



April 9, 2020

ICT ADVISORY

COVID-19 AND HANDLING OF PAPERWORK

EFFECTIVE APRIL 15th, 2020

Dear customer, trucker, broker and dispatch offices,

The outbreak of COVID-19 has forced everyone in our industry to think outside the box in terms of how we handle information flow. Currently, we rely mostly on paperwork being physically handed to our staff at the dock office. With what we know today, we cannot allow this process to continue. ICT is therefore asking for your help to make our supply chain safer – both for your drivers and for our staff.

IMPORTS

For **import LCL cargo**, we kindly ask you to email all your Delivery Orders (D/O) in advance to our dock office.

Email addresses are as follows:

Elizabeth, NJ : nycictimp@intlcarterminals.com

Medley, FL : miaictimp@intlcarterminals.com

Long Beach, CA : laxictimp@intlcarterminals.com

College Park, GA : atlictexpdocs@intlcarterminals.com

- Subject line MUST be : **Delivery Order / "fill in carrier name"**
- Each D/O MUST be an individual attachment – preferably as a pdf file attachment
- Before you send the D/O – Please check availability on our website : www.intlcarterminals.com
- Please ensure that your cargo is custom and freight-released and all charges satisfied before sending the D/O. Email with D/O must be received at least 2-12hrs prior expected arrival at CFS
- AS ALWAYS, WE SUGGEST THE CARRIER TO HAVE A HARD COPY OF THE D/O IN HAND FOR THEIR OWN RECORDS OF WHAT THEY ARE PICKING UP
- Drivers must have a valid driver's license and registration (it is highly recommended they are scanned and emailed to us prior to pick-up along with the D/O('s))



April 9, 2020

EXPORTS

For **Shipco export LCL cargo**, we kindly ask you to email a copy of the truck-bill with a visible/valid Shipco booking number.

For all **ICT export LCL customers** we kindly ask you to email the truck-bill with clear visible account information the trucker is delivering the cargo for.

Email addresses are as follows:

Elizabeth, NJ : nycictexp@intlcarterminals.com
Medley, FL : miaictexp@intlcarterminals.com
Long Beach, CA : laxictexp@intlcarterminals.com
College Park, GA : atlctexpdocs@intlcarterminals.com

- Subject line MUST be : **BOL/Truck-Bill / "fill in carrier name"**
- Each **BOL/Truck-Bill** MUST be an individual attachment – preferably as a pdf file attachment
- Email with **BOL/Truck-Bill** must be received at least 2-12hrs prior expected arrival at CFS
- AS ALWAYS, WE SUGGEST THE CARRIER TO HAVE A HARD COPY OF THE **BOL/Truck-Bill** IN HAND FOR THEIR OWN RECORDS OF WHAT THEY ARE DELIVERING
- Drivers must valid driver's license (it is highly recommended the license is scanned and emailed to us prior to pick-up along with the **BOL/Truck-Bill**)

We understand that this new process will be a change from what you do today, but we ask for your understanding and compliance to keep everyone safe. Non-Compliance will result in delays to the truckers in picking up and delivering cargo.

ICT will initiate process as of **April 15th, 2020**. We will handle trucks up to that date with paperwork – however we kindly ask you to initiate this as soon as you possible can.

If a carrier does not have a D/O or BOL/Truck-Bill emailed to ICT prior to arrival, he/she or the dispatcher can email such D/O's/Truck Bills to our office. If this process exceeds 20 minutes, the driver will be requested to leave or return to the end of the line.

We ask for your utmost co-operation to keep all safe and healthy. Let's beat the risk of spreading the virus together.

Thank you for your cooperation.

Yours Sincerely

International Cargo Terminals Inc.