

BOOKING AND PAYMENT PROCESS

➤ FLOW

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➤ PROCESS DESCRIPTION

1. BOOKING REQUEST

Initial contact. At this stage, customers must request space by email to nathalie.ruiz@eil.cl (Commercial Coordinator PUQ), indicating the number of cubic metres (m3) required, the type of cargo to be shipped (groceries, construction materials, dangerous goods, among others), and the shipper details in Punta Arenas (company name, tax identification number, telephone number and contact person). At this point it must be defined whether the cargo will be shipped exclusively in containers, reefers or bins.

2. CARGO CONSOLIDATION AND SAILING PLANNING

Schedule provided by the Operations Department regarding cargo receiving deadlines at the warehouse and the vessel sailing date to the Island. This information will be shared exclusively with customers who have a confirmed booking.

3. BOOKING DEPOSIT

This corresponds to the initial deposit equivalent to 50% of the booking value and must be completed before the cargo consolidation process begins. This deposit will be deducted from the final invoice.

4. CARGO RECEIVING AND DOCUMENTATION INTAKE

This is the cargo receiving process at our warehouse located at Kilometre 8.5, Route 9 North No. 08156, Warehouses A and B, LOGISUR (west side), Punta Arenas. Upon receipt, ALL CARGO must be verified to ensure that documentation is current, including: Single Export Document (DUS), Commercial Invoice (including declaration of origin), Packing List (format to be defined), and SAG certification (where required). Documentation must be sent to: nathalie.ruiz@eil.cl (Commercial Coordinator PUQ) and fabian.sanchez@eil.cl (Documentation and Export Coordinator PUQ).

Please note that the consolidation process begins with the receipt of NON-PERISHABLE (NON Food) cargo and ends with the receipt of PERISHABLE (Food) cargo.

5. CARGO CONSOLIDATION AND DOCUMENTATION VALIDATION

Process of assembling and distributing cargo into the assigned containers, reefers and/or bins. Cargo identification is completed and the corresponding Bill of Lading (B/L) is issued.

6. FINAL FALKLAND CUSTOMER INVOICING

This invoicing process is divided into two categories:

VAT-exempt invoicing for transport services, and taxable invoicing for cargo consolidation services and container hire (if required).

Note: Please copy luis.cisternas@eil.cl (Commercial Manager) and melissa.lozano@eil.cl (Head of Sales) in the workflow.