

Frequently Asked Questions

1. Where can I find the maneuver rates?

- The file is available on our website www.ssamexico.com.
- You can find it within the Ports section / Manzanillo / Client Information / Rates.
The information will be downloaded in PDF format.
Consider costs plus VAT.
The file also includes the Application Rules.
- Shortcut: https://www.ssamexico.com/files/tarifas_zlo.pdf.

2. Additional information available on the SSA Mexico website.

- Container status: <https://www.ssamexico.com/buscarContenedor.aspx>
- Vessel's cut-off and ETA: <https://www.ssamexico.com/cierreBuques.aspx>
- Bookings
(before containers enter SSA Mexico): <https://www.ssamexico.com/buscarBooking.aspx>
- FORECAST shortcut to program services
(only for registered users): <https://www.ssamexico.com/forecast.aspx>
- Official SSA Mexico statements: <https://www.ssamexico.com/comunicados.aspx>

3. Tools and tips to expedite import clearance.

Available on the following link: <https://www.ssamexico.com/comunicados.aspx>.

4. How to contact the Customer Service department?

Email address: ssamatención.clientes@ssamexico.com.

Phone: (314) 33-1-30-40 / 33-1-10-00 extension: 5761.

5. What service should I schedule to deliver an empty container?

For the reception of empty containers there are two billing codes:

- B67: Reception of clean empty containers.
The carrier must present in our gate the temporary import document, in addition to the appointment.
- D09: Reception maneuver plus basic cleaning service.

Important note: before invoicing, you must register the container with the required data.

6. How can I request a pre-inspection on truck (at gate)?

The Customs Broker must carry out the import container clearance, then, invoice the pre-inspection in our FORECAST website and finally, schedule the cargo appointment.

7. How to request a copy of a lost EIR?

The Customs Broker must send to ssam.maniobras@ssamexico.com, the request form 'Reprint of EIR', specifying the container class and the company name to be invoiced.

Fees can be found in the public rates document at www.ssamexico.com/files/tarifas_zlo.pdf, within the Application Rules, subsection Forwarding / Reprinting of Documents.

8. How to recover a retained EIR?

Please request the document to the following address: ssam.offdock@ssamexico.com/ssam.cem@ssamexico.com.

9. What to do if any clarification or cancellation of invoice is required?

The request must be sent to ssam.acclaraciones@ssamexico.com (please do not copy any other addresses), attaching the invoices in PDF format, as well as any other necessary document for the clarification, along with the Invoice Cancellation Form, which can be found in the clearance site, information section. In case of requiring the cancellation for an inspection service you must send the invoices in PDF format along with the Invoice Cancellation Form to the following address, [SSAM.CFS@SSAMexico.com](mailto:ssam.cfs@ssamexico.com).

10. What is the cancellation / rebilling cost?

The cost of cancellation / rebilling is \$ 861.20 pesos + VAT per folio, when the invoice corresponds to the same month. If the invoice is dated within the two previous months, the fee will be \$1,113.25 + VAT per folio.

You can find these fees within the Application Rules section, Billing subsection, of our public rates document www.ssamexico.com/files/tarifas_zlo.pdf.

11. How to search for an invoice draft?

Within the FORECAST website menu, query option, by selecting the container, all the information will be displayed, and among you will find the option of pending *draft*. You can also search for it on our website www.ssamexico.com.

12. How to register new customers or modify my customer data?

You must send to ssam.altacientes@ssamexico.com proof of the current fiscal period. Consider a response time of 24 business hours.

13. What is the procedure for processing an extraordinary service?

The Customs Broker is responsible for requesting the extraordinary service to local Customs, under the requested guidelines, any doubt must be directed to the authority.

The Customs Broker must copy in this application, the following addresses: ssamrecinto.fiscalizado@ssamexico.com & ssamatencion.clientes@ssamexico.com.

You will receive from our Customer Service department, the confirmation and appointment, from Monday to Friday from 18:00 h and Saturdays from 12:00 h.

14. Can amendments be made to Annex 29?

Yes, in almost any field, except the Container Number or the Seal, as long as the container has not been entered and, therefore, the authority has not yet confirmed Annex 29.

To modify the Container Number or the Seal, it is necessary to verify that there is no cargo appointment, otherwise, you must send a request to Bonded Area services to cancel the entry appointment, indicating "how it says" and "how it should say" to later proceed to modify the data in Annex 29 and request a new appointment.

15. What procedure must be done to withdraw abandoned cargo?

The Customs Broker must send the Customs Clearance Document and the Delivery Maneuver Slip to the following addresses: ssamrecinto.fiscalizado@ssamexico.com & ssam.maniobras@ssamexico.com.

16. What is the procedure to apply for LATE?

Additional time for 'LATE' container's clearance, must be requested directly to the Shipping Line, so that your cargo can be considered in the vessel's loading plan.

17. How to remove a full export container that was entered into the Off-Dock?

The Customs Broker must notify about the removal of the container to ssamatencion.clientes@ssamexico.com.

Then, send the request for the 'Loading' maneuver and the Pass that Call Center issued for the entrance, to the following email address ssam.maniobras@ssamexico.com.

Once this service is confirmed, the Customs Broker must request a withdraw appointment through our website, with 'import' category and 'full' status.

CB will receive the appointment. Maneuver, previous and new appointment, will be requested to the trucker at the Off-Dock, for the delivery of the container.

18. How to confirm the yard that an export container will enter.

You can use the container tracking tool located in our website:
<https://www.ssamexico.com/buscarContenedor.aspx>.

Positions:

- a) RFE, the operation will be carried out under the strategic bonded area procedure. You can consult the procedure in the following link: <https://www.ssamexico.com/comunicados.aspx>.
- b) Terminal, will be carried out normally under the CR39.
- c) Off-Dock, the containers will be moved to the terminal 72 hours before the document deadline, which is why it will be necessary to monitor de containers entrance to the terminal.

19. How to make corrections to a registered container?

Registered containers cannot be modified or corrected by the users, if a cancelation is required you will need to contact SSAM.DocumentacionBuques@SSAMexico.com.

It is worth noting that any invoices linked to that register will be invalid after the cancelation.

20. How can I retrieve empty containers from SSA?

You must send an email to the following address: SSAM.Vacios@SSAMexico.com with the booking confirmation sent by the shipping line.

Our Empty Containers department will confirm from which yard the user must withdraw the equipment. For more detailed instructions, we invite you to consult our manual.

21. I wish to learn the more about the procedures, where can I find additional information?

You can download the import and export manuals from our website, within Ports / Manzanillo / Client Information / Corporate statements.