TOTE Maritime Puerto Rico

Shipping Your Vehicle – Jacksonville, FL to San Juan, PR

Shipping your vehicle with us is as easy as following the steps below. If you have any questions, please contact us at 877.775.7447 Prompt 4 or email CustomerServicePR@totemaritime.com.

Step 1: Gather Required Information

- Shipper's complete name, physical address, phone, email address and EIN# (Employer Identification Number- obtain at http://www.irs.gov
- Consignee (Owner)complete name, physical address, phone, email address and **social security number for Hacienda release purposes *please see below for additional information*** .
- Vehicle's year, make, model, and the complete VIN #.
- Sail date from Jacksonville to San Juan (every Tuesday & Friday).

Step 1A: Policy for Shipping Hybrid Electric Vehicle

- Hybrid Vehicles – Hybrid electric vehicles are powered by an internal combustion engine and one or more electric motors, which uses energy stored in batteries. A hybrid electric vehicle cannot be plugged in to charge the battery.
- TOTE will only accept all Hybrid vehicles (without a Plug).
- No requirements regarding Sate of Charge (SoC).
- No certificates are needed regarding UN testing criteria at this time.
- TOTE will not accept any Plug-in Hybrid or Electric vehicles for transport.

Step 2: Contact Booking & Customer Service Team to Make a Booking

- Call 877.775.7447 Prompt 1 or email CustomerServicePR@totemaritime.com to make a booking.

Step 3: Send Required Documents to Documentation Team

Please email the items below to **documentation@totemaritime.com** or fax to 904.805.8106.

- Copy of Title, front and back (or authorization from the Financial Institution, if financed).
- Clear enlarged copy of the owners Driver's License, and if owner is not present to deliver, a signed Letter of Authorization must be granted to the party making the shipping arrangements.
- Vehicle Exportation Sheet (included in this packet p. 4)
- Insurance Acceptance or Declination Form (included in this packet p. 5)
- ***Failure to send documentation prior to sailing may result in rolled cargo or cargo held in destination***

- **We collect and retain scanned copies of driver's licenses to document that vehicles are released only to designated and authorized personnel. This process allows TMPR to demonstrate that vehicle releases are carried out in accordance with the agreed upon terms established with the customer. In support of regulatory compliance and operational control, scanned driver's licenses are stored securely in restricted systems with access limited to authorized personnel and are retained only for the period necessary to meet legal and business requirements. Customers are informed at the time of collection of the purpose for scanning and retaining their driver's license, and consent is obtained prior to doing so. Driver's license information is not used for any purpose beyond those disclosed.**

TOTE Maritime Puerto Rico

Step 4: Drop Off Your Vehicle at the Jacksonville Port

Pre-Payment:

- Payment should be made prior to the vehicle being dropped off at the terminal with a Money Order, Visa, MasterCard or American Express. NO CASH will be accepted. The payment HOTLINE is 877-821-0055. Payment can be made online 24/7 using https://pay.totemaritime.com/. Vehicles cannot be released to sail without payment.

Vehicles with Recalls:

- Vehicles with recalls that may create a fire hazard are subject to a $100.00 charge related to safety procedures. If the fire hazard recall is fixed prior to dropping the vehicle off at the port, you can send proof of completion to CustomerServicePR@totemaritime.com and avoid the $100.00 fee. You can look up your VIN on vinrcl.safercar.gov/vin/ to see incomplete fire hazard recalls.

Escort:

- A valid Transportation Worker Identification Credential (TWIC) badge is required to reach our Jacksonville port location. If you or someone traveling with you does not have one, the JAXPORT Access Control Center (904.357.3344) can provide a security guard to act as a TWIC escort who will escort you to and from the TOTE terminal from the JAXPORT front gate at no charge to you.
- You must arrive at the JAXPORT gate at least 30 minutes prior to the close of the TOTE terminal to drop off or pick up a vehicle.

Address:

- 5250 William Mills Street Jacksonville, FL 32226

Drop Hours:

- Monday-Friday 8:00AM – 4:00PM

Cutoff & Drop Window:

- For Tuesday Sailing, drop by **Friday at 12:00PM**
- For Friday Sailing, drop by **Wednesday at 12:00PM (Based on space availability)**
- **Drop your vehicle no earlier than 7 calendar days prior to sailing, but before the cutoff.**

Phone:

- 904.751.2110

What to Bring:

- Copy of Booking Confirmation, State-Issued Driver's License or Passport, and a copy of the Vehicle Registration or Bill of Sale.

Step 4a: Important Info When Dropping Off Vehicle

- Do **NOT** leave documents in the Vehicle
- Additional cargo (that is not physically attached to the vehicle) are **NOT** permitted to remain in the vehicle. These restricted items include but are not limited to car seats, jumper cables, tool boxes, etc.
- Vehicle must contain **NO** more than one-quarter tank of gas
- The Booking Confirmation does not guarantee that your vehicle will be loaded in the referenced sailing. Vessel departure and arrival times are subject to change.

Step 5: Prepare to Pick Up Your Vehicle in Puerto Rico

Track and Trace:

- Use the track and trace tool on the TOTE Maritime Puerto Rico web portal to monitor shipment activity (included in this packet p.9). Load and discharge events as well as changes to the ETD and ETA of your shipment will be reflected on the site.

Tax Office:

- Before attempting to pick up vehicle, please note vehicle release time is subject to Hacienda appraisal and control. TOTE is not liable for government processes that may cause a delay in cargo pickup while completing governmental release requirements.
- Please create a SURI Account within Hacienda to help with the release process in San Juan.

Step 6: Pick Up Your Vehicle in Puerto Rico

- Once your vehicle has arrived into San Juan it will be appraised by Hacienda (Local Tax Office). Please call our Booking & Customer Service team at 877-775-7447 option 4, before coming to the terminal, to find out if the appraisal has been completed.
- After you have confirmed that the appraisal has been completed you may proceed to our terminal to receive the Appraisal Certificate and pay any taxes that may be due to Hacienda. You will need your Social Security Number, the Appraisal Certificate (available at the terminal once the appraisal has been completed), and a copy of your Bill of Lading to make payment at Hacienda.
- Once payment has been made with Hacienda they will supply you with the Release of Goods Merchandise (Autorización de Levante de Mercancía) and the Tax Payment Certificate (Certificación de Pago de Arbitrios).
- TOTE Maritime Puerto Rico will confirm that all information is correct & that there are no other holds.
- You will be directed to the car yard to obtain your vehicle.

Address for Puerto Nuevo Terminal:

- Avenida C, Muelle "H" Zona Portuaria de Puerto Nuevo San Juan, PR 00920
  - ***Going in through Avenida Kennedy.***

Pick Up Hours:

- Monday - Friday 7:00AM – 12:00PM, 1:00PM – 3:00PM

Phone in San Juan:

- 787.721.2330

Hacienda:

- Remote Office located at our San Juan Terminal
- Open Monday – Friday, 7:30 a.m. – 4:00 p.m. (except on holidays)

Free Time:

- Shipments of vehicles, not exceeding 900 cubic feet (self-propelled) will be allowed a free time period of 9 calendar days. No notification is provided upon arrival. Please call 877.775.7447 Prompt 4 with any questions.

Demurrage (storage):

- Demurrage (storage) starts day 10. Demurrage charges will be collected prior to cargo being released.
- For Non-Contained Cargo (Including Self-Propelled Vehicles) not exceeding 900cft charges are as follows:
  - Days 1 - 5 : $10.00 per day
  - Day 6 and on: $15.00 per day

TOTE Maritime Puerto Rico

EXPORTATION SHEET/HOJA DE EXPORTACIÓN

BOOKING/RESERVACIÓN: **VSSL**_____ VOYAGE/VIAJE#_____

PORT OF LOADING/PUERTO DE SALIDA: ☐ JAX ☐ SJU ☐ ST. CROIX ☐ ST. THOMAS

FINAL DESTINATION/DESTINO FINAL: ☐ JAX ☐ SJU ☐ ST. CROIX ☐ ST. THOMAS

MAKE/MARCA:_____ MODEL/MODELO:_____ YEAR/AÑO:_____ COLOR: _____

DOORS/PUERTAS: _____ AUT/STD WEIGHT/PESO: _____ ☐ GAS ☐ ELECTRIC/ELECTRICO

☐ HYBRID/HIBRIDO ☐ ¼ TANK OF GAS/TANQUE DE GASOLINA

*** FOR US CUSTOMS PURPOSES, PLEASE LIST THE **VALUE** OF YOUR VEHICLE $_____ ***

(For Customs purposes, provide value / Para propósitos de Aduana, provea el valor)

VIN: _____ TITLE/TÍTULO: _____ STATE/ESTADO: _____

SHIPPER'S NAME/NOMBRE DEL EXPORTADOR:

_____

(Origin or Who is Sending / Origen o Quien lo Envía)

PHYSICAL ADDRESS/DIRECCIÓN FÍSICA:

_____

(Complete Physical Address / City / State & Zip Code / Dirección Física completa / Ciudad / Estado y Código Postal)

TELEPHONE/TELÉFONO: _____ EMAIL: _____

*** EMPLOYER INDENTIFICATION NUMBER (EIN): _____ ***

(NON-US CITIZENS, PLEASE USE PASSPORT NUM / CIUDADANOS EXTRANJEROS, FAVOR USAR NÚM DE PASAPORTE – NOT REQUIRED FOR VI ORIGIN SHIPMENTS/NO REQURIDO PARA EMBARQUES ORIGINADOS DE ISLAS VIRGENES)

CONSIGNEE'S NAME/NOMBRE DEL CONSIGNATARIO:

_____

(Who will receive it at final destination/Quien lo recibe en el destino final)

PHYSICAL ADDRESS/DIRECCIÓN FÍSICA:

_____

(Complete Physical Address / City / State & Zip Code / Dirección Física completa / Ciudad / Estado y Código Postal)

TELEPHONE/TELÉFONO: _____ EMAIL: _____

Authorization to File the Electronic Export Information to the U.S. Census Bureau:

In accordance with 15 CFR 30.3(f), I hereby authorize TOTE Maritime Puerto Rico, LLC. to file the required Electronic Export Information (EEI) into the government's Automated Export System (AES) for this shipment. We understand that this filing is required by U.S. Department of Census and is being enforced by Customs and Border Protection (CBP) for all merchandise subject to statistical reporting and/or licensed merchandise. All documentation submitted will be made available to CBP upon request. I further certify that I am the person familiar with the merchandise being forwarded and release TOTE Maritime Puerto Rico, LLC. officers and employees of 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.

SIGNATURE/FIRMA: _____ EIN: _____ DATE/FECHA: _____

TOTE Maritime Puerto Rico

INSURANCE ON YOUR MOTOR VEHICLE

BOOKING NUMBER: _____
VEHICLE DESCRIPTION: _____

Under the terms of the Bill of Lading, or contract for the shipment of your privately owned motor vehicle, the liability of TOTE Maritime Puerto Rico is limited up to $500.00 if TOTE Maritime Puerto Rico is responsible for the loss or damage to your motor vehicle. If your motor vehicle is not more than seven years old, and you specify an insured value at the time of booking, TOTE Maritime Puerto Rico can provide you with All Risks cargo insurance at a cost of $2.50 per $100 of insured value. For example, the insurance premium for a motor vehicle insured at $10,000 would be $250.00.

All Risks cargo insurance will insure the motor vehicle against all risks (Acts of God, fire, etc.) of physical loss or damage from any external cause (TOTE Maritime Puerto Rico must cause the damage) excluding marring, denting, chipping, scratching and damage caused by atmospheric fall out, up to a limit of liability of the sound market value of the motor vehicle at the time of the loss.

If you wish to purchase this insurance, please show the insured value of your motor vehicle below so that the applicable premium can be calculated. TOTE Maritime Puerto Rico recommends that you purchase All Risks insurance on your motor vehicle either from TOTE Maritime Puerto Rico, another agency or an insurance company.

You can also avoid the imposition of the $500.00 limit of liability by declaring a higher value (AD VALOREM value) and by paying the regular freight rate plus an extra 2% (two percent) of the amount of the declared value. The declared value should not be more than the sound market value of the vehicle. Ad Valorem is not insurance and will not cover Acts of God, fire, etc.

Please note that Insurance or Ad Valorem needs to be added at the time of booking. Please contact our Booking & Customer Service team at: 877.775.7447 Prompt 1 or email CustomerServicePR@totemaritime.com.

Please advise us of your wishes below:

- I wish to purchase All Risks insurance on my motor vehicle, with an insured value of _____
- I wish to pay the AD VALOREM rate on my motor vehicle with a declared value of _____
- I do not wish to purchase the All Risks Insurance _____
- I do not wish to pay an AD VALOREM rate. _____

I understand that TOTE Maritime Puerto Rico has no responsibility for personal effects shipped in my motor vehicle - Shipper acknowledges that TOTE Maritime Puerto Rico will not be liable for minor damages, such as scratches, scuffs and chips. Shipper further acknowledges that TOTE Maritime Puerto Rico will not be liable for damages that were not detected at the time of receipt, such as mechanical malfunctions and windshield cracks. The Shipper or Shipper's agent whose signature appears below confirms that he or she has read, fully understands, and agrees with all information in this form.

SIGNATURE: _____ NAME: _____ DATE: _____

TOTE Maritime Puerto Rico

WAIVER AND RELEASE

I have been advised that the Puerto Rico Treasury Department, known in Spanish as "Hacienda," requires the Social Security Number of the owner of the vehicle for the shipment of the vehicle to Puerto Rico. I, _____, voluntarily disclose my Social Security number to TOTE Maritime Puerto Rico, LLC and TOTE Shipholdings, LLC in order to transport my vehicle to Puerto Rico in compliance with the Puerto Rico Treasury Department laws and regulations. I recognize and consent to TOTE Maritime Puerto Rico, LLC, and TOTE Shipholdings, LLC disclosing my Social Security number to the Puerto Rico Treasury Department, as required and authorized by law, in relation to the transport of my vehicle to Puerto Rico. I hereby waive any claim, complaint, or cause of action of whatever nature and in any venue against TOTE Maritime Puerto Rico, LLC, TOTE Shipholdings, LLC, and their parent and affiliates (collectively, the "TOTE Organization") for disclosing my Social Security number for this transaction and will hold harmless the TOTE Organization in case of any damages of any nature arising out of or related to the disclosure of my Social Security number or otherwise related to the TOTE Organization's receipt and storage of the customer's Social Security number.

The parties agree that any claim or dispute arising out of or related to the disclosure of my Social Security number or otherwise related to the TOTE Organization's receipt and storage of the customer's Social Security number shall be settled solely and exclusively by arbitration under the Federal Arbitration Act, as amended, and in accordance with the American Arbitration Association's Commercial Arbitration Rules. The parties agree to arbitrate solely on an individual basis and each party waives the right to arbitrate any dispute as a class action, either as a member or a representative. Class arbitration (including the presiding over any form of a representative or class proceeding) and the consolidation of claims made by more than one plaintiff are both expressly prohibited. The arbitrator(s) shall have no authority to consider or resolve any claim or issue any relief on any basis other than an individual basis, and shall not do so on a class or collective action basis. The parties further agree that such arbitration shall take place in San Juan, Puerto and shall be governed by the laws of Puerto Rico. Time is of the essence for any arbitration under this provision and arbitration hearings shall take place within 90 days of filing and awards rendered within 120 days. Arbitrator(s) shall agree to these limits prior to accepting appointment. Except as may be required by law, neither a party nor an arbitrator(s) may disclose the existence, content, or results of any arbitration hereunder without the prior written consent of both parties.

THE PARTIES AGREE THAT NEITHER PARTY SHALL BE LIABLE TO THE OTHER PARTY FOR ANY SPECIAL, INDIRECT, CONSEQUENTIAL, PUNITIVE OR SIMILAR DAMAGES FOR ANY CLAIM OR DISPUTE ARISING OUT OF OR RELATED TO THE DISCLOSURE OF MY SOCIAL SECURITY NUMBER OR OTHERWISE RELATED TO THE TOTE ORGANIZATION'S RECEIPT AND STORAGE OF THE CUSTOMER'S SOCIAL SECURITY NUMBER, WHETHER SUCH CLAIM OR DISPUTE IS BASED UPON CONTRACT, TORT, NEGLIGENCE, WARRANTY OR OTHER LEGAL THEORY.

ACKNOWLEDGED AND AGREED:

SIGNATURE: _____

NAME (PRINTED): _____

DATE:_____

TOTE Maritime Puerto Rico

ACUSE DE RECIBO

Yo _____, he sido informado que:

1. TODO vehículo que se exporta a Estados Unidos, debe de proveer los documentos requeridos originales para poder aceptar la unidad.

2. TODO vehículo que se exporta a Estados Unidos, será inspeccionado físicamente por Agentes de la Policía de Puerto Rico. El dueño o representante autorizado no debe de viajar fuera de Puerto Rico hasta tanto la unidad tenga aprobación para exportarse de parte de la Policía de Puerto Rico y el Departamento de Agricultura.

3. TODO vehículo que se exporta a Estados Unidos, es puesto en "HOLD" por el USADA una vez que se descarga del barco y el mismo no puede ser recogido hasta tanto no sea inspeccionado y liberado del "HOLD". Se me ha indicado por esta razón debo llamar a TOTE Maritime antes de pasar a recoger mi vehículo para así confirmar cuando el mismo estará disponible.

4. De no cumplir con los requisitos arriba establecidos, el carro no se podrá montar en el barco y permanecerá en el terminal de Puerto Rico hasta que los documentos sean provistos.

_X_____ _X_____

FIRMA FECHA

ACKNOWLEDGEMENT

I _____, have been informed that:

1. ALL vehicles that are exported to the United States must provide the original required documents to accept the unit.

2. ALL vehicles that are exported to the United States will be physically inspected by Puerto Rico Police Agents. The owner or authorized representative must not travel outside of Puerto Rico until the unit has approval for export from the Puerto Rico Police Department and the Department of Agriculture.

3. ALL vehicles that are exported to the United States are placed on HOLD by USADA upon discharge from the vessel and will not be available for pick up until it is inspected and released from HOLD. For this reason, I have been instructed to call TOTE MARITIME office before picking up my vehicle to confirm availability.

4. If the specified requirements are not met, the vehicle cannot be loaded onto the vessel and will stay at the Puerto Rico terminal until the necessary documents are submitted.

_X_____ _X_____

SIGNATURE DATE

TRACK & TRACE USING OUR CUSTOMER PORTAL

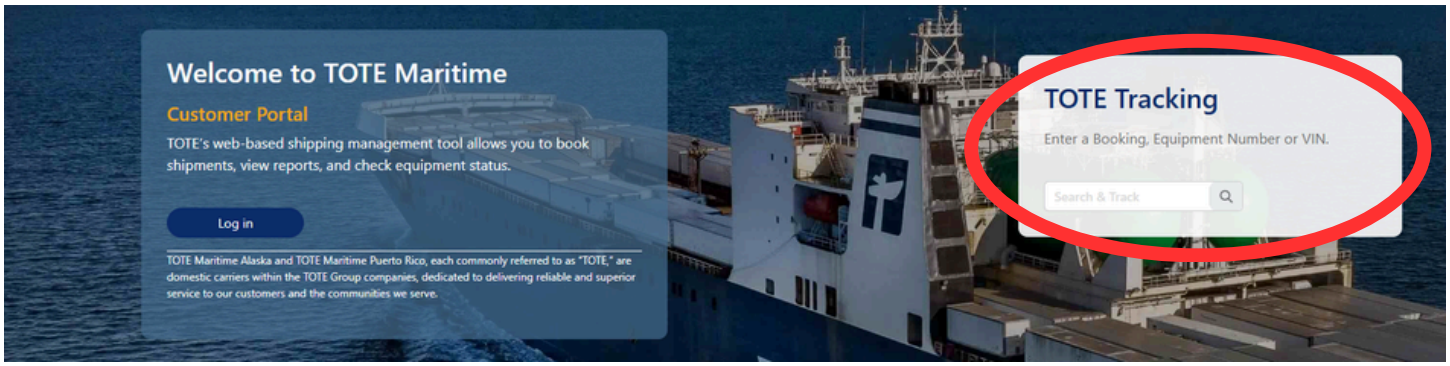
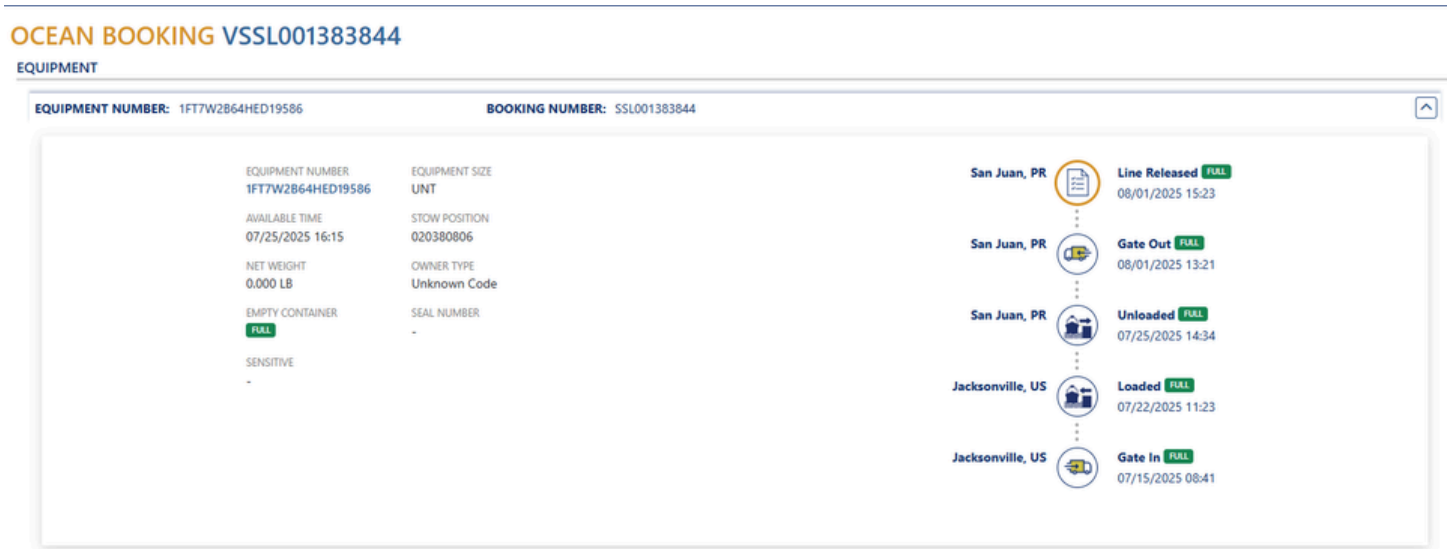
All vehicles are subject to space availability. Please use the track and trace feature in our portal to check your vehicle's status and ensure your vehicle is in route to its destination prior to making pickup arrangements.

1. Select the following link:
http://portal.totemaritime.com/Account/Login?ReturnUrl=%2f&portalid=1

2. Use the “Track” feature on the right to enter your booking or VIN number in the white field that reads “search & track”

3. Click the search icon

- If you see that your vehicle was not loaded, please call Booking & Customer Service at 877-775-7447, option 4.



- “Gate in” is the time that your vehicle was received at the terminal.
- “Vessel Loaded on Board” is the time that your vehicle physically loaded onto the vessel.