

FREQUENTLY ASKED QUESTIONS.

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▶ How to program the removal of an import container by railway track?

VEREX Exports

1. Please send the single format “ Access to a supervised site (In-bon Facility) by Railway Track” in excel format and PDF, filled and signed by the customs agency to the following email address: ***planeación@tilh.com.mx***, copied to ***comercial@tilh.com.mx***
2. The Planning department will request the railway equipment and the container’s location plan , for its loading.
3. Then, the railway system will confirm to the planning area, and it will position the equipment.
4. Our planning area will be directly sending you the right position and equipment in which your container was loaded.
5. The planning area will conduct the proper documentation for the Railway Track System
6. Finally, we will wait for the Railway System to take the equipment.

LAZEX Exports

1. You must send us an EXPORT format in excel to the electronic address ***lazex@tilh.com.mx***, with a copy to ***comercial@tilh.com.mx***
2. We, as a commercial area, send the EXPORT format to our Railway Supplier.
3. The railway supplier makes the formal equipment request.
4. Subsequently, the railway supplier confirms formal equipment documentation.
5. The planning area informs the commercial area of the equipment withdrawal.
6. We will confirm you the removal of the equipment by e-mail.

▶ What is the process to dispatch a container by railway track, and what kind of documentation is required to make a reservation?

1. The customs agent must send a pre-programming, 48 hours prior to the departure from TILH (considering the available equipment).
2. Afterwards, the Customs Agent must carry out the release and modulation in port.
3. The Customs Agent must send the VEREX application, single format and first request by e-mail to ***verex@icave.com.mx*** and ***intermodal@icave.com.mx***
4. The Intermodal department of ICARE sends the confirmation to whoever made the VEREX request of the loading plan for the following day.
5. ICARE operations charges the container to the railway system and then is ready for its removal from the port towards TILH.

▶ What is the process to ingress full/empty containers by railway system?

1. To make the pre-registration application, go to the ICAVE website **<https://ects.icave.com.mx/>**
2. Get into the application form of pre-registration and fill in the fields.
3. The system will provide you a confirmation number, which you should place it in the “pre-confirmation number/folio” field in the only format of entry to the supervised site (In-Bon facility) by Railway System.

It is very important to take into account that without this folio, the Railway System will not accept the previously mentioned format.

▶ Which are the business opening hours for the deposit / removal of the full / empty containers by spf out of the limit of delays?

You must notify to the commercial and planning area, the priority before the containers about that it is not possible to cut off delays, this is to guarantee/support the return of the empty ones to the briefness to port.

1. Please send an e-mail to **planeacion@tilh.com.mx** with a copy to **comercial@tilh.com.mx**, requesting the return of the container as soon as possible, and the reason for it.
2. Your must denote in the e-mail information the container register number/folio.

▶ How to program the previous starting process of a container?

1. Please send the “PREVIOUS REQUEST” format, describing in the e-mail information the register number of the container and the date/time of the service to the following e-mail addresses:
planeacion@tilh.com.mx, **salinas.nicolas@tilh.com.mx**
Send the e-mail with the attachment format one day before the service, so we could program our personnel shift plan, with an anticipation before 18:30 hours.
2. The operations area will confirm your service request.

▶ How to request a modification with respect to the information of my merchandise and / or export container, previously captured in system like: changing of vessel, railway track, weight being handled, etc. ?

1. Please send the request for exchange format to the planning department ***planeacion@tilh.com.mx*** where you will describe any change to the original information with a copy to the commercial area ***comercial@tilh.com.mx*** (the case of any format change with the new information to be required, this must be attached to the e-mail).
2. The planning area will notify to the concerned party these changes aforementioned.
3. You shall be notified as soon as possible that the change was made correctly.

▶ How to get information to carry out services programming?

1. You must send the service request format for being programmed to the planning and operations areas by e-mail ***salinas.nicolas@tilh.com.mx*** and ***barcelata.adalberto@tilh.com.mx*** with a copy to ***planeacion@tilh.com.mx*** denoting in the e-mail information the register number of the container and the date/time of the service.
Please send the e-mail one day before the service, so we could program our personnel shift plan, with an anticipation of time before 18:30 hours.
2. The operations area will confirm your service request by e-mail.

▶ Which are the requirements for a registration of a carrier, and to allow the entrance to load?

Right after are listed the registration requirements and the formats for this process, however, it is necessary that you send us a request to get the formats by e-mail and shortly you will receive them by return.

1. Power of Attorney.
2. RFC/ITIN (Individual Taxpayer Identification Number).
3. IFE (Federal Electoral Institute).
4. Bank statement.
5. Anti-corruption policies (must be signed on all papers).
6. Anty-bribery letter of commitment (format is attached).
7. A letter with bank accounts (format is attached).
8. Annual income tax declaration from 2 years before.
9. A ruled internal financial statement.
10. The registration and evaluation of suppliers.
11. Proof of residency updated or recent.
12. Employer registration number.
13. Annual income tax declaration from the previous year.
14. CV (curriculum vitae) of the company.
15. Two letters of recommendation.
16. The registration and evaluation of supplier.
17. The Birth Certificate and/or The Articles of Incorporation.

▶ How to make the assignment process of the empty?

1. You must send the booking request by e-mail to TILH planning area.
2. Subsequently, the shipping company will assign and confirm the registration number, size, and seals of the container to our planning area.
3. The planning area confirms to the customer the information sent by the shipping company by e-mail.
4. You must send your program to the last-mile department (LM) by e-mail ultimamilla@tilh.com.mx, for the recollection and transport of the container to the storehouse.

▶ Which requirements are needed for a withdrawal or an abandonment?

1. You must request a confirmation by Customs clearance for the unblocking of the container.
2. The case of being positive, the generated services and extra costs will be invoiced.
3. You must request railway equipment.
4. Right after you will send the format for being documented by the Railway System. The representative of the load does this activity.
5. The Railway System positions equipment, loads it and returns it to the destination port.

For further information and verification about any requirement, do not hesitate to contact the Customs Control to the extension number 7085 or by e-mail to ingresos.facturacion@tilh.com.mx

▶ How many free storage days are given for the containers or for foreign trade merchandise?

TILH company provides in automatic 10 free storage days even for imports or exports.

▶ What is the requesting process of EIR of the empty container?

1. You can request information from your EIR to the planning area by e-mail (full/empty).
2. The planning area will send you by e-mail the EIR requested before.

▶ What is the requesting process to cancel invoices?

1. You must send an e-mail to ingresos.facturacion@tilh.com.mx with a copy to the commercial area, requesting the cancellation of the invoice, stating the invoice number to cancel.
2. The case of being needed a re-billing, you will have to mention it in the e-mail, so that they could re-billing it.
3. Please keep in mind that every time a re-billing is done, it has an extra charge.

Which are the requirements to obtain a credit?

1. Fill out the Credit Application format, sign it, and stamp it. Please, send the following documents by e-mail to Credit and Collection area ***ingresos.facturacion@tilh.com.mx***
 - Credit application format previously signed and stamped.
 - Financial Statements of 2 months minimum.
 - Copy of the cover sheet of two bank accounts.
 - Copy of the last annual income tax declaration.
 - Copy of the last two provisional income tax payments (ISR).
2. The Credit and Collection Department will evaluate your documentation to determine credit days, based on volume, credit bureau review, etc.
3. The financial income department will confirm you by e-mail about the days of credit.

Which are the schedules of operation service?

The commercial area will issue a notification to the customer by e-mail 2 days forehand to the official public holiday.

In which it will be announced the customers' service hours on the official public holidays, or the date on which not be worked, according to the information indicated by Authorities.

What is the process and requirements for client registration in the system?

1. Fill in the Request for Credit format only from the corresponding part to “Customer Registration” and then send it by e-mail ***ingresos.facturación@tilh.com.mx*** with a copy to the commercial area.
2. Please, attach by e-mail a copy of RFC/ITIN (Individual Taxpayer Identification Number).
3. Also a copy of the proof of residency updated minimum of 2 months.



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