



To our Valued Customers,

Due to the increased volume of Small Parcel and Internet Orders (i.e., Amazon, UPS, FedEx and US Postal), the warehouse's processing time for the Peak Season will be increased as follows:

1. Processing time for properly marked cargo (with invoices) will be 72 hours.
2. Processing time for UNKNOWN customers with missing destination and no additional information will be up to 5 days.
3. Boxes arriving with no customer info will be rejected.

In an effort to streamline this process, please follow these instructions *before you place an order online* to ensure that your cargo is properly labeled:

- Please contact us to arrange your customer profile and set up a **Booking Number**.
- This **Booking Number** should be included on any orders that you place in combination with your name and destination port. Please note that when you place orders on Amazon, Walmart, etc. they do not realize that you are exporting. They believe that our address is the final destination. Make sure to note that this is a *business* address.
- **Address your cargo as follows:**  
*Booking # / your name / Destination Port*  
Example: BK# 12345 / John Doe / GCM
  - 3740 West 104 St. Ste #1
  - Hialeah, Florida 33018

Be aware that the Traffic Coordinators and the Warehouse Receivers are **NOT RESPONSIBLE** for matching **INVOICES** with TRACKING NUMBERS, **opening boxes** and/or **segregating items**. It's entirely the Customer's responsibility to provide the proper and accurate paperwork using the portal feature to upload their invoices or by email with the specific shipment's invoice.