

# LOGISTICS



## EXPERIENCE

Unmatched knowledge and experience gives us the ability:

- to deliver vehicles safely
- to deliver vehicles efficiently
- to deliver vehicles cost-effectively
- to deliver vehicles to even the most challenging hotspots

## CUTTING EDGE

Our information systems are second to none providing us with an integrated process for:

- pricing
- booking
- shipping
- tracking

And ensuring our customers benefit from this with timely information every step of the way.

## EXPERTISE

We offer our customers multiple freight solutions covering all corners of the developing world and utilising:

- well-respected multi-national shipping lines
  - locally based forwarders with specialised regional knowledge
- We then gather customer feedback to keep on improving every aspect of our service.





RORO vessels used for shipment



Documentation



Air freight for urgent shipments



Vehicles on car carriers  
on their way to the port

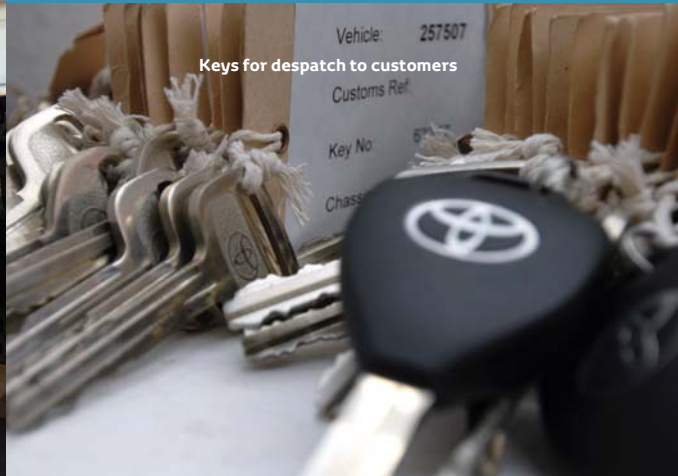
Our experience  
ensures we deliver an  
exceptional service  
every step of the way.



Vehicles loaded into containers



Vehicles are highly  
secured in containers



Keys for despatch to customers



Shipment by container



# TGS Online SHIPMENT TRACKING and EASYTRACK SYSTEM



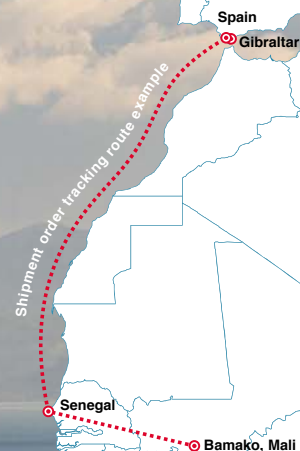
Detailed shipment route

## Shipment reference example

ETS Gibraltar: 12th March

Final destination: Bamako, Mali

ETA final destination: 16th April



Leg N°	Departure		Vessel	Arrival	
	Date	Port		Port	Date
1	12th March	Gibraltar	Maersk Norwich Rail	Algeciras, Spain	12th March
2	16th March	Algeciras, Spain		Dakar, Senegal	26th March
3	02nd April	Dakar, Senegal		Bamako, Mali	16th April

## SHIPMENT TRACKING

Our shipment tracking system allows you to look at the current status of any consignment in transit. The information shown is the latest data provided by our shippers for the shipment in question.

Visit our website to track your shipment.

[www.toyota-gib.com](http://www.toyota-gib.com)

## EASYTRACK

Easytrack is an email based system that simplifies shipment tracking.

Simply send us an email with your TGS order confirmation number in the Subject box and you'll receive the latest shipping update for your order.

[easytrack@toyota-gib.com](mailto:easytrack@toyota-gib.com)

# Frequently ASKED QUESTIONS

## What are the most common methods of shipment used by TGS?

RORO, FCL and car carrier are the most common shipment methods used by TGS.

RORO (roll on, roll off) refers to a ship specially equipped to handle the shipment of vehicles allowing them to be rolled on and off. FCL (full container load) refers to when vehicles are placed inside 20 foot and 40 foot containers and shipped onboard container vessels. Car carrier refers to road transport of vehicles on specially-made vehicles which can transport several vehicles at a time.

In general terms, RORO shipments are cheaper than FCL, whilst FCL shipments can provide greater security. Car carriers are normally utilised for shipment of vehicles from port to inland destinations. TGS provides different combinations of services to many of the most common destinations thus giving the customer the chance to choose the most appropriate service.

## Does my vehicle require PSI?

Pre-shipment inspections (PSI) are required when mandated by the government of the importing country. Governments impose pre-shipment inspections to ensure that the price charged by the exporter reflects the true value of the goods, to prevent substandard goods from entering their country, and to mitigate attempts to avoid the payment of customs duties. For further information on the inspection process and to check if your country requires PSI, please visit our Pre-shipment page on our website.

## I need to purchase spare parts for my vehicle; can I have these shipped with my order?

Yes, providing we have the items required in-stock, we can consolidate your spare parts with your vehicle and send on the same vessel, saving you considerable money, effort and time.

## What is a Bill of Lading?

A Bill of Lading is a legally binding document required for the customs clearance of your consignment. The Bill of Lading specifies the shipper, consignee, notify and vehicle and/or spare parts details. It is therefore imperative that all details stated on the Bill of Lading are accurate and true. Up to 3 originals and 3 copies can be issued for each shipment.

## What is a waiver?

A waiver is a document required by certain countries and which must be presented to the local customs authorities along with the bill of lading in order to clear your consignment. Also referred to as a BIC, CTN or loading certificate, we take care of ensuring this document is produced.

## What can I do to avoid paying demurrage costs and container rent?

Ensure all importation documents (tax exemption, etc) are in place as soon as possible and our guidelines are followed correctly.

## When will I receive the Bill of Lading?

We expect to receive the Bill of Lading approximately one week after the vessel's departure from the port. The Bill of Lading and all relevant shipping documents shall be forwarded to the appointed recipients as soon as possible. Scanned copies are also sent to recipients via e-mail informing them of the tracking number of the package containing the documents. Spare keys for the vehicle are also sent with these documents.

## How many keys are there in total per vehicle?

There are a total of 3 keys per vehicle (except for the Land Cruiser 200 Series which has 2 keys). One will be sent inside the vehicle and the other two will be sent in the package containing the documents sent to the appointed recipient.

## What should I do when I receive the documents?

Immediately contact the agent as indicated in our letter placed within the package.

## Who's responsible for the unloading costs?

Unless specified otherwise, the consignee is responsible for these costs.

If there are any other queries you would like us to answer, please call or email the Freight and Logistics Team:

**+350 200 59100 / [freight@toyota-gib.com](mailto:freight@toyota-gib.com)**



# Basic overview of the INCOTERMS® 2010 rules

## Incoterms® explained

### EXW Ex Works

Goods are placed at the disposal of the buyer at the seller's premises or at another named place (warehouse, factory, etc). The seller has no obligation to load the goods on any collecting vehicle.

### FCA Free Carrier

The seller delivers the goods to the carrier or another person nominated by the buyer at the seller's premises or another named place.

### FOB Free On Board

All costs up to delivery over the ships rail at the named port of shipment. Sea or inland waterway transport only.

### FAS Free Alongside Ship

The seller delivers the goods alongside the vessel nominated by the buyer at the named port of shipment.

### CFR Cost and Freight

As for CIF except that the cost of insurance is covered by the buyer.

### CIF Cost, Insurance and Freight

Cost of goods plus insurance and freight, duty unpaid, to a named port of destination. Sea or inland waterway transport only.

### CPT Carriage Paid To

As for CIP, except the cost of insurance is carried by the buyer.

### CIP Carriage and Insurance Paid To

Costs of carriage and insurance of the goods, duty unpaid to the named destination. Applies to all modes of transport.

### DAT Delivered At Terminal

Delivery takes place when the goods are placed at the disposal of the buyer once unloaded from the arriving means of transport at a named terminal at the named port of place of destination.

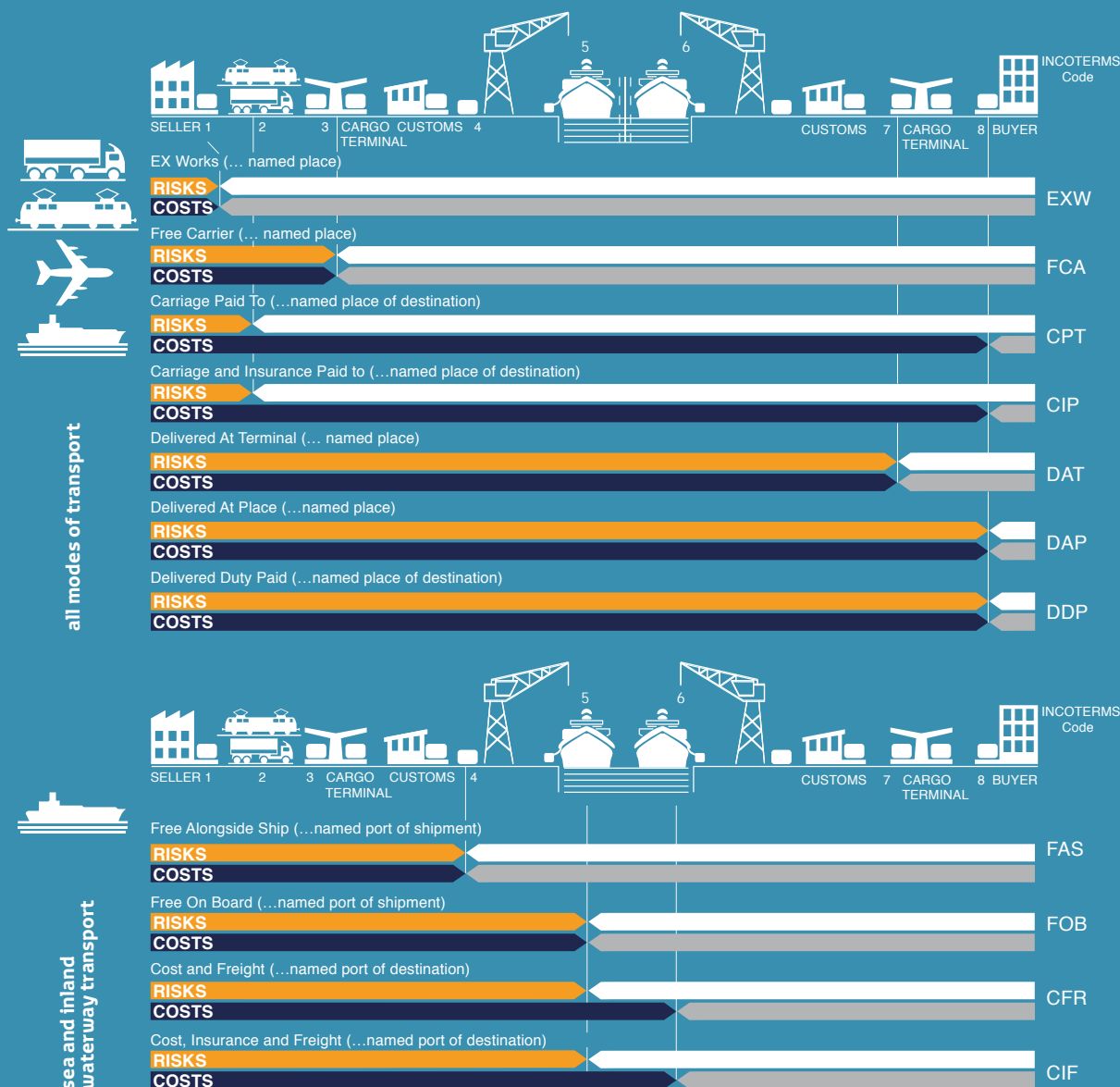
The seller bears all the risks of loss or damage to the goods until they have been delivered in accordance with the agreed delivery place. Applies to all modes of transport.

### DAP Delivered At Place

Delivery takes place when the goods are placed at the disposal of the buyer on the arriving means of transport at a named place of destination. The seller bears all the risks of loss or damage to the goods until they have been delivered in accordance with the agreed delivery place. Applies to all modes of transport.

### DDP Delivered Duty Paid

Delivery takes place when the goods are placed at the disposal of the buyer, cleared for import, on the arriving means of transport at a named place of destination. The seller bears all the risks of loss or damage to the goods until they have been delivered in accordance with the agreed delivery place. Applies to all modes of transport.



Remark: For detailed explanation reference is made to ICC publication INCOTERMS® 2010

This document is provided to our customers for informational purposes only. Please refer to the official text of the International Chamber of Commerce for a full and detailed description of all rights and liabilities arising from the use of the aforementioned Incoterms.

### Risks

The possibility that an event may occur which could cause loss of or damage to the goods is a "risk". Buyers and / or sellers can protect themselves against risks by transport-insurance.

### Costs

Covers all costs except costs of documents. Sales and purchase contracts should clearly state which costs on transfer of the goods are for account of buyer and / or seller.





## 20 MOST POPULAR DESTINATIONS

Tanzania  
Zambia  
Ethiopia  
Zimbabwe  
DR Congo  
Malawi  
Mali  
Sierra Leone  
Haiti  
Mozambique

South Sudan  
Uganda  
Niger  
Kenya  
Ghana  
Senegal  
Angola  
Cameroon  
Somalia  
Benin

Our team also takes care of the timely despatch of all associated shipping documents, a process driven by our I.T. system which ensures that documentation specific to the customer and country is sent as required, always within predetermined deadlines.

These checks ensure all documentation from suppliers is received on time for onward despatch to customers.

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