



## FREQUENTLY ASKED QUESTIONS

### Where can I find the maneuver rates?

- The file is available on our website [www.ssamexico.com](http://www.ssamexico.com), within the Ports section / Manzanillo / Client Information / Rates.
- Consider costs plus VAT.
- The file also includes the Application Rules.
- Shortcut: [https://www.ssamexico.com/files/tarifas\\_zlo.pdf](https://www.ssamexico.com/files/tarifas_zlo.pdf).

### What additional information is available for consultation on the SSA Marine Mexico page?

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

### How to contact the Customer Service department?

Email: [ssamatención.clientes@ssamexico.com](mailto:ssamatención.clientes@ssamexico.com).

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

### What can I do to expedite my import clearance?

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

### 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, at our gate, the cleaning certificate, the appointment and the temporary import document.
- **D09:** Reception maneuver plus basic cleaning service.  
The carrier must present, at our gate, the appointment and the temporary import document.

Important note: before invoicing, the container must be registered with the required information.

### 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.

### How to request a copy of an entry or exit EIR for a lost truck?

The Customs Broker must send to [ssam.maniobras@ssamexico.com](mailto:ssam.maniobras@ssamexico.com), the request form "Reprint of EIR", specifying the container class (in case of full containers, a copy of the BL is also required) and the company name to be invoiced.

Fees can be found in the public rates document, under number 21, Print or Send Files.

### How to recover a retained EIR?

Please request the document to the following addresses:  
[ssam.offdock@ssamexico.com](mailto:ssam.offdock@ssamexico.com) and [ssam.cem@ssamexico.com](mailto:ssam.cem@ssamexico.com).

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

The request must be sent to [ssam.aclaraciones@ssamexico.com](mailto:ssam.aclaraciones@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.

### What is the cancellation / rebilling cost?

The cost of cancellation / rebilling is \$1,126.45 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 \$1,456.13 + VAT per folio.

You can find these fees within the Application Rules section, Billing subsection, of our public rates document.

### How to search for an invoice draft?

Within the FORECAST website, Query option, search by container number. Among the information displayed you will find the option of Pending Draft.

You can also search for it on our website.

### How to register new customers or modify my customer data?

You must send proof of the current fiscal period to [ssam.altaclientes@ssamexico.com](mailto:ssam.altaclientes@ssamexico.com). Consider a response time of 24 business hours. It is not necessary to send any reminders, since these are considered as a new request, re-entering the work queue.

### 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; therefore, any doubt must be directed to the authority.

The Customs Broker must copy in this application, the following addresses:

[ssamrecinto.fiscalizado@ssamexico.com](mailto:ssamrecinto.fiscalizado@ssamexico.com) and [ssamatencion.clientes@ssamexico.com](mailto: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.

### Can amendments be made to Annex 29?

Yes, except in the Container Number or the Seal, if 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.

### 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](mailto:ssamrecinto.fiscalizado@ssamexico.com) and [ssam.maniobras@ssamexico.com](mailto:ssam.maniobras@ssamexico.com).

### 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 the cargo can be considered in the vessel's loading plan.

### How to withdraw 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](mailto: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](mailto: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.

### Container transfer period from the Off-Dock to the Terminal

The transfer of units begins 24 hours prior to the vessel's ETA published on [www.ssamexico.com](http://www.ssamexico.com).

Contact our team for more information

