

FREQUENTLY ASKED QUESTIONS.

CONTENTS

CLIC ON THE ITEM YOU WANT TO GO TO IN THE PAGE

eCTS

- 07 ▶ [What is the application process for users to be able to access the eCTS web page?](#)
- 07 ▶ [How do you unblock an eCTS user?](#)
- 07 ▶ [How many storage days are given for foreign trade containers or merchandise?](#)
- 08 ▶ [What are the service hours for the Customer Service area?](#)

SPF

- 10 ▶ [What are the service hours for the deposit/removal of full containers for export and import via SPF?](#)
- 10 ▶ [What are the requirements for registering a transporter and allowing them to enter for loading?](#)
- 10 ▶ [What are the time guidelines for Transport Service scheduling?](#)
- 12 ▶ [Entry restrictions for transporters at the Hutchison Ports ICAVE terminal.](#)
- 12 ▶ [Is it compulsory to fill in the field for merchandise the container is carrying?](#)
- 13 ▶ [Where can I check the merchandise the container is carrying?](#)
- 13 ▶ [Which merchandise must I capture in the field?](#)
- 13 ▶ [What should I do if the container carries various types of merchandise?](#)
- 13 ▶ [What must I do if the manifest does not identify what the merchandise is?](#)

CONTENTS

CLIC ON THE ITEM YOU WANT TO GO TO IN THE PAGE

EMPTIES

- 15 ▶** [What is the process for applying for an assignment of Empties?](#)
- 15 ▶** [How do I prepare for my Empties assignment?](#)
- 15 ▶** [What are the hours for removing and/or depositing empty containers, and what are the limits for delays?](#)
- 16 ▶** [What is the tolerance for empty containers?](#)
- 16 ▶** [If I lose a program, how many times can I reprogram using the same document?](#)
- 16 ▶** [What is the process for applying to EIR for an empty container?](#)

RAILWAYS

- 18 ▶** [Requirements for scheduling the removal of an import container via railroad.](#)
- 18 ▶** [What is the process for dispatching a container by rail and what documentation is required for reservation?](#)
- 19 ▶** [What is the pre-registration process for an export container?](#)
- 19 ▶** [What is the preparation process for electronic pre-registration for depositing full/empty containers by rail?](#)

CONTENTS

CLIC ON THE ITEM YOU WANT TO GO TO IN THE PAGE

CARGO SERVICES

- 21 ▶ [How are pre-services, warehouse and weighing via the web processed?](#)
- 21 ▶ [What is the process for programming a “separation of merchandise”?](#)
- 22 ▶ [What is needed to schedule services when a container is in storage for more than 30 days?](#)
- 22 ▶ [What are the requirements for a withdrawal or abandonment?](#)

VGM

- 24 ▶ [Who is responsible for documenting and informing the shipping line about the VGM of a container with cargo for export?](#)
- 24 ▶ [In a case where a container is not present at the entry door of ICAVE, can the VGM certificate be deposited at the terminal?](#)
- 24 ▶ [From what moment is ICAVE able to weigh containers with the VGM certificates?](#)
- 24 ▶ [When the VGM has been obtained at a place different from ICAVE, is it compulsory to present it at the doors to the Terminal?](#)
- 24 ▶ [What is the time limit for receiving export containers with a VGM?](#)
- 25 ▶ [What is the process for containers that enter by rail?](#)
- 25 ▶ [What are the hours available on the ICAVE scale for VGM weighing?](#)
- 25 ▶ [Where can I program the weighing of my container on the ICAVE scale?](#)

CONTENTS

CLIC ON THE ITEM YOU WANT TO GO TO IN THE PAGE

- 26 ▶ [What can I do at ICAVE if I have omitted to put the weight of the container on my appointment form?](#)
- 26 ▶ [Does the weight declared on the certificate have to match the Article 23^o weight?](#)
- 26 ▶ [Is there a weight limit?](#)
- 27 ▶ [What happens if the container is overweight?](#)
- 27 ▶ [How can I obtain my VGM certificate if I weighed at Hutchison Ports ICAVE?](#)
- 27 ▶ [Who notifies the VGM to the Shipping Line when the container is weigh at Hutchison Ports ICAVE?](#)

INVOICING

- 29 ▶ [Hours of service in Invoicing.](#)
- 29 ▶ [How do I register a client?](#)
- 29 ▶ [What are the payment methods?](#)
- 30 ▶ [How do I make changes in the description of the merchandise?](#)
- 30 ▶ [What is the process for requesting the cancellation of invoices?](#)
- 30 ▶ [What are the requirements for obtaining credit?](#)

QUOTATIONS AND TOURS

- 32 ▶ [How do I request a quotation or the quick guide to tariffs?](#)
- 32 ▶ [How do I request a visit or tour for clients to the Hutchison Ports ICAVE Terminal?](#)
- 32 ▶ [How do I request a school tour?](#)

e-CTS.

▶ What is the application process for users to be able to access the eCTS web page?

1. Enter ***hutchisonportsicave.com*** and register as a new user in the eCTS section.
2. Once the user has created the user registration and password, he/she should send an email to ***cop@icave.com.mx*** requesting the privileges.
3. If the user needs to enable the invoicing module, this should be done by email request and copied to ***facturacion@icave.com.mx***

▶ How do you unblock an eCTS user?

Sometimes when the site is left open for a long time, the user is logged out for safety reasons, and this causes the account to be blocked. It will be unblocked within 30 minutes.

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

1. Import containers have 7 free days, starting on the day following the completion of the unloading of the ship.
2. Export containers have 15 free days starting from when they enter the Terminal.
3. Loose cargo that is deconsolidated in the warehouse has 7 free days from the time of the deconsolidation.
4. For break bulk cargo the same number of free days apply as with the containers.

What are the service hours for the Customer Service area?

On public holidays depending on what is established by Customs, and they send a notice to customers and to the Association of Customs Agents.

Customer Service Module: 08:00-19:00 hours | Sábado 8:30-12:30 hours

- **Invoicing:** 08:00-18:00 hours | Sábado 8:30-12:00 hours | Expo 8:30-3:00 hours
- **Customs Control:** 08:00-18:00 hours | Sábado 9:00-12:00 hours
- **Service Module Scheduling:** 08:00-19:00 hours

- **Prior Operation:** 24 hours.
- **Railway Operation:** 24 hours.
- **Planning:** 24 hours.
- **Ship operations:** 24 hours.

SPF Service

- **Imports:** 7:00-19:00 hours | Saturday: 7:00-13:00 hours.
- **Exports:** 24 hours.
- **Removal of Empties:** 7:00-21:00 hours. | Monday to Saturday.
- **Delivery of Empties:** 24 hours | Monday to Saturday.
- **Double Flow:** 7:00-12:00 hours | Monday to Saturday.

SPF.

▶ **What are the service hours for the deposit/removal of full containers for export and import via SPF?**

EXPORTS

Exports are received 24 hours a day Monday to Sunday.

The time for arrival without charge from the closing date depends on the document closing that each Shipping Line defines.

IMPORTS

The hours allowed for the arrival of imports are from 7:00 a.m. to 17:00 p.m., from Monday to Friday, and Saturday from 7:00 a.m. to 11:00 a.m.

▶ **What are the requirements for registering a transporter and allowing him to enter for loading?**

They must be registered with API.

API's telephone number is 2299 23 21 70.

1. To enter the Terminal they will be asked to show their License.
2. Relevant documentation to carry out the desired manoeuvre.
3. They must have their safety equipment (hard hat, safety vest and safety boots).

▶ **What are the guidelines of times for Transport Service scheduling?**

1. The schedule of hours for Transport Service is given by the Integral Port Administration of Veracruz, which ICAVE follows as a concessionaire within the Port Zone.
2. The following table shows the operating of the wait times and tolerance assuming that a Scheduling is active within the Terminal, as well as when it might be cancelled. This applies to all users without exception.

Flow	Scheduling	Time in advance of scheduling	Lateness tolerance for the schedule
IMPORTS	11:00:00 am <i>(example)</i>	59 min. <i>In other words, if the the user's schedule is for 11:00 a.m., the transporter could register in the CALT from 10:00 am to 10:59 am</i>	0 min. <i>Zero tolerance</i>
IMPORTS ATTENDED TO PREVIOUSLY	11:00:00 am <i>(example)</i>	3 hours. <i>8:00 am - 10:59 am</i>	3 hours. <i>11:01 am - 14:00 pm</i>
EXPORTS	11:00:00 am <i>(example)</i>	59 min. <i>10:00 am - 10:59 am</i>	0 min. <i>Sin tolerancia</i>
EXPO RF	11:00:00 am <i>(example)</i>	4 hours. <i>7:00 am - 10:59 am</i>	4 hours. <i>11:01 am - 15:00 pm</i>

3. To be able to carry out the scheduling program for extraordinary services, once customs has issued the voucher, the user must send it to the email address cop@icave.com.mx and in the next 15 to 20 minutes, the container will be authorized in the CRWEB portal so that it can be scheduled.
4. Certified companies will be able to get scheduled up until 8:00 p.m.
5. Without exception, for units to enter the Terminal, all clients shall have to manage their scheduling on the CRWEB page. The measure is applicable to all full container traffic.
6. The way in which ICAVE will carry out the distribution of service hours for the removal of full import containers will be the following:
 - 120 scheduled hours of service for each hour from 7:00 am to 12:00 pm.
 - 100 scheduled hours of service for each hour from 1:00 pm to 4:00pm.
7. In the case of a late arrival by the user to the scheduled time, the alternatives are the following:
 - **IMPORTS:** If the transporter decides to do so, he can register in the CALT and remain on the waiting list, in which case the Terminal will do its best to call the unit for service and perform the operation in the Terminal as time allows it. However, the scheduling that enters the waiting list will not generate a promised time for service, and the amount of time that could pass for the call by ICAVE or the definitive cancellation is not definite, with the latest time being 14:00 hours the same day.
 - **EXPORTS:** The transporter could register in the CALT and remain on the waiting list to be served. The maximum guaranteed time to be called is 2 hours.
8. The double flow is permitted only from 7-12 o'clock, from **monday to friday**.



9. In order for a scheduling to be considered punctual, the operator shall have to have registered in the CALT at least 30 minutes before the programmed time. Anything later than the hour marked on the schedule will be considered late and the CALT reserves the right to ask that you register until ICAVE gives you access.
10. Compliance with the hour marked for scheduling is considered to be the registration with CALT. The time marked for taking your turn at CALT is not the arrival time, since it is recommended that you take precautionary measures for arrival, parking, delivery of documentation and time in line.

Entry restrictions for transporters in the Hutchison Ports ICAVE terminal.

- Entry for units whose documentation is incomplete depends on the programmed flow.
- Bringing a documented unit for just one manoeuvre (example: full with 2 containers and only one of them documented)
- Discrepancy in:
 - License plates (different from those documented).
 - Transporter (different from what is documented).
 - License (missing).
 - Operators (different from what is documented in CALT).
- Empty containers with an excess of garbage and/or packing materials (pallets, converters, racks, etc.).
- Full export containers with poorly closed doors or without seals.
- IMOS (dangerous) containers without the proper tags and without the type E license.
- Full refrigerator containers without a connection letter (Set Point).
- Entry of transporters after 18:00 hours if they do not load containers from a Certified Company.

Is it compulsory to fill in the field for merchandise the container is carrying?

Yes, it is compulsory, because if you don't provide this information you won't get an appointment or a pre-clearance.

Where can I check the merchandise the container is carrying?

This checking can be done in the manifest, packing list or invoice.

Which merchandise must I capture in the field?

The user must capture only the “Final Product.”

What must I do if the container carries various types of merchandise?

In that case the user must capture the merchandise that he thinks is substantial or a special or dangerous product.

What must I do if the manifest does not identify what the merchandise is?

The user must contact the customer so that he can provide the data of the final product being transported.

EMPTYES.

▶ **What is the process for applying for an assignment of Empties?**

1. The customer has to ask the Shipping Line for the application for export containers.
2. The Customs Agent shall have to make a formal request for the container to remove it in accordance with the customer's application. The Shipping Line will advise the Customs Agent where he must remove the container that is assigned.
3. The Shipping Line will approve the reservation or assignment of equipment to liberate the assignment letter, and will also approve the booking via system, or will send an email to the Terminal to clear the booking.
4. The Customs Agent shall have to arrange for the service time on the ICAVE web page (eCTS) so that it can be presented on the CALT with the documentation (shipping line letter, ICA form, and service time document).

▶ **How do I prepare for my Empties assignment?**

1. The customer must bring the original and a copy of the assignment letter.
2. The assignment letter shall have to contain the following information on letterhead from the Customs Agent.
 - Booking number, for example: mx-o03277278
 - Proof of validity
 - Seal

The containers are not pre-assigned, and will be delivered according to the characteristics indicated in the letter.

Booking in the system provides for validity of 72 hours.

▶ **What are the hours for removing and/or depositing empty containers, and what are the limits for delays?**

For depositing, empty containers are received from Monday at 7:00 hours to Sunday at 7:00 hours, and the Shipping Line must indicate to its customers the limit dates for the cut in case of delays.

The hours for removals are from 7:00am to 9:00pm from Monday to Saturday.

▶ What is the tolerance for empty containers?

Empty containers may be delivered in the CALT until 59 minutes before their scheduled time for entry into the Terminal.

▶ If I lose a programmed time, how many times can I reprogram using the same document?

Up to 2 events can be reprogrammed after the first one.

▶ ¿Cuál es el proceso de solicitud de EIR de contenedor vacío?

- 1. EIR for export containers.** It is prepared upon its arrival by SPF or Railway. This is sent automatically to the email account of the user, who prepares the FIT document for entry or the Railway pre-approval. It can also be downloaded to the eCTS page in the Reports module.
- 2. EIR for deposit of empty containers.** It is prepared when the container arrives in the empties area; if it is by SPF the EIR delivers it when the transport departs. It is sent automatically to the email account of the user who prepares the FIT document or the Railway pre-approval. The Customs Agent also can download it from the eCTS page of the Reports module.
- 3. EIR for removal of empty containers.** It is prepared when the container arrives in the Empties area. If it is by SPF the EIR is delivered when the transport departs. It is automatically sent to the eCTS user who prepares the FIT document or the preclearance if it is coming in by rail. The Customs Agent can also download it from the eCTS page of the Reports module.
- 4. EIR to remove a full import container.** If, during the unloading of a ship, damage is identified, an EIR is prepared. If, during its stay in the Terminal the Customs Agent requests a prior service and during the service damage is identified in its interior, the damages are attached to the same EIR. Upon its departure another physical verification is carried out and an EIR is prepared (with or without damages); if it is by SPF the EIR is delivered with the departure of the transport; if it is by rail, the Customs Agent can download it on the eCTS page in the Reports module.

All EIRs are available on the web page www.icave.com.mx/eCTS in the Reports module.

RAILWAY.

► Requirements for scheduling the removal of an import container via railroad.

1. The container must have an import document release in customs and be liberated before invoicing.
2. The cargo representative must carry out the formal equipment request, whether it be with ICAVE or is VEREX cargo, or with the railway company if the cargo is without VEREX service.
3. Physical cargo should have an equipment assignment from the railway.
4. The application should be made 24 hours beforehand (example: it is requested in the morning and is assigned for departure the following day).

► What is the process for dispatching a container by rail and what documentation is required for reservation?

1. The Customs Agent must send the application and import document release in customs requests by electronic mail before 13:00 hours from Monday to Friday, and **Saturday before 11:00 hours.**
2. These emails shall have to be sent to: ***intermodal@icave.com.mx***
intermodal.logistica@icave.com.mx
3. The intermodal personnel will provide the acceptance responses for the service.
4. The container is loaded onto the train.
5. The loading plan is confirmed.
6. **Containers with IMOS are reserved for Wednesdays and Fridays.**

└ *When it is not VEREX service the process could be done through the Rail Line.*

▶ What is the pre-registration process for an export container?

1. The Customs Agent, with a user account and password with privileges, enters the pre-registration module of the eCTS system <https://ects.icave.com.mx>
2. He selects the type of manoeuver: deposit of an empty container or deposit of an export container. He must fill in all of the required fields.
3. He generates the capture and saves the changes. If it is export the system automatically generates a document (**article 23º**) which is sent to the email of the user, who signed it.
4. For export, the automatically generated document must be attached to the confirmation with the railway company.
5. For depositing empties, the user receives a confirmation of capture in his email.

▶ What is the preparation process for electronic pre-registration for depositing full/empty containers by rail?

1. Enter the eCTS page, introduce the user and password with privileges.
2. Enter the pre-registration module and/or tab.
3. Fill out the chosen fields with the container information.

└ *The pre-registration does not print out since the information is in the system.*

[Download Manual.](#)

CARGO SERVICES.



How are pre-services, warehouse and weighing via the web processed?

Scheduling is done on our web page hutchisonportsicave.com on the eCTS portal.
[Download Manual.](#)

1. The Customs Agent, with a user account and password with privileges, enters the Services module of the eCTS system <https://ects.icave.com.mx>
2. He selects the type of pre-service. He must fill in all of the required fields.
3. Once it's captured, the system saves the changes and creates a document, which is sent to the email of the user who signed it.
4. The container shall have to have entered the Terminal, in other words, be unloaded from the ship, to be able to be programmed.
5. The Service area verifies that the BL is revalidated and has a stamp number. If it is DG the technical record card will have to be presented.

For the case of warehouse services:

The Service area verifies that the BL has been revalidated, has a stamp number, article 10° and ready to pack. If it is DG the technical record card will have to be presented.



What is the process for programming a “separation of merchandise”?

1. The Customs Agent shall have to go to the Customs Control Department in ICAVE's central offices to request authorization for the service, and for this he will have to present the following documents:
 - A Response Letter from the client and the Customs Agent indicating that the merchandise will be removed from the warehouse.
 - Copy of the BL.
 - Article 65° showing the merchandise that is going to be separated.
 - Notarial power.
 - Copy of the IFE from the representatives who will sign the response letters.
 - Article 10° (for the purpose of opening the container).
2. The Customs Agent must go to the Cargo Services Area to do the service scheduling.

▶ What is needed to schedule services when a container has been in storage for more than 30 days?

1. Verify whether it has been classified as abandoned.
 2. If it is not abandoned, the customer must go to the Invoicing area and pay for the storage days.
 3. He must then go to the Services area in the Terminal with the copy of the BL and storage payment invoice to do the scheduling.
 4. If it is classified abandoned, he must meet with customs in the area of Customs Control, and must present a copy of the BL and wait for resolution. If it is favorable, he goes to Services to schedule it.
If it is not favorable, he must go directly to the authorities and make his case.
- **If it is DG, it will be cause for abandonment on the third day.**

▶ What are the requirements for a withdrawal or abandonment?

1. To liberate an abandoned container, the customer will have to present his K1 or Customs document. If it has been liberated as exports, he will have to make a request for cancellation of the invoice for manoeuvres to re-invoice it as an abandonment.
2. In case of abandonment, the customer must present the delivery document from customs together with the accompanying documentation (request for liberation, BL if applicable, ticket if it is loose merchandise).
3. Before going to the pay window, he will have to go to customs control with an extra kit to end the abandonment block.

VGM.

▶ **Who is responsible for documenting and informing the shipping line about the VGM of a container with cargo for export?**

The shipper.

▶ **In a case where a container is not present at the entry door of ICAVE, can the VGM certificate be deposited at the terminal?**

Yes it can be deposited, without responsibility on the part of the Terminal for the absence of the VGM certificate.

▶ **From what moment is Hutchison Ports ICAVE able to weigh containers with the VGM certificates?**

Starting on Monday, June 20, 2016.

▶ **When the VGM has been obtained at a place different from ICAVE, is it compulsory to present it at the doors to the Terminal?**

It is not compulsory to present the VGM certificate at the doors. It will be allowed in because it is the responsibility of the shipper to advise the Shipping Line of the Verified Gross Mass.

▶ **What is the time limit for receiving export containers with a VGM?**

The time limit for receiving export containers with Verified Gross Mass will be the same as the closing date established previously. An extension is applied only for Late Arrival containers, for which the Shipping Line shall have to notify the Terminal in advance.

▶ What is the process for containers that enter by rail?

The shipper will send the information directly to the Shipping Line. If weighing by ICAVE is required, it should be scheduled in the pre-registry done when it enters.

▶ What are the hours available on the ICAVE scale for VGM weighing?

24 hours a day.

▶ Where can I program the weighing of my container on the ICAVE scale?

If the container has not yet entered the Terminal, weighing can be programmed at the time of processing its appointment on the CRWEB (if it is entering by SPF) and in the pre-registry module for Railways.

The screenshot shows a web-based form titled "F - DEPOSITO DE EXPORTACION". The form contains several sections for data entry:

- Container Information:** Includes fields for "Container", "Linea", "ISO", "Tipo de Carga", "Vessel", "Servicio", "Puerto de Descarga", and "Destino Final".
- Weighting Information:** Includes "Peso Neto (Tons.)", "Regimen de Expi", "Peso Tara (Tons.)", and "Bodega".
- Informacion VGM:** A highlighted section containing "Peso Bruto (Tons.)", "Fecha de Pesaje", "Empresa Certificadora", "Numero de Certificado", and a checkbox "Llevar a cabo servicio de pesaje en ICAVE". Below this is a red warning: "Al seleccionar la opcion de pesaje dentro de ICAVE, acepta el cobro correspondiente el cual podra consultar dentro de nuestra guia rapida de tarifas".
- Other Fields:** Includes "Mancancia", "Complementario de mancancia", "Sellos" (with fields for Sello 1, 2, 3), "Polipropeno" (with fields for DNO 1, 2, 3 and UNNumber 1, 2, 3), "Unidad Quantity", "Marine Pollutants", "Exportador", and "Factura o lista de empaques".

If the container has already entered ICAVE, there are two options:

1. Schedule it on the web on the ICAVE page in the Services module.
2. Go to the ICAVE facilities in the Service module and program it at the window.

What can I do at ICAVE if I have omitted to put the weight of the container on my appointment form?

If the truck has not yet arrived at the CALT, proceed to cancel the appointment and then go back to set up another one, indicating that you want to weigh at ICAVE.

If the truck has already passed the CALT and arrived at ICAVE, you will have to schedule the weighing on the ICAVE page, in the Scheduling of Services module, or go personally to the physical Services module located in the CFS module.

Does the weight declared on the certificate have to match the Article 23° weight?

At this time the weight declared in article 23° is not linked to the VGM; however, this could change later if the authorities decide to change it.

If the exporter decides to match the weights of article 23° with the VGM, you will have to make the correction.

Is there a weight limit?

Rule VI/5 of the SOLAS agreement stipulates that containers shall not be filled beyond the maximum gross weight shown on the container's identifying plaque.

▶ **What happens if the container is overweight?**

According to the rules the container is returned to redo the procedure with the Shipping Line. The rule states that the Terminal is not responsible for re-weighing.

▶ **How can I obtain my VGM certificate if I weighed at ICAVE?**

- The consult option, weighing and unloading can be enabled with the eCTS option in Consult.
- When the customer schedules the entry to ICAVE in the CRWEB and chooses the weighing option in ICAVE, he can add an email address from which it will send him the certificate.
- If the container is entering by rail, in the pre-registry, add an email address from which it will send the certificate to the customer.

▶ **Who notifies the VGM to the Shipping Line when I weigh the container at ICAVE?**

The shipper is responsible for notifying the Shipping Line.

INVOICING.

▶ Hours of service in Invoicing.

Invoicing

08:00-18:00 hours | Saturday 8:30-12:00 hours | Expo 8:30-3:00 hours

Service after closing hours:

IMPORTS

Monday to Friday after 18:00 hrs.

Send an email to **facturacion@icave.com.mx**

Ask for service in the window (subject to availability).

The email must be sent before 18:15 hrs.

EXPORTS

Monday to Friday after 18:00 hrs.

Ask for authorization in the planning area, which will create a charge by closing date (subject to authorization by the Shipping Line).

There is service outside of office hours for:

- Ships that close on Saturday.
- Extraordinary import service.
- SPF deconsolidation.
- Priorities.

▶ How do I register a client?

<http://ftp.icave.com.mx/html/RevistaDeFacturacion.pdf>

▶ What are the payment methods?

<http://ftp.icave.com.mx/html/RevistaDeFacturacion.pdf>

If you have more questions about the processes and services in the Invoicing area, we invite you to visit our Review of Invoicing, available in the following link:

<http://ftp.icave.com.mx/html/RevistaDeFacturacion.pdf>

▶ How do I make changes in the description of the merchandise?

1. To change the ship or destination, the Customs Agent will have to go to the Invoicing area and present a document that indicates what it should say, requesting the correction and charging the cargo for this item. Later, Invoicing will send an email to Planning requesting the change and making your correction.
2. Once the Planning area has begun its updating process on the export lists from the Shipping Agents and the Customs Agents, changes cannot be made at ICAVE unless the Shipping Agent authorizes/updates those changes.

▶ What is the process for requesting the cancellation of invoices?

1. The Customs Agent will have to send the documents for cancelling invoices by email to **facturacion@icave.com.mx**, Mondays and Tuesdays from 16:00 to 18:00 hrs. He will have to indicate the matter in the email (request for license to re-invoice). Example: 0101 request for re-invoicing.
2. The requirements for requesting re-invoicing are:
 - A letter with letterhead, signed by the Customs Agent or legal representative of the agency, showing RFC, name and address of the person who needs the change of invoice. Also state RFC, name and address of the person who will pay the invoice for the administrative service of cancellation. The cost is \$81.20 (IVA included for each invoice; attach the account number for the payment which must be at Banamex).
 - Beneficiary.
 - Branch.
 - Account.
 - Reference.
 - Invoice to be cancelled.
 - Payment for the administrative service of cancellation.

Reception hours: Monday and Tuesday from 16:00 to 18:00 hrs.
Electronic mail: **facturación@icave.com.mx**.
Matter: (license request for re-invoicing) Example: 0101 request for re-invoicing.
3. The invoices must not be more than two months old, and the cost per invoice is \$81.20.

▶ What are the requirements for obtaining credit?

Dear customer, please contact us at the email **mac@icave.com.mx**

QUOTATIONS AND TOURS.

▶ **How do I request a quotation or the quick guide to tariffs?**

Please send your request by email to mac@icave.com.mx, or ask through our MOBILEPORT app, or directly at hutchisonportsicave.com/contactanos/directorio/

▶ **How do I request a visit or tour for clients to the Hutchison Ports ICAVE Terminal?**

This can be requested by email at the address mac@icave.com.mx or by telephone at 229-9895400, option 2, sub-menu option 3.

▶ **How do I request a school tour?**

Please contact the Public Relations area at email address rp@icave.com.mx



hutchisonportsicave.com

Administration Offices

Av. Morelos No. 159 Esq. Empanan
Col. Centro. 91700. Veracruz, Ver, México

mac@icave.com.mx
+52 (229) 989.5400

Specialized Container Terminal

Interior del Recinto Portuario
Zona II. Veracruz, Ver. México
Customer Service

mac@icave.com.mx
+52 (229) 989.7000