 User Guide

How to deliver goods different than raw material and core product to LEGO Mexico from Europe using as INCOTERM FCA

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# User Guide Coverage

## Purpose

The purpose of this user guide is to give guidance to the suppliers on shipping goods different than raw material and core product to LEGO in Mexico.

## Scope

The scope of this user guide is limited to the suppliers shipping goods different than raw material and core product to LEGO in Mexico from Europe, using as INCOTERM FCA.

Also applies if shipping to LEGO Operaciones de Mexico, S.A. de C.V., LEGO Real Estate, S.A. de C.V., LEGO Mexico, S.A. de C.V. (sales office, LEGO employee shop & LEGO Education), and to LEGO Fundacion, AC.

Out of scope intercompany shipments.

# Terms and Abbreviations

LOM: LEGO Operaciones de Mexico, S.A. de C.V.

LRE: LEGO Real Estate, S.A. de C.V.

EUR1: Movement certificate for European merchandise.

# How to ship to LEGO in Mexico

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **When** | **Process** | **Activity** | **Responsible** | **Remarks** |
| 2 weeks before shipping | Make a draft of the packing list | Make a draft of the packing list best practice | Supplier | * For packing list fill the document “Packing List Best Practice”     File also attached to the compressed folder.   * if you are shipping steel parts, electrical equipment, greases, lubricants or petroleum-based products to Mexico, please read point #15, 16 and 17 located on section 4 “Tips and Tricks”(we will need some additional information). |
| 2 weeks before shipping | Send draft to LEGO for approval | Send by email a copy of the packing list best practice. | Supplier | Please send them to:  [LOMImportSupportCenter@o365.corp.LEGO.com](mailto:LOMImportSupportCenter@o365.corp.LEGO.com)  This step **ONLY** applies if you are sending steel parts, electrical equipment, greases, lubricants, petroleum based products, machines or if this is the first time you are sending a material to Mexico, otherwise please continue with the "Request Material Pick up" step. |
| 3 days before shipping | Refresh packing list and send draft of invoice | Once comments and/or approval were received from LEGO, make draft of invoice, proforma invoice, commercial invoice or invoice for customs purposes and packing list best practice should be refreshed. | Supplier | For invoice, follow the instructions listed in document “Importation invoicing instructions”    File also attached in the compressed folder. |
| 3 days before shipping | Provide proof of EU origin | Provide a proof of European Origin when goods are European | Supplier | - by providing fully compliant preferential EU origin statements (so called “Invoice Declarations”) on the commercial documents such as invoices as licensed Approved Exporter  or  - by providing fully compliant and for Mexican customs authorities acceptable EUR.1 certificates stating EU origin, well in advance of the goods arriving in Mexico |
| Request of material pick up needs to be done as follows:  • Ocean LCL = 3 days ahead of goods uploading  • Ocean FCL = 2 days ahead of goods uploading  • Air shipments = 1 day ahead of goods uploading. Air shipments depart Tuesdays and Fridays  • **Dangerous goods** (i.e. RUCO’s inks) = 1 week ahead of goods uploading | Request material pick up | Request the material pick up | Supplier | For air shipments with less or equal to 30 Kg. weight get into MyDHL+ (<https://mydhl.express.dhl/mx/es/auth/login.html>) with your credentials.  In case you don´t have them, it is necessary to send an email to [Steffan.Stenkjaer.Pedersen@LEGO.com](mailto:Steffan.Stenkjaer.Pedersen@LEGO.com) and ask for user name and password information for using the platform and make the booking.  **The following information is effective May 1st, 2024. If need to send something earlier, please contact:** [LOMImportSupportCenter@o365.corp.LEGO.com](mailto:LOMImportSupportCenter@o365.corp.LEGO.com)  For air shipments with more than 30 Kg weight please request the pick up to: [dk.sha.lego.expair@dk.dsv.com](mailto:dk.sha.lego.expair@dk.dsv.com), MX.Lego@mx.dsv.com & [LOMImportSupportCenter@o365.corp.LEGO.com](mailto:LOMImportSupportCenter@o365.corp.LEGO.com), using the “External vendors pickup” template.    File also attached in the compressed folder.  NOTE: Please plan your shipments with 10 pallets maximum per invoice.  For **ocean shipments** with more than 100 Kg. weight please request the pick up to [LOMImportSupportCenter@o365.corp.LEGO.com](mailto:LOMImportSupportCenter@o365.corp.LEGO.com), [dk.sha.legoseaexport@dk.dsv.com](mailto:dk.sha.legoseaexport@dk.dsv.com) & [MX.Lego@mx.dsv.com](mailto:MX.Lego@mx.dsv.com) using the “External vendors pickup” template.    File also attached in the compressed folder. |
| Shipping day | Goods pick up | LEGO's Transportation Partner will pick up the material at the vendor facilities | LEGO’s Transportation partner. | For escalation in case of delays please send an email to:  **Air shipments:** [LOMImportSupportCenter@o365.corp.LEGO.com](mailto:LOMImportSupportCenter@o365.corp.LEGO.com), [dk.sha.lego.expair@dk.dsv.com](mailto:dk.sha.lego.expair@dk.dsv.com) & [MX.Lego@mx.dsv.com](mailto:MX.Lego@mx.dsv.com)  **Ocean shipments:** [LOMImportSupportCenter@o365.corp.LEGO.com](mailto:LOMImportSupportCenter@o365.corp.LEGO.com), and [dk.sha.legoseaexport@dk.dsv.com](mailto:dk.sha.legoseaexport@dk.dsv.com) |
| Depends on standard process in the given country  Customs Clearance out of Europe |  | Vendor should use their own customs set up if shipping directly out of their own facilities | Supplier | In case of delays during the process with impact on the delivery date, it is expected to get notifications. Please send them to:  In case of **air shipments**: [dk.sha.lego.expair@dk.dsv.com](mailto:dk.sha.lego.expair@dk.dsv.com) & [MX.Lego@mx.dsv.com](mailto:MX.Lego@mx.dsv.com)  In case of **ocean shipments:** [LOMImportSupportCenter@o365.corp.LEGO.com](mailto:LOMImportSupportCenter@o365.corp.LEGO.com) and [dk.sha.legoseaexport@dk.dsv.com](mailto:dk.sha.legoseaexport@dk.dsv.com) |
| Same day the shipment is being collected. | Send documents to LEGO | Send to LEGO: invoice, proforma invoice, commercial invoice or invoice for customs purposes, packing list (best practice packing list), Bill of lading or Air waybill and certificate of origin (if applies). | Supplier | Please send them to:  [mximportdocs@o365.corp.LEGO.com](mailto:mximportdocs@o365.corp.LEGO.com)  (This email is a robot, please send your documents in PDF or PNG. Our system do not read links)  Not original documents are required  Only the case of EUR1 submission, you must send the original document to LEGO Monterrey by courier and confirm courier company and tracking id to [mximportdocs@o365.corp.LEGO.com](mailto:mximportdocs@o365.corp.LEGO.com).  Use FedEx or DHL. TNT and regular post office don’t deliver to LEGO facilities.  Delivery address:  LEGO Operaciones de Mexico, SA de CV  Boulevard Nexxus ADN 2400  Parque Industrial Nexxus ADN  Cienega de Flores, N.L.  65580, Mexico  Ph. 52 (81) 8047 8000  Contact: Jhoana Perez |

**it’s important to give it an individual use**, you should not add both email addresses in one email:

1. [**LOMImportSupportCenter@o365.corp.LEGO.com**](mailto:LOMImportSupportCenter@o365.corp.LEGO.com): This email is for human interaction; it serves to support your questions or comments and for the approval of the documents so that you can proceed with the shipping.
2. [**mximportdocs@o365.corp.LEGO.com**](mailto:mximportdocs@o365.corp.LEGO.com): This email solely serves the purpose of receiving the shipping documents previously approved by a member of our team. In this email, you should reattach the documents and include the air waybill number to relate the invoice with the shipment number. It’s important to emphasize that this email is not enabled to provide answers to your inquiries or questions. Note: Each email sent will be considered as an individual shipment; that is, you cannot combine documents from two or more shipments.

# Tips & Tricks

1. We refer to Incoterms ® 2020 by the International Chamber of Commerce (ICC)
2. For more details on “customs authorization number” you can go to <http://ec.europa.eu/taxation_customs/customs/customs_duties/rules_origin/preferential/article_774_en.htm#approved_exporter>
3. In case you have an Approved Exporter number, state in the invoice the follow declaration: “The exporter of the products covered by this document (Customs Authorisation NO:\_\_\_\_) declares that, except where otherwise clearly indicated, these products are of EU or \_\_ preferential origin”
4. If you don’t have an Approver Exporter number, there are two options:
   1. Certify invoices when the shipment value maximum 6000 EUR with the following text:

“The exporter og the products covered by this document declares that, except where otherwise clearly indicated, these products are from \_\_\_\_\_\_\_\_ preferential original of the generalized system of preference of the EUROPEAN COMMUNITY.” See next example:



* 1. Inform to LOM in order to provide the official format of the EUR1 draft that you have to present to customs. Fill the EUR1 following the instructions that LEGO will give you. If there are variations in the document, it may cause a negative impact in the process, indeed in time. LEGO’s freight forwarders partners can help in the EUR1 stamping process in European Customs, the cost will be covered by supplier.

1. For bill of lading request to the freight company to create express bill of lading. Make sure that pallets declared in the BL matches with the ones inside the container and with the ones declared in the invoice and packing list.
2. Filling Packing List Best Practice is the same way even if you are invoicing to a different company than LEGO Operaciones de Mexico, for example: LEGO Real State, LEGO Fundacion, LEGO Educacion, etc.
3. If the unit of measure or quantity of the material you are sending us is "KIT", please include a legend that provides a breakdown of what is in the KIT and the price for each item.
4. If you have no experience with customs clerance in Europe and/or EUR1 creation feel free to reach out for LOM Import team. We can recommend you some LEGO freight forwarders who might help you with this process. Your company would need to pay directly to these companies.
5. Don’t add anything into the shipment not clearly stated in the packing list and/or invoices.
6. Don’t ship textile, shoes, food, drinks or any personal stuff.
7. If you’re shipping wood, it must comply with the IPPC International Standard for Wood Packaging.
8. If you’re shipping machinery and equipment please provide us manuals in English describing the machine functions and how its assembled. Those manuals will be shared with our Customs Broker to determine the proper commodity code and might be shared with Mexican Customs per their request.
9. If your’re shipping installation tools or spare parts along with the main equipment, machines or goods, separate them physically in a specific pallet or box, identify that with a clear statement such “instalation tools” or “spare parts”, add them in the invoice and packing list, specifying all details, except brand, model and serial number.
10. In the packing list its very important to add the brand, model and serial number of the machinery. Please consider adding a picture of the machinery plate stating these details in the packing list best practice file.
11. If you are shipping steel parts, follow quick guide “Shipping Raw Steel and steel parts to LEGO in Mexico and please advise LOM import team before shipping [LOMImportSupportCenter@o365.corp.LEGO.com](mailto:LOMImportSupportCenter@o365.corp.LEGO.com)



1. If you are shipping greases, lubricants and petroleum-based products, follow quick guide “Shipping greases, lubricants and petroleum-based products to LEGO in Mexico and please advise LOM import team before shipping [LOMImportSupportCenter@o365.corp.LEGO.com](mailto:LOMImportSupportCenter@o365.corp.LEGO.com)



1. If you are shipping electronic, electrical products and electronic components, follow quick guide “Shipping electronic/electrical products, components to LEGO in Mexico and please advise LOM import team before shipping [LOMImportSupportCenter@o365.corp.LEGO.com](mailto:LOMImportSupportCenter@o365.corp.LEGO.com).



1. If you have any question please contact to our LOM import team: [LOMImportSupportCenter@o365.corp.LEGO.com](mailto:LOMImportSupportCenter@o365.corp.LEGO.com), we aim to support you for a prompt delivery
2. When shipping in pallets, make sure that has correct conditions to load/unload with forklift and no wood between to sides. See next pictures as example of what not to do:





# References

This document contains references to the following documents:

|  |  |  |
| --- | --- | --- |
| **Document** | **Comment** | **Where to find** |
| Importation invoicing instructions | Contain Mexican Customs standard requirements for accepting an invoice or proforma invoice | Included in compressed folder: |
| Packing List Best Practice | Contain all details usually required by Mexican Customs to excecute the customs clearance smoothly | Included in compressed folder: |
| External vendors pickup | Standard template required by the transportation companies to pick up goods in the right place, proper time and with the right transport equipment | Included in compressed folder: |
| Shipping Raw Steel and steel parts to LEGO in Mexico | Contain details about documents and information needed when shipping steel parts. | Included in compressed folder:  A white background with black text  Description automatically generated |
| Shipping greases, lubricants and petroleum-based products to LEGO in Mexico | Contain details about documents and information needed when shipping greases, lubricants and petroleum-based products. | Included in compressed folder:  A white background with black text  Description automatically generated |
| Shipping electronic, electrical products and electronic components to LEGO in Mexico. | Contain details about documents and information needed when shipping greases, electronic, electrical products and electronic components | Included in compressed folder:  A white background with black text  Description automatically generated |