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

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's) complete name, physical address, phone, and email address.
- Vehicle's year, make, model, and the complete VIN #.
- Desired sailing date from San Juan to Jacksonville (every Tuesday & Saturday).
- 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 all 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 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, if vehicle is financed an original letter from the lien holder authorizing shipment from Puerto Rico is required. Police Department will not accept a copy.
- Current vehicle registration.
- Clear enlarged copy of the owner's driver's license. If you are authorizing someone to drop off on your behalf we will need a copy of their driver's license as well.
- A signed sworn declaration must be included and stamped by a lawyer licensed in Puerto Rico, indicating:
  a. Reason why the vehicle is being shipped
  b. Authorizing TOTE to export the vehicle
  c. Vehicle Identification (make, model, year, VIN) and
  d. If owner is not present to deliver, the authorized person must be included in the sworn declaration.

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.

- If owner of the vehicle is not present in Puerto Rico to make all the proper steps to comply with all documentation nor to have the sworn declaration notarized by a lawyer in Puerto Rico for export:
    a. Vehicle's owner will need to make a Power of Attorney, done at the city or country of residence and it must contain (Personal information of who is authorized to make anything in Puerto Rico on their behalf, vehicle information, Tote authorization to export and reason of why the vehicle is being exported).
    b. Authorized Official Certification, which varies depending on the state (this may be a county clerk, Secretary of State, or others): Obtain a certification from the County Clerk in the state of residence confirming that the notary public who notarized the POA had a valid commission at the time of notarization. This step is crucial for Puerto Rican authorities to recognize the document's authenticity.
    c. Authorized person in Puerto Rico needs to go to a public notary with the Original Power of Attorney from the owner for a Protocolization of the document. This is also known as an official registry of the document, this involves entering the document into the notary's protocol and issuing a Protocolization Act, which gives the POA full legal effect in Puerto Rico.

- "Certificate of No Debt" from (ACCA)Commonwealth of Puerto Rico Automobile Accident Compensation Administration (Valid for only 30 days.)

- Form DTOP-DIS-224 Official Certificate of Administrative Fines to vehicle, from Department of Motor Vehicles indicating vehicle is free of fines. **Must have a signature of DTOP/DISCO authorized personnel, and seal with a voucher from Internal Revenue Department of $2 ("Donación Centro de Trauma" code 0842) and a stamp of $11.00 (Code 5120) valid 3 calendar days.**

- Form DTOP-DIS-234: Vehicle Information Document, from Department of Motor Vehicles indicating vehicle is free of fines. **Must have signature of DTOP/DISCO authorized personnel, and seal with a voucher from Internal Revenue Department of $2 ("Donación Centro de Trauma" code 0842) and a stamp of $11.00 (Code 5120) valid 3 calendar days.**

- Receipt for pressure washing the vehicle (motor, undercarriage, exterior).

- Obtain the following vouchers from Internal Revenue Department: **Voucher of $10 ("Derecho Certificar Exportación de Vehículo" Code 5122 Certificate of Exportation along with a $2.00 ("Donación Centro de Trauma" voucher Code 0842)**. We do not accept electronic stamps.

- "Motor Vehicle Inspection Certificate" from Police Department, Division of Stolen Vehicles. (Valid for 5 days)

- Vehicle Exportation Sheet (Included in this packet)

- Insurance Acceptance or Declination Form (Included in this packet.)

- Acceptance of USDA retention information (Included in this packet.)

- ***Failure to submit documentation prior to sailing may result in cargo being rolled or held at the destination***

TOTE Maritime Puerto Rico

Step 4: Drop Off Your Vehicle at the San Juan 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.

Inspection:

- Agents from the Police Department will physically inspect all units. Owner of vehicle or authorized person to ship unit should not travel out of Puerto Rico until unit has been approved by the Police and Agriculture Department. This approval is given the day of the unit's departure. TOTE Maritime Puerto Rico is not responsible for any changes made by the governmental entities.

Address - Puerto Nuevo Terminal:

- Avenida C, Muelle "H" Zona Portuaria, San Juan, PR 00920

Drop Hours:

- Monday-Friday 7:00AM-11:30AM, 1:00PM-3:00PM

Drop Window & Cutoff:

- For Friday Sailing, drop by **Tuesday at 11:30AM**
- For Monday Sailing, drop by **Thursday at 11:30AM**
- **Drop your vehicle no earlier than 7 calendar days prior to sailing, but before the cutoff.**

Phone:

- 904.751.2110

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) is **NOT** permitted to remain in the vehicle. Restricted items include but are not limited to car seats, jumper cables, tool boxes, etc.
- Vehicle must contain **no** more than a **one-quarter tank of gas.**
- The Booking Confirmation does not guarantee that your vehicle will be loaded on the referenced sailing. Vessel departure and arrival times are subject to change.

Step 5: Prepare to Pick Up Your Vehicle in Jacksonville

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.

Step 6: Pick Up Your Vehicle in Jacksonville

- Once your vehicle has arrived in Jacksonville, our Booking & Customer Service team will send you an email letting you know when it is available for pickup or if we still need any documents or payment.
- After confirming that your vehicle has no holds and is ready to be picked up, you will only need your reservation confirmation and your driver's license.

USDA:

- Upon arrival in the US vehicles are subject to USDA inspection. Upon release, TOTE Maritime will contact customer to pick up vehicles. Please ensure that you have been contacted prior to making arrangements to pick up the vehicle.

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.

Address:

- 5250 William Mills Street, Jacksonville, FL 32226

Pickup Hours:

- Monday - Friday 8:00AM – 4:00PM

Phone in Jacksonville:

- 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

Free Time:

- Shipments of vehicles not exceeding 900 cubic feet (self-propelled) will be allowed a free time period of 7 calendar days. No notification is provided upon arrival. Please call 877.775.7447 Prompt 4 with any questions.

Demurrage (storage):

- Demurrage (storage) starts day 8. 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: _____

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

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_____ FIRMA

_X_____ 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_____ SIGNATURE

_X_____ DATE

TRACK & TRACE USING OUR CUSTOMER PORTAL

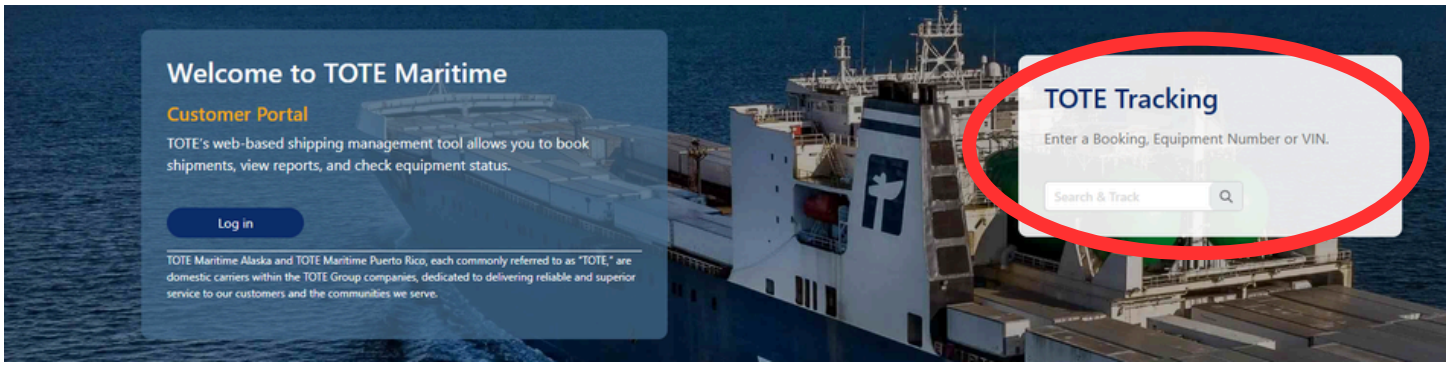
All vehicles are subject to space availability. Please use the track and trace feature in our portal to check your vehicle's status and ensure your vehicle is in route to its destination prior to making pickup arrangements.

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.

