

## FAQ: PROJECT CARGO

- **Business hours:**  
Mondays to Fridays 8AM to 5.30PM – Saturdays 8AM to 12AM
- **What documents should you present in order to be accepted as client?**  
You should send an e-mail to [facturacion@tz.com.ar](mailto:facturacion@tz.com.ar) or by fax to 03487-429185 including copies of: CUIT – IIBB – Impositive Exemptions.
- **Means of payment:**
  - Cash (pesos or dollars) up to 10.000 pesos or its equivalent in foreign currency.
  - Check issued in the name of Terminal Zárate S.A. – Non transferable and crossed cheques.
  - Wire transfer: **Bank:** HSBC BANK ARGENTINA SA  
Cta Cte: 6223-20216-8  
CBU 15006228 00062232021682  
Terminal Zarate S.A. CUIT 30-64153685-3

If paid with wire transfer, the total amount should be credited before service is performed. Please send an e-mail with proof of transfer to [facturacion@tz.com.ar](mailto:facturacion@tz.com.ar)

- **Where to pay**  
Port charges can be paid at:  
  
Cash payment (to the cashier or wire transfer already credited):  
Dr. Félix Pagola 2671 | B2800DDX, Zárate, Buenos Aires, Argentina.  
Queries: Phone: (03487) 42-9000 [Int. 9082- 9121- 9180] [facturacion@tz.com.ar](mailto:facturacion@tz.com.ar)

### **Important information:**

- Invoice preview request should be done at least 48 hours before by email to: [facturacion@tz.com.ar](mailto:facturacion@tz.com.ar)
- **What change should you consider?**  
You check our website [www.terminalzarate.com.ar](http://www.terminalzarate.com.ar) | In all cases we will apply the sell rate for Dollars according to the Banco Nación de Argentina.

▪ **What documents should you present for Import/Export services?**

Import:

- Original free debt certificate issued by shipping line.
- Copy of dispatch note
- B/L copy

Export:

- Packing list
- Export dispatch (Partial 1)

▪ **Commercial questions:**

For any question regarding tariffs, terminal services, general or commercial information you can contact us by phone: **Mr. Rodrigo Macías** (03487) 429179 or by email to [comercial\\_gc@tz.com.ar](mailto:comercial_gc@tz.com.ar)

▪ **Operative Coordination:**

Appointments for delivery or withdrawal must be requested 48hs ahead with Ground Operations department. Once the appointment is set the General Cargo Operations department will provide service. Contact details below:

Ground Operations Department: Fernando Rasello, Daniel Urich, Adrián Aguilar.  
Phone (03487) 429144 / 429126 / 429002 [operacionesterrestres@tz.com.ar](mailto:operacionesterrestres@tz.com.ar) and [operacionesaduana@tz.com.ar](mailto:operacionesaduana@tz.com.ar)

Request an appointment by e-mail 48 hs in advance.

General Cargo Operations: Pedro Alvarez, Eduardo Ayeno, Christian Ratti, Fernando Perroud. Phone (03487) 429147/ 429035 or by email to [operaciones\\_gc@tz.com.ar](mailto:operaciones_gc@tz.com.ar)