

RELIABILITY IN LOADING DURING PLANNED STOPOVERS

The bill of lading (BL) shall be made available to the exporter, or their logistics representative, within a period not exceeding 10 working hours after the vessel has departed the Port of Barcelona.

Scope of the commitment:

- Full containers loaded for shipment by sea by the Port of Barcelona, at any of the following terminals: APM Terminals BCN (APMT) and Barcelona Europe South Terminal (BEST).

Points to keep in mind:

- The exporter shall send the definitive information for the shipping instructions at least 3 working days before the vessel's estimated time of arrival (ETA) and confirm the BL at least 4 working hours before the vessel's estimated time of departure (ETD) or the closing time of the shipping company, if earlier.
- The cargo must be cleared by Customs.
- Every administrative office and operator has its own office hours. In terms of quality commitments, working hours are from 09:00 to 17:00, Monday to Friday, for the purposes of calculating the total number of hours taken for a commitment.

Compensation if the commitment is not met:

€150 per BL (Bill of Lading)

Exclusions:

- Cabotage containers.
- Cases where physical inspection by BIS or Customs yields an unsatisfactory result meaning that the cargo cannot be cleared.
- Cases where the commitment is not met on grounds of force majeure.