# Shipping Your Vehicle – Jacksonville, FL to USVI

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, and email address.
- Consignee's (owner) complete name, physical address, phone, and email address and **social security number for Hacienda purposes.**
- Vehicle's value, year, make, model, and the complete VIN #.
- Sail date from Jacksonville to SJU (every Tuesday & Friday).
- EIN # - Obtain at http://www.irs.gov
- All vehicle modifications must be disclosed at time of booking.
  - Certain vehicle modifications are required to be declared as hazardous goods separately from the vehicle in accordance with 49 CFR and IMDG code.
  - Examples (not limited to): NOS/ Nitro Boosters, Racing Gas Systems, Fuel System Modifications, mounted equipment

## 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 Hybrid vehicles (without a Plug).
- No requirements regarding State 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. Please provide information needed and requested on step 1.

## Step 3: Send Required Documents to Documentation Team and San Juan

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

- Vehicle Exportation Sheet (Included on p. 5)
- Insurance Acceptance or Declination Form (Included on p.6)
- Copy of Title, front and back (or authorization from the Financial Institution, if financed).
- Clear enlarged copy of the owners Driver's License (or Passport if no 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.

B. Please mail the following ***original*** documents to San Juan (address to right - expedited recommended) on the day you drop off your vehicle at the Jacksonville Port. San Juan needs to receive the documents by Monday to acquire Customs release in time for your vehicle to make the connecting vessel to the VI. Do not send through USPS, as they do not deliver to our terminal. Please use FedEx only and ensure to add ***"Adult Signature Required"*** at delivery.

| *ONLY FEDEX DELIVERS* |
|---|
| TOTE MARITIME PR |
| Attention Car Division |
| 1225 Ponce de Leon Avenue |
| Basement Office F |
| San Juan (Santurce), Puerto Rico 00907 |

- Original Title (or Certified Copy provided by Department of Motor Vehicles)
- Original Notarized Export Power of Attorney (Included on p. 7)
- A legible copy of the Drivers License or Passport.

C. ***Failure to send documentation prior to sailing may result in rolled cargo or cargo held in destination***

## 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, Master Card or American Express. NO CASH will be accepted. The payment HOTLINE is 877-821-0055. Payment can be made on-line 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

***Drop Window:***

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

**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.
    - **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.**

## 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 ¼ 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 USVI

**Track and Trace:**

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

## Step 6a: Pick Up Vehicle in St. Thomas

In order to pick up your vehicle, you are responsible for following the 5 steps below:

- Pick up documents from TOTE Maritime Puerto Rico office at the container port.
- Proceed to IRS/VI Excise at Nisky Center to pay ROAD TAX(they accept cash, credit/debit cards, money orders, certified checks).
- Continue to US Customs to complete the customs clearance. US Customs DUTY payment is due on all foreign made vehicles(they accept cash, checks, or credit cards).
- Proceed to VI Department of Motor Vehicles to obtain a temporary permit to transport the vehicle from TOTE Maritime Puerto Rico to the VI Department of Motor Vehicle to be registered and titled. Charges will be due. You will need to provide proof of insurance and the original title/lien letter is required to register/title the vehicle.
- Return back to TOTE Maritime Puerto Rico with the US Customs Stamped bill of lading for release of the vehicle.

**Pick Up Hours:**

- Monday - Friday 8:00AM - 5:00PM

**Phone:**

- Clarence Nibbs - 340-249-0350
- Anisha Emmanuel - 340-249-0351

**Terminal Address:**

- TOTE Maritime - St. Tomas Terminal
  3800 Crown Bay, Charlotte Amalie, St. Thomas, USVI 00802

TOTE Maritime Puerto Rico

## Step 6b: Pick Up Vehicle in St. Croix

In order to pick up your vehicle, you are responsible for following the 5 steps below:

- Pickup documents from our agent, Ferrol's Trucking at the container port.
- Proceed to IRS/VI Excise at Sunny Isle to pay ROAD TAX (they accept cash, credit/debit cards, money orders, certified checks).
- Proceed to US Customs to complete the customs clearance. US Customs DUTY payment is due on all foreign made vehicles(they accept cash, checks, or credit cards).
- Proceed to VI Department of Motor Vehicles to obtain a temporary permit to transport the vehicle from TOTE Maritime Puerto Rico to the VI Department of Motor Vehicle to be registered and titled. Charges will be due. You will need to provide proof of insurance and the original title/lien letter is required to register/title the vehicle.
- Proceed back to Ferrol's Trucking with the US Customs Stamped Bill of Lading for release of car.

**Pick Up Hours:**

- Monday - Friday 8:00AM - 5:00PM

**Phone:**

- Clarence Nibbs - 340-249-0350
- Anisha Emmanuel - 340-249-0351

**Terminal Address:**

- St Croix Terminal (VIPA Container Port)
  Ferrol Trucking Services
  W. Allick Container Port
  New Container Port Road
  Kingshill, St Croix, USVI 00851

## Additional Customs and Tax Information

- If your vehicle is a foreign make, a US Customs duty based on the blue book value is required in the USVI. If your vehicle was made in the US, this does not apply.
- VI Excise Tax is a one time Road Tax that is charged to all vehicles in the USVI. The rate is 0.16 cents per pound. Based on the weight of the vehicle.

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: _____

# 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 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

# EXPORT POWER OF ATTORNEY

DATE: _____

I hereby name and appoint TOTE Maritime Puerto Rico to be my lawful attorney in fact and act on my behalf to conduct all transactions necessary with U.S. Customs Services in the proper exportation of the below state vehicle which is described as:

Year: _____ Make: _____ Model: _____ Color: _____

Vehicle Identification Number: _____

Title Number: _____

To do all things necessary to ensure compliance with all requirements pursuant to 19 USC Section 192 of the Customs Regulations.

_____ _____

Signature of Owner Owner's Name (print)

_____ _____

Signature of Co-Owner Co-Owner's Name (print)

_____

Home Address of Owner City/State/Country Zip Code

Sword to and subscribed before me this _____ day of _____

_____

Signature of Notary Public Commission Expires

Personally Known: _____ Produced Identification: _____

Type of Identification Produced: _____

(Notary Stamp)

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

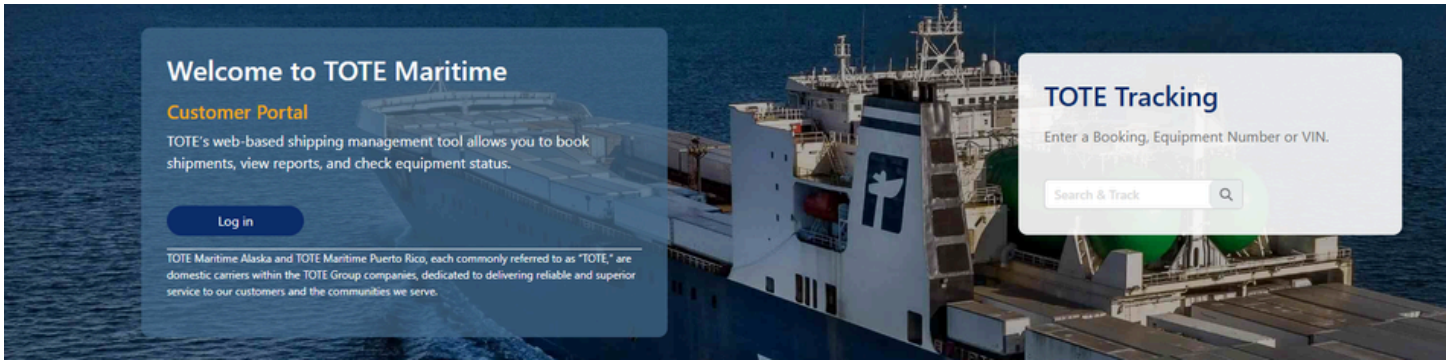
All vehicles are subject to space availability. Please use the track and trace feature in our portal to check your vehicle's status and ensure your vehicle is in route to its destination prior to making pickup arrangements.

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.

