



IMPORT AIR SHIPMENT SOP 2026

1.- MAWB – CONSIGNMENT TO:

Transportes Internacionales Cronos Logistica Spa.

Tax /Vat / Rut: 77947560-3

Francisco Noguera 200 Office 801 Providencia Santiago Chile

Contact: Jessica Bravo (Operations Supervisor) Phone: 56-229287500

Email: Jessica@cronoslogistica.com/maritimo@cronoslogistica.cl

2.- HAWB – CONSIGNMENT TO

Consignee´s Name and Address:

Tax/Vat/ Rut of consignee:

Consignee Mail :

Consignee Telephone :

3.- PRE ALERTS

Complete Pre-alert should include:

- Complete flight details.
- Quantity of pieces, weight, measurements and volume.
- Date of arrived and cargo description.
- Final destination airport is Santiago (SCL)
- The only International Airline that can make shipment other cities of Chile is Latam Airlines.
- Purchase order number must be showed in the HAWB.
- Docs attached to the HAWB Commercial Invoice (Always), Packing List, Origin Certificate (TLC, testing EAN 71 for toys, etc.)

4.- MARKS – LABELLING

All pieces should mention MAWB, HAWB pieces and weight on the cargo.

Labelling information should mention same information as the manifest

Wooden package needs to have Fumigate certification (NINF15 Rules) / wood stamped.

5.- LOCAL CHARGES AND CUSTOMS PENALTIES

Full Pre-alert should be sent at least 24hrs (working hours) before the flight arrived.

Chilean Customs doesn't accept weight discrepancies, amount of cargo, marks change, change of consignee; any change has a fine and takes some days for the amendment which increase more the storage.

Details in the MAWB, HAWB and cargo manifest, should be the same.

HAWB on prepaid basis need to be rated (Chilean Customs regulation)

Chilean Custom only accepts originals HAWB. Not copy.



FINES AND PENALTIES

- Discrepancies between Mawb/Hawb/Manifest **USD 180.-**
- Storage since 3 days , 5% over Cif value of merchandise (**Min USD 180.-**)
- Customs transmission out of time **USD 200.-** per Hawb
- All charges mentioned will be charged to the responsible origin station.

6.- COLLECT SHIPMENT NO ROUTED BY CRONOS LOGISTICA SPA

All shipments Collect No Routed by Cronos Logistica Spa need collection approval from final consignee Consignee; nothing can't be moved without our approval.

7.- INVOICE PAYMENTS

Agent invoice/credit notes should be sent with the full Pre-alert and approved by us.

Invoice will be accepted by Cronos Logistica Spa within max time of 30 days after cargo loaded.

Statement of account should be sent every 20 of each month to:

ismenia@cronoslogistica.com

contabilidad@cronoslogistica.com

karla@cronoslogistica.com

All extra charges, fob charges, new charges without confirmation of our sales or Operation Departments will be refused by Cronos Logística Spa.

Consider transfer Bank Fee USD 95.-

Cronos Logistica Spa.