



CORPORATE PROFILE

COURIER COMPANY

www.cdztz.co.tz

Since 2004

TABLE CONTENTS

01	Breif History
02	Mission Statement
03	Our Services
04	Network Coverage
05	Management Structure
06	Our Quality/ Our People
07	Customer Service
08	Logistics Services
09	Our Technology
10	In House Customs Clearence
11	Domestic/ International Services
12	Special Services
13	Eligibility Information
14	Appreciation / Social Activities
15	Our Clients

BRIEF HISTORY /ABOUT US



CDS LOGISTICS a provider of comprehensive logistics and transportation solutions. Established in 25 October 2004, CDS by now managed to have its own offices in 30 regions and 204 agents spread across every district in Tanzania.

Due to its recommendable services CDS have manage to clinch one of the Top 100 Mid-size companies in Tanzania for 3 consecutive years (2014 – 2017). compared to any other express operator, the company rapidly transformed itself into a global brand by teaming up with International giant courier companies in the world.

CDS LOGISTICS today is employing 110 employees in Tanzania from 120 Districts and has a strong alliance network providing worldwide presence. The range of services offered by CDS LOGISTICS include International and Domestic Express delivery, in house clearance, logistics and warehousing and documents managements

CDS LOGISTICS is the first Local courier company in Tanzania to be entrusted with International Global courier Companies, which combines the company's financial and non-financial information, and further highlights the strategic role that sustainability plays in CDS's operations and performance.

MISSION STATEMENT

VISION

To become the leading one stop African Logistics company

MISSION

To deliver reliable and efficient logistics services that maximizes the value of our esteemed customers.

CORE VALUES

- **Customer-Centeredness** - We are convinced that listening to the customer comments, complaints and suggestions is our best policy
- **Innovation** - We anticipate market dynamics and develop customized services and strategies to meet customer demand.
- **Reliability and Flexibility** - We are reliable; we constantly work within our promises toward our customers.
- **Responsiveness** - We respond to customer timely. We always guarantee the availability of service.
- **Professionalism** - We are professionals, we think professional, we work on professional standards

CORE SERVICES

01



IN HOUSE CUSTOMS CLEARENCE



02



WAREHOUSING/STORAGE



03



LOGISTICS/TRANSPORTATION



04



DISTRIBUTION/DELIVERIES



2014-2015



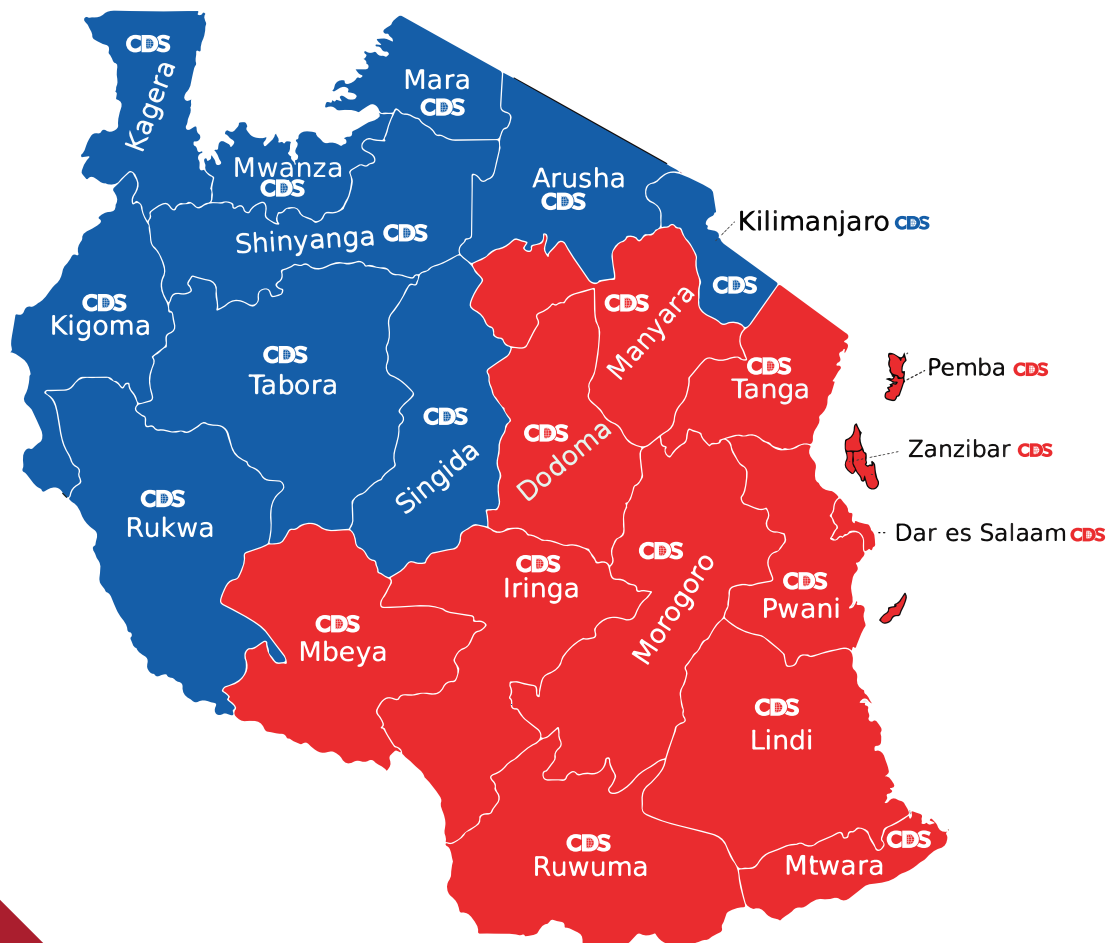
2015-2016



2016-2017



CDS LOGISTICS REGIONAL OFFICES



TRANSPORT SERVICES CATEGORIES

- 1. EXPRESS DELIVERY** 
- 2. OVERNIGHT DELIVERY SERVICE**
(PICK UP UPTO 8PM,
DELIVERY ON THE NEXT DAY
BEFORE 12PM) 
- 3. 24HR WORKING HRS NEXT DAY DELIVERY** 

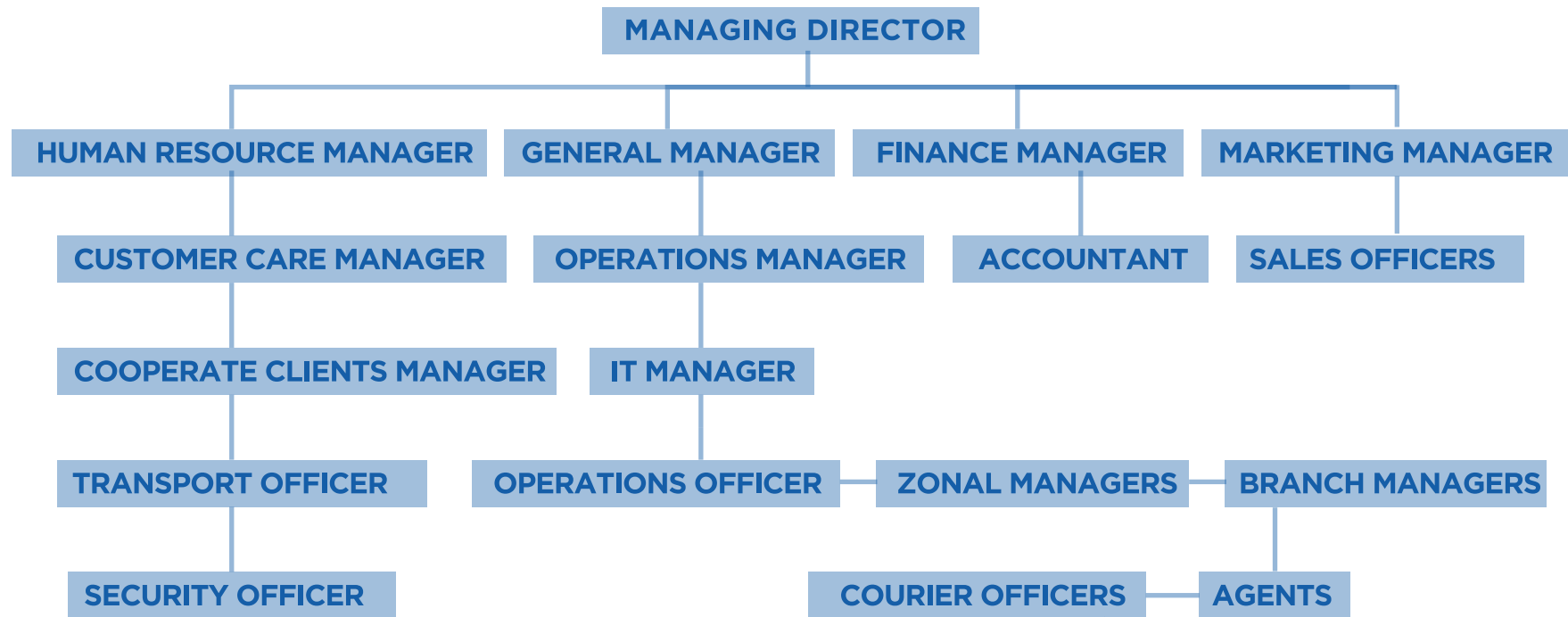
NETWORK COVERAGE

We have 110 full time employees who are all specialized in their own fields and deeply committed to providing the very best services possible. CDS LOGISTICS head office is in KAMBARAGE Road MIKOCHEMI 'B' Block 'A' Plot No.149, HOUSE No. MKC/MCB/48 nearby Rose Garden Road and expanding its network by opening offices and outlets in other important locations inside and outside Tanzania. For your awareness this has made CDS to become leading company in Tanzania which have vast network both local (Tanzania) and international, for that CDS can provide its client with definite delivery time under one roof. standard delivery time to any regional headquarter within 24 working hours , district within 48 working hours and remote areas within 72 working hours. Note that express service can be even faster. Moreover for international destination it can take 72 working hours

WARRANTY : We are proud to inform you that due to our network, diligence and accuracy, If the shipment is not delivered within stipulated time due to our fault shipment charges will be refunded. We are assuring our client to provide discount to any volume shipment compared any other courier company



MANAGEMENT STRUCTURE





OUR PEOPLE

As a solutions provider, CDS invests in building knowledgeable workers rather than employees. CDS trains its people extensively and continuously empowers them to act as creative-solution providers, offering the best quality service to customers.

People from every part of the world work under the CDS banner, and We have always appreciated this diversity in backgrounds and outlooks, and how it enriches our discussions, perspectives and willingness to experiment.



OUR QUALITY

CDS LOGISTICS constantly monitors quality of service delivered to customers. Process improvement, elimination of bottlenecks and increasing the efficiency of daily operations and ongoing cycle.

CDS designed and implemented a quality management system to ensure a consistent level of high standards at all times. CDS evaluates those standards regularly and search for technological and process innovations to constantly improve.

In order to evaluate the performance, CDS regularly conducts audits against predefined service standards. CDS has also designed and implemented a quality management system that demonstrates its ability to consistently provide enhanced services

CUSTOMER SERVICE

We committed to meeting our obligation and ensure that customer needs are met within agreed service levels. To ensure customer satisfaction, CDS has its own set as follows:

- ◆ We identify a main contact for handling all customer requirements. The contact person is a senior and experienced member that will manage all requirements.
- ◆ For every location, CDS has special customer service unit where customer support is needed.
- ◆ CDS create an account to each client on the system and well trained customer staffs monitor and track shipments, along with accessing customer support when needed.
- ◆ CDS setup an electronic notification through mobile alert to nominated individuals on shipment status.
- ◆ CDS tracking system enable a client to access his shipments status anytime and anywhere.
- ◆ CDS has electronic invoicing to enable customers to maintain its invoices both in hard and soft copies.

CDS will provide customized reports upon customer requirements



LOGISTICS SERVICES

CDS offers a variety of comprehensive logistics and transportation solutions under one roof, and is also unique in its creative and flexible style of management that enables the customization of its solutions to accommodate the specific needs and requirements of its customers.

Innovation at CDS stems from listening to customers and addressing their needs. Small ideas and big ideas coming from all levels of the company continuously feed and are fed by this creative atmosphere. CDS exhibits in its commitment to its community the same positive attitude it nourishes in its own internal environment.

Our Solutions in Tanzania include:

- In house Customs Clearance Services
- Warehousing Management
- Distribution
- Transportation
- Domestic Express
- International Express

OUR TECHNOLOGY

CDS LOGISTICS Is continuously investing in developing and utilizing the latest technologies to increase efficiency, enhance the quality of its services, and empower its people. Leading edge technologies at CDS are key enablers for its continuous innovations and its guarantee for the delivery of high quality and competitive service standards.

All of CDS LOGISTICS technologies are User-friendly and developed in-house by its highly skilled IT team. The Customized Tracking system makes it possible for our clients to Trace & Track their Shipment Updates

CDS also has adopted an information security policy which addresses security issues related to the ownership, integrity and accessibility of information, and in particular, risks associated with the use of computers and networks for storing, transferring and processing information. We have a strong commitment to protecting our critical information assets against unauthorized access and use, theft, modification, destruction and unauthorized disclosure, and regards the protection of information assets as a common responsibility of all staff





IN HOUSE CUSTOMS CLEARANCE SERVICES

CDS is part of an extensive in house customs clearance network with teams of cargo professionals who provide global services and local expertise to ensure a complete and hassle-free service that includes customs clearance and delivery to the final consignee.

■ Door-to-Door

This product is designed to offer customers a complete, hassle-free transportation service door to door by combining forwarding, clearance and documentation.

■ Door-to- Port

CDS can arrange pick-up from customer's door and provide forwarding up to the port of arrival.

■ Airport-to-Airport

For goods purchased on FOB or FCA basis, CDS can handle the goods at the port of origin and arrange dispatch up to the port of destination.

■ Customs Clearance

We offer customs clearing services from port to delivery within Tanzania.

■ Special Projects

Combining its multiple freight handling services, CDS customizes freight solutions to cater to the requirements of any special project.



DOMESTIC EXPRESS

CDS Domestic Express offers a cost-effective solution for express delivery, standard delivery time and definite delivery time of 24 working hours to any region within a country. Whether it is an important document, a fragile item or any other item.

Overnight Domestic Service

Shipments are picked up to **08:00 PM** and delivered on the next day before **12:00AM**.

NOTE:

The service is not to all regions.



INTERNATIONAL EXPRESS

CDS through provides a global solution for moving time-sensitive documents and parcels around the world, door-to-door, within committed transit times of 72 working hours. The International Express service is available everyday to the 420 destinations. Also our client can track his/her shipments status at any time through the advanced online tracking system

SPECIAL SERVICES



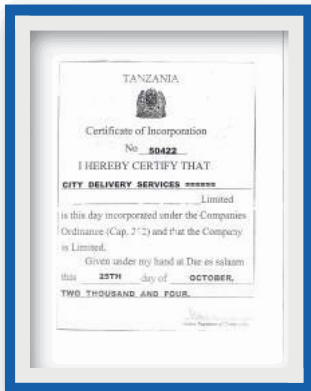
CDS Logistics also caters for distribution of mosquito nets, special medical delivery to communities e.g Lab Samples, Surgical Instruments, Human Tissue, Pharmacy prescriptions and medical reports. CDS provides professional, competent, and properly trained couriers to assist in handling dangerous goods.

OTHER SPECIAL SERVICES

- Moving of office furniture within a city
- Stationaries and promotional materials
- Moving technical materials, machinery and equipment
- Distribution of various invoices.
- Distribution of occasional invitation cards to anywhere within the city limit/parameters.
- Collection of statistics/records
- Distribution of house-hold products/furniture/gifts



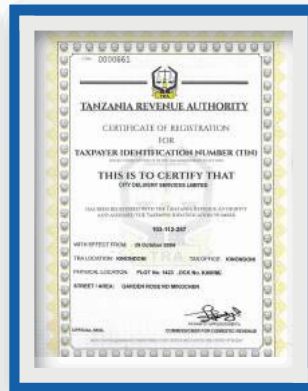
ELIGIBILITY INFORMATION



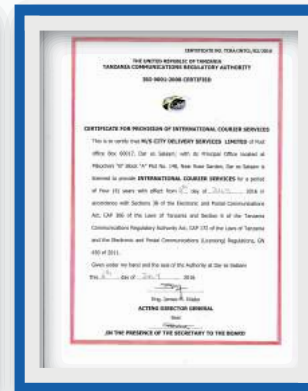
Registration(TZ)



Registration(KE)



TIN No. Certificate



TCRA Certificate



Tax Clearance



Business License



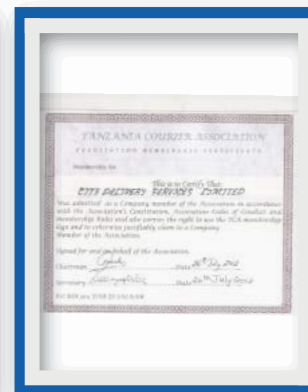
OSHA Certificate



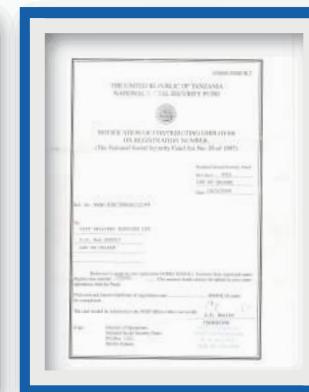
FIRE Safety Certificate



Chamber Of Commerce



TCA Membership



NSSF Certificate



ATE Approval

CERTIFICATE OF APPRECIATION



SOCIAL ACTIVITIES



OUR CLIENTS

FINANCIAL INSTITUTIONS



TELECOMMUNICATIONS



EMBASSIES & HIGH COMMISSION



NON - GOVERNMENTAL ORGANISATIONS



OTHERS





CONTACT US

TELEPHONE

+255 (73) 721 2495

MOBILE:

+255 763 601 317 / +255 762 000 001

info@cds.co.tz / www.cds.co.tz

 [cdstanzania](#)  [cds_tanzania](#)