



Northbound Vehicle Shipping Instructions  
San Juan to Jacksonville  
Please read carefully

**In Puerto Rico**

Prior to shipping your vehicle, please bring two copies of all documents requested on this list below, as well as two copies of the driver's license, vehicle registration and title.

1. Before dropping your vehicle to our facilities, you will need to call the customer service department at 1-800-964-4503, and request a booking number. A Bill of Lading, which will be provide to you by the customer service department, must be completed to include full name of Shipper (sender) and Consignee (receiver), addresses, phone numbers, email address and **Shipper's EIN**. All pertinent information about the vehicle must be completed as well, (ex: Vehicle Identification Number (VIN), make/model, year, color, number of doors, transmission, and value).
2. **IMPORTANT:** By US Federal Law, you must have an Employer Identification Number (EIN) in lieu of social security number to protect your privacy. We will not receive vehicles without EIN. No exceptions. To get your Employer Identification Number visit: <https://www.irs.gov/businesses/small-businesses-self-employed/apply-for-an-employer-identification-number-ein-online>
3. Individual must go to the nearest Excise Tax Collection Office (Colecturía) and obtain a \$10.00 receipt for vehicle exportation, and a \$2.00 stamp of the Trauma Center of PR (**Code: 0842**).
4. Letters from "Obras Publicas" certifying that the vehicle has no outstanding tickets (**Forms: DTOP-DIS-224 y DTOP-DIS-234**) must be obtained. These letters expire 3 days from issue date. These letters must include internal revenues stamps with the DTOP or CESCO cancelation seal on them. **NOTE:** Both certificates should also include a \$2.00 stamp of the Trauma Center of PR (Code: 0842).
5. A receipt from a gas station for a motor and chassis wash must also be obtained and presented. The receipt will expire in 2 days from issue date.
6. Before delivering car to Trailer Bridge, you must take it to your county's (municipio) Police Department Stolen Vehicles Division to be inspected. Inspection is valid from 1-5 days.
7. Original Notarized letter of an Attorney from the owner granting Trailer Bridge, Inc. permission to export the vehicle to Florida, and should also say that the owner exonerates the Puerto Rico Police Department ("Policía de Puerto Rico"), and the Department of Transportation and Public Works ("Departamento de Transportación y Obras Públicas") of any action, civil or criminal, related with this authorization / permission to export the motor vehicle.
8. Customer has to go to the ACAA office located at 249 Arterial Hostos, On the corner of Chardon (In front of the Federal Court) San Juan, PR, and obtain a certification of "negative of assessment" (Certificación de Negativa de Gravamen). The ACAA office can be reached at 787-759-8989. This certificate is valid for 30 days.

**Delivering vehicle to Trailer Bridge San Juan facility**

9. Regular receiving hours for vehicles are from 6:50 AM to 11:00 AM and from 1:00 PM to 3:00 PM in the afternoon. Trailer Bridge San Juan Terminal is located at the Old Army Terminal - State Rd. 165 (corner of PR 28) in Guaynabo. See phone number below. **IMPORTANT:** All vehicles must be delivered to Trailer Bridge's San Juan Terminal no later than Thursday before 11:00 AM to be able to ship them next week Tuesday.
10. Inspections are only performed Monday through Friday during regular hours, see above.
11. You must provide proof of ownership, a copy of the vehicle title. If the vehicle is not owned outright (i.e. it is financed), then you must also have your lender provide an **ORIGINAL notarized letter** granting permission for Trailer Bridge to ship your vehicle to the United States. If anyone other than the person who is named on the title

drops off the vehicle, they must also have an **ORIGINAL notarized letter** from the owner granting permission for shipment as well as a copy of the owner's driver license.

12. Customer must ensure that vehicle being delivered to San Juan Terminal for shipment contains no more than one-fourth of gasoline in tank as per **49CFR176.905**. Failure to do so will delay sailing of vehicle and additional storage charges will apply.
13. If at the time the Stolen Vehicles Division conducts its final physical inspection here in our facilities they find any discrepancies and the vehicle is not authorized to be shipped by that agency, Trailer Bridge Inc., cannot be held responsible, and the shipper must resolve any issues directly with the Bayamón Stolen Vehicles Division.
14. Please disengage all alarms whenever possible. The motion of the barge may cause the alarm to go off during transit and drain the car battery. Trailer Bridge will not accept liability for any electrical or mechanical problems of the vehicle.
15. Payment by cashier's check, money order, American Express, MasterCard or Visa must be presented when you drop off vehicle in San Juan. **No vehicle will be dispatch to the customer until payment is made. Cash, personal check, or company check are NOT accepted.**
16. After the vehicle is delivered to Trailer Bridge, we must then proceed to the Bayamón Stolen Vehicles Division at the Police Station and present the receipt from the Excise Tax Collections Office, ACCA letter, as well as the certified letter from Obras Publicas and a copy of the title and registration (No bank levy in them). At the police station you will be required to complete additional paperwork.
17. Trailer Bridge can't ship vehicle until it is released by the Stolen Vehicles Division and will not be held responsible for any delays or expenses that result due to vehicle not being released.

## In Jacksonville

1. **Trailer Bridge will not notify anyone upon arrival in Jacksonville.** Our normal transit time is 6 days from San Juan to Jacksonville. The USDA places all vehicles on hold and until they are inspected and released you will not be able to pick up your vehicle. USDA inspection usually takes 1-2 days. If USDA requires an Agricultural Wash additional charges will apply, these charges must be paid prior to release of vehicle. Ag Wash fee of \$110.00.
2. **Do not go to the Trailer Bridge port facility in Jacksonville without first verifying availability of your vehicle.** Call our Customer Service Department in Jacksonville at (800) 727-3859 to verify availability of your vehicle prior to coming to pick it up. To expedite your call, please have the last 8 digits of your Vehicle Identification Number (VIN) available.
3. **Once you have confirmed availability of your vehicle you must either hire the JAXPORT provided escort or a 3<sup>rd</sup> party approved transport/storage company to pick up your vehicle/unit. Please see TWIC escort information for more details.** Vehicles are available Monday to Friday from 8:00-11am and 1:30- 4pm. We are closed weekends and most national holidays. All individuals must have government issued photo identification in order to gain access to the Blount Island Marine facility along with all supporting documents pertaining to your business at the port.
4. Please limit your group to **2 individuals per vehicle**. We are unable to accommodate larger groups at our facility. All customers entering Trailer Bridge's facility must be escorted by a TRBR representative at all times.
5. If person picking up vehicle does not show as the Consignee (receiver) on the Ocean Bill of Lading, **they must present a notarized written release from the Consignee.**

## Other Information

### General Rules and Regulations

The following is published in our TRBR Freight Tariff No. 200 in regarding to the shipment of vehicles:

#### Insurance Provisions (Section 1 Item 572)

- Vehicles up to 5 years old or less are automatically insured for their "sound market value".
- Vehicles older than 5 years are **not** automatically insured. We can provide insurance upon request, at a rate of \$1.12 per \$100.00 of sound market value.
- All claims must be reported when picking up the vehicle.
- Insurance does not cover denting, marring, chipping, scratching, or atmospheric fall out.

- Trailer Bridge will not accept liability for any electrical and/or mechanical problems of your vehicle.
- A "Delay Clause" excludes any claims of loss caused by delay of delivery. Trailer Bridge will not pay out of pocket expenses related to any delays in the shipment or arrival of a vehicle.
- Vehicles containing any cargo, which is not emergency equipment, will be charged \$285.00 per item for the additional cargo. Each piece must be properly manifested by the shipper on the Dock Receipt. The additional cargo will move at the Shipper / Owner own risk for loss or damaged of the goods.

**Storage (Item 910)**

- Please see [Freetime/Demurrage in PR](#) at [www.trailerbridge.com](http://www.trailerbridge.com) for freetime and charges that will apply when freetime expires.
- Vehicle Shipping Division phone numbers and hours:
- *San Juan, PR: (787) 774-6370 Monday - Friday 6:50 am - 3:50 pm Lunch 11:50 - 12:50*
- *Jacksonville, FL: 1 (800) 964-4503 Monday - Friday 8:00 am - 4:30 pm Lunch 12:00 - 1:00*
- For current rate information, please visit us on line at [www.trailerbridge.com](http://www.trailerbridge.com) or call Customer Service at 1(800) 964-4503.
- If you have any other questions, please call Customer Service at 1 (800) 964-4503.
- Please complete below information and attach to Vehicle Dock Receipt.

**I have read and understand the preceding listed terms of shipment.**

Signature of Shipper: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Phone: \_\_\_\_\_

EIN #: \_\_\_\_\_

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For TB Office Use Only:

Trailer Bridge Representative receiving paperwork:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_