

**OPERATIONAL GUIDELINES  
Airfreight & Seafreight  
ECUADOR**

**City/Airport Code  
GYE GUAYAQUIL  
UIO QUITO**

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## **1. GENERAL INFORMATION:**

CGLogistics S.A.  
RUC: 0992732636001  
Av. Fco. de Orellana Km. 1.5 y Juan Tanca Marengo  
Ed. Cofín, P.3, Of. 3  
Guayaquil, Ecuador  
Phone: (+593-4) 2 922599

### **1.1 KEY PERSONNEL / MOBILE PHONES:**

#### **GENERAL MANAGER**

Camilo Galdos L., General Manager Ext.# 109  
E-mail: [camilo.galdos@cglogistics.com.ec](mailto:camilo.galdos@cglogistics.com.ec)  
Mobile phone: +593-9-98245930

#### **COMMERCIAL STAFF**

E-mail: [sales.department@cglogistics.com.ec](mailto:sales.department@cglogistics.com.ec)  
Sales Department, (+593-4) 2 922599 – Ext. #114, 115, 116

Johanna Holguín V., Commercial Manager Ext.# 117  
E-mail: [johanna.holquin@cglogistics.com.ec](mailto:johanna.holquin@cglogistics.com.ec)  
Mobile phone: +593-9-98174536

#### **CUSTOMER SERVICE**

E-mail: [customerservices.department@cglogistics.com.ec](mailto:customerservices.department@cglogistics.com.ec)  
Customer Service, (+593-4) 2922599 - Ext.# 111

#### **OPERATION AND DOCUMENT DEPARTMENT**

E-mail: [operation.department@cglogistics.com.ec](mailto:operation.department@cglogistics.com.ec)  
Operations Department, (+593-4) 2922599 - Ext.# 105

#### **FINANCIAL / ACCOUNTING DEPARTMENT**

E-mail: [financial.department@cglogistics.com.ec](mailto:financial.department@cglogistics.com.ec)  
Financial Department, (+593-4) 2922599 - Ext.# 100, 102

Incomes: [financial-in.department@cglogistics.com.ec](mailto:financial-in.department@cglogistics.com.ec)  
Outcomes: [financial-out.department@cglogistics.com.ec](mailto:financial-out.department@cglogistics.com.ec)

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### **1.2 General E-Mail Addresses**

[allusers@cglogistics.com.ec](mailto:allusers@cglogistics.com.ec)  
[sales.department@cglogistics.com.ec](mailto:sales.department@cglogistics.com.ec)  
[financial.department@cglogistics.com.ec](mailto:financial.department@cglogistics.com.ec)  
[customerservices.department@cglogistics.com.ec](mailto:customerservices.department@cglogistics.com.ec)  
[operation.department@cglogistics.com.ec](mailto:operation.department@cglogistics.com.ec)

### **1.3 Operating Hours:**

Station Operation	Mon – Fri 09:00 – 18:00 (Sat/ Sun closed)
Customs Clearance	Mon – Fri 09:00 – 16:30 (Sat/ Sun closed)
Estimated Time required for clearing AIR:	3 – 5 / SEA: 5 – 6 working days
Service after office hours:	Yes – Prior arrangement (not on Sundays)

### **1.4 Official Language:**

Spanish

## ***2. IMPORT REGULATIONS***

### **2.1 ORDER PROCUREMENT / SHIPPING INSTRUCTIONS:**

CGLogistics S.A. usually issues individual procurement and / or detailed shipping instructions, which have been agreed with the client prior to shipment. The concrete instructions have to be strictly adhered to, as otherwise the client will hold ORIGIN OFFICE / CGLOGISTICS S.A. fully responsible for any additional costs.

### **2.2 DOCUMENTS:**

For customs purposes the following shipping documents are required:

- Original Ocean/House-BL // Airway Bill House-AWB.
- Original Commercial Invoice + Packing List (company headed paper)
- Import License/ Special Permit/ Quality Certificate (Convening)/ Certificate of Origin (if applicable)
- Insurance Policy.
- Order Sheet including the Tariff Code (PA)

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**Very important:**

- All documents must be original and duly signed & stamped.
- All shipping documents (Master or Direct AWB/ HAWB/ Master or Ocean-B/L/ House-B/L) must be rated. Hence the respective freight charges have to be indicated.
- Original Invoices must be made in Spanish and included: Brand, Payment terms, Incoterms and Origin.
- Pro-Forma Invoices are not accepted.
- The Insurance Policy must be applied locally by the Consignee for Custom Purposes.

**2.3 IMPORT RESTRICTIONS:**

**2.3.1** All shipments to Ecuador have to be authorized by CGLOGISTICS S.A. prior to dispatch.

**2.3.2 Collect Shipments**

CGLOGISTICS S.A. will be responsible for the collection of cc-charges only after having given the respective authorization prior to dispatch.

**2.3.3 "Short Shipped"**

Ecuadorian customs regulations don't contemplate "short shipped" and consider orders that arrive in two (2) or more lots as separate shipments, where separate shipping documents have to be issued and presented to local customs authorities.

The importer might hold ORIGIN OFFICE responsible for any problems and additional charges, in case a shipment doesn't arrive as manifested.

The origin station has to instruct the carriers accordingly in order to make sure that cargo is shipped completely as booked.

**2.3.4 Woodpacking Materials**

The Ecuadorian Agricultural Health Service (SESA) has emitted the resolution No, 00012 in the official register. By means of this resolution the technical procedures and the approving mark for the wood packaging used in the international trade are established.

As a resolution of SESA from September 16 the fumigation of wood packaging is obligatory and it is a requirement for entering and leaving cargo from the country.

As an agreement with this resolution the packagings that have been fumigated already will arrive with a mark and a health service certificate from the origin country.

We provide you this information for you to take the requirements that are necessary for the import and export of your packaging.

For more information you can visit the SESA web page [www.sesa.mag.gov.ec](http://www.sesa.mag.gov.ec)

**2.3.5 Packing Identification**

To avoid delays and customs fines at destination is very important to determine on document (HBL, MBL, Manifest) exactly packing identification. Below you can find typical kind of packaging with the exactly identification:



*BOX*



*CRATE*

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DRUM



CASES



PALLET

In the case, that one shipment has **TWO** different kind of package on HBL needs to declare as PACKAGES (PC). For example:



CRATE + BOX = PACKAGES

For LCL/LCL shipment is very important to declare Marks & Number, as shows physical in each package of the shipment, is not allow to declared N/M, AS ADDRESS, etc.

Is very important to ask and coordinate with shipper, due that sometimes origin office just declared the information received on packing list, please verify with your warehouse exact information of Marks & Number, weight, CBM. It is only permitted two decimal digits likes: 87532,48.

According to Incoterms 2000, it is the obligation of the shipper to provide the packing and to arrange for appropriate marking for exportation at his own expense, unless it is usual for the particular trade or has been previously agreed with the buyer to make the goods available unpacked. Subsequently, any extra charge that may incur for not complying the FAO's ISPM 15 guidelines will be on shippers' account.

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#### **2.4 IMPORT LICENSES//SPECIAL PERMITS:**

Special permits or licenses are stipulated for a few products only. Prior to dispatch between shipper and consignee needs to coordinate in order to avoid reshipment and high penalties.

#### **2.5 CONSULAR/ LEGALIZATIONS:**

Consular documents or legalizations are not required, except for Personal Effects.

#### **2.6 NON-ROUTINE MATTERS:**

Due to the very complicated customs rules and regulations in Ecuador, it is imperative to consult CGLOGISTICS S.A. prior to shipment for non-routine matters, such as Temporary Admissions, Import Licences, Partial Shipments, In-Bond Storage, Return of Shipments, International Transits, Fairs and Exhibitions, etc.

#### **2.7 PERSONAL EFFECTS: REQUIREMENTS**

***IMPORTANT NOTE: ECUADORIAN CUSTOM AUTHORITIES, ESTABLISHES A CATEGORICAL WAY LIKE REQUIREMENT TO TAKE REFUGE IN THE EXEMPTION, THAT MERCHANDISE MUST ARRIVE AT THE COUNTRY, WITHIN 60 LATER DAYS TO THE ENTRANCE OF THE APPLICANT.***

##### **2.7.1. For Ecuadorian citizen**

For personal effects, no commercial invoice is needed; however a packing list is not enough. For custom clearance, cnee will need a consularized list (packing list certified by the Ecuadorian Consulate at origin country before the goods be shipped) and must be able to prove (with copy of passport) that he/she has been out of the country for at least one year.

##### **2.7.2 For Foreigners**

- To possess immigrant's visa
- To possess the not immigrants visa when the permanency in Ecuador is superior to one year, you must present a Contract or an agreement of work.
- You have to demonstrate that you own the goods by means of documents and with a declaration sworn to the consul of Ecuador in the country where you come from.

#### **2.8 HOUSEHOLD GOODS: REQUIREMENTS**

***IMPORTANT NOTE: ECUADORIAN CUSTOM AUTHORITIES, ESTABLISHES A CATEGORICAL WAY LIKE REQUIREMENT TO TAKE REFUGE IN THE EXEMPTION, THAT MERCHANDISE MUST ARRIVE AT THE COUNTRY, WITHIN 60 LATER DAYS TO THE ENTRANCE OF THE APPLICANT.***

##### **2.8.1. For Ecuadorian Citizen**

- At least one year in the exterior
- To possess a resident visa from the country from which you're returning to Ecuador.
- Demonstrate that you own the goods by means of documents and with a declaration sworn to the consul of Ecuador in the country where you come from.
- The merchandise must arrive to the country in sixty days posterior to the revenue of the solicitor

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- When the value is declared superior that \$4000, 00 requires the inspection certificate of origin.

**2.8.2. For Foreigners**

- To possess immigrant's visa
- Not immigrant's visa when the permanency in Ecuador is superior to one year, you must present a Contract or an agreement of work.
- To proceed with the revenue of furniture of house and work equipment the interested person has to present the documents mentioned in the upper part.

**2.9 DDU/ DDP:**

**2.9.1 Instructions**

- The origin station has to ask CGLOGISTICS S.A. prior to shipment for release and exact shipping instructions.
- The origin station has to specify exact delivery conditions, so Sales Department can advise prior to dispatch all charges that has to be confirmed by the origin station prior to shipment.

**2.9.2 Documentation**

In order to avoid additional charges for Fines, Storage and Demurrage, that would have to be debited to origin in case of non-compliance with our DDU/ DDP Procedures and/ or Operational Guidelines, the following original Documents (duly signed & stamped) have to be in hands of CGLOGISTICS S.A. at least three (3) working days prior to seafreight or (1) working day upon arrival of airfreight cargo.

**2.9.2.1 Airfreight / Seafreight**

Originals to be sent via courier or released at POD (MB/L)/ Copies to be advanced via fax/ e-mail:

- MB/L / MAWB (airfreight)
- HB/L / HAWB (seafreight)
- Cargo Manifest
- Commercial Invoice
- Packing List (if applicable)
- Import License/ Special Permits/ Certificate of Origin (if applicable)

**2.9.2.2 Commercial Invoices**

To be issued as follows:

- Original
- Company headed paper
- Duly signed & stamped by supplier

**3. SEASHIPMENTS**

**3.1 SPECIAL INSTRUCTIONS:**

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Following instructions should be strictly adhered in MBL & HBL in order to avoid delays and additional costs for storage and fines. Ecuadorian Customs Regulations only allow **72 hours before arrival of shipment** to present the consolidation (manifest) to local customs authorities.

Please check that the MBL & HBL fulfill with the following requirements:

**3.1.1 MASTER BILL OF LOADING**

- Shipper: Name of the sending station
- Consignee: Name of the Forwarder Freight Company

**CGLOGISTICS S.A.**

RUC: 0992732636001

Av. Fco. de Orellana Km. 1.5 y Juan Tanca Marengo. Ed. Cofin, P. 3, Of. 3

Guayaquil, Ecuador

Phone: (593-4) 2922599

- Notify: Name of the company which has to be informed

**CGLogistics S.A.**

RUC: 0992732636001

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Guayaquil, Ecuador

Phone: (593-4) 2922599

[operation.department@clogistics.com.ec](mailto:operation.department@clogistics.com.ec)

**3.1.2 HOUSE BILL OF LOADING**

- Shipper: Name of Exporter.
- Consignee: Name of the Importer.
- Notify: Name of the company and/or person which has to be informed
- Deliver Agent

**CGLogistics S.A.**

RUC: 0992732636001

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Guayaquil, Ecuador

Phone: (593-4) 2922599

[operation.department@clogistics.com.ec](mailto:operation.department@clogistics.com.ec)

**3.1.3 General Documents Requirements:**

- HBL & MBL must be compatible as to dates / nbr of pckgs / weight and measurement even with decimal digits. It is only permitted two decimal digits likes: 87532,48.
- HBL & MBL must be informed freights due to we have to inform Local Custom about it.
- HBL & MBL data /copies must be reported / presented correctly issued to CUSTOMS prior vessel or AIRPLANE arrival, therefore pls scan / fax HBL /MBL &C. MANIFEST in advanced.
- Consignee / nbr of pckgs / weight and measurement can not be changed after vessel 's arrival.
- LCL/LCL shall be showed in HBLS covering groupage cargoes and FCL/FCL for container shipments.
- When a HBL is covering several containers, then the nbr of pckgs / the gross weight and the measurement shall be stated per unit.
- HBL freight amount must always be higher than that showed in MBL, otherwise whole documentation will be rejected by customs.



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- FCL/FCL cntrs CAN NOT be showed with GROUPAGE CNTRS in the same MBL i.e must be covered separately.
- The CONSIGNEE details shall exactly correspond to the RUC nbr as registered e in the income tax government entity. Certainly the consignee via shipper shall supply correct data for BL filling.
- The MARKS in the CARGO PACKING must clearly identify the consignee involved in the B/L.
- The PACKING of the cargo must be exactly stated / showed in the B/L i.e whether these are: BAGS / CASES / DRUMS /pallets etc etc.
- The number of packages showed / stated in the B/L must exactly be EQUAL to the quantity found during stripping i.e you can not during stuffing due to stowage reasons to depalletize any pallet and then ask to repalletize at discharging port in Ecuador.
- The container SEAL nbr must be exactly equal in loading and discharging ports as per B/L, otherwise container contents will be physically inspected, would suffer delays and probably fined irrespective of seal damages during vessel's operations.
- Following HAZARDOUS cargoes definitely can not be loaded in our groupage containers:



IMO 1: Explosives



IMO 2: NON-FLAMMABLE COMPRESSED GAS



IMO 3: FLAMMABLE LIQUID



IMO 4: FLAMMABLE SOLID



IMO 5: OXIDIZING AGENT &  
ORGANIC PEROXIDES



IMO 6: Infectious Substances



IMO 7: Radioactives Materials



IMO 8: CORROSIVE

- According with the Custom Regulations, the IMO 1, IMO 5.2, IMO 6.2 & IMO 7 should not be stored inside the port area and should be removed from the hook of the vessel by port security provision.

### **3.2 DISPATCH OF SHIPPING DOCUMENTS:**

Due to Ecuadorian Customs Regulations we kindly ask you to strictly comply with the following documents in order to guarantee a smooth and fast handling of our consolidated cargo:

- Original MBL + three (3) carbon copies for each individual shipment. You also can send the instructions to the local Carrier to print the original document locally and include in the copy "Express Release".

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- Original HBL + three (3) carbon copies for each individual shipment. You also can send the instructions to CGLOGISTICS S.A. to print the original document locally and include in the copy "Express Release".

**3.3 PRE-ADVICES:**

Must be sent in advance via E-MAIL or FAX, at least 72 hours prior to arrival:

OPERATIONS MAIL: [operation.department@cglogistics.com.ec](mailto:operation.department@cglogistics.com.ec)

CUSTOMER SERVICES MAIL: [customerservices.department@cglogistics.com.ec](mailto:customerservices.department@cglogistics.com.ec)

FAX: (You must receive from us a notify of reception of docs)

GENERAL MAIL: [allusers@cglogistics.com.ec](mailto:allusers@cglogistics.com.ec)

**Details:**

- Vessel Details (Vessel Name/Voyage)
- MBL No.
- HBL No.
- Name of Shipper/ Consignee (Address/ Phone + Fax-Nos. / Contact Person)
- Cargo Details (Pieces / Gross Weight/ Chargeable Weight)
- In-Bond (Transit) Destination, if any
- P/O-No. of Consignee

The pre-advice (necessary for Direct, Back-to-Back and Consol Shipments) is essential to guarantee a proper customs entry.

If there is a special handling required, please indicate in your pre-alert.

Any changes in shipping schedule or routing have to be notified immediately

**3.4 IN-BOND SHIPMENTS (TRANSITS):**

All transit (In-Bond) shipments to inland destinations that are not served directly have to be covered by a HBL either as regular consol or Back-to-Back. CGLOGISTICS S.A. is arranging the transport from port of entry to the respective final destination and together with the importer applies for the necessary "in-bond" papers/ guarantees.

In any case a separate manifest for each destination is necessary.

For In-Bond shipments please contact CGLOGISTICS S.A. prior to dispatch of cargo.

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**3.4.1 Document Release at Destination**

Against payment of local carriers and our desconsolidation charges, HBL are made available to consignee or their customs agent immediately after having received the documents from carrier.

**3.4.2 Fees**

Desconsolidation and storage charges are debited separately to each individual client.

**4. AIRSHIPMENTS**

**4.1 STRAIGHT IATA SHIPMENTS:**

No in-house control to destination possible. Delayed document release may occur at destination since airlines give consolidated cargo absolute priority and in case of collect shipments request immediate payment prior to release of documentation. Furthermore local airline-agents do not notify arrival of cargo. Therefore it has to be paid utmost attention with a timely fax/ e-mail pre-advice to CGLOGISTICS S.A. Whenever possible there has to be made use of the existing consolidated services and avoid shipments on Direct IATA AWB. It is imperative to indicate the freight charges, as "As Agreed" AWB's are not accepted by customs authorities.

**4.2 SPECIAL INSTRUCTIONS:**

Following instructions should be strictly adhered to in order to avoid delays and additional costs for storage and fines. Ecuadorian Customs Regulations only allow **48 hours before arrival of shipment** to present the consolidation (manifest) to local customs authorities.

**4.2.1 MASTER AIR WAY BILL**

- Shipper: Name of the sending station
- Consignee: Name of the Forwarder Freight Company

**CGLOGISTICS S.A.**

RUC: 0992732636001

Av. Fco. de Orellana Km. 1.5 y Juan Tanca Marengo. Ed. Cofin, P. 3, Of. 3

Guayaquil, Ecuador

Phone: (593-4) 2235352

- Notify: Name of the company which has to be informed

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Guayaquil, Ecuador

Phone: (593-4) 2235352

[operation.department@cglogistics.com.ec](mailto:operation.department@cglogistics.com.ec)

- Description: "Consolidated Cargo as per attached Cargo Manifest" - or - "Dangerous and Consolidated Cargo as per attached Cargo Manifest".
- Freight: "Prepaid" or "Collect".
- Rated: The net or IATA rate has to be indicated.
- Final destination: Guayaquil / Quito (final destination airport of consolidation)

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**4.2.2 HOUSE AIR WAY BILL**

- Shipper/ Consignee/ Notify/ Description: As per instructions of supplier/ consignee or L/C.
- Freight: "Prepaid" or "Collect" depending on delivery conditions and/ or shipping instructions.
- "To Order" consignments are not permitted.
- The inland transit destination (where final customs clearance will be effected) has to be indicated in HAWB as Airport of Destination with the following remarks: "In transit via ..... to final destination .....

Note: It is very important to mention the consignee ref. (P/O-No.) in HAWB

**4.2.3 Cargo Manifest**

All manifests have to show the flight/ routing information and HAWB(s) with respective cargo and consignee details. Transit shipments require separate manifests (individual for every final destination).

**4.2.4 Label Requirement**

According with our Local Customs Regulation, it is necessary to send a label in the packages containing the following:

- MAWB
- HAWB
- No. Packages
- Shipper
- Consignee

**4.3 DISPATCH OF SHIPPING DOCUMENTS:**

Due to Ecuadorian Customs Regulations we kindly ask you to strictly comply with the following instructions in order to guarantee a smooth and fast handling of our consolidated cargo:

The following documents have to be attached to the MAWB (Original + 3 carbon copies) in a separate envelope addressed to CGLOGISTICS S.A. (Import Department):

- Original Cargo Manifest + three (3) copies
- Original HAWB + three (3) carbon copies for each individual shipment

And attached to each HAWB:

- Original Commercial Invoice + two (2) copies (must be issued in Spanish/ company headed paper duly signed & stamped)
- Original Packing List + two (2) copies
- Original Phytosanitary Certificate, Dangerous Goods Declaration, Certificate of Origin, etc. (if applicable)
- Original Freight Invoice + two (2) copies (for cc-shipments)

Transit (In-Bond) shipments require separate cargo manifests and the following additional copy documents for each individual transit destination:

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- Copy of Commercial Invoice (must be in Spanish/ company headed paper duly signed & stamped)
- Carbon copy of HAWB

**4.4 PRE-ADVICES:**

OPERATIONS MAIL: [operation.department@cglogistics.com.ec](mailto:operation.department@cglogistics.com.ec)

CUSTOMER SERVICES MAIL: [customerservices.department@cglogistics.com.ec](mailto:customerservices.department@cglogistics.com.ec)

FAX: (You must receive from us a notify of reception of docs)

GENERAL MAIL: [allusers@cglogistics.com.ec](mailto:allusers@cglogistics.com.ec)

**Details:**

- Flight Details (Airline / Flight-No. / Day)
- (M)AWB-No.
- HAWB-No.
- Name of Shipper/ Consignee (Address/ Phone + Fax-Nos. / Contact Person)
- Cargo Details (Pieces / Gross Weight/ Chargeable Weight)
- In-Bond (Transit) Destination, if any
- P/O-No. of Consignee

The pre-advice (necessary for Direct, Back-to-Back and Consol Shipments) is essential to guarantee a proper customs entry.

If there is a special handling required, please indicate in your pre-alert.

Any changes in shipping schedule or routing have to be notified immediately

**4.5 IN-BOND SHIPMENTS (TRANSITS):**

All transit (In-Bond) shipments to inland destinations/ airports that are not served directly have to be covered by a HAWB either as regular consol or Back-to-Back. CGLOGISTICS.A. is arranging the transport from airport of entry to the respective final destination and together with the importer applies for the necessary "in-bond" papers/ guarantees.

In any case a separate manifest for each destination is necessary.

For In-Bond shipments please contact CGLOGISTICS S.A. prior to dispatch of cargo.

**4.5.1 Document Release at Destination:**

Against payment of airline handling and our desconsolidation charges, HAWB's are made available to consignee or their customs agent immediately after having received the documents from airline.

**4.5.2 Fees:**

Deconsolidation and storage charges are debited separately to each individual client.

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## **5. EXPORT REGULATIONS**

Trade points costs must be agreed in origin or in destination before the coordination of shipment; in order to fully and strictly comply with the instructions sent and thus provide the best service to the shipper and the consignee.

### **5.1 INFORMATION: AGENT AT DESTINATION**

- The agent should provide all information needed to contact the shipper without delay. (Contact, email, phone, address, etc. ...)
- Full style: Should confirm full details, as information must be detailed in the Master B/L.
- Of the regulations by Customs on arrival:
  - Indicate restriction to import (receiver).
  - Documentation: specifying the prohibitions should have the docs.; so that, we can avoid delays and additional costs. (detail freight, cbm, and other ...)

### **5.2 INFORMATION: AGENT IN ORIGIN**

Services we provide:

- Sea and air shipment from Ecuador to all international ports in the world.
- Customs Office for exports.
- Inland transportation from the place where required by the shipper or receiver to the seaport for respective shipment.

The person in charge of the Exports must provide all information required for each shipment about regulations, restrictions and updates of the Local Ecuadorian Customs.

### **5.3 PROCESS: LOGISTICS & DOCUMENTATION**

- The Export Operative Assistant makes contact with the shipper once is confirmed the sent instructions by e-mail or booking of the agreements made.
- Make the reservation of space with the carrier and selected vessel.
- Inform the shipper of the data required for the shipment (order of removal of the container). When inland transportation is required, will coordinate it and send the data to the shipper for security measures.
- Require to the shipper the pro forma of the Hbl.
- The draft of HBL will be sent to the shipper for approval.
- Send to Carrier the pro forma for the Mbl.
- Immediately the proforms of the MBL are approved, they will be sent to the Agent for review and final approval.
- The approval of the docs must be prior the departure of the vessel, thus avoiding any delay at origin and destination.

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- As soon as the documents have the approval on both sides, we will send the format of the Pre-Alert with the final docs. Informing the departure date of the vessel.
- Pre-alert indicates all necessary details (Place of issue-ETS-ETA-goods, etc.).
- The shipper will be notified of the sailing of the ship by a notice of departure.
  - Once the ship arrives at destination port will request the upload status and will inform the shipper.

**5.4 ARRIVAL NOTICE:**

OPERATIONS MAIL: [operation.department@cglogistics.com.ec](mailto:operation.department@cglogistics.com.ec)

CUSTOMER SERVICES MAIL: [customerservices.department@cglogistics.com.ec](mailto:customerservices.department@cglogistics.com.ec)

FAX: (You must receive from us a notify of reception of docs)

GENERAL MAIL: [allusers@cglogistics.com.ec](mailto:allusers@cglogistics.com.ec)

***6. Mistakes in Documentation***

The following items are considered as Mistakes for our Local Custom and they are not accepted:

- Correction by handwriting
- Correction with white eraser- Indication by handwriting
- Wrong description of goods
- Excessive freight rate indication, not agreed with TRANSLOGISTICS S.A.
- Incomplete documentation
- Wrong destination
- Discrepancies in volumes, pieces, flight details, etc
- Discrepancies in weights. It is only permitted the 10% of weight tolerance.

All the stations worldwide must weigh their shipments to Ecuador and reflect on the HBL/HAWB the actual weight and not the weight shown on the commercial invoice and packing list. We also call your attention the shipments containing dry ice. **Not adhering to these instructions will result in fines from USD \$80.00 to over USD \$500.00 depending on the difference that is detected which can lead to the confiscation of the shipment.**

**WILL IMMEDIATELY CAUSE CUSTOMS PROBLEMS AND GENERATE STORAGE CHARGES AND CUSTOMS FINES, THAT IN SOME CASES MAY RESULT IN THOUSANDS OF USD. THE RESPECTIVE AMOUNTS WILL BE INFORMED CASE BY CASE AND DEBITED TO THE ORIGIN STATION.**

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### **7. FINES WITH LOCAL CUSTOM**

All the following items are considered by our Local Custom wrong procedures; so that, they request us to pay fines:

- Late send of information to our Local Custom. It is so necessary to receive the complete information of shipments on time.
- Wrong packing.
- Wrong destination.
- Incomplete data of consignee.
- Incomplete label.
- Wrong data of final destination. We must receive the type of Regimen indicating the final destination of the cargo.
- Date of shipment.

If we receive documents presenting this kind of problems, we will send you a debit note with the following values:

Import

Custom Fine: \$200.00 \*\*  
Administrative Cost \$ 80.00 \*\*

Export:

Late Submission:

Custom Fine: \$2100.00 \*\*  
Administrative Cost \$ 80.00 \*\*

Regulatory offense:

Custom Fine: \$200.00 \*\*  
Administrative Cost \$ 80.00 \*\*

***The values must be charged by each wrong procedure.***