

SERVICES CATALOG

CHAMBER OF

COMMERCE

ITALIAN OF MOZAMBQIUE

*summary of the main services and delivery methods*

**INTRODUCTION**

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| * **WHAT IS IT** |

The Service Catalog of the Italian Chamber of Commerce of Mozambique (CCMI) favors the establishment of relations between the chamber and its customers, on the basis of transparent and clear criteria. The Catalog describes the activities in support of the internationalization of Italian companies and territories, defining the management and delivery principles. It also offers Italian and Mozambican companies and public authorities a picture of the services offered by our association.

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| * **WHO WE ARE** |

The Mozambique Italian Chamber of Commerce (CCMI) is a non-profit association, is a free and elective entity, governed by Mozambican law, with legal personality, administrative, financial and patrimonial autonomy.

The Association's main objectives are to promote and develop economic, social and cultural relations between Mozambique and Italy, to support the exchange of know-how, skills and at the same time to favor the creation of opportunities among its members.

The CCMI has a legal and operational headquarters in Maputo, an office in Pemba and a representative office in Rome.  
  
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| * **HOW WE OPERATE** |

To achieve our objectives, we work with our Associates and with the Italian and Mozambican entrepreneurial realities, as well as with all public and private entities that act in an organized form in support of the internationalization of companies, in particular: Regions, Chambers of Commerce, Trade associations, fairs, consortia, cooperatives, business networks, industrial districts, banks, economic and territorial development departments and international organizations.

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| * **OURS OBJECTIVES** |

**Assisting the customer** through services, ranging from first orientation information on the single market to specific support for positioning and consolidation strategies of Italian companies on the foreign market, as well as local ones that want to collaborate with Italian SMEs.

**Create events and match-making activities** to give companies the opportunity to meet foreign counterparties to which they can present proposals for productive, technological and commercial collaboration.

**Promote and enhance the excellence of the Italian territory**, spreading its peculiarities and know-how also through the realization of missions of groups of companies, production districts, abroad or incoming missions of foreign companies and operators directly on the territories in which the companies Italians operate.

**Provide skills** on how to operate in the country, through targeted training interventions for individual companies and/or professionals or through training internships also in collaboration with the main Italian and foreign universities.

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| * **OUR PRINCIPLES** |

In order to ensure quality services, we are committed to regularly guaranteeing:

* competence
* clarity
* courtesy
* confidentiality
* impartiality

The provision of our services is based on:

* satisfaction of requests
* timeliness
* transparency of procedures

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| * **QUALITY STANDARD OF SERVICES** |

In order to guarantee and implement performance on individual services and better assist its customers, the Chamber carries out continuous monitoring of the same and a customer satisfaction service which, in the principle of maximum attention to the customer, is accompanied by a management system Complaints.

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| * **NOTE** |

* at the time of formulating the estimate, information will be provided on any legal charges applicable to the costs expressed;
* the services are provided only upon acceptance of the estimate and payment of the relative deposit, where applicable;
* it should be noted that any services not included in this Catalog may in any case be requested from the Chamber which will assess their feasibility and conditions;
* the CCMI makes use of the collaboration of associated companies for the performance of some of the services listed below.

**TYPE OF SERVICES**

1. **INFORMATION SERVICES**

* Country/sector market analysis
* Information dossiers on regulations (legal, tax and customs)
* Information on fairs and events

1. **EVENTS AND COMMUNICATION**

**2.a Events**

* Gala dinner, networking events
* Autonomous events

**2.b Communication**

* Advertisements in magazines and electronic media
* Media campaigns (company launches, products)

1. **BUSINESS CONTACT**

* Identification and selection of partners/counterparties (importers, distributors, suppliers and strategic partners) with/without appointment agenda
* Organization of business missions: workshops with B2B
* Participation/representation of Italian companies in foreign Fairs or participation/ representation of foreign companies in Italian Fairs

1. **SPECIALIZED ASSISTANCE AND CONSULTING SERVICES**

* Legal, administrative, fiscal and tax assistance
* Customs assistance
* Visa service
* Interpreting/translations
* Portuguese/Italian and English language courses
* Specialized assistance for the development of strategies for entering the country (targeted sub-sector and product surveys)
* Establishment of settlement tools
* Operational support in all phases of the establishment (start up, logistical assistance, personnel selection)
* Domiciliation (fiscal and/or postal)
* Italian company representation service

1. **INFORMATION SERVICES**

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| **Country/sector market analysis** | | |
| *Country/sector market research, statistical surveys to provide an initial orientation useful for evaluating the concrete possibilities of introducing Italian production* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * brief economic-financial report of the country * analysis of the demand in the sector of interest of the Italian company * analysis of the distribution of the Italian product / type of product * selection of the profile of local interlocutors in the sector in question * competition analysis * main events and local events in the sector | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer within 20 days of acceptance of the quote | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Information dossiers on regulations (legal, tax and customs)** | | |
| *Information dossiers on the main legal, fiscal and customs regulations to facilitate trade exchanges* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * indication of the reference regulatory framework with indications of the individual references * translation of documents * contacts with the competent local authorities for the individual matters of interest | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer within 10 days of acceptance of the quote | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Information on fairs and events** | | |
| *Information on the main fairs and events of national and international importance relating to a specific sector. This service can be provided both on 1) commission from the exhibition organization concerned a promote your event both on 2) the request of companies interested in obtaining information on the manifestation.*  *In the event that the company requires additional services for the realization of their participation at the fairs, a personalized quote will be prepared* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| 1. **commissioned by the trade fair organization interested in promoting its event**  * definition of the target with the exhibition organization * database creation * mailing out to the target identified with a letter of presentation of the event in the local language * dissemination of promotional material provided by the Customer * preparation and dissemination of press releases to local media and through the information tools of the Chamber * recall and follow up to show interest   **1.a. Visiting delegation organization:**   * targeted meetings with potential exhibiting companies, chambers of commerce, sectoral and trade organizations * assistance in filling out the buyer forms and sending them to the exhibition body * logistical organization of the delegation * assistance in scheduling B2B meetings, if foreseen in the program * bilingual personal accompaniment of the staff during the trip and the visit to the fair  1. **request from companies**  * brief introductory note on the trade fair panorama of the country of reference * indication of the main fairs and events with a description, where possible, of the previous ones   editions, indications on how to participate and references of the organizing bodies e technical indications (total area of ​​the event, area and set-up costs basic by the fair body and associated bodies, participating foreign countries and any limitations to foreign participations, total number of exhibitors (domestic and foreign), number of exhibitors and visitors of the previous edition and their nationality of origin (in case of pre-existing Fair), official transporters, information on customs legislation and the transport of goo | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer within 30 days of acceptance of the quote | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

1. **EVENTS AND COMMUNICATION**

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| **Gala dinner, networking events** | | |
| *Organization of CCMI branded social events aimed at both companies and institutional entities in order to promote networking for the development of new business contacts and / or increase the membership base. Possibility of placing the event within larger events or at specific times of the year (Italian or local holidays)* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * definition of the contents with the Customer * placing the event on the calendar in the most suitable period * sponsor search * definition of the type of event (exhibition, show room, tasting, etc.) * guest selection and guest invitation management (mailing-recall) * PR service and management of press reports * promotion of the event on the Chamber's website and social networks * logistic organization (venue rental, material preparation, catering) * hostess and interpreting service (excluded from the estimate) * support for any sending and customs clearance of goods for display / tasting * follow up (preparation of post-event reports, translation of reports into local language) | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 8-10 days from the first reply * provision of the service to the Customer by the date of the event and, in any case, on the date defined for the event | | |
| **costs and payment methods**   * free quote * unit cost of participation * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 60% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation**  *The price may vary according to the type*  *of the event and the number of the participants* |

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| **Autonomous events** | | |
| *Organization of autonomous promotional events for the promotion of a sector/product/territory* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * definition of the contents with the Customer * definition of the type of event (exhibition, show room, tasting, etc) * guest selection and mailing-recall * PR service and management of press reports * promotion of the event on the Chamber's website and social networks * logistic organization (venue rental, material preparation, hostess and interpreting service, catering) * support for possible sending and customs clearance of goods for display / tasting * follow up (preparation of post-event reports, translation of reports in local language) | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 8-10 days from the first reply * provision of the service to the Customer by the date of the event and, in any case, on the date defined for the event | | |
| **costs and payment methods**   * free quote * unit cost of participation * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 60% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation**  *The price may vary according to the type*  *of the event and the number of the participants* |

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| **Advertisements in magazines and electronic media** | | |
| *Publication of promotional and advertising material in electronic magazines and media* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * definition of the contents with the Customer * identification of the most suitable press and media bodies for the type of communication and type of customer * definition of the number of pages and placement of the advertisement * definition of the promotional-advertising message also in consideration of the cultural characteristics and the local reference target | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer on the date defined for the event | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Media campaigns (company launches, products)** | | |
| *Definition of media campaigns in order to promote the presence of a company - product in the country* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * definition of the contents with the Customer * identification of the most suitable press and media bodies for the type of communication and type of customer * definition of a communication strategy (times, methods, tools) * implementation of the communication strategy (purchase of spaces on print and web newspapers and radio spaces, organization of a press conference) | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer on the date defined for the event | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

1. **BUSINESS CONTACT**

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| **Identification and selection of partners/counterparties (importers, distributors, suppliers and strategic partners) with/without appointment agenda** | | |
| *Scouting of potential commercial partners and strategic partners for development of investment activities, JVs, technology transfer* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * definition of the contents with the Customer * drafting of a first verified list of counterparties with full address and telephone number and fax, company e-mail, website if existing, main activity (e.g. agent, dealer, wholesaler/distributor, etc.) and product sector * selection of counterparties * mailing-recall of potential counterparties * making contact with counterparties and organizing meeting agenda (on request) * logistic organization (car rental with driver, preparation of materials) * hostess and interpreting service (excluded from the quote) * sharing the contact list and appointments with the customer * follow up of appointments * sending to the Customer the detailed report of the appointments made | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer within 30 days of acceptance of the estimate and, in any case, to date defined for the event | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Organization of business missions: workshops with B2B** | | |
| *Organization of business missions and B2B meetings between the Customer and counterparties for the development of commercial and investment relationships, also in workshop mode, involving several operators on the same issue and for the same purpose* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * definition of the contents with the Customer * selection of counterparties * contact with counterparties for pre-verification * making contact with counterparties and organizing meeting agenda (on request) * organization of B2B meetings (location definition, agenda times, interpreter support) * workshop organization (definition of venue, identification of moderator, interpreter support) * logistic organization (place, transfer, agenda, interpreters) * follow up | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer within 20 days of acceptance of the estimate and, in any case, to date defined for the event | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Participation/representation of Italian companies in foreign Fairs or participation/representation of foreign companies in Italian Fairs** | | |
| *Organization, for individual companies or groups of Italian, Mozambican or foreign companies, of participation in Italian, Mozambican and foreign trade fairs. Presence at a fair with a chamber stand representing Italian or local companies* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * identification of the trade fair event with the customer and definition of the modality of participation (presence in a single stand, collective stand or organization of the B2B agenda) * contact with the fair organization and definition of participation * support service for stand rental and set-up, dispatch and customs clearance of goods for display,   organization of B2B meetings, catalog registration, creation of promotional material, interpreter support   * operational support for organization of incoming-outgoing missions (air ticketing, transport, accommodation) * in case of presence with a chamber stand representing Italian or local companies: identification and contact with companies to be represented, information on products and services to be promoted * follow up | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer, on the date defined for the event, subject to acceptance of the estimate | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

1. **SPECIALIZED ASSISTANCE AND CONSULTING SERVICES**

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| **Legal, administrative, fiscal and tax assistance** | | |
| *Advice and insights into legal, administrative, fiscal and tax matters for the creation and development of business in the country or in Italy or abroad, opening of commercial activities, exchange of goods/services* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * definition of the contents with the Customer * offer of customized solutions based on the specific needs of the customer * legal and corporate consultancy and assistance: choice of company form, constitution, drafting of statutes, social and shareholder agreements. Extraordinary operations * administrative-accounting and budget consultancy: ordinary and simplified accounting. Consultancy and assistance in the preparation of annual and interim financial statements. Drafting of forecast budgets and business plans. Budget analysis * tax and fiscal consultancy: processing, declarations and tax compliance. Assistance in relations with the financial administration. Advice and assistance in tax litigation | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer within 20 days of acceptance of the quote | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Customs assistance** | | |
| *Information dossiers on the main customs regulations in force in the country for the benefit of companies and assistance in carrying out the related procedures* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * brief introduction to the topic of interest * indication of the reference regulatory framework with indications of the individual references * indication of the main local bodies competent for the individual matters of interest and of * related contacts * support in carrying out customs procedures | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer within 20 days of acceptance of the quote | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Visa service** | | |
| *Support to businesses for issuing entry visas to the country* | | |
| **contents of the service (unless otherwise agreed with the Customer)** | | |
| * indication of the competent offices * indication of the procedures for obtaining an entry visa * support in the creation of the necessary documents * follow up | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer in relation to the timing necessary for the production of the visa | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Interpreting/translations** | | |
| *Simultaneous or consecutive Portuguese / English interpreting during b2b meetings, institutional missions and webinars. Specialized translations for companies and institutions* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * identification of languages ​​and contents with the Customer * choice of interpreters present in the chamber database * assistance of interpreters to companies at trade fairs, b2b meetings, institutional missions and webinars. For events lasting more than 2 hours, the simultaneous translation service is mandatory to use two interpreters at the same time. The costs of transport, accommodation and meals of the interpreter for events / meetings / missions outside Maputo are charged to the Client * carrying out sectoral and specialized translations for companies and institutional subjects | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer within 3-5 days of acceptance of the estimate and, in any case, to date defined for the event | | |
| **costs and payment methods**   * free quote * cost of the interpreting service calculated on the basis of man/day use and out-of-pocket costs for the implementation of the service * cost of the translation service calculated on the basis of the number of pages to translate * 50% deposit upon acceptance of the estimate * balance due 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Portuguese/Italian and English language courses** | | |
| *Basic courses of Italian, Portuguese and English, basic, intermediate and advanced business. Both individual and group lesson* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * identification of contents with the Customer * formative proposal elaboration * acquisition of membership * implementation of the course in "in company" mode, at the CCMI headquarters or online | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer within 3-5 days of acceptance of the estimate and, in any case, to date defined for the event | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Specialized assistance for the development of strategies for entering the country (targeted sub-sector and product surveys)** | | |
| *Sub-sector or product market research, statistical surveys to provide a first useful orientation a*  *evaluate the concrete possibilities of introducing Italian production in Mozambique* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * identification of the sub-sector or product area of ​​interest, the breadth and detail of research, of the elements that need an in-depth study * short note of the economic and financial situation of the country * analysis of the demand of the sub-sector of interest of the Italian company * analysis of the distribution of the Italian product / type of product * selection of the profile of the local interlocutors of the sub-sector / product in question * competition analysis * search for information on the internet and / or purchase of paid data, in agreement with the Customer | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply   provision of the service to the Customer 20 days of acceptance of the estimate and, in any case, to date defined for the event | | |
| **costs and payment methods**   * free quote * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Establishment of settlement tools** | | |
| *Support to companies interested in establishing themselves in Mozambique and interfacing with the local market with a own representative office, a branch office, etc.* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * definition of objectives with the customer * identification of the type of office and the most suitable location for the customer * sectorial indication of the Mozambican market * indications of the settlement procedures * assistance and support in carrying out the procedures | | |
| **delivery mode** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **mode of delivery** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer within 30 days of acceptance of the quote | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Operational support in all phases of the establishment (start up, logistical assistance, personnel selection)** | | |
| Support to companies during all phases of settlement in the local area | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| * definition of objectives with the customer * identification of the regulations in place in the territory * indication of the settlement procedures * assistance and support in carrying out the procedures | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer within 30 days of acceptance of the quote | | |
| **costs and payment methods**   * free quote * cost of the service calculated on the basis of the employment or man/days and the out-of-pocket costs for the realization of the service * 50% deposit upon acceptance of the estimate * balance within 15 days from the invoice date | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |
| **Domiciliation (fiscal and/or postal)** | | |
| *The postal domiciliation service allows you to use the civic address of the Mozambique Italy Chamber of Commerce to receive mail and / or parcels. In cases of legal domiciliation, the communication of the House address is added to all the competent authorities for the registration of a company or a representative office* | | |
| **contents of the service *(unless otherwise agreed with the Customer)*** | | |
| **POSTAL ADDRESS**  The reception staff receives letters and registered letters and any communication in general, registers with the date of receipt and proceeds to archive the Customer's correspondence. The material received can be forwarded to another civic address by express courier or stored in the archive for the agreed time. It is possible to be always updated on stocks by requesting the forwarding of information by e-mail. Mail can be collected every day from Monday to Friday during opening hours, on Saturdays and during closing hours by appointment  **TAX DOMICILIATION**  The legal domiciliation service, compared to the postal domiciliation service, additionally allows the communication of the civic address to the Register of Companies, offices and other competent authorities for the registration of a company or a representative office. In this way it will be possible to choose the Chamber of Commerce as the registered office of the company / representation and, in addition to commercial communications, invoices and tax documents can be received  **The services can be activated for short periods or for six-monthly and annual durations**   * **Note:** All shipping costs are excluded and will be reported in the final balance | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **delivery times** | | |
| * acknowledgment of the request within 3 working days of its receipt * sending the quote to the Customer within 5 days from the first reply * provision of the service to the Customer within 7 days of acceptance of the quote | | |
| **costs and payment methods**   * free quote * 100% payment upon acceptance of the quotation | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |

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| **Italian company representation service** | | |
| *Presence of Desks, within the offices of the Chamber, available to companies interested in exploring the*  *Mozambican market and / or deepen existing relationships with their customers, before setting up companies or branches in the area* | | |
| **contents of the service (unless otherwise agreed with the Customer)** | | |
| * making an office available to interested companies. For each Desk is provided: Wi-Fi, telephone and electricity * Telephone switchboard service, possibility of placing a plate with the name of the company, use of a Business Card with the address of the room | | |
| **mode of delivery** | | |
| The request must be sent to the following email address: contacto.ccmi@gmail.com | | |
| **costs and payment methods**   * free quote * 100% payment upon acceptance of the quotation | **cost CCMI MEMBERS**  **30% discount** | **cost NON MEMBERS CCMI**  **upon quotation** |