

Full Service Modality from USA

The following document explains MercadoLibre seller's the process that needs to be followed in order to send parcels from USA using MailAmericas' (MLA) courier service.

Getting started

Shipper's requirement

MLA will request some specific information to register the shippers in TSA System.

The shipper will need to complete the [form](#) and ask MLA if any doubt arises.

Before shipping cargo to MLA WH, the seller must receive approval as a known shipper in the TSA System.

If the TSA System disapproves the registration, the shipper will be contacted by MLA to ask for additional information.

Cargo Consideration

Service Limitations

- Max length: 105 cm
- Max sum of dims: 200 cm
- Max weight: 25 kg

Customs Restrictions

For each country's customs there are specific restrictions for commercial imports. It is very important for the client to abide by the destination country's Customs restrictions to avoid delays in delivery times and economic penalties.

The customs restrictions for Mexico are found in Annex 1.

DG Goods

All cargo is considered non-dangerous goods unless otherwise specified.

Any package considered DG according to the IATA Guide of Dangerous Goods regulations manual must be notified and presented with a Shipper's Declaration.

For more information on Dangerous Goods, please contact MLA Commercial department.

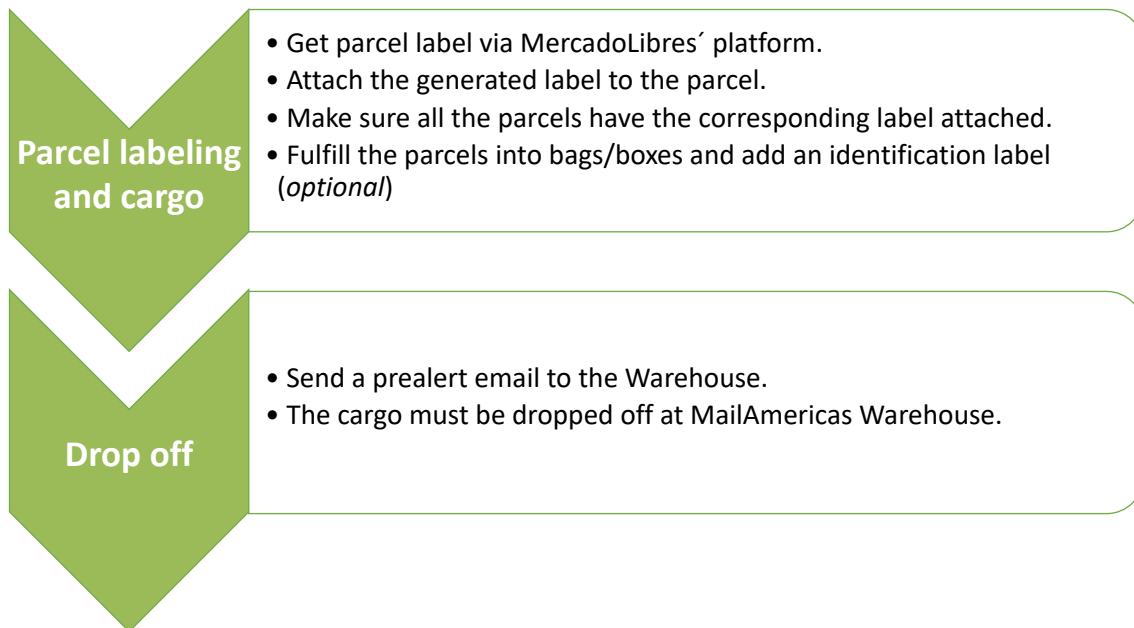
Mailamericas allows to receive from clients Lithium-Ion Batteries under UN 3481 PI 967 and PI966 Section II, and Metal Batteries under UN 3091 PI 970 and PI969 Section II.

These are batteries that do not need to have a DG Declaration and can travel in Passenger Aircraft. These batteries are for most portable devices, watches, and toys.

We recommend sellers to add a battery label to easily recognize at WH a parcel that contains battery.

Process

A summary of the process is detailed below:



Parcel Labeling

The seller will get standardized parcel label get from MercadoLibres' platform.

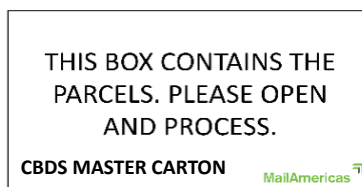
At least one label should be endorsed on the parcel. The quality of the printed label must ensure that the information is legible, making it simple to read and scan. Make sure not to place tape over any thermal label, as it will fade the text and make it unreadable. Be aware that labels should not be wrinkled since this would also generate difficulties when trying to scan them.

A label in bad shape might generate delays in the service and/or require parcel relabeling, which has additional costs.

Cargo Consolidation

If the parcels get consolidated in boxes or bags the containers must be labeled in order to easily recognize cargo at the origin drop off point. The reference label must be attached to at least two exterior sides of the box.

Reference label example:



Pre-alert to MLA Warehouse Department

The seller must send an email to MailAmericas' Warehouse at least 24 hrs. before handing over the cargo.

Find WH contacts per origin below:

Origin MIA

To:	simperatrice@mailamericas.com; rblanco@mailamericas.com; warehouse_group@mailamericas.com; prealertswh-miami@mailamericas.com
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Origin JFK

To:	simperatrice@mailamericas.com; rblanco@mailamericas.com; warehouse_group@mailamericas.com; prealertswh-newjersey@mailamericas.com
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Origin ORD

To:	simperatrice@mailamericas.com; rblanco@mailamericas.com; warehouse_group@mailamericas.com; prealertswh-chicago@mailamericas.com
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The following email format must be used:

Subject: New Alert – [Client Name]*¹ – [Amount Of Parcels]

Email Body:

[Tracking Number List] or attached excel file detail.

[Number of Total Container] *(for consolidated cargo only)*

+ IAC to IAC letter*² *(if applicable)*

+ Local tracking and local carrier name*³ *(if applicable)*

Notes:

*¹ – Client Name: the name with which the MercadoLibre identifies the seller.

*² – If applicable, IAC to IAC letter must be attached.

*³ – If the seller ships to WH with a local carrier like UPS, FedEx, USPS, etc. the local tracking number must be informed.

Drop-off at Warehouse

The seller can drop off the cargo at the 3 different warehouse MLA offers.

WH Information:

MLA WH	Address	Working days and hours	Operational Cut off*
Miami (MIA)	8800 NW 24th Terrace Doral, FL 33172, Doral - Zip Code: FL 33172 - Country: USA	Mon to Fri: 9 am to 6 pm	5 pm
New Jersey (NJA)	Address: 117 Interstate Blvd Monroe, NJ - Zip Code: 08831 - Country: USA	Mon to Fri: 6:00 am to 11.30 pm	1 pm
Chicago (ILA)	Address: 14746 Gougar Rd, Lockport, IL - Zip Code: 60491 - Country: USA	Mon to Fri: 6:00 am to 12:00	5 pm

*Parcels delivered before the cut off time will have the received at WH event on the same day.

Claims and inquiries

If the seller requires a POD for parcels that are not complying with WH first scan SLA or need to get information over their parcels please use the following contacts:

Origin MIA

To:	simperatrice@mailamericas.com; rblanco@mailamericas.com; warehouse_group@mailamericas.com; prealertswh-miami@mailamericas.com
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Origin JFK

To:	simperatrice@mailamericas.com; rblanco@mailamericas.com; warehouse_group@mailamericas.com; prealertswh-newjersey@mailamericas.com
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Origin ORD

To:	simperatrice@mailamericas.com; rblanco@mailamericas.com; warehouse_group@mailamericas.com; prealertswh-chicago@mailamericas.com
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Returns

If parcels cannot be processed in WH the MLA team will get in touch with the Seller in order to coordinate the return of the parcels.

Cancellations

Once a parcel arrives to WH a cancellation won't be possible.

Contacts

Commercial department

Topic	Responsible	E-mail
SLA/ Performance	KAMs Team	kams@mailamericas.com
Known/ Unknow shipper	Sales Team	ptorello@mailamericas.com fnegri@mailamericas.com

Warehouse department

Topic	Responsible	E-mail
WH MIA – ILA – NJA	WH Team	rblanco@mailamericas.com warehouse_group@mailamericas.com