



International Cargo Terminals, Inc.

## ICT CHICAGO CUSTOMER ADVISORY

July 17<sup>th</sup>, 2024

Dear ICT Customers,

Last week we opened the doors for our latest CFS/warehouse in Chicago, Franklin Park. We have been fortunate with your great support. As with any start-up operation, there have been a few kinks to work out.

The export receiving is now up and running to our normal excellent standard, however, we've been overwhelmed a little bit on the imports. We have sent support staff from our Atlanta and Elizabeth locations, and we are also remotely working to eliminate any backlog to render the service you deserve.

ICT will for the next 10 days eliminate any storage charges caused by us. We thank you for your support and understanding and we can assure you that we have all hands on deck, to clear the backlog.

We ask for your co-operation to ensure expeditious entry of Customs Releases and D/O's and appreciate your support. We have issued a separate Customer Advisory in relation to where these should be submitted to. Please refer to our website for this information.

General questions and communication can still be submitted to :

[chiictimp@intlcarterminals.com](mailto:chiictimp@intlcarterminals.com)

Escalation :

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Yours Sincerely

International Cargo Terminals Inc.