



## Requesting a Booking – Guidelines

Our goal, within **Independent Ocean Services**, is to provide our customers with the most cost-efficient and most reliable service possible. In order to do so, we need the following information when you make a booking with us:

- The number of containers
- The size of containers
- The port of loading
- The port of destination
- The commodity
- Your preferred date of departure (depending on availability)

Would you want a Door to Port, we can take care of the trucking and would need the following information in order to do so:

- Contact information of the shipper
- Zip code of the loading place
- Loading date (must be confirmed by the trucker)
- Do you want a Live Load or a Drop and Pick ? \*
- Advise if the place of loading is in a Commercial or Residential area

*Please note that we will try our best to book your preferred loading and departure dates, but that it will be dependent on carriers and truckers availability. You should book in advance to secure your desired date.*

### IOS Tips

*Make sure that your container returns to the terminal before the cut-off, and try not to wait until the cut-off date to do so in order to avoid possible delays.*

**\*Live Load:** same day loading. You have two hours to load the container, and then you pay a fee per additional hours.

**Drop and Pick:** it means that the trucker leaves the container at your place for several days. It is more expensive than a 'live load', but allows you to take your time in loading your goods in the container.

Would you have any question or inquiry, feel free to contact us. Our Customer Service will be glad to help you.