

FREQUENTLY ASKED QUESTIONS.

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▶ **What is the process for programming a separation of goods?**

1. The Customs Agent must contact the service department and request the service of partial deconsolidation of goods, either to CFS or to federal route. For this, the Customs Agent must have a valid BL.
2. They can be separated at the time of the deconsolidation. In the case of CFS, the client or Customs Agent must submit a letter of commitment indicating when the rest of the goods will be withdrawn.
3. Otherwise, in a subsequent event a prior is requested specifying the tally to which the goods are separated.

▶ **How is a pre-inspection of a container programmed?**

1. It is necessary that the container is in the floor, then the Customs Agent must access the eCTS website.
2. At the time of selecting the type of service, the Customs Agent must indicate date and time in which the service will be carried out.
3. The Customs Agent obtains a folio number, which must be presented in the service area.

▶ **What is the process for the elaboration of electronic pre-registration for storing full/empty containers via SPF?**

1. Consult the manual detailing the steps to follow to make any pre-registration in the following link: [***Download Manual.***](#)
2. Once the information is completed, load the excel file in the eCTS website, go to the transfer tab and select pre-registration, there is where the file should be uploaded.
3. The Customs Agent, Shipping Line or Client will receive the pre-registration via e-mail, this should be printed and delivered to the transportation for it to be in the traffic regulator center and obtaining its folio for entry to port.

▶ **How do I request a change regarding the information of my goods and/or export container registered in the system as: change of vessel, rail, weight, etc.?**

1. The Customs Agent or Shipping Line must contact the planning department by e-mail indicating the change required.
2. It must be stated what information is going to be changed, “it says it should say”, and Planning will modify the information and give notice to the Billing department.
3. The Customs Agency must submit to the Billing department a letter indicating who the invoice will be issued for the requested changes.

▶ **How to obtain information for the programing of services?**

1. The programing of services is made through the eCTS website, enter the services tab and enter the number of the container. Thereafter select the option of your request specifying the characteristics of the goods, service, date and type of packaging.
2. You will receive automatic confirmation of the service by e-mail with a folio number of the request of the service.

▶ **What are the requirements for the registration of a carrier and allowing the entry to load?**

1. They must have an identification badge before customs; they are told that they must go to the National Confederation of Mexican Transport to apply for it.
2. They should wear their safety equipment (helmet, vest, and security boots).
3. They must have their papers in order and valid vehicle insurance.

▶ **What is the process for the request of empty container assignment?**

1. You must enter the eCTS website and in the Assignment tab press the button “Add.”
2. The assignment letter must be filled, indicating Shipping Line, quantity, size, type, classification, emails to notify and indicate the booking in the comments. Then press the button “Add.”
3. Once this information is sent, the Shipping Line must authorize the booking in order to send the confirmation by email to the applicant.
4. The empty container assignment is printed and handed to the carrier for its submission in the transport regulation center in order to obtain a folio to enter the Terminal and to be given the container.

▶ **How and/or where can I get my invoice in PDF and XML format?**

- For customers who have credit, the department of credit and collection sends daily invoices automatically.
- For customers that do not have credit, the downloading of invoices is made by the Customs Agent entering the eCTS website, selecting the invoices tab and then automatically see the invoices of the day. You have the option to download invoices of up to 10 days once issued.

▶ **What requirements are needed for an export cancellation or abandonment?**

1. To release an export cancellation, a K1 or Customs written notice must be presented. In case of having been released as export, the invoice for manoeuvres should be cancelled in order to send it again as an export cancellation.
2. In case of not making these adjustments, only the submission of a written notice before the customs office is needed to authorize the release.
3. Both types of withdrawal must submit their written notices authorized by customs, to the Customs control department, and subsequently to Billing.

▶ What is the user request process for the use of the eCTS website?

1. Enter the eCTS website and create a new user in the “Register now” icon.
2. Fill the format available in the following link: [Download Format](#).
And send it scanned to **customerservice@enseit.com**
3. In a subsequent e-mail you will be informed when the user has been enabled.

▶ How many days of free storage are granted for containers or foreign trade goods?

- Import: 7 calendar days.
- Export: 15 calendar days.
- Export Cancellation: 0 days.

▶ What is needed to program a container service with more than 30 days of storage?

1. It is necessary to cover the costs of storage generated.
2. Send by e-mail copy of validated BL and service that needs to be program to: **control.aduanero@enseit.com**

▶ What is the application process of EIR for the request of an empty container?

1. At the time of entering the empty container the EIR is automatically made by the empty containers area.
2. The EIR will appear the next day at the Billing department. The client must send an e-mail to Billing (**facturacion@enseit.com**) and request the EIR, once requested, the Billing department sends it by e-mail to anyone who requests it.

▶ What is the process for requesting an invoice cancellation?

1. Submit the letter of re-invoicing. Consult the format in the following link: [Download Format](#).
2. The request must not exceed 10 calendar days subsequent to the date of invoice.
3. Once authorized internally, the modification is carried out or the client is notified of it.

▶ What are the requirements to obtain credit?

1. Fill credit application. Consult the format in the following link: [Download Format.](#)
2. The requested information is sent to: ***blake.claudia@enseit.com***

▶ What are the working hours of the Service areas?

Billing Office

Monday to Friday from 8:00 to 17:30 hours.
Saturday from 9:00 to 12:00 hours.

Services

Monday to Friday from 7:00 to 19:00 hours.
Saturday from 7:00 to 15:00 hours.

Operations 24 hours/365 days.

▶ What is the process and requirements for the registration of Clients in the System?

1. You must send an e-mail to the billing department (***facturacion@enseit.com***) indicating that a client would like to be registered, attaching the client's RFC/Tax ID.
2. The billing department will confirm the registration of the client via e-mail.

▶ How do I unblock my user? How can I recover my password?

1. The user must select the option "forgot my password" in the eCTS website, and will immediately receive a password by e-mail.
2. In case of not being able to recover it, ask for the help of tech support, either by phone (646 1788801 ext. 3911) or by e-mail (***aplicaciones.soporte@enseit.com***).



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