

# FREQUENTLY ASKED QUESTIONS.

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## ▶ **What is the process for scheduling a merchandise separation?**

1. Sends mail to ***servicios@lctpc.com.mx*** indicating that they require a service of separation of merchandise to the CFS Warehouse, attaching the following documentation:
  - BL Revalidated
  - Opening Letter
  - Responsive letter
  - Packing list and / or invoice
2. The Services area reviews in the LCT system the Customs broker's history and quantity of merchandise they have in the Warehouse, as a reference.
3. The Deputy Manager of Cargo Services authorizes the separation of merchandise, having already reviewed the history of the Customs Broker and requests the Services area to proceed with the deconsolidation programming.
4. The Services area responds to the Customs Broker where it informs the ticket of the scheduled service and notifies the Warehouse and Inspections Department of the service schedule.
5. The Customs Broker verifies through the eCTS website that the service programming is ready and proceeds to print the ticket of programming to appear in the Terminal for the realization of the service of separation of merchandise.
6. The previous inspection area attends the merchandise separation service and notifies the CFS Warehouse area for the receipt of the merchandise in the warehouse.
7. The CFS Warehouse area reviews the documentation of the merchandise and physically verifies its receipt, generating the merchandise entry ticket to the Warehouse.
8. The Customs Broker confirms the acceptance of the service performed in the self-service ATMs, located in the LCT's facilities.

## ▶ **¿How programming is perform for the removal of a container by FFCC?**

1. Shipping line sends cargo program to the KCSM railway line.
2. The railway line KCSM program containers to load through the eCTS website.
3. There is a reconciliation of the loading program between KCSM and LCT. (Check that there are no pending with the Billing area and authorities).
4. LCT loads containers according to the plan of loading and delivery equipment loaded to KCSM, for your removal from LCT.

## What is the process for the entry of full or empty containers by rail?

1. The KCSM railway line sends to LCT the file with information of the containers for entering on the railway tracks of LCT.
2. LCT reviews the file and upload the information to the pre-discharge system for general admission of containers.
3. The KCSM rail line positions the loaded equipment on the LCT railways.
4. LCT begins with the process of unloading the equipment positioned and moves the containers to the storage yard of LCT.

## What are the opening hours for the deposit or removal of full or empty containers by truck?

### Timetables Registration of trucks in the ASLA.

	Start	Finish	Start	Finish
Empty Depot	00:00	13:00	19:00	13:00
Empty delivery	08:00	19:15		
IMPO containers	08:00	16:30		
EXPO containers	24 hours			
Double flow	08:00	12:00		
Art. 15	24 hours			

*For delivery of import containers on Saturdays, registration times are: 08:00 to 12:00 hours.*

### Check-in time at LCT doors.

	Start	Finish	Start	Finish
Empty Depot	00:00	13:15	19:00	13:15
Empty delivery	08:00	19:30		
IMPO containers	08:00	17:30		
EXPO containers	24 hours			
Double flow	08:00	12:30		
Art. 15	24 hours			

*Note: The removal of import and empty containers is only from Monday to Saturday, because Customs does not work on Sundays.*

## **What is the scheduling process for a cargo inspection?**

1. The Customs Broker uploads the Revalidated BL on the ECTS website, in the cases of shipping lines where the electronic revalidation process of BL does not yet exist with LCT.
2. The Services area verifies that the Revalidated BL is correct and that it has the seal number.
3. Once the revalidated BL in the eCTS system is assign, the Customs broker receives a notification that the BL has been assign and that it can proceed to program the service to be make through the ECTS website, starting with the capture of the container number.
4. The Customs Broker receives the ticket number assigned to the scheduled service, which must be printed and presented physically at the time of the previous inspection.

## **What is the process for to deposit of full or empty containers by truck?**

1. The shipping line or customs broker prepares the pre-register for the empty container or export, in the file that provided by LCT.
2. The shipping line or customs broker enters the eCTS website and uploads the file with the information of the containers to be enter into LCT.
3. The eCTS system returns a notification informing you that the containers have been process or there are errors in the information.
4. In case of errors in the information, the Customs Broker or Shipping line, must verify the information and again make the registration process in the eCTS website.

## **What is the process to make some change or addition to the information of an export container that was already enter in LCT?**

1. The customs broker or shipping line requests the billing area to change the vessel, port, destination or weight for an export container.
2. The Billing area indicates to the Planning area to proceed with the change requested by the client, informing the vessel to be assign and travel.
3. The Planning area proceeds to make the change in the system.
4. The Planning area confirms the change made to the Billing area.

## ▶ **What is the scheduling process for the removal of import container by truck?**

1. The shipping line or customs broker prepares the file with import containers to be delivery, in the document provided by LCT.
2. The shipping line or customs broker enters the web portal eCTS to upload the file with the information of containers to be program, which must be within the schedules established by LCT.
3. The eCTS system will send an e-mail notification of the successfully scheduled containers or, if applicable, the containers with errors.
4. In case of errors in the information, the Customs Broker or Shipping line, must verify the information and again make the registration process in the eCTS website.

## ▶ **What is the process for assigning an empty container?**

1. The shipping line or customs broker issues an empty container request to be delivered, specifying quantity of containers, ISO type, classification. This request is made through our eCTS website.
2. The shipping line owning the container, through our website eCTS makes the confirmation of the allocation of the empty container. This confirmation is then used as booking register.
3. Empty yard verifies the availability of empty containers with the required features and captures the DGAs.
4. The shipping line or customs broker must print the letter of assignment, which must be rubber stamp of authorization by the shipping line, (if applicable) and must be delivered in so many to the transport truck, according to the quantity of empty containers to be release.
5. The truck is register in the ASLA and is call by the Department of empty containers.
6. Once the transport is present in our Terminal, the empty department reviews the documentation, proceed with the loading of the empty containers, and proceed to release from our terminal.

## ▶ **Where can I download the invoice and what is the process for downloading it in PDF and XML?**

For the Customs Broker, shipping line or special customer who has access to the eCTS web portal.

1. They must enter the eCTS web portal with their assigned user and password.
2. Go to the reports tab.
3. Select CFDs tracking reports.
4. You must indicate search parameters, within a range of dates.
5. Select invoices to download.
6. Invoices will be download to a ZIP file.





## What is the process and requirements for the documentary release of import containers?

1. Enter the eCTS website, with username and password.
2. Go to the transfer directory tab.
3. Upload the necessary documentation for your dispatch:
  - Claim duly paid.
  - BL Revalidated
  - Document of maneuvers (if applicable)

For the Customs broker who have access to the Website (it continues with the sequence, if not to appear at the office Billing).

1. Enter the invoice tab.
2. Select customer to invoice
3. Capture the requested information; Number of import request, electronic signature, type of transport, among others.
4. Valid the price of maneuvers payable.
5. Generates the invoice
6. Print the release slip



## What is the process of requesting users for the eCTS website?

1. The Manager or representative of the Customs Broker / Shipping Line should send an email requesting users from the customer service department, to the following email address: [mac@lctpc.com.mx](mailto:mac@lctpc.com.mx) in which the format must be attached for request activation of users and privileges. This format must be filled with the information requested and indicating the privileges that should be assigned to each user.
2. The customer service executive will follow up and carry out the corresponding process, as requested.
3. The customer service executive will send mail to the Manager or representative of the customs broker or shipping line, mentioning the created users and passwords.

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## How many free days of storage are granted for import or export containers or merchandise?

The free storage days granted by customs law, are as follows:

- On importation: 7 natural free days
- To export: 15 natural free days.



## What is the empty container EIR request process?

1. Verify that your container is in the LCT.
2. Check your invoice for maneuver by emptying the container.
3. Download the EIR from the eCTS website or present to billing offices.
4. In case the collection is in physical, must be signed of received, placing name and identification of the personnel that receives it.



## What is the full container EIR request process?

1. The customer, through his Customs broker, must send an email to the customer service department at the following e-mail address: **mac@lctpc.com.mx**, with the request for a full container EIR.

*It is necessary that in the request mention the container number and business name of the customer to invoice.*

2. The customer service executive will follow up and pay attention to the requirements of the Customs Broker and once the EIRs are available, the Customs broker will be notified by email.
3. A person of the Customs broker must appear in offices of the billing department, where the delivery of the requested EIR document will be delivery.

## ▶ **What is the process of cancellation of invoices?**

1. Send request in free format in letterhead (mail or face to face in the billing department).
2. Briefly mention the reason for cancellation, stating the following:
  - Ticket number of invoices to be cancel.
  - Customer who requires the new invoice. In case of separation of concepts, this instruction is for each new request that is required.
3. The customer must be inform to make the invoice for cancellation of invoice.
4. Authorization signature of the Office Manager.

## ▶ **What are the schedules of attention of the Services areas?**

**Customer Service Department:** Lunes a Viernes de 08:00-17:00 hrs

**Billing Department:** Lunes a Viernes de 08:00-18:00 hrs | Sábado de 09:00-14:00 hrs

**Customs Control Department:** Lunes a Viernes 08:00-18:00 hrs | Sábado de 09:00-14:00 hrs

**Service Department:** Lunes a Viernes 08:00-19:00 hrs | Sábado de 09:00-14:00 hrs

**Previous inspections operation:** 24 hrs

**Rail operation:** 24 hrs

**Planning Department:** 24 hrs

**Operations Department:** 24 hrs

**Vessel operation Department:** 24 hrs

## ▶ What is the process to apply for credentials to join LCT?

- The manager or representative of the customs broker or shipping line, should send an email to the department of Customer Service (mac@lctpc.com.mx), with the request for the generation of credentials of entry to LCT. In this email, you must include the following formats:
- Format of service confirmation module.
- LCT access format
- Customs Broker ID

*If the patent already has 10 or more credentials generated, the corresponding payment must be made presenting the format of confirmation module of services, in the area of Billing and make the payment. This format will be stamped by the billing department, as confirmation that the payment is ready and should be sent via email to the Customer Service department ([mac@lctpc.com.mx](mailto:mac@lctpc.com.mx)).*

1. The Customer Service Executive will confirm receipt and will indicate to the applicant to appear in the Services area to translate his / her electronic signature, the above to expedite the process of printing and delivery of credentials.
2. Once the applicant has signed his / her electronic signature, he / she must wait for a notification from the customer service executive, who will send him a credential delivery form. Said format must be name and sign by the Manager or representative of the Customs broker or shipping line, just as it should be present on a letterhead of the company it represents.
3. The applicant must appear in the customer service department, where an executive will deliver the credential, as long as the applicant physically present their credential delivery format.

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## ▶ What is the process and customer requirements in LCT system?

It is necessary to send the document issued by the SAT of the corresponding high (R1, proof of fiscal situation, etc.), can be receive via email or directly in billing window.



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