

Hapag-Lloyd Intermodal Service Guide in Chile

General Considerations	<p>All inland movements must be requested and fully announced at least 48 hours previous positioning or delivery dates for all cargo types (as minimum).</p> <p>The requests have to include the complete address of place of delivery, contact person at plant, phone number and Custom Agent.</p> <p>If the chassis or platform should comply with special conditions such as certain height, mechanic or hydraulic suspension etc, it has to be mentioned in the request. For Imports you would be asked to provide further details in a structured form (see glossary).</p> <p>Access to plants must have roads that allow the safe transit of trucks considering their dimensions. In case that the plants are located in a housing or residential area, the customer will be in charge to obtain and provide the special permits to transit in the zone.</p> <p>All export containers have to be sealed by the customer at loading point with a High Security Seal (HSS).</p> <p>All necessary cargo documents to gate in or out of the terminals should be provided directly by the customer or the customs broker to the terminal and to the trucking line.</p>
Weight Restrictions	<p>Please consider following cargo weight limitation:</p> <p>20 feet Dry container: 25 TONs + Tare 40 feet Dry container: 25 TONs + Tare</p> <p>RH Operative: 24 TONs + Tare RH NOR: 24 TONs + Tare</p> <p>For cargo with extra weight please consider always to check availability first. Additional charges of 55.000 CLP could apply. Please consider customer is responsible of proper stowage.</p>
Positioning / Delivery Date	<p>Delivery will be done considering the following schedule (Monday-Friday):</p> <ul style="list-style-type: none"> · AM arrivals from 7:00 -13:00 hrs · PM arrivals from 14:00 -21:00 hrs <p>Please ensure that customer's warehouse/plant must be available to receive the Trucker Line with the container, otherwise additional charges/services as storage/shelter may apply.</p> <p>Please check availability in advance if delivery during weekend or after 21:00 hrs is required. Additional charges may applied.</p> <p>Transit time/delivery schedule can be affected due to events out of Hapag-Lloyd/Trucking Line control such as road restrictions, terminal congestions, seasonality, police restrictions (Christmas, holidays, etc), limited hours to transit in roads consider as dangerous, strikes and massive protests.</p>
Waiting Time	<p>For Import cargo, Trucking Line can wait up to 5 hours (free period) at customer's plant while for Export cargo the free period considers 3 hours at Port. After free period in both, there is an extra cost of 84.700 CLP that applies every additional 4 hours.</p>
VGM	<p>Customers are responsible of weighing the containers and provide the necessary information. For security reasons trucker is only allowed to weight container at a Scale in the same plant or inside the terminal. The cost for this service has to be payed directly by the Customer or his representative to the terminal.</p>

<p>Dangerous Goods</p>	<p>The requirements for this type of cargoes has to be checked before the movement is requested.</p> <p>At the time that the booking is requested, the UN Number has to be specified and the MSDS (Material Safety Data Sheet) has to be provided.</p> <p>The movement for this kind of cargo is subject to truck availability, since a special permit is necessary to handle Dangerous Goods within Chilean territory.</p>
<p>OOG (out of gage) cargo</p>	<p>The requirements for this type of cargoes has to be checked before the movement is requested.</p>
<p>Additional Charges</p>	<p>Following complementary services can be requested within our inland Service in advance. Please consider always check availability and that incidents during the inland movement could require that some of these additional service may be added.</p> <ul style="list-style-type: none"> • Garbage handling: In case significant amount of garbage is generated after truck's cargo has been discharged. For this service, extra cost of 217.800 CLP applied. • Multiple Warehouses: If truck's cargo needs to be discharged on different warehouses (all reachable in the same area). For this service, extra cost of 217.800 CLP applied per each additional location. • Shelter: Temporarily store the full container if Trucker could not arrive and get the full container into the port (GATE IN). Extra costs apply. • Storage: Check availability if longer storage is required for the full container. • Police Escort: In case needed, this has to be arranged by the Customer or his representative. • Short Ramp: For this service, extra cost of 110.000 CLP is applied. • Dead Freight: in case truck is on its way to the plant. Charge for the 100% of the cost of freight is applied.
<p>Robbery or Accident Containers</p>	<p>In case of robbery or accident during the inland movement, Hapag-Lloyd will inform Customer as soon as the incident is confirmed. The responsibility will be determined according to the terms and conditions of the BL clauses. In case of accident, the trucking line is obliged to carry on all the necessary steps to recover the container and cargo and deliver it according to customer instructions.</p> <p>A cargo insurance of UF 5.000 is included with our Inland service, for higher coverage please contact your sales executive.</p>

Inland Coordination Flow

