



## **CMA CGM TOGO IMPORT GUIDE INFORMATION**



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### **SHIP PROGRAM**

- The ship program is accessible via the CMA CGM website
- URL: [Vessel Programming](#)
- Vessel programming is also accessible via the CMA CGM application available on Apple store or Android
- If you need help, please contact our services: Documentation import [lmo\\_doc.import@cma-cgm.com](mailto:lmo_doc.import@cma-cgm.com) or ECommerce [lmo.yawute@cma-cgm.com](mailto:lmo.yawute@cma-cgm.com) .

### **MANIFEST CORRECTION BY CUSTOMERS**

The Manifest is submitted to customs by the Carriers at least 48 hours before ETA of the ship

#### **Correction before deposit of the manifest**

- Deposit all originals of the bill of lading in a CMA CGM agency
- Attach the letter of rectification on the letterhead of the recipient or transit company according to the nature of the Correction
- Recipient's waiver letter, if name change
- For new printing of the original BL when needed (fees to be paid)
- No fine in customs

#### **Correction after deposit of the manifest**

- Deposit all originals of the bill of lading in a CMA CGM agency
- Attach the letter of rectification on the letterhead of the recipient or transit company according to the nature of the Correction
- Recipient's waiver letter if name load
- For correction (the name change fee to be paid).
- For printing new original BLs, (fees to be paid).
- Customs fine (discretionary decision of Togolese Customs)

### **DANGEROUS MERCHANDISE**

The formalities must be completed before the unloading of this type of merchandise in order to allow a hoisted and secure removal for the continuation of the operations.

For dangerous goods (CL 5.1), their importation must be subject to the prior approval of the local authorities.

## **ARRIVAL NOTICE**

Complimentary service, the arrival notice is sent to the consignee or the party to notify at least 48 hours before the arrival of the ship. However, in order to systematically receive these notifications of arrival and more notifications, customers are invited to register and activate on the eCommerce platform of the Group, notice of arrival among the range of notifications proposed to customers for tracking their cargo.

## **DOCUMENTATION REQUIRED FOR THE DELIVERY OF MERCHANDISE**

### **Delivery Against Nominal Lodgement**

- Have at least one (1) original of the bill of lading duly signed or endorsed by the consignee or his representative
- Stamp, identity card and professional card of the valid consignee and forwarder
- Valid agent's ID or approved forwarder's ID
- Power of attorney provided by the consignee if the bill of lading is completed by his representative
- Contract of exit with the stamp of the holder of the guarantee if it is unloading city or hinterland
- Confirmation of payment of all charges, (sea freight, agency fees, demurrage or damage guarantee)

### **Delivery Against a Bills Order "to Order"**

- Have at least 2 originals of the bill of lading duly endorsed by the shipper (or his representative)
- Have the 3/3 originals of the bill of lading if the shipper or his representative does not endorse the originals
- Stamp, identity card and professional card of the valid consignee and forwarder
- Valid Authorized Freight Forwarder Identification Document
- Power of attorney provided by the consignee if the bill of lading is endorsed by his representative
- Contract of exit with the stamp of the holder of the guarantee if it is unloading city or hinterland.
- Confirmation of payment of all charges (sea freight, agency fees, demurrage or damage guarantee)

### **Delivery Against a Telex Release Message**

- Letter of guarantee duly completed, sealed and countersigned by the authorized freight forwarder and the consignee (or his representative)
- Copy of the release instruction (copy of the bill of lading letter of guarantee (LOI) duly completed and sealed on the letterhead of the shipper) indicating the consignee of the goods.
- Stamp, identity document and professional card of the consignee or his representative and the forwarder, valid identity card of the authorized transit company agent
- Legalized power of attorney provided in the absence of the designated receiver
- Contract of exit with the stamp of the holder of the guarantee if it is unloading city or hinterland.
- Confirmation of payment of all charges (sea freight, agency fees, demurrage or damage guarantee)

### **Delivery Against a Waybill Bill of Lading**

- Copy of the waybill bill of lading duly signed by the consignee (or his representative) and the authorized freight forwarder
- Identity document of the recipient, the agent of the valid approved transit company
- Legalized power of attorney provided by the consignee's representative in the absence of the addressee
- Contract of exit with the stamp of the holder of the guarantee if it is unloading city or hinterland.
- Confirmation of payment of all charges (sea freight, agency fees, demurrage or deposit)

**Required Documents For Refund**

- Copy of the exit agreement signed by CMA CGM General Management
- Originals of payment receipts for all invoices concerned (deposit, local charges, demurrage, detention, etc.)
- Copy of the certificate
- Original interchanges
- Valid copy of the depository keeper's business card

**CONTACTS:**

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