



**OPERADORA PORTUARIA  
CENTROAMERICANA, S.A. DE C.V.**

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**Terminal de Operaciones:**  
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## MANUAL FOR CUSTOMERS IMPORT TURNS

### GENERAL PURPOSE

This manual aims to instruct customers in the process shifts Coordination dispatch of full containers.

### SPECIFIC OBJECTIVES

- ❖ To guide the customer in the application process for release of full containers.
- ❖ Develop a process that is able to generate the least impact on the customer logistics.
- ❖ Implement a clear and specific process that allows guide clients in the coordination procedure for release of full containers.

### CONCEPTS

- Coordination dispatch of full containers (Turns Import)  
It consists in the entry date of the truck according to the client's needs and the availability of delivery operation in the terminal.  
This appointment lasts for one (1) hour, providing an initial tolerance of six (5) hours during stage adaptation process, which will be reduced down to turn one (1) time to within the same time.
- Immediate coordination

It consists of a coordination import dispatch applicable to same day requested shift according to availability and minimum of 2 hours prior coordination.

- **BL (Bill of Lading):**  
Bill of lading. Document used in shipping.  
Issued by the operator or the master, serves to prove the receipt or cargo on board the goods transported in the recorded conditions.
- **Carrier:** They are coordinated by the line or its representative teams.
- **Merchant:** They are coordinated by the customs agent of importing equipment.
- **Appointment (Quote):**  
It is a book based on pre-defined time according to a set of shifts where a truck driver can reach our port facilities in order to perform a transaction entry gate for container FCL import.
- **Gate Pass:**  
Printed document that include the container number, date and time of detailed  
income, shipping line, number of appointment, type of transaction.

## PROCEDURE

- The customs agent has to stop Sarah Customer Service OPC verifying the release or authorization to leave the container.
- The shipping and/or customs broker take a ticket and wait their turn to be served by a Customer service officer.
- Moving to the window, presents all the documentation required to request the release of the filled containers.
- If all documentation is correct, the customer service officer proceeds to inform the client shifts available for normal coordination dispatch (for the day).
- The client analyzes and tells the customer service officer's turn his convenience.
- In case of a customer credit, Customer Service Officer prepares the appointment in the system, and gives invoice and Gate Pass both has the

requested transaction, and notifies the client the assigned time of admission chassis for clearing containers full import.

- The loan proceeds customer review your request for release of modules and Gate Pass is duly signed and stamped by the official OPC and check the time assigned shift.
- If client told the officer prepares Customer Service Appointment (appointment) in the system, the invoice is issued and gives the client, indicating that you can go to cancel one of the banks available on your preference.
- Once the customer had canceled the invoice issued by the service, the payment windows addresses, Billing officer confirms payments system proceeds to issue the corresponding Gate Pass and notifies the client the assigned time of admission chassis for release of full import containers.
- The customer told proceed to review your request for release of modules and Gate Pass is duly signed and stamped by the official OPC and check the time assigned shift.
- Any coordination of dispatch held not paid, and therefore no gate pass issued before 18: 00hrs Monday to Friday and 15: 00hrs on Saturday and Sunday days; will be automatically canceled. Which will enter into a process of re coordination.

This includes also those coordination of release that although have made your payment, but no procedure for gate pass; shall be canceled in the same way and will need re coordination.

- In case of a re coordination, the customer is presented the next day at the office customer service requests re coordination for the transaction.
- You can request coordination for the next day, performing the procedure either normal or coordination for the same day (immediate coordination) manner.
- For purposes of immediate coordination, customer credit, you must request coordinating office containers filled with minimum 2Hrs prior to the arrival of the chassis to the gate of OPC. This coordination is subject to availability and prior internal shift authorizing transactions, assuming the corresponding charges (immediate coordination / re pallets).

- Customer counted for purposes of immediate coordination, coordination should quotation request dispatch of full containers with minimal 4Hrs prior to the arrival of the gate OPC chassis. This coordination is also subject to availability and prior internal shift authorize transactions, assuming the corresponding charges (immediate coordination / reestibas). The customer service officer gives the turn available to make his office. Gives your bill and notifies the client can proceed to make payments in bank branches of their choice. Once canceled the payments, shall be submitted to the windows of payment, in which the officer Billing validate the payment transaction system and issue the pass gate (the issuance of gate pass should be performed at least 2Hrs before the time of arrival of the chassis to gate).
- Any coordinating dispatch considered direct route continues its process effected normally, has not generated any type of change. This must notify at least 24 hours prior to the Operations Department / CUS / EHS and comply with the procedure established by the department and EHS OPC.
- Once transactions have been coordinated, paid and delivered gate pass, customs / shipping agent will arrange your transport logistics and deliver the required documentation and Gate Pass rider games.
- The rider must be submitted to the corresponding OPC coordinated time shift, which is reflected in the gate pass delivered.
- The rider are applying by the Gate and Gate Pass delivery officer for the container that comes to collect OPC.
- The Gate officer verifies Gate Pass and enter data according rider, license plate number of the truck in system notifies the rider the land on which will be charged and delivers the barcode.
- The rider is directed to the property indicated, the barcode delivery to the yard manager who notifies the block to be loaded.
- Once loaded, the rider to Gate output is directed by performing all the requirements for release (Gamma Ray / Customs)
- Whether the Gate output, the rider is received by the OPC officer delivers the barcode and proceeds to go to the importation.