

HOW TO SHIP

Tropical
SHIPPING
COMMITTED TO *ISLANDLIFE*

Less Than Container Load (LCL) Cargo From the United States

With the fastest transit and most frequent sailings to The Bahamas and the Caribbean, Tropical Shipping is the LCL carrier of choice.

Tropical Shipping provides a smarter and faster way to ship Less than Container Load (LCL) cargo from the United States to The Bahamas and The Caribbean. With one call we can take care of all your shipping needs except for cargo packaging.

LCL SHIPPING: WHAT YOU NEED TO KNOW AND HOW TO DO IT

You want a package transported from Somewhere in the U.S. to The Bahamas and The Caribbean. So what do you do first? And what do you need to know to make the process as efficient as possible.

LCL CHECKLIST

Whatever your LCL needs, Tropical Shipping can help make the shipping process smooth and convenient – door-to-port.

- If you want to pre-book your cargo, contact Customer Care or you can book your shipment online on the eServices portal.

CUSTOMER CARE

Email customercare@tropical.com
Phone (305) 805-7678
Toll Free (800) 638-8767

- If you want to deliver your cargo you may deliver it to any of our 3 receiving locations in the U.S.
- If you want your cargo to be picked up your shipment must be pre-booked by Customer Care and a pickup time will be arranged.
- Cargo should be properly packed to withstand both inland and ocean transportation.
- Recipient's name, address and final destination should be clearly and visibly marked on all cargo.
- All paperwork and should be consigned as follows and this format should be used for online orders as well:

First Name Susie
Last Name Example
Booking Number XXXXX
Company Name C/O Tropical Shipping- Nassau

Address Line 1 9505 NW 108th Ave
Address Line 2 TROPBOX NUMBER
City Medley
State FL
Zip Code 33178

- If cargo is pre-booked, please make sure your booking number and contact information is visible on the cargo packaging and all paperwork.
- The number of pieces and cargo description information should be provided on the Shippers Letter of Instruction.
- Please send or deliver the Shipper's Letter of Instruction, packing slip and/or Shipper's Invoices along with the cargo to customer-care@tropical.com.
- If your shipping hazardous cargo or have additional questions about how to ship your cargo, please visit our website at www.tropical.com under shipping guidelines.

PRE-BOOKING YOUR CARGO

If you would like to pre-book your cargo, please contact Customer Care or you can book your own shipment on-line at www.tropical.com

CONSOLIDATION

Tropical Shipping is continually looking for ways to minimize our customer's inventory costs and maximize their supply chain. One way we do this is through our Consolidation Services for less-than-container load (LCL) shipments. This personalized service allows our customers to have their shipments delivered to and combined at one of our South Florida warehouses, by simply providing Tropical with detailed instructions prior to the cargo arriving.

PACKAGING GUIDELINES

As the shipper of the cargo, it is your responsibility to safely package the cargo to withstand inland and ocean transportation. All cargo, especially glass, furniture and other fragile items should be sufficiently protected to prevent damage or exposure to other cargo. All items should be packaged to protect loose or protruding parts. All special handling instructions and directional arrows must be clearly visible on the outside of the packaging. Call or visit our website for additional information on packaging your cargo.

REFRIGERATED LCL

Refrigerated LCL services are currently available to the following destinations:

- Barbados
- Cayman Islands
- Grand Turk
- Marsh Harbour
- Nassau
- Providenciales
- South Caicos

All refrigerated LCL cargo destined to Barbados, Cayman Islands, Grand Turk, Marsh Harbour, Nassau, Providenciales and South Caicos must be pre-booked and delivered to:

PORT OF PALM BEACH COLD STORAGE

200 Dr Martin Luther King Jr. Blvd., Riviera Beach, FL 33404

Phone (561) 863-7171
Hours Mon.-Fri., 8:00 a.m. - 2:00 p.m. EST

Please visit our website for additional information about our cargo cut-offs and cargo packaging.

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NATIONAL PICKUP SERVICE

- Our National Pickup services for dry, commercial LCL cargo is available to our customers anywhere in the continental U.S. We use high-quality LCL trucking partners that provide the fastest transit times.
- Appointments should be scheduled 24 hours in advance: **1-800-US GET IT (874-3848)** or **(561) 881-3999**.

DELIVER YOUR CARGO TO A RECEIVING STATION

Cargo and documentation must be received by the cut-off times in order to meet our promise of on-time arrivals. Please note that cargo delivery specifications vary by location. Call us at one of the following numbers or visit our website at www.tropical.com to get our receiving location cut-off times.

MIAMI, FLORIDA

9505 N.W. 108th Avenue, Miami, Florida 33178

Phone (305) 805-PORT (7678)

Hours Mon.-Fri., 8:00 a.m. – 4:00 p.m. EST

KEARNY, NEW JERSEY

700 Belleville Turnpike, Kearny, New Jersey 07032

Phone (201) 246-7740

Hours Mon.-Fri., 7:30 a.m. – 3:30 p.m. EST

RIVIERA BEACH, FLORIDA

1489 Martin Luther King Jr. Blvd., Riviera Beach, Florida 33404

Phone (561) 881-3999

Hours Mon.-Fri., 8:00 a.m. – 4:00 p.m. EST

COMPLETE DOCUMENTATION REQUIREMENTS

If you are exporting goods from the U.S. to a foreign country your shipment may require that an Electronic Export Information (EEI) be filed through the Automated Export System (AES). An EEI is

required if any commodity in the shipment has a value over \$2500.

If you wish to file your own EEI or have an agent prepare your documentation, we will require the filing citation, in addition to the Master Bill of Lading and/or letter of instructions prior to sailing. If the shipment is exempt from filing then the proper exemption legend must be provided.

For more information on how you can file an EEI using the Automated Export System (AES), go to www.aesdirect.gov. If you would like Tropical Shipping to prepare and submit the EEI electronically on your behalf, please contact us at **(561) 881-3999** or visit our website www.tropical.com to fill out a letter of authorization.

DO YOU HAVE INSURANCE FOR YOUR CARGO?

Damaging weather conditions and other common hazards to cargo make insurance important selection for exporters and importers. Tropical Shipping's marine insurance, underwritten by Seven Seas Insurance Company, offers 'All Risk' coverage, competitive rates and efficient claims processing, making insuring your cargo affordable, convenient and easy.

THIS IS TROPICAL SHIPPING AT IT'S BEST

For more than 60 years, Tropical Shipping has delivered the most reliable and complete cargo transportation services to The Bahamas and The Caribbean. Our customers transport everything imaginable. From small packages to millions of tons of grocery products and building materials, Tropical Shipping can handle it all—in full or less than container load shipments.

PAYMENT METHOD

CREDIT CARD PAYMENT

Credit card payments can be made at www.tropical.com on our eservices platform or by wire transfer.

BY CREDIT

If you wish to apply for credit with Tropical Shipping, please complete a credit application and email it to creditandcollections@tropical.com. Credit application can be found at tropical.com. Credit, when established, will only apply after your first shipment; therefore, it will be necessary to receive payment before your documentation will be released.

PLEASE NOTE

All shipments will require payment before documentation will be released.

QUESTIONS?

Phone (305) 805-7678 or (954) 748-5777

Email CustomerCare@tropical.com

MIAMI AREA

Phone (305) 805-7400

WEST PALM BEACH

Phone (561) 881-3900

OUTSIDE WEST PALM BEACH & MIAMI

Phone (800) 367-6200