



Booking and Documentation Process

We look forward to you becoming a part of our ITL family. ITL has a bi-lingual customer service staff to better serve all our customer needs. In order to assure quality service to you please use the following procedure when booking with ITL:

To Make a Booking

- 1) Call ITL at 904-757-0690 (or toll free at 888-838-1890). We have staff that can assist you in both English and Spanish for booking and documentation questions. On further assessment of new accounts, a CS representative will be assigned. However, everyone in our logistics division would be glad to assist with any needs you might have including trucking, warehouse services or, transfer and consolidations. You can also request bookings via email to our customer service staff at the following address: cs@shipitl.com

**** Just one simple email address for bookings and documentation will reach our entire customer service staff assuring you a timely response ****

- 2) Have the following loading information ready:
 - a) When would you like the load to sail?
 - b) Where is product coming from?
 - c) Will ITL be handling the trucking arrangements?
 - i) If ITL is handling trucking for you please make sure that we have all facility information i.e.. Address, phone number, contact name and necessary pick up numbers..
 - ii) Will the load be overweight? (Overweight permitted loads cost more – anything over 44,000 lbs. gross product (including pallets and packaging)
 - d) Who will the consignee be?
 - e) What size equipment would you like to use? (40',45', 48' or 53') Reefer, Flatbed or Dry?
 - f) Load should not exceed 52,000 lbs gross product regardless of equipment size.
 - g) If loading a reefer, what temperature should be maintained?
 - h) You will receive an ITL booking number immediately. When the booking has been completed you will be faxed or emailed a confirmation.
 - i) If ITL is assisting you with warehousing coordination, please see the following instructions.

Warehousing

In order for ITL to best serve your interests, we must have all loading/ receiving information in a timely manner according to destination/ clearance requirements. We need time to: arrange equipment placement, make loading appointments and to communicate all loading information to warehouse personnel.

****Over-the-road loads grossing more than 44,000 lbs. of product weight requires a DOT O/W Permit for each state the load travels through and still should not exceed 52,000 gross product weight ****

Documentation

When your product has been loaded into equipment booked through ITL, you are responsible for forwarding the following information to us, in writing please, 24 hours prior to voyage departure. New SED regulations require filing 24 hours prior to departure. Therefore, the receipt of documentation is crucial.

- 1) Description of Product (Type of Product & verifying temp)
- 2) Number of Packages (cases, drums, etc.)
- 3) Approximate product weight
- 4) Declared load value
 - i) Even if your supplier is giving us loading information please, be aware that the declared value and insured value of your load needs to come from you. This will assure proper documentation and insurance coverage.
 - ii) Seal Numbers (if available)