751-2110 | Main*  *(800) 845-1640 | Toll Free*  *(904) 751-2110 ×5100 | Equipment Control* | **Puerto Rico**  **San Juan**  TOTE Maritime  P.O. Box 195461  San Juan, Puerto Rico 00919-5461  (physical address)  Caso Building, Suite 1206 1225 Ponce De Leon Avenue San Juan, Puerto Rico 00907 Phone:  (787) 721-2330 | *Main*  Fax:  (787) 724-0880 | *Main*  (787) 721-2459 | *Credit & Collections*  (787) 721-2459 | *Sales*  **Puerto Nuevo**  TOTE Maritime  Puerto Nuevo Terminal Avenida C, Muelle H Zona Portuaria,  San Juan, PR. 00920 Phone:  (787) 721-2330 | *Main*  Fax:  (787) 775-0091 | *Ops/Equipment Control*  **U.S. Virgin Islands**  Virgin Islands TOTE Maritime 3800 Crown Bay  VI Maritime Building St. Thomas, VI 00804 Phone:  (340) 714-1361 | *Main* |

### Contact Us! – TOTE Maritime Customer Care

Our goal is to provide accurate, solution-driven information to our customers by combining the ideal mix of technology with a personal touch.

***For Booking Requests, Updates and Cancellations***

**Booking Team**

Toll Free Phone: 877-775-7447*-Prompt 1*

Toll Free Fax: 866-853-9012 Local Phone: 904-855-1260

Local Fax: 904-855-8871

[BookingPR@totemaritime.com](mailto:BookingPR@totemaritime.com)

**Credit Card Payment**

Toll Free Phone: 877-821-0055

***For Rate Requests***

#### Quote Team

Toll Free Phone: 877-775-7447 *-Prompt 2*

Toll Free Fax: 855-810-0126 Local Phone: 904-855-1260

Local Fax: 904-855-8122

[Teamquotes@totemaritime.com](mailto:Teamquotes@totemaritime.com)

***For All Other Customer Service Inquiries***

#### Customer Service Team

Toll Free Phone: 877-775-7447*-Prompt 4*

Toll Free Fax: 877-601-9348 Local Phone: 904-855-1260

Local Fax: 904-855-8855

[CustomerServicePR@totemaritime.com](mailto:CustomerServicePR@totemaritime.com)

To submit any shipping documents or paperwork to TOTE Maritime for your shipment, please send them to [documentation@totemaritime.com](mailto:documentation@totemaritime.com) Or fax them to 904-855-8106.