



**International Shipping Agency, Inc.**  
Stevedoring & Terminal Services

# NOTICE TO THE TRADE

## TO ALL OUR CUSTOMERS:

To continue the implementation of gate service improvements, **effective November 1<sup>ST</sup>, 2012**, a new Terminal Service Center will be available for Truckers at our previous Marine Asset Management (MAM) office at Pier M gate. At this office we will have available the following services:

1. Receive of exports documents
2. Direct communication to our new Calling Center Office.
3. Four (4) brand new computer modules, which will allow the Truckers to print security and chassis ballots.
4. Receive documentation to updates trucker policies and correspondence for the Calling Center

For terminal charges, security tickets and chassis ballots use <http://tpsm.intership.ws> and <http://mamoffice.com>. These web sites will provide a variety of payment methods. Also, our Calling Center Office will process payments by phone and any other payment method, including cash or checks.

Risk Administration will be moved to our Calling Center Offices and some limited services will remain at the Terminal. Please contact Mrs. Doris Cordero for additional information.

Our Terminal personal will guide the Truckers during the process. We are sure this will benefit clients, brokers, freight forwarder and those in the trade.

Once again, we reiterate the availability of the new Calling Center Office at:

### **Metro Office Park**

Metro Square Office Building  
Street 1, Lot #11, Suite 102  
Guaynabo, Puerto Rico 00968

For Risk Administration, MAM, terminal charges, chassis ballots and agency releases issues, please contact the following numbers:

787-273-8322, 787-706-1550, 787-273-1441, 787-778-1025

*"We set the standards in the Caribbean stevedoring industry, celebrating 50 years of experience"*



P. O. Box 9022748  
San Juan, PR 00902  
Calle CFinal  
Zona Portuaria, Muelle M  
San Juan, PR 00902

(787) 706-1550 Main Phone - Intership  
(787) 273-8322 Main Phone - Dispatch  
(787) 706-1750 Main Phone - Risk Dept.