

United Arabi Emirates cities

ABU DHABI

DUBAI

Jebel Ali

DWC

SHJ

# aramex Air Freight Operational Procedure: United Arab Emirates

## City: Abu Dhabi

OFFICE WORKING HOURS: SAT-THURS 8:00-19:00

**Customs Working Hours** : SUN - THU : 08:00-16:00  
SAT : 08:00-12:00

**Consolidation:** Yes allowed and will be handled with no problems. CC's/COD's are acceptable but a pre-alert is a MUST in these cases to ensure the money is collectable from consignee(s) concerned. For all such shipments, a break bulk (B/B) fee of US\$21 per Mawb plus 2% "collect fee" to Aramex apply. Both charges will be deducted from the CC remittance due. In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).

**Gateway:** Abu Dhabi International Airport

### **Master AWB Consigned To:**

ARAMEX -ABU DHABI  
P.O. BOX 27449  
ABU DHABI, UNITED ARAB EMIRATES  
TEL: 9712 555 1911, 9712 5025 816/817/818  
FAX: 9712 5025 111

### "HAWB" MUST INCLUDE:

Ultimate Consignee's full name.  
Complete address/contact name.  
Phone number; Fax number.

\* ANY MAWB CONSIGNED TO ARAMEX ABU DHABI SHOULD HAVE A HAWB (MAWB MUST CLEARLY STATE: "CONSOLIDATION "AS PER ATTACHED MANIFEST" , THE HAWB MUST STATE THE ACTUAL COMMODITY. FAILING TO DO SO THEIR WILL BE HEAVY DELAYS IN CLEARING SHIPMENTS.

PERISHABLE CARGO should be executed with special Instructions (If any required- Like Temperature control etc)

Clearing companies are not allowed to get/take approval from Minsitry Of Education, Minstry of Health, Ministry of Information, ESMA, TRA ,FANR etc on Cnee's behalf.

**Prealerts:** Pre-alerts must be sent, at least 24 hours prior to consolidation's arrival, to ARAMEX ABU Dhabi/cargo, attention [AUHFreightOPS@aramex.com](mailto:AUHFreightOPS@aramex.com) , TEL: (971) 2-555 1911 , FAX (971) 2- 5025 111

**TCN (Time Consignee Notified):**

# aramex Air Freight Operational Procedure: United Arab Emirates

Next working day from when shipment arrives to Abu Dhabi. We will hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance if required.

## **Documents Required & Acceptable:**

Certificate Of Origin - Required for Air Freight shipments, If Ch wt Exceeds 800 kg and Value over US\$ 11000.00. If certificate of origin is not available an additional of USD 272.50 will be charged as deposit with maximum validity of 60 days and upon presenting the Original Certificate of Origin it may be refunded back subject to customs authorities' approval.

JUST EUROPEAN COMMUNITY COO ARE NOT ALLOWED.

ORIGINAL/ INDIVIDUAL COUNTRY OF ORIGIN(S) SHOULD BE MENTIONED ON IT , THEN ONLY IT IS VALID IN ABU DHABI).

LEGALIZATION NOT REQUIRED (FOR THE TIME BEING)- SUBJECT TO THE CONFIRMATION FROM CUSTOMS

AUTHORITY/GOVERNMENT RULE(SEE BELOW). MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN.

**Legalization - \*NOT\* required for airfreight shipments.**

**Commercial Invoice - Required 1 Original , if Ch wt Exceeds 800 kg and Value over US\$ 11000.00 (On Shpr's Colour Letter Head , with their SEAL/STAMP, HS CODE(s) and 2 Copies,**

If not available, USD 272.50 will be charged as deposit which maximum validity 60 days and upon presenting the Original Commercial Invoice it may be refunded back subject to customs authorities approval.

Any shpts Importing to AUH CUSTOMS with Multiple HS CODE & Country Of Origin , SHPR has to prepare the Commercial Docs with summarized the DTLS of HS Code, COO, WT Separately & Values accordingly.

## **Packing list - 1 Original and 2 Copies**

**Number of pieces & Gross Weight must be stated (Exactly same as HAWB) along with the Commercial Invoice number .**

If not available, There will be delay on Clearance. Customs may go for the Inspection to tally the goods as per the Commercial Invoice, and and they may re-assess the Value.

All the Freight shpts through AUH APT Customs must accompanied Original Commercial Invoice, Packing list and Certificate of Origin. All should state the H.S Code(s) of each and every item with Country of Origin. If shpt is of multi country products or with multiple HS CODE(s) , all Country names should be mentioned separately -against HS code(s).

JUST EUROPEAN COMMUNITY COO ARE NOT ALLOWED.

# aramex Air Freight Operational Procedure: United Arab Emirates

ORIGINAL/ INDIVIDUAL COUNTRY OF ORIGIN(S) SHOULD BE MENTIONED ON IT , THEN ONLY IT IS VALID IN ABU DHABI).

LEGALIZATION NOT REQUIRED (FOR THE TIME BEING)- SUBJECT TO THE CONFIRMATION FROM CUSTOMS

AUTHORITY/GOVERNMENT RULE(SEE BELOW). MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN.

In short, customs needs the itemized **Commercial Invoice** from SHPR with Harmonized Code, Reasonable Value, **Certificate of Origin from Chamber Of Commerce** or with the **STAMP of Chamber Of Commerce** (if Ch wt Exceeds 800 kg and Value over US\$ 11000.00) & Packing List . Failing to do so, there would be delay on clearance and **Deposits (of usd 272.50 per docs** as mentioned above) imposed by the Custom Authorities.

**Any shpts Importing to AUH CUSTOMS with Multiple HS CODE & Country Of Origin , SHPR has to prepare the Commercial Docs with summarized the DTLs of HS Code, COO, WT Separately & Values accordingly.**

**Export Declaration - Required If Shipment Needs An Export License.**  
Refer to the ABC or TACT rules in force.

**Contact Person:**

Alavudeen Labella Jissari ,Lalu Dev & Hazam Chamakkadath  
ARAMEX Abu Dhabi.

**Important Remarks Must Comply:**

Requirements for shipments to U.A.E:

1. All shipments to be accompanied with original Invoices, Packing list & Certificate of Origin . (Copies will not be accepted)
2. All shipments to be accompanied with MAWB, HAWB, Consol Manifest and 4 copies of the same along with the Commercial Docs for all freight inbound shipments to AUH. AUH customs and Airport authorities will impose a penalty of US\$ 25.00 per consignment in case if at least 4 copies are not attached with the MAWB Pouch.
3. Customs duty at 5 % levied on C.I.F. (cost, insurance, @ freight) of goods.
4. Used Personal effects are exempted. Only the service charge will be applied (which will be around 50.00 USD . (Cnee's PassPort Copy with Visa Page & Both sides of the Emirates ID Copy should be attached with the MAWB/HAWB pouch).
5. All demurrages/Penalties if any , will be debited back to the Origin Station, If any shpts arrived in AUH APT without PRE-ALERT and without PROPER DOCUMENTS.

\*A pre-approval must be given by the U.A.E. Department of health before Pharmaceuticals Cosmetics & Food Stuffs can be imported to the U.A.E. The import permit must be with Cnee upon/before the freight's arrival to the U.A.E. The Permit is issued by the U.A.E. Ministry of health. Shipments cannot be cleared if the permit

# aramex Air Freight Operational Procedure: United Arab Emirates

is not submitted to the customs for shipments of pharmaceuticals, cosmetics & Food Stuffs.

\*All wireless communication equipment is not allowed into the U.A.E. unless the consignee has acquired special permission (from TRA & CID) to import such equipment. Mobile telephones do not fall under this category.

If restricted items are imported without pre-approval, they will be held at Customs until the approval is obtained from the Concerned Ministry of the U.A.E.

\*Note: Shipments destined to any location in the United Arab Emirates must clear customs at the airport of arrival in the U.A.E. Once customs clearance has taken place the shipment can move to its destination/Locations by domestics service/trucking. Only the A/LINE can Transfer to another APT based on the DESTINATION on the MAWB . No CCA/Amendment will be entertained by Customs even for A/LINE.

\*All live animals to AUH are subject to prior written approval from the Dept of Animal Wealth. The shipper or consignee can obtain this permission by contacting the following dept:

Department Of Animal Wealth  
P.O. Box 1509  
Abu Dhabi, U.A.E.

All food items are subject to the Ministry of Health and municipality approval. The health certificate, invoices and packing (box) should all show both the manufacture and expiration dates.

Agricultural produce -

1. Plants and non-processed produce are not allowed into the UAE without a phytosanitary Certificate.
2. Plants, seed, seedlings, fertilizers, soil conditioners and pesticides are not allowed into the UAE without an import license issued by the ministry of agriculture & fisheries (UAE).

HOUSE AIRWAYBILL MUST INCLUDE:  
ULTIMATE CONSIGNEE'S FULL NAME.  
FULL ADDRESS/CONTACT NAME.  
PHONE NUMBER; FAX NUMBER.

For all freight imports into the United Arab Emirates, the value for customs on the Hawb must match the total of the commercial invoices. Discrepancies between the two amounts will cause a delay in clearance and U.A.E. Customs always assesses duties on the higher value. To Amend this discrepancy; Abu Dhabi customs will need the following: (NCV/NDV is allowed to mention/ exucte/declare on the HAWB).

1. Letter from the shipper clarifying the correct value. Letter must be addressed to Abu Dhabi customs.
2. Letter from origin station clarifying the correct value. Letter must be addressed to Abu Dhabi customs.

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## City: Dubai

### Working Days and Timings:

- Working Days: Saturday to Thursday
- Working Hours: 08:00 till 18:00

### Gateway(s):

- Dubai International Airport Code: **DXB**
- **Dubai world Central** Code: **DWC**
- **Sharjah Airport** Code: **SHJ**
- Gateway Dubai services the Emirates of Ajman, Dubai, Fujairah, Ras Al Khaimah, Sharjah, Um al Quwain and Al Ain. Airport of entry for these Emirates is DXB. Pls note that shipments for the Emirate of Abu Dhabi (AUH) should be consigned to Abu Dhabi airport and not Dubai airport".

### Contact Person(s):

- Shadi Abuhijleh- Operation Manager - Customs / dispatch / freight
- Shiju Antony - Supervisor Airfreight Export
- Eliyas Ahmed - Operation Manager Airfreight Export
  
- Lalg Pulickal - Supervisor Airfreight Import
- Harold Dias - Operation Manager Airfreight Import
- Sulfikar Ali -

### Services:

- Consolidations: Yes (Export and Import)
- Charges Collect: Yes
- Cash on Delivery: Yes

For import shipments coming on 'Charges Collect' or 'Cash on Delivery' basis, the origin should send a pre-alert to the destination for the latter to contact the consignee and ensure the money is collectable.

#### Email Notification to below ID's

[DXBCashTeam@aramex.com](mailto:DXBCashTeam@aramex.com) ,

[ALL\\_DXB\\_Freight\\_Communications@aramex.com](mailto:ALL_DXB_Freight_Communications@aramex.com)

[DXBFreightOPS-ImportA-F@aramex.com](mailto:DXBFreightOPS-ImportA-F@aramex.com)

For all such shipments, a break-bulk (B/B) fee of US\$120.00 per MAWB plus a 2% collection fee are applicable and should be paid to Aramex. The 2% is calculated based on the charges collect amount. These fees will be directly deducted from the remittance sent to the origin.

In case any of these fees are to be collected from the consignee, this should be notified to Aramex along with the initial pre-alert for Aramex to get the approval from the consignee.

## Alerting and Consigning AWBs: DXB & DWC

- MAWBs should be consigned to:  
ARAMEX EMIRATES LLC.  
P.O. BOX 3841  
DUBAI CARGO VILLAGE  
DUBAI, U.A.E.  
ATTN: Augustine Anthony  
TEL #: (9714) 2820890.  
FAX #: (9714) 8707744.

**HAWB must be consigned to final consignee with Valid import code & trade/commercial license**

## Alerting and Consigning AWBs: SHJ

- MAWBs should be consigned to:  
ARAMEX EMIRATES LLC SHARJAH  
OFFICE # 507  
FREIGHT CENTER, SHARJAH AIRPORT  
SHARJAH, UAE  
TEL# : (9716) 5529100

**HAWB must be consigned to final consignee with Valid import code & trade/commercial license**

Very important:

Must move DXB free zone shipments to DXB or DWC Airport

Must move SHJ free zone shipments to Sharjah Airport

- If a shipment is tax exempt and the consignee's address is not showing Dubai, hold the shipment at origin and request shipping instructions from Dxb frt. Be sure to include the following details in your instruction Request: shipper, consignee, pieces, weight, commodity, and shipment value.
- All inbound airfreight shipments into Dubai /DWC, whether single-line or consolidation, must have the shipping manifest & HAWB pouch along with invoice & packing list +other relevant documents attached to the MAWB or DXB customs will \*not\* issue a delivery order. To avoid delays, please ensure a all the above documents are included with every MAWB.
- DDU\*\*- Standard clearance and delivery charges are included in the airfreight rate.
- DAP - instruction clarifying the customs clearance to be done by consignee or Aramex DXB needs to be specified .

- DDP - Send a message to destination for accurate pricing of all destination charges to be billed to the shipper include the following: shipment description, harmonized number, value, inspection charges
- Pieces, weight and the consignee's complete address.
- COD - Only after consignee's agreement (spot requests).
- \*\*DDU - to Dubai Only
- \*\*\*\*\*The official customs duty is 5% C.I.F

**Pre-alerts\*\*:** should be sent to Aramex either on:

- Attention: DXBFreightOPS
- Email: [DXBFreightOPS-importA-F@aramex.com](mailto:DXBFreightOPS-importA-F@aramex.com)  
Email: [ALL\\_DXB\\_Freight\\_Communications@aramex.com](mailto:ALL_DXB_Freight_Communications@aramex.com)
- Email: [ALL\\_DXB\\_Freight\\_OPS\\_Sharjah@aramex.com](mailto:ALL_DXB_Freight_OPS_Sharjah@aramex.com) ( only for final destination is SHJ)
- Fax (9714) 8707744
- Tel (9714)-600 544 000

## TCN (Time Consignee Notified):

- Next working day from when shipment arrives to Dubai. We will hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance, if required.

## Documents Required & Acceptable:

- Certificate Of Origin - Only Required If Consignee Is A Manufacturing Company, **dangerous or perishable cargo**
- Commercial Invoice - 1 Original And 2 Copies

## REQUIREMENTS FOR SHIPMENTS TO U.A.E:

- All freight import shipments destined to U.A.E must be accompanied with the following documents:

1. Original commercial Invoices (Authentic Color Letter head with shipper stamp and signature). Country of manufacture, HS( tariff )code ,unit price per product
2. Detailed Packing list weight & pieces should tally with the HAWB.



# Air Freight Operational Procedure: United Arab Emirates

- 3.HAWB consigned to the proper consignee.
- 4.Country of origin should be mentioned on the invoice.
- 5.Proper description of goods on the AWB.
- 6.Description of goods should not show personal effects unless it's used personal effects.
- 7.Individuals cannot import goods to Dubai unless it's used personal effects or personal effects.
- 8. Shipments cannot be cleared under Aramex Name for local market.
- 9. In case there are multiple items ( more than 2 lines) the shipper or consignee **must** provide the summarized invoice with below details for appropriate customs declaration, also an Excel file for such invoices are a **must**

#	Hs code	Description of good	Country Of Origin	no. of unit	unit weight	unit value	total value
1							
2							

- Failing to submit any of the above documents, will require ARAMEX to post a deposit of USD 325 to clear the shipments. (The amount of USD 225 ) is refundable, only if the originals are submitted to the customs within 21 days from date of arrival)
- Since we face regular problems pertaining to above documentation, effective immediately, Dubai will, by default debit the origin station USD 325, In case shipments arrive without the stipulated documents.
- 
- The amount of USD 225 (NOT USD 325) will be credit to the origin, if and only if the original documents as per the DXB customs requirement are sent to us with in 21 days of arrival)  
For shipments out of USA an original signed invoice on the shipper Authentic letterhead along with the country of the origin of the goods with unit price per product
- A detailed packing list on letter head is enough (No need of a stamp).
- All consol shipments to be accompanied with original HAWB and 3 copies of the same.
- 3 copies of the shipping manifest should be attached to all consolidation shipments.
- Customs duty at 5 % levied on C.I.F. (cost, insurance, @ freight) of goods.
- All charges shown on air waybills for shipments originating in the European Union be determined in Euros only.
- Personal effects/food stuff/live animals/human remains/medicines/ IT Equipment are exempted. Only 1% applied to these shipments.
- If the shipment is destined to Jebel Ali Free Zone: (as above)
- 1. Include original invoice mentioning country of origin of the goods.

# Air Freight Operational Procedure: United Arab Emirates

- 2. Include original packing list containing country of origin and harmonized customs codes for each item.
- 3. Legalized documents are not required.
- 4. All originals should be on supplier's letterhead.
- 5. For sea freight shipments, certificate of origin is required.
- Refer to the ABC or TACT rules in force.

## REQUIREMENTS FOR SHIPMENTS TO Dubai participating in fairs and exhibitions:

- Original Invoice  
colored shipper letter head and Company rubber stamp  
Country of manufacture, HS( tariff )code ,unit price per product.
- Failing to submit any of the above documents, will require ARAMEX to post a deposit of USD 325 to clear the shipments. (The amount of USD 225 is refundable, only if the originals as per the requirement of DXB customs are send to DXB for submission to customs within 21 days from date of customs clearance )
- Detailed Packing list with appropriate Gross weight tallying with HAWB
- In case there are multiple items the shipper or consignee **must** provide the invoice with below details for appropriate declaration,  
also an Excel file for such invoices are a **must**

#	Hs code	Description of good	Country Of Origin	no. of unit	unit weight	unit value	total value
1							
2							

- If commodity is food stuff then original health certificate is required(MUST).
- Product must have a non erasible Production & expiry date in English or Arabic only
- An invitation letter mentioning MAWB , HAWB(if any) ,exhibition Name, Hall number and Stand Number from the Local (DXB) Exhibition Authorities confirming Participation in the Exhibition addressed to DXB customs is a must
- HAWB should show the exhibition Name, Hall number and Stand Number and contact person.
- Descriptions of goods on the HAWB show Exhibition material &the exact nature of goods
- All exhibition shipments can be cleared with a Duty deposit of 5% of CIF.
- Deposit amount will be debited to the consignee or origin station, amount will be refund 30 days after goods are re-export from UAE, if part of the shipment was distributed or sold during the exhibition , the deposit will be forfeited , to avoid such situation the Origin must send 2 invoices with details of return goods & distribution goods with exact weight & cost per unit , enabling to refund the deposit for returned goods.
- The entire exhibition has a nominated site handling agent that will take care of transfer the goods to the exhibitor hall.

- All charges will either be paid by the participant or debited to the origin station.

## Important Remarks Must Comply:

All live animals to DXB are subject to prior written approval from the Dept of Animal Health. The shipper or consignee can obtain this permission by contacting the following dept: <http://www.dm.gov.ae>

- - A pre-approval must be given by the U.A.E. Department of Health before pharmaceuticals can be imported to the U.A.E. the import permit must be attached to the freight upon the freight's arrival to the U.A.E. the permit is issued by the U.A.E. Ministry of Health. Shipments cannot be cleared if the permit is not attached to shipments of pharmaceuticals.
  - \*\*The consignee must secure the import permit and the product should be listed/registered with the Ministry of Health . The shipper can have the consignee fax this permit to them, and also provide the same copy to agent/station at origin to be attached to the export documents. If the shipment arrives without the permit, the Ministry of Health will hold it until the permit is obtained. \*\*
  - Only consignee having acquired special permission or valid License specifying the nature of goods imported are allowed to import wireless communication equipment is allowed into the U.A.E. Mobile telephones do not fall under this category.
  - If restricted items are imported without pre-approval, they will be held at customs until the approval is obtained from the relevant Ministry of the U.A.E.
  
- Note: shipments destined to any location in the United Arab Emirates must clear customs at the airport of arrival in the U.A.E. once customs clearance has taken place the shipment can move to its destination.
- Shipments for Sharjah Free Trade Zone must be sent to final destination Sharjah airport "SHJ".
- All shipments coming into Dubai should have the Intl Commodity code i.e. the harmonized system commodity code number mentioned against each item on each and every invoice.
- All export airfreight shipments out of DXB will incur an additional charge of US\$10.00 per airway bill, which will be shown on the AWB as "due carrier" under code CHC.
- When cutting a MAWB on GF (Gulf Air) book it with GF and not vs (virgin). VS and GF systems aren't tied together, thus GF doesn't find out about shipments until they're handed over by VS.

- For all freight imports into the United Arab Emirates, the value for customs on the HAWB must match the total of the commercial invoices. Discrepancies between the two amounts will cause a delay in clearance and U.A.E. Customs always assesses duties on the higher value. To amend this discrepancy, Dubai customs will need the following:
  1. Letter from the shipper clarifying the correct value. Letter must be addressed to Dubai customs.
  2. Letter from origin station clarifying the correct value. Letter must be addressed to Dubai customs.
- For all freight imports into Dubai & Jebel-Ali, in the absence of original copies of the Air Waybill & original invoice, a deposit of usd 325 will be kept with Dxb customs refundable only after presenting the original .
- The amount of USD 225 (NOT USD 325) will be credit to the origin, if and only if the original documents as per the requirement of DXB customs are sent to DXB with in 21 days)

## Dubai Freight SRN Team Updates for Routed order shipments (also applicable to Jebel Ali)

- ALL SRN's requests sent to Dubai SRN Team will be actioned and updated within a timeframe of 2 hours maximum.
  - ALL SRN updates must be informed within ARAMEX stations through FTS only and e mail communication between stations shall not be entertained
  - Cut off time for SRN action will be 1530hrs (if any SRN received after cut off time, it will be actioned & updated on next business day before 1000hrs)
  - Priorities for previous day pending SRN's shall be actioned & updated in the FTS before 1000hrs by the next business day
  - If SRN details are incomplete, SRN shall not be actioned. It is responsibility of origin entity / SRN creator to update accurate information on the SRN prior to sending request
  - SRN's shall be actioned on first come first serve basis.
- In case of further assistance or clarifications, kindly contact:
- **George Mani - SRN Team Leader**

# aramex Air Freight Operational Procedure: United Arab Emirates

## City: Jebel Ali

### Working Days and Timings:

- Working Days: Saturday to Thursday
- Working Hours: 08:00 till 18:00

### Gateway(s):

- Dubai International Airport Code: UAE

### Contact Person(s):

- Email: [DXBFreightOPS-exportA-F@aramex.com](mailto:DXBFreightOPS-exportA-F@aramex.com)
- Email: [DXBFreightOPS-importA-F@aramex.com](mailto:DXBFreightOPS-importA-F@aramex.com)

### Services:

- Consolidations: Yes (Export and Import)
- Charges Collect: Yes
- Cash on Delivery: Yes

For import shipments coming on 'Charges Collect' or 'Cash on Delivery' basis, the origin should send a pre-alert to the destination for the latter to contact the consignee and ensure the money is collectable.

For all such shipments, a break-bulk (B/B) fee of **US\$120.00 per MAWB** plus a 2% collection fee are applicable and should be paid to Aramex. The 2% is calculated based on the charges collect amount. These fees will be directly deducted from the remittance sent to the origin.

In case any of these fees are to be collected from the consignee, this should be notified to Aramex along with the initial pre-alert for Aramex to get the approval from the consignee.

### Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
ARAMEX EMIRATES LLC.  
P.O. BOX 3841  
DUBAI CARGO VILLAGE  
DUBAI, U.A.E.  
ATTN: Augustine Anthony  
Tel #: (9714) 2820890.  
Fax #: (9714) 2820424.
- If a consol shpt HAWB should be consigned to a company in Jebel Ali.
- If direct shpt then MAWB must be consigned to a company listed with Jebel Ali free zone.

# aramex Air Freight Operational Procedure: United Arab Emirates

**Pre-alerts\*\*:** should be sent to Aramex Jebel Ali team on:

- Fax: (9714) 8810118

**TCN (Time Consignee Notified):**

- Next working day from when shipment arrives to Jebel Ali. We will hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance, if required.

**Documents Required & Acceptable:**

- Once the goods arrive airport by cargo mode, We get the delivery order and then the goods are put for inspection before a Jebel Ali free zone Bill of Entry is issued by the Dubai customs. The goods are later trucked to Free zone customs for an inspection. The following is needed for a shipment going to Free zone.
- Original commercial invoice: this should be on supplier letter head, stamped and signed by the supplier, Country of manufacture, HS( tariff )code ,unit price per product
- Detailed Packing list : Details of boxes or pallets should be mentioned in details.
- Invoices, packing list and airwaybills should be addressed to a free zone co register in Jebel Ali free zone.
- In case there are multiple items the shipper or consignee **must** provide the invoice with below details for appropriate declaration, also an Excel file for such invoices are a **must**

#	Hs code	Description of good	Country Of Origin	no. of unit	unit weight	unit value	total value
1							
2							

- For Sea freight , it is the same as above in DXB.
- If copies arrive with the shipments, A customs deposit of USD 325 has to be kept for customs clearance.
- The same will be refunded within 30 days if originals are submitted in 3 weeks to customs.
- The amount of USD 225 (NOT USD 325) will be credit to the origin, if and only if the original documents are sent to DXB with in 21 days of arrival)

**Important Remarks Must Comply:**

- All live animals to JEBEL ALI are subject to prior written approval from the Dept of Animal Health. The shipper or consignee can obtain this permission by contacting the following dept:

- A pre-approval must be given by the U.A.E. Department of Health before pharmaceuticals can be imported to the U.A.E. the import permit must be attached to the freight upon the freight's arrival to the U.A.E. the permit is issued by the U.A.E. Ministry of Health. Shipments cannot be cleared if the permit is not attached to shipments of pharmaceuticals.
- \*\*The consignee must secure the import permit and the product should be listed/registered with the Ministry of Health Abu Dhabi. The shipper can have the consignee fax this permit to them, and also provide the same copy to agent/station at origin to be attached to the export documents. If the shipment arrives without the permit, the Ministry of Health will hold it until the permit is obtained. \*\*
- All wireless communication equipment is not allowed into the U.A.E. unless the consignee has acquired special permission to import such equipment. Mobile telephones do not fall under this category.
- If restricted items are imported without pre-approval, they will be held at customs until the approval is obtained from the respective Authority or Ministry of the U.A.E.
  
- Note: shipments destined to any location in the United Arab Emirates must clear customs at the airport of arrival in the U.A.E. once customs clearance has taken place the shipment can move to its destination.
- Shipments for Sharjah Free Trade Zone must be sent to Sharjah airport "SHJFT".
- All shipments coming into Dubai should have the Intl Commodity code i.e. the harmonized system commodity code number mentioned against each item on each and every invoice.
- All export airfreight shipments out of JEBEL ALI will incur an additional charge of US\$10.00 per airway bill, which will be shown on the AWB as "due carrier" under code CHC.
- Effective April 2nd, 2005, the Ex-FTZ Import bill for all cargo destined to GCC countries by all modes of transport (except sea-freight) will be processed and issued only upon payment of applicable customs duty.
- When cutting a MAWB on GF (Gulf Air) book it with GF and not vs (virgin). VS and GF systems aren't tied together, thus GF doesn't find out about shipments until they're handed over by VS.
  
- For all freight imports into the United Arab Emirates, the value for customs on the HAWB must match the total of the commercial invoices. Discrepancies between the two amounts will cause a delay in clearance and U.A.E. Customs always assesses duties on the higher value. To amend this discrepancy, Jebel Ali customs will need the following:
  1. Letter from the shipper clarifying the correct value. Letter must be addressed to Jebel Ali customs.
  2. Letter from origin station clarifying the correct value. Letter must be addressed to Jebel Ali customs.

## Document Requirements For Clearance of Dangerous Goods - DUBAI

- To ensure and avoid any delays in Importation and Clearance of Dangerous Goods into Dubai, DXB Air Freight requests all stations to verify the following credentials are provided from the customer.

### Document requirements:

- Original Commercial Invoice
- Bill of lading/Airway bill
- DGD ( Dangerous goods Declaration / Shippers declaration)
- Packing List
- Certificate of Origin
- MSDS ( Material Safety Data Sheet)
- Trade License of Industrial License Copy
- No Objection Certificate from Civil Defense (in case of fire extinguishers or chemicals or extinguishing products or equipments)
- No Objection Certificate from Ministry of Environment and Water (in case of pesticides and fertilizers)
- B S E N ISO 9994/Lighter safety Specification in case of Lighters
  
- Note: Additional certificates might be a requirement according to diverse class of chemical and toxic substances such as chemical analysis certificate and hazardous certificate and so on.
  
- In case of further assistance or clarifications, kindly contact:
  
- Contact person
- Shadi Abuhijleh- Operation Manager Air / Customs / dispatch / freight
  
- Shiju Antony - Supervisor Airfreight Export
- Eliyas Ahmed - Operation Manager Airfreight Export
  
- Lalg Pulickal - supervisor Airfreight Import
- Harold Dias - Operation Manager Airfreight Import



# aramex Air Freight Operational Procedure: Bangladesh

## Working Days and Timings:

- Working Days: Sunday to Thursday
- Working Hours: 09:00 till 18:00
- For customs: 09:30 till 15:30

## Gateway(s):

- Hazrat Shahjalal International Airport Code: DAC

## Contact Person(s):

- Shoriful islam & Steven Rozario

## Services:

- Consolidations: Yes
- Charges Collect: Yes
- Cash on Delivery: No

'Charges Collect' is acceptable but a pre-alert is a MUST in these cases to ensure the money is collectable from consignee(s) concerned.

For all such shipments, a break-bulk (B/B) fee of US\$30.00 per HAWB plus CCadmin fee of USD 75.00 MIN or 6% of collect fee (whichever greater) will be charged to origin or consignee (as advised by origin)

If consignee refuses, then same will be billed origin or will be deducted from the CC remittance due. \*\*(this the cost at remittance of CC fees back to origins)

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
Aramex Dhaka Limited  
Level -1, Colloid Center, 206/A Tejgaon.  
Dhaka 1208. Bangladesh  
Contact : +880 2 9896511  
Contact : Shoriful islam / Steven Rozairo

Peralerts should be sent to Aramex DAC with scan copies of all the DOCS, HAWB and MAWB

- Email: [dacfreight@aramex.com](mailto:dacfreight@aramex.com)

\*\* Pre-alert must be sent least 24 hrs prior to the arrival of the flight.

## TCN (Time Consignee Notified)

- D/O will be released with relevant DOCS to consignee within two days of flight arrived. (Upon collecting CC fee [if any])

## Documents Required and Acceptable:

- CERTIFICATE OF ORIGIN
- Invoice/Packing List

\*\*Legalization to be done only if required by shipper or consignee.

## Important Remarks Must Comply:

1. All import shipments must be accompanied with the following DOCS:
  - a. Original invoices plus 2 copies.
  - b. Original packing list plus 2 copies.
  - c. Original certificate of origin plus 1 copies.
2. Consol shipments must be accompanied with original HAWBS/HBL as follows. (Failing which subject to penalty)
  - HAWB (air freight) - [Copy 2 \(consignee copy\)](#) [Copy 4 \(Delivery copy\)](#)
3. Original consignee must possess an import permit (IP), the import registration certificate (IRC) and value added taxes/vat certificate.
4. For prescription drugs, original consignee must have an import permit from the ministry of health in addition to documents mentioned in d3.
5. Live animals, controlled drugs, arms and ammunitions require special permission from government of Bangladesh "before" importing.
6. Personal effects are accepted under certain and specific conditions. Please contact [shoriful.islam@aramex.com](mailto:shoriful.islam@aramex.com) for more details "prior" to dispatch.
7. NON LC air freight import is subject to penalty of 61% to 100% (depend of customs asses) of the invoice value.

# aramex Air Freight Operational Procedure: Bulgaria

## Working Days and Timing:

- Working Days: Monday to Friday,
- Working Hours: 09:00 till 18:00 ,

## Gateway(s):

- Sofia International Airport. Code: SOF

## Contact Person(s):

- Dana Malcheva [Dana.Malcheva@aramex.com](mailto:Dana.Malcheva@aramex.com)
- Petya Vitanova [Petya.vitanova@aramex.com](mailto:Petya.vitanova@aramex.com)
- Petya Darakeva [Petya.darakeva@aramex.com](mailto:Petya.darakeva@aramex.com)
- Khaled Faraj [Khaled.Faraj@aramex.com](mailto:Khaled.Faraj@aramex.com)

## Services:

- Consolidations: Yes
- Charges Collect: Yes
- Cash on Delivery: Yes

- ‘Charges Collect’ or ‘Cash on Delivery’ basis are acceptable but a pre-alert is a MUST in these cases to ensure the money is collectable from consignee(s) concerned.

- For all such shipments, a break bulk (B/B) fee of US\$25 per MAWB plus 2% "collect fee" to Aramex apply. Both charges will be deducted from the CC remittance due.

- In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
Aramex International Courier.  
IVT Building Room 105  
SOFIA Airport  
SOFIA BG-1540  
Bulgaria  
Tel: 359 2 4272722

- MAWB originated from the European Union should clearly show status “ C “.

# aramex Air Freight Operational Procedure: Bulgaria

Peralerts should be sent to Aramex either on:

- Email: [SOFFreightOps@aramex.com](mailto:SOFFreightOps@aramex.com)
- Tel: 359 2 4272722
- Attention Mrs. Dana Malcheva and Mrs. Petya Vitanova

TCN (Time Consignee Notified):

- Next working day from when shipment arrives to Sofia. We will hand over delivery
- order and shipment documents to CNEE, collect the CC (if any), and assist CNEE in
- Customs clearance if required.

Documents Required and Acceptable:

- Documentation required: an ORIGINAL invoice must accompany the shipment.
- Shipment will be held until an original invoice is provided, possibly incurring storage fees. Fax copies are not acceptable.
- It is highly advised the invoice clearly shows a C & F OR C.I.F value Refer to ABC or TACT rules in force.
- If legalization is required by consulate, that requirement will be specifically noted below. For assistance and costs contact the nearest consulate or legalization service in your area.
- See below:

The certificates of origin requirements for this country are:

- Required for textiles, food, animals and parts or products of animals. Only the original certificate of origin is acceptable (fax /copies not acceptable for customs clearance).
- Import license is \*NOT\* required by Bulgarian customs.
- Legalization of documents is \*NOT\* required.

Important Remarks Must Comply:

- When using Lufthansa, Austrian airline or Air France for oversized and sometimes normal shpt please note that these shpts will be trucked from FRA (LH), VIE (OS) and CDG (AF) and will incur high delivery order fees \*\*
- Shipments that need to be cleared beyond gateway, an additional cost Based on customs requirement for a bonded transit guarantee and is on case to case basis.
- All shipments to diplomatic missions or Intl rep.'s (like undp, unhcr, eu, etc.) Will be delivered by ARAMEX to the diplomatic customs office at Sofia airport, regardless of the noted consignee. ARAMEX Bulgaria is not authorized to try and contact such mission personnel and faces license revocation if they do. The final pod on such shipments will be: delivered to diplomatic customs.

# aramex Air Freight Operational Procedure: Bahrain

## Working Days and Timings:

- Working Days: Sunday to Thursday
- Working Hours: 07:30 till 18:30

## Gateway(s):

- Bahrain International Airport Code: BAH

## Contact Person(s):

- Mr. Wassim AlEid [Wassim.AlEid@aramex.com](mailto:Wassim.AlEid@aramex.com)
- ALL BAH Frt Control Tower [ALL\\_BAH\\_Freight\\_Control\\_Tower@aramex.com](mailto:ALL_BAH_Freight_Control_Tower@aramex.com)

## Services:

- Consolidations: Yes (Export and Import)
- Charges Collect: Yes
- Cash on Delivery: Yes

For import shipments coming on 'Charges Collect' or 'Cash on Delivery' basis, the origin should send a pre-alert to the destination for the latter to contact the consignee and ensure the money is collectable.

For all such shipments, a break-bulk (B/B) fee of US\$21.00 per MAWB plus a 2% collection fee are applicable and should be paid to Aramex. The 2% is calculated based on the charges collect amount. These fees will be directly deducted from the remittance sent to the origin.

In case any of these fees are to be collected from the consignee, this should be notified to Aramex along with the initial pre-alert for Aramex to get the approval from the consignee.

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
Aramex International Co.  
P.O.BOX 26951  
Manama, Bahrain  
Tel: 17330434  
Attn: CARGO DEPT
- Peralerts should be sent to Aramex either on:  
Email: [ALL\\_BAH\\_Freight\\_Air\\_Ops@aramex.com](mailto:ALL_BAH_Freight_Air_Ops@aramex.com)
  - o [bahfreightops@aramex.com](mailto:bahfreightops@aramex.com)
  - o Fax: +973 17330636 - Attn: Freight Department

# aramex Air Freight Operational Procedure: Bahrain

## Documentation:

- Documents needed for Air Export Shipments ( General cargo ):
  - o Original MAWB
  - o HAWB (original or A4 - and for not Direct to Consignee shipments)
  - o Certificate of Origin\*  
*\* Legalization is not a must - unless requested by either the shipper or the consignee*
  
- Documents needed for Air Import Shipments ( General Cargo ):
  - o Original MAWB
  - o Original HAWB
  - o Original Invoice with HS code and country of origin on each item
  - o Packing List
  - o Required Authorization letter on consignee's letter head and Valid CR copy from consignee
  - o Storage charges will applied after 3 days on arrival ( \$1.85/per 50 kg / per day )
  - o Legalized Certificate of Origin (must travel with the shipment)\*\*  
*\*\* If there certificate of origin is missing or not legalized, a \$133.00 charge will be imposed on the consignee regardless of the invoice value*

## Important Note :

All consignments consigned to Bahrain should be accompanied by an original Certificate of Origin (COO) stamped by the chamber of commerce from the country of export **and signed too**.

(Ex: if a shipment origin is DXB, the original COO should be stamped by the chamber of commerce in DXB). This is valid for GCC origin shipments only.

**Note 1:** Electronic seal and sign is not valid or accepted.

**For non GCC origin shipments, legalization from the chamber of commerce and Bahrain embassy is required for the COO.**

The consignment can be cleared by paying a penalty of BD 50 if an original COO is not available (with the original stamp from the chamber of commerce). This penalty is refundable if the consignee can submit an original COO to Bahrain customs (stamped by the chamber of commerce from the country of export / for non GCC origin shipments -legalized from the chamber of commerce and Bahrain embassy) within 90 days from the time of customs clearance.

Other exemptions from the above include consignments containing movies & audio records, newspapers & magazines, personal effects, used machinery and any consignment where the invoice value is below USD 100.

# aramex Air Freight Operational Procedure: Bahrain

We, Aramex can pay the amount on behalf of consignee to clear & release the shipment; however the same amount has to be paid upon shipment delivery. Aramex is not responsible in following up on refund retrieval, but consignee must submit their request directly to Bahrain Customs. This has been implemented throughout the Kingdom which includes (Air, Sea & Land)

## Note 2 :

According to customs regulation we can hold the shipment maximum 90 days of arrival. After that shipment will be destroyed by customs. And all charges will be debit back to the concern station. ( storage charges, destroying charges, ect.. )



# aramex Air Freight Operational Procedure: Canada

Entity : YYZ

## Working Days and Timings:

- Working Days: Monday to Friday
- Working Hours: 09:00 till 17:00

## Gateway(s):

- Toronto, Vancouver, Montreal, Calgary, Edmonton, Halifax code: YYZ

## Contact Person(s):

Imports: [Stewart.Duque@aramex.com](mailto:Stewart.Duque@aramex.com)

Country Manager : [shannon.thompson@aramex.com](mailto:shannon.thompson@aramex.com)

## Services:

- Consolidations: Yes
- Charges Collect: Yes
- Cash on Delivery: No
- 'Charges Collect' basis are acceptable but approval is needed prior to arranging the shipment. Also a pre-alert is a MUST in these cases to ensure the money is collectable from consignee(s) concerned.
- For all such shipments, a break bulk (B/B) fee of US\$21 per MAWB plus 2% "collect fee" to Aramex apply. Both charges will be deducted from the CC remittance due.
- In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).

## Alerting and Consigning AWBs for YYZ, YVR, YUL, YYC, YEG & YHZ

- MAWBs should be consigned to:  
Aramex Canada Inc  
5810 Ambler Drive, Unit 14&15  
Mississauga, ON,  
L4W 4J5, Canada  
TEL +1 905 238 0440  
Fax: +1 905 238 0990

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## AWB Requirements:

- HAWB Consignee address must be in full and the contact name and telephone number should be indicated.
- Description on the HAWB should match the MAWB and should relate to the commercial invoice. Consignee should be the same as shown on the commercial documents too.
- If there are several cartons on pallets, then the exact number of cartons should be shown. For example "1 Pallet containing 72 Cartons". Failure to do so may result in a claim being rejected in the case of an individual piece going missing.
- Please send a commercial invoice and packing list with the shipment wherever possible and also include in the e-mail pre-alert.

## Peralerts should be sent to Aramex on:

- All Prealerts will be acknowledged, if you do you not get an acknowledgment, please resend just in case of any e-mail failure. Aramex Canada is not responsible for storage incurred on any shipments that are not pre-alerted and acknowledged.

## Free Time / Storage:

- Upon arrival the airline will check the shipment in and set "Status 1" on the customs system, this allows us to clear the freight. We have until Midnight the day after Status 1 is set to recover the shipment without storage being incurred. If for any reason, we cannot do this, then storage will apply. Please note that we cannot obtain receipts for storage.

## TCN (Time Consignee Notified):

- Consignee will be notified of a pending arrival no later than the following working day after the prealert has been received. Customs clearance is electronic and only generally takes a few minutes unless there are any special requirements or a customs query. Standard delivery will be the following working day after customs clearance and all outstanding monies are settled.

# aramex Air Freight Operational Procedure: Canada

## Documents Required and Acceptable:

- Mawb, Hawb, Manifest, Commercial Invoice, Packing List, Any other relevant documentation
- When there are original documents of any kind to be sent forward, please ensure that they are sent to the following address - please also tell us that they are coming and advise the courier company and tracking number.
- Original documents must reach our office minimum of 24 hours prior to flight arrival

## Important:

- Please check with us before importing any of the following items:  
Perishables;  
Foodstuffs;  
Live animals;  
Alcohol;  
Tobacco;  
Military Goods.  
Dangerous Goods
- We can handle shipments with carnets, but additional costs will apply.

## Customs:

- Duty is calculated on the CIF Value.
- Customs duties are HS code specific and customs have the final say over any classification. If you need a duty rate, please advise the HS code and our import team and quickly advise the applicable duty rate. Printed matter and documents that are not trade advertising are duty free.

## Personal Effects:

- All shipments coming into Canada, **MUST** be cleared by the individual at the (air) port of destination. Canada Customs will not allow forwarders to clear on the behalf of an individual. They must present themselves directly with a copy of a packing list, illustrating all goods that they are claiming as “personal effects”

## Deliveries:

- Standard delivery is next day to all areas. Consignee must have suitable access, parking and unloading facilities. Service is curbside only and not into the consignee’s premises. The driver is not obliged to assist with unloading.

# aramex Air Freight Operational Procedure: Canada

ENTITY : YUL (Airfreight only)

## Working Days and Timings:

- Working Days: Monday to Friday
- Working Hours: 09:00 till 17:00

## Gateway(s):

- Montreal Int'l Airport Code: CA

## Contact Person(s):

- Raymond Abdel Malak [raymond.abdelmalak@aramex.com](mailto:raymond.abdelmalak@aramex.com)
- Raymond Malak [raymond@aramex.ca](mailto:raymond@aramex.ca)
- Joseph Habre [joseph@aramex.ca](mailto:joseph@aramex.ca)

## Services:

- Consolidations: Yes
- Charges Collect: Yes
- Cash on Delivery: Yes
- 'Charges Collect' or 'Cash on Delivery' basis are acceptable but a pre-alert is a MUST in these cases to ensure the money is collectable from consignee(s) concerned.
- For all such shipments, a break bulk (B/B) fee of US\$21 per MAWB plus 2% "collect fee" to Aramex apply. Both charges will be deducted from the CC remittance due.
- In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
Aramex International Courier  
167 Merizzi Street  
Saint-Laurent, Quebec  
Canada H4T 1Y3  
Tel: 1514 939-0469
- HAWB consigned to:  
Ultimate Cnee showing full address  
Tel # (Never be addressed from & to ARAMEX)

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**aramex**

- Origin must get prior approval fm AIC YUL before consigning any MAWB to ARAMEX Montreal
- Get Montreal's approval

Peralerts should be sent to Aramex on:

- Email Attn: [YULFreightOPS@aramex.com](mailto:YULFreightOPS@aramex.com)

**TCN (Time Consignee Notified):**

- Next working day from when shipment arrives to YUL. We will hand over documents to consignee, collect the CC (if any), and assist consignee in customs clearance, if required.

Documents Required and Acceptable:

Mawb, Hawb, Manifest, Commercial Invoice, Packing List, Any other relevant documentation

Important Remarks Must Comply:

- To avoid storage fees (2 days free storage) and speed up clearance, send by email prealert copies of MAWB, HAWB, invoice & packing list before the arrival of shipment to YUL.
- We cannot clear personal effects.

# aramex Air Freight Operational Procedure: CHINA

## Working Days and Timings:

- Working Days: Monday to Friday
- Working Hours: 09:30 till 18:30 GMT +8
- National Holidays: JAN.1-JAN.2, JAN.27-FEB.2, APR.2-APR.4, APR.29-MAY.1, MAY.28-MAY.30, OCT.1-OCT.8

## Gateway:

- PVG (Shanghai Pudong Airport)
- PEK (Beijing Capital Airport)
- CAN (Guangzhou Baiyun Airport)

## Main Domestic Airport:

NGB/CGO/CTU/TAO/DLC/SZX/XMN etc.

Code: SHA

## Contact Person(s):

- Mr. Baoguo Wan - Country Manager - [Baoguo.wan@aramex.com](mailto:Baoguo.wan@aramex.com),
- Mr. Dennis Dong - Freight Manager - [dennis.dong@aramex.com](mailto:dennis.dong@aramex.com),
- All SHA Freight - [chinafreightops@aramex.com](mailto:chinafreightops@aramex.com)
- All SHA Freight - In Bound - [chinafreightopsinbound@aramex.com](mailto:chinafreightopsinbound@aramex.com)

## Services:

- |                    |     |
|--------------------|-----|
| - Consolidations   | Yes |
| - Charges Collect  | Yes |
| - Cash on Delivery | Yes |
| - Free domicile    | Yes |
| - Pick up          | Yes |
| - Tran-shipment    | Yes |
| - Storage          | Yes |
| - Survey cargo     | Yes |
| - Return           | Yes |
| - China operation  | Yes |
| - Macau operation  | No  |
| - Cog              | No  |

## INBOUND SHIPMENTS INTO CHINA :

All the shipments would require consignee to present import license to import into china (mentioned in the below customs regulations). Accordingly before accepting any shipment from the shipper at your end, please send us the consignee full details in order to check with them if they have the appropriate docs and licenses required by customs and bureaus to import such items. After we confirm to forward the shipment, we need proper pre-alert before the eta, full information about the shipper, consignee name, address and telephone numbers, pieces, weight, cubic measurement, commodity description and invoice value. also, copy of MAWB, and HAWB is required before ETA.

## PACKING:

Please arrange fumigation if the shipment is in wooden packing, otherwise there will be penalty and additional charge also delay in clearance. **All wooden packing has to be fumigated with a clear IPPC mark.**

## **Alerting and Consigning AWBs:**

### Shipments required Clearance & Delivery service:

#### **MUST BE CHECKED CASE BY CASE**

After we receive all details about the shipment as mentioned above and we confirm that we can handle the import shipment, while consignee accepts the goods, then we will advise you how to consign the mawb.

PLEASE DON'T CONSIGN TO ARAMEX CHINA SINCE WE HAVE DIFFERENT AGENTS IN DIFFERENT CITIES. Also Aramex China does not hold brokerage license.

Pls adhere to the above procedure otherwise huge storage and penalty by local customs and air freight authorities.

### Shipments to PVG/SHA Airport only:

Please consign the MAWB consignee to:

TCI Freight Forwarding Co., Ltd.

C/O Aramex-Sinotrans Express Co., Ltd.

Attn: Lily Yang & Dennis Dong

Tel: 68851866.

Pre-alert needs to be sent to [chinaFRTOPSI inbound@aramex.com](mailto:chinaFRTOPSI inbound@aramex.com) 24 hours before ETD.

All wooden packing has to be fumigated with a clear IPPC mark else a penalty of usd100,- will be debit to origin.

A kickback with \$15.00 per MAWB will be credit to origin. Exception as per Circular FRT/009/2016.

## Shipments to other China Airport:

Please move under direct to consignee mode.  
No kickback available.

## Peralerts should be sent to Aramex on:

- Mr. Dennis Dong -Freight Manager - [dennis.dong@aramex.com](mailto:dennis.dong@aramex.com),
- All SHA Freight -[chinafreightops@aramex.com](mailto:chinafreightops@aramex.com)
- All SHA Freight - In Bound -[chinafreightopsinbound@aramex.com](mailto:chinafreightopsinbound@aramex.com)

## Documents Required & Acceptable:

- HAWB - Originals. Must include the consignee's complete name, complete address, contact person, telephone and fax numbers.
- MAWB - Originals. Pls read the operational procedure regarding MAWB.
- PACKING LIST - Originals.
- CERTIFICATE OF ORIGIN -For food items only the rest don't need certificate of origin.
- COMMERCIAL INVOICE - Original. Must include pieces, weight and value. Legalization is required (see below)
- **Old / Used / Second hands' shipment are not allowed to be sent to China.**

- LEGALIZATION-: Not Required
- IMPORTANT REMARKS:

It is very important that packing list should 100% match the content of the shipment, any discrepancy will cause extra cost and inspection by customs.

### C+D: CASE BY CASE BASIS

- Regarding the air freight inbound into China, and in order to quote to you the C & D charges and handling procedures, the following information is a must:
  1. Full address of the consignee providing the final city, and the province. (make sure it is correct spelling)
  2. Full description of the shipment ( by item). What kind of goods, is it Electronics (what kind Of electronics, such as Washing machine, Transformer), Hi Tech, Garments, Textile. food..Etc. It is a must to provide a full description about the content.
  3. In order to handle, we also need to check if the consignee is authorized to import such items.
  4. Routing of the shipment into China will be advised to you case by case basis. Aramex SHA (after obtaining the above details) will coordinate with the broker and will update you how to route this shipment



5. Copy of the MAWB, HAWB, commercial invoice, and packing list should be sent to Aramex China team before the ETA along with proper alert.

## CUSTOMS REGULATIONS:

Below mentioned are most of china import prohibitions

No. Commodity Code Commodity Name Notes

01- 5069090.11 Tiger bones that have been boiled off Referring to those that have not been

processed or boiled off ...

5069090.19 Tiger bones that have not been boiled off Referring to those that have not been

processed or boiled off ...

02 - 5071000.10 Rhinoceros horns ...

03 - 13021100 Opium fluids and opium extractors

29031400.10 carbon tetrachloride Unless used for making cleaning agents

04 - 29031400.90 carbon tetrachloride Unless used for making cleaning agents

29034300.90 trifluorotrchloroethane Used for cleaning agents (CFC-113)

Promulgated by The Ministry of Foreign Trade and Economic Cooperation on 2001-12-20

No. Commodity Code Commodity Name Notes

01 - 0501.0000 unprocessed human hair, no matter washed or not; wasted human hair

02 - 0502.1030 bristles and wasted bristles

03 - 0502.9020 badger hair and other wasted animal hair used for making brushes

04 - 0 503.0090.10 wasted horse hair

05 - 1703.1000 sugarcane molasses

06 - 1703.9000 other molasses

07 - 2517.2000 scoria, scruff and similar industrial draff

08 - 2517.3000 asphalt macadam

09 - 2620.2900 other calx and draff whose major ingredient is lead

10 - 2620.3000 calx and draff whose major ingredient is copper

11 - 2620.9910 calx and draff whose major ingredient is tungsten

12 - 2620.9990.90 calx and draff whose major ingredient is other metal or compound Except for 2620.9990.10, the calx or draff whose major ingredient is vanadium pentoxide more than 10%

13 - 4004.0000.10 Wasted tire and its dices

14 - 4115.2000.10 leather waste residue, ash, sludge and its powder

15 - 6309.0000 old clothing

16 - 8548.1000 wasted crushed aggregates of batteries and wasted batteries

Catalogue of Commodities Forbidden to Import (the Fifth Batch)

Catalogue of Junked Electromechanical Products (including components and parts, dismantled

articles, broken articles, smashed articles unless it is other provided by law.)

No. Commodity Code Commodity Name

01 - 8415.1010\_ 8415.9090 air-conditioner

02 - 8417.8020 incinerator for radwaste

- 03 - 8418.1010\_ 8418.9999 refrigerator
- 04 - 8471.1000\_ 8471.5090 Cyber-equipment
- 05 - 8471.6010 display
- 06 - 8471.6031\_ 8471.6039 printer
- 07 - 8471.6040\_ 8471.9000 other input-output parts for computers and other components of automatic data processing equipment
- 08 - 8516.5000 microwave
- 09 - 8516.6030 electric cooker
- 10 - 8517.1100\_ 8517.1990 Wired phone
- 11 - 8517.2100\_ 8517.2200 electrograph and tape machine
- 12 - 8521.1011\_ 8521.9090 video tape recorder, record player and laser video cassette recorder
- 13 - 8525.2022\_ 8525.2029 mobile communication equipment
- 14 - 8525.3010\_ 8525.4050 vidicon, video camera recorder and digital camera
- 15 - 8528.1210\_ 8528.3020 TV set
- 16 - 8534.0010\_ 8534.0090 printing circuit
- 17 - 8540.1100\_ 8540.9990 thermionic tube, cold cathode tube, light cathode tube
- 18 - 8542.1000\_ 8542.9000 Integrate circuit and microelectronic components
- 19 - 9009.1110\_ 9009.9990 duplicating machine
- 20 - 9018.1100\_ 9018.9090 medical appliance
- 21 - 9022.1200\_ 9022.9090 radial application equipment

Code No. of Commodity Title of Commodity Remarks

1. 2620.2100 Sludge from leaded gasoline including sludge from leaded antidetonators
2. 2620.6000 Calxes and residues containing arsenic, mercury or thallium or tube used for picking up or producing arsenic, mercury or

# aramex Air Freight Operational Procedure: Cyprus

## Working Days and Timings:

- Working Days & hours: Monday to Friday 08:00 till 17:30
- Working Days & hours: Saturday 08:00 till 14:00

## Gateway(s):

- Larnaca International Airport Code: LCA

## Contact Person(s):

- Country Manager: Moustapha Kaddouh, [Moustapha.Kaddouh@aramex.com](mailto:Moustapha.Kaddouh@aramex.com)

## Services:

- Consolidations: Yes
- Charges Collect: Yes
- Cash on Delivery: Yes
- 'Charges Collect' or 'Cash on Delivery' basis are acceptable but a pre-alert is a MUST in these cases to ensure the money is collectable from consignee(s) concerned.
- For all such shipments, a break bulk (B/B) fee of US\$21 per MAWB plus 2% "collect fee" to Aramex apply. Both charges will be deducted from the CC remittance due.
- In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
ARAMEX CYPRUS LTD.  
Griva Digheni, Frixos Court No. 2  
LANARCA, CYPRUS  
Attn.: Cargo Dept  
Tel: 357-24-665990  
Fax: 357-24-665993.

## Peralerts should be sent to Aramex on:

- Tel:+ 357 25747708
- Fax:+ 357-25746971,
- Attn: Gregoria Ioannou, Christina Karlettidou
- E-mail: [gregoria.ioannou@aramex.com](mailto:gregoria.ioannou@aramex.com)  
Or [NICFreightOPS@aramex.com](mailto:NICFreightOPS@aramex.com)

## TCN (Time Consignee Notified):

- Next working day from when shipment arrives to Larnaca. We will hand over delivery order and shipment documents to consignee, collect the cc (if any), and assist consignee in customs clearance, if required.

## Documents Required and Acceptable:

1. Original itemized commercial invoice.
    - o Example: box #1: 200 t-shirts @ 0.00 each, then the total must match the actual value listed for each item.
  2. Proforma invoice is not acceptable. Original invoices only!
  3. Legalization not required unless requested by consignee.
  4. Packing list must be original and itemized.
    - o Example: box #1: 200 cotton t-shirts; box #5: 1000 plastic pens, etc.
  5. Health certificate - original. Required only for food stuff shipments.
  6. Certificate of origin - not required unless requested by consignee
  7. Ero 1 certificate - original. This is a must for all E.C. origin goods.
- If not included, the shipper/sender will be invoiced (without prior notification) for additional duties and taxes plus an extra 2.5% (of the total) commission to ARAMEX for handling the payment(s).
  - All shipments into Cyprus must have consignee's V.A.T number or the company registration number in the consignee's block on the HAWB, if ARAMEX WILL DO THE CUSTOMS CLEARANCE.

Customs:

- Effective NOV. 25, 1997 door to airport, port to door, and free domicile shipments must have the consignee's V.A.T number and registration number in the consignee's block on the HAWB.
- All cargo shipments into Cyprus must have the contact name and telephone number of the consignee. Failure to provide this information will cause severe delays.

Important Remarks Must Comply:

- All shipments into Cyprus on a collect basis must be pre-approved by Gregoria Ioannou, [gregoria.ioannou@aramex.com](mailto:gregoria.ioannou@aramex.com) prior to shipping
- Handling Information for E.C. Exports to Cyprus
- All E.C. origin air and ocean freight to the country of Cyprus must be accompanied by form ERO1, stamped and signed by customs. This is for all goods, regardless of value. Failure to include form ero1 will result in clearance delays and additional duties. These additional duties will be billed back to the origin station without question or notification.

# aramex Air Freight Operational Procedure: Czech Republic

## Working Days and Timings:

- Working Days: Monday to Friday
- Working Hours: 08:00 till 18:00

## Gateway(s):

- Prague Ruzyne Airport Code: PRG

## Contact Person(s):

- Jan Zdobinsky [Jan.Zdobinsky@aramex.com](mailto:Jan.Zdobinsky@aramex.com)
- Yasar Zaza [yasar.zaza@aramex.com](mailto:yasar.zaza@aramex.com)

## Services:

- Consolidations: Yes
- Charges Collect: Yes
- Cash on Delivery: Yes
- 'Charges Collect' or 'Cash on Delivery' basis are acceptable but a pre-alert is a MUST in these cases to ensure the money is collectable from consignee(s) concerned.
- For all such shipments, a break bulk (B/B) fee of US\$21 per MAWB plus 2% "collect fee" to Aramex apply. Both charges will be deducted from the CC remittance due.
- In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
ARAMEX CZ, s.r.o.  
Laglerove 1075/4  
PO BOX 96 - Letiste Ruzyne  
160 08 Prague  
CZECH REPUBLIC  
Tel: +420 220 114 426  
Fax: +420 220 115 550

Peralerts should be sent to Aramex on:

- E-mail: [PRGFreightOPS@aramex.com](mailto:PRGFreightOPS@aramex.com)

**aramex**

**TCN (Time Consignee Notified):**

- Usually same day of arrival or if we have pre alert before arrival, we always contacting cnee before for accelerate clearance.

**Documents Required and Acceptable:**

- A proper commercial invoice with a clear description of goods and value in US\$, EUR, GBP or CZK.
- Please place the Original invoice (whatever the commodity is) in an envelope attached to the HAWB and send another set of original inv/docs separately attached to the box or packing.

**Customs:**

- Customs duties in the Czech Republic are uniform and based on product type.
- We can never be specific about the duty, usually it varies between 2% to 43% and surely it depends on nature of goods.
- In the customs booklet u will find hundreds of commodity codes for garments, and chemicals etc., thus different duty levied on each product type.
- Czech customs did not apply any duties and taxes on items coming from EEC.
- From non EEC countries, Czech customs applying VAT 21% and relevant duties based on product type.
- No duty is applied on printed matters and documents.
- Restrictions are usually on Health Hazards commodities like tobacco for instance (need an import license). Delays are expected on any item considered for human consumption (food). Health certificate is required form the country of Origin. The Ministry of Health and the Ministry of Agriculture usually inspect the shpt.
- Restrictions on printed material which contains pornography.
- No priority is given on any small weight articles. Everything is treated the same.
- Average time for delivery in the Prague Metro area is 24 hours subject to customs and that the documents required for clearance are available.
- Delivery to the rest of Country is usually around 48 hours and subject to customs

- \*\*\* DO NOT SHIP ANY CARGO TO CZECH WITHOUT OUR PREVIOUS AUTHORIZATION , EVEN WHEN PREPAID , DOING IT WE CAN AVOID FINES OR PROBLEMS WHILST CLEARANCE/DELIVERY IN CZECH REPUBLIC . PRG WILL NOT BE RESPONSIBLE FOR ANY CARGO SHIPPED WITHOUT OUR PREVIOUS APPROVAL \*\*\*
- Moreover Any shipments as DGR; perishable goods; materials under LCL terms; must have agreed exact conditions / special services of handling/delivery including required documentations before the shipping out to PRG airport.



# aramex Air Freight Operational Procedure: Algeria

## Working Days and Timings:

- Working Days: Sunday to Thursday
- Working Hours: 08:30 till 12:00 & 13:00 till 17:00

## Gateway(s):

- Houari Boumediene Airport (ALG) for All International import Code: ALG

## Contact Person(s):

- Allaa Eddine Kadri (Country manager) [Allaaeddine.Kadri@aramex.com](mailto:Allaaeddine.Kadri@aramex.com)
- Hadjer Chenafi [Hadjer.Chenafi@aramex.com](mailto:Hadjer.Chenafi@aramex.com)
- ALR freight ops [ALRFreightOps@aramex.com](mailto:ALRFreightOps@aramex.com)

## Services:

- Consolidations: Yes
- Charges Collect: NO
- Cash on Delivery: NO

- For all such shipments, a break bulk (B/B) fee of US\$21 per.

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
ARAMEX ALGERIA Sarl  
Quartier D-10 Achour  
16035 Algiers  
ALGERIA  
Tel: +213-21 33 18 53/ +213 982 218 218  
Fax: +213-21 33 15 54  
NIF N° 000816100204735  
Att: ALG Freight OPS

[ALRFreightOps@aramex.com](mailto:ALRFreightOps@aramex.com)

**MAWB Must Be Clearly Stated:**

- “Consolidation as per attached manifest “
- Cnee NIF N°
- To avoid clearance delays and custom penalties, please note the following:
  1. Manifest: Attach min 2 copies of manifest to the MAWB.
    - o Manifest must show wt/volume/nature & quantity of goods.
  2. HAWB:
    - o The original copy (#2 for consignee), plus 2 copies is mandatory
    - o MAWB number should be clearly typed out on the HAWB.
    - o All boxes on HAWB should be typed out, not hand written.
    - o Preferable to rate HAWB with “As agreed”
    - o Never use an express HAWB for freight shipments.
    - o Add the NIF number on cnee part
  3. Shipment labels: Each piece must be labeled & marked with HAWB # & MAWB #.
  4. MAWB :
    - o In case of consolidations, total no. Of PCS / Total Gross weight on MAWB should be matching with no of PCS/Gross weight listed on HAWBs.

Peralerts should be sent to Aramex on:

- Fax: +213 21 33 18 53 Or Tel: +213 21 33 18 54 . Tel: +213 982 218 218
- Emergency phone: + 213-+213 (0) 5 60 01 82 10 (Hadjer Chenafi)
- + 213-+213 (0) 5 55 98 10 20 (Naima Bouraba)
- Email : [ALRFreightOps@aramex.com](mailto:ALRFreightOps@aramex.com)
- 

**TCN (Time Consignee Notified):**

- Next working day from when shipment arrives to ALR. We will hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance, if required. (excluding weekend)
- Clearance Standard: All the documents should be recovered within next day from ETA excluding weekend

## Documents Required and Acceptable:

- Original Commercial invoice.
- Original legalized certificate of origin.
- Original legalized certificate of compliance (conformity)
- Packing list.
- Legalization is required for the following shipments:
  - o If Certificate of origin is EUR1 or Comesa.
- Contact ALGIERS to unsure about commodity or consignee classification.
- All these procedures are for GENERAL CARGO, for special handling (exhibition material, temporary import, dangerous goods...) contact: [ALRFreightOps@aramex.com](mailto:ALRFreightOps@aramex.com)
- DO NOT \*\* say “Consolidation as per the attached manifest” on Back-to back MAWB.
- The total of the HAWB gross weights \*must\* always match the gross weight of the MAWB.

# aramex Air Freight Operational Procedure: EYGPT

## Working Days and Timings:

- Working Days: Saturday to Thursday
- Working Hours: 09:00 till 17:00

## Gateway(s):

- Cairo International Airport Code: CAI

## Contact Person(s):

- Samer Mansour [Samer.Mansour@aramex.com](mailto:Samer.Mansour@aramex.com)
- Hossam Elseidi [Hossam.Elseidi@aramex.com](mailto:Hossam.Elseidi@aramex.com)
- Osama Ibrahim [Osama.Ibrahim@aramex.com](mailto:Osama.Ibrahim@aramex.com)

## Services:

- Consolidations: Yes (Export and Import)
- Charges Collect: Yes
- Cash on Delivery: Yes

For import shipments coming on 'Charges Collect' or 'Cash on Delivery' basis, the origin should send a pre-alert to the destination for the latter to contact the consignee and ensure the money is collectable.

For all such shipments, a break-bulk (B/B) fee of US\$21.00 per MAWB plus a 2% collection fee are applicable and should be paid to Aramex. The 2% is calculated based on the charges collect amount. These fees will be directly deducted from the remittance sent to the origin.

In case any of these fees are to be collected from the consignee, this should be notified to Aramex along with the initial pre-alert for Aramex to get the approval from the consignee.

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
ARAMEX INTERNATIONAL EGYPT  
31 MUSADAK ST  
DOKKI, GIZA  
EGYPT  
TEL: +202-33388466 / 22654650/ 26901979  
Fax : +202-37482990 / 22654437  
Att : CAI Freight OPS Import  
Email : [caifreightopsimport@aramex.com](mailto:caifreightopsimport@aramex.com)

- Pre-alerts should be sent to Aramex either on:  
ARAMEX Cairo, attention  
CAIRO FREIGHT OPS - Import  
fax (202) 37482990 Or (202) 22654437,  
Tel (202) 33388466.  
Emergency phone: +20100-1436743 & +201285555920 (Hossam Elseidi)  
+201202791111 (Osama Ibrahim )

MAWB Must Be Clearly Stated :

“Consolidation as per attached manifest “.On Natural And quantity of goods Block .

To avoid clearance delays and custom penalties, please note the following:

1 - Manifest: Attach 5 copies of manifest to the MAWB.

Manifest must show wt/volume/nature & quantity of goods.

2. HAWB:

- The original copy (#2 for consignee), plus 2 copies is mandatory

- MAWB number should be clearly typed out on the HAWB.

- All boxes on HAWB should be typed out, not hand written.

- Preferable to rate HAWB with freight charges

- Never use an express HAWB for freight shipments.

3 - Shipment labels: Each piece must be labeled & marked with HAWB # & MAWB #.

4 . MAWB :

In case of consolidations, total no. Of PCS / Total Gross weight on MAWB should be matching with no of PCS/Gross weight listed on HAWB.

- There is a custom penalty of USD \$95.00 will be charged to the origin station in case Missing HAWB / Manifest or no HAWB label on shipment.

**\*IMPORTANT REQUIREMENT\***

The consignee's phone number must be included on the HAWB. Shipments must be cleared at port of entrance unless it is addressed to a “free zone area” within Egypt.

### **Fumigation for Wooden Boxes and Pallets**

Any Wooden packing Material to Egypt must be Fumigated and stamped with Fumigation stamp, If the customs found that wooden packing are not fumigated then shipment won't be release till the packing material Re-export back to origin

As there is no Fumigation Service for Import packing material or Destroy system at Airport

### **TCN (Time Consignee Notified):**

Next working day from when shipment arrives to CAI. We will hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance, if required.

**Clearance Standard:**

If the arrival of the flight is before 12:00 documents should be recovered within 5hrs from ETA, if the arrival is after 12:00 you have till 10:00 the next business day to recover the documents.

**Documentation:**

- Documents needed for Air Shipments:
  - o Original Commercial invoice ( Attested from Chamber of commerce )
  - o Original legalized certificate of origin.(even for sample shipments)
  - o Packing List
  - o Contact CAIRO to unsure about commodity or consignee classification
  - o Legalization is \*not\* required for the following shipments:
    - If Certificate of origin is EUR1 , Comesa , Or Arab League Form

**Exhibitions, show& return, repair & return shipments:**

- Any shipment coming to CAI for an exhibition or show & return or repair & return, origin should communicate with us in advance to advise them on what is needed such as:
  - a. Serial number of the items must be on invoice
  - b. AWB, Invoice & packing list copies are required before shipment arrival
  - c. Who will issue the Bank grantee
  
- Exhibition shipments must arrive CAI at least 10 days before the exhibition starts

**Customs Regulations: N/A**

# aramex Air Freight Operational Procedure: France

## Working Days and Timings:

- Working Days: Monday to Friday
- Working Hours: 09:00 till 18:00

## Gateway(s):

- Roissy CDG airport Code: **CDG**
- If Orly airport, trucking charges to CDG will be charged back to origin.

## Contact Person(s):

- Fatima Riyad [parfreightcommunications@aramex.com](mailto:parfreightcommunications@aramex.com)

## Services:

- Consolidations: Yes
- Charges Collect: Yes
- Cash on Delivery: Yes
- 'Charges Collect' or 'Cash on Delivery' basis are acceptable but a pre-alert is a MUST in these cases to ensure the money is collectable from consignee(s) concerned.
- For all such shipments, a break bulk (B/B) fee of US\$21 per MAWB plus 5% "collect fee" to Aramex apply. Both charges will be deducted from the CC remittance due.
- In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
ARAMEX Intl Courier / Cargo Dpt  
2 RUE DES VOYELLES / Zone Fret 4  
95703 Roissy CDG  
Tel: 00 331 48 16 76 11 or 12 or 13
- On all MAWB's to France the word 'CARGO' must be clearly mentioned in the handling information box.
- Storage fees from aramex handling agent applied starting 3rd day after arrival of the shpt : 7 EUR/100 kgs / day Min 40 Eur.
- Airline storage fees are also applied starting 3rd day after arrival of the shpt. Rate is not known in advance as it depending on each airline but it is much more expensive than our handling agent rate.

Peralerts should be sent to Aramex on:

- Par freight Ops.

## TCN (Time Consignee Notified):

- By next working day from when shipment arrives to Paris, we will hand over delivery order and shipment docs to CNEE, collect the cc if any and assist CNEE in customs clearance if required.

## Documents required and acceptable:

- An original invoice and packing list are a must. Invoices with no commercial value are not acceptable at all. Invoice should have invoice number & also HS code should be clearly mentioned. All fines due to improper documentation will be charged to origin station without warning.
- Note that for any garments & shoes imports certificate of origin is a must. Shoes need to have the pictograms. For any country which beneficiate of EUR1 agreement, it is better to provide this certificate stamped by local customs to get customs duty exemption in France. In such case only VAT will be applied.

## Customs inspection:

- Fix rate of 75 eur/hour will be charged for any inspection done by aramex.

## Important Remarks Must Comply:

- TEMPORARY IMPORTS: we could eventually find an outsourced solution if cnee is located in Paris area and if goods are general cargo (non perishable & non hazardous). Quote to be done on case by case. Kindly forward your request to Fatima Riayd.
- Imports that is not included in the special agreement between stations:
  1. ATA form: shipments for exhibitions and not for sale. Clearance = 50 Euros
  2. Delivery order will be charged to consignee if origin station refuses to pay it. This is valid for all imports & for all stations
  3. Invoice for all Cargo import shipments to France MUST contain the HS code of each different goods. Please refer to below link for easy access to various HS codes.

<http://www.foreign-trade.com/reference/hscod.htm>



4. For any clearance, CNEE should have an EORI number to let us clear.
5. Station should always alert us prior moving any shpt to France in order to avoid any difficulties with customs. if not, then we will be abloge to return goods to origin & charge origin with all occurred fees.

## 1. London:

### Working Days and Timings:

- Working Days: Monday to Friday
- Working Hours: 09:00 till 17:30

### Gateway(s):

- London Heathrow Airport Code: GB

### Contact Person(s):

Tony Galea -	Import Manager	<a href="mailto:Tony.galea@aramex.com">Tony.galea@aramex.com</a>
Leanne Mason -	Import Operative	<a href="mailto:Leanne.Mason@aramex.com">Leanne.Mason@aramex.com</a>
Maissie Coutinho-	Import Apprentice	<a href="mailto:Maissie.Coutinho@aramex.com">Maissie.Coutinho@aramex.com</a>

Group Email address - [lonairfreightimports@aramex.com](mailto:lonairfreightimports@aramex.com)

### Services:

- Consolidations: Yes
- Charges Collect: Yes
- 'Charges Collect' or 'Cash on Delivery' basis are acceptable but a pre-alert is a MUST in these cases to ensure the money is collectable from consignee(s) concerned.
- For all such shipments, a 10% "collect fee" will apply. charges will be deducted from the CC remittance due.
- In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).

### Alerting and Consigning AWBs:

- MAWBs should be consigned to:
- Aramex International Ltd
- Aramex House,
- Old Bath Road,
- Colnbrook,

# aramex Air Freight Operational Procedure: United Kingdom

- SL3 ONS
- aramex.com
- Tel: 01753210511 ext:6024
  - Renomination code : DAV
  - E-mail: [LONAirfreightImports@aramex.com](mailto:LONAirfreightImports@aramex.com)

## AWB Requirements:

- HAWB Consignee address must be in full and the contact name and telephone number should be indicated.
- Description on the HAWB should match the MAWB and should relate to the commercial invoice. Consignee should be the same as shown on the commercial documents too.
- If there are several cartons on pallets, then the exact number of cartons should be shown. For example "1 Pallet containing 72 Cartons". Failure to do so may result in a claim being rejected in the case of an individual piece going missing.
- Please send a commercial invoice and packing list with the shipment and also include in the e-mail pre-alert.

## Peralerts should be sent to Aramex on:

- Email: [lonairfreightimports@aramex.com](mailto:lonairfreightimports@aramex.com)
- All Prealerts will be acknowledged, if you do you not get an acknowledgment, please resend just in case of any e-mail failure. Aramex London is not responsible for storage incurred on any shipments that are not pre-alerted and acknowledged.

## Free Time / Storage:

- Upon arrival the airline will check the shipment in and set "Status 1" on the customs system, this allows us to clear the freight. We have until Midnight the day after Status 1 is set to recover the shipment without storage being incurred. If for any reason, we cannot do this, then storage will apply. Please note that we cannot obtain receipts for storage.

## TCN (Time Consignee Notified):

- Consignee will be notified of a pending arrival no later than the following working day after the prealert has been received. Customs clearance is electronic and only generally takes a few minutes unless there are any special requirements or a customs query. Standard delivery will be the following working day after customs clearance and all outstanding monies are settled.

## Documents Required and Acceptable:

- Mawb, Hawb, Manifest, Commercial Invoice, Packing List, Any other relevant documentation (for example GSP Certs).
- When there are original documents of any kind to be sent forward, please ensure that they are sent to the following address - please also tell us that they are coming and advise the courier company and tracking number.
- Original documents must reach our office minimum of 24 hours prior to flight arrival

Aramex International Ltd  
Aramex House,  
Old Bath Road,  
Colnbrook,  
SL3 0NS  
aramex.com  
Tel: 01753210511 ext:1024  
Renomination code : DAV  
E-mail: [LONAirfreightImports@aramex.com](mailto:LONAirfreightImports@aramex.com)

## Important:

- Please check with us before importing any of the following items:

Perishables;  
Foodstuffs;  
Live animals;  
Alcohol;  
Tobacco;  
Military Goods.

- We can handle shipments with carnets, but additional costs will apply.

## Customs:

- Duty is calculated on the CIF Value.
- Customs duties are HS code specific and customs have the final say over any classification. Duty rates generally range between 0% and 14%.
- If you need a duty rate, please advise the HS code and our import team will quickly advise the applicable duty rate. Printed matter and documents that are not trade advertising are duty free.
- VAT is calculated on the DDP value at 20%.

## Personal Effects:

- Can be handled, but standard delivery does not include in house delivery, unpacking or rubbish removal. Please refer to the delivery section below. Personal effects of more than 6 months are old are generally tax free and should be accompanied by a C3 form (attached). Please try and have this form completed at origin prior to dispatch and included in the document pouch as we should have an original on file. A disclaimer form will also need to be emailed absolving Aramex LHR of any liability incase of damage or lost belongings. The disclaimer form needs to be requested prior to shipping from the import team.

## Deliveries:

- Standard delivery is next day to all areas including London. Consignee must have suitable access, parking and unloading facilities. Service is curbside only and not into the consignee's premises. The driver is not obliged to assist with unloading.

## 2. Manchester:

### Working Days and Timings:

- Working Days: Monday to Friday
- Working Hours: 09:00 till 17:30

### Gateway(s):

- Manchester Airport Code: **GB**

### Air Freight Import Contact Person(s):

Ciaran Raftery (Import Manager) [ciaran.raftery@aramex.com](mailto:ciaran.raftery@aramex.com)  
Ian Rigg (Freight Operations Executive) [ian.rigg@aramex.com](mailto:ian.rigg@aramex.com)

### Services:

- Consolidations: Yes
- Charges Collect: Yes

### Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
Aramex (UK) Ltd  
Suite 11c  
Manchester International Office Centrer  
Styal Road  
Manchester  
M22 5WB  
Tel No: 0161 908 3900

### AWB Requirements:

- HAWB. Consignee address must be in full and the contact name and telephone number should be indicated.
- Description on the HAWB should match the MAWB and should relate to the commercial invoice. Consignee should be the same as shown on the commercial documents too.
- If there are several cartons on pallets, then the exact number of cartons should be shown. For example "1 Pallet containing 72 Cartons". Failure to do so may result in a claim being rejected in the case of an individual piece going missing.
- Please send a commercial invoice and packing list with the shipment wherever possible and also include in the e-mail pre-alert.

## Peralerts should be sent to Aramex on:

- Email: [manairimports@aramex.com](mailto:manairimports@aramex.com)
- All Prealerts will be acknowledged, if you do not receive an acknowledgment, please resend and request acknowledgement. aramex Manchester is not responsible for storage incurred on any shipments that are not pre-alerted and acknowledged.

## Free Time / Storage:

- There is a 48 Hour Free Storage period from the day the shipment is checked in to the airline bond and will commence at 23:59 hours. Storage charges are calculated on a 'Per 100 Kg' basis per Day', the charges vary depending on which airline handling agent has the cargo.

## TCN: Time consignee Notified

- The consignee will be notified of the arrival of the consignment and clearance and delivery instructions requested.

## Customs Clearance:

- Once the shipment has arrived and clearance instructions have been received, the goods will be entered to Customs by electronic transmission. The Customs System will automatically select a routing.
- Route 1: This is a documentary Check, clearance time approximately 2 Hours unless queried by Customs
- Route 2: Physical examination of the goods. Clearance can be upto 48 Hours
- Route 6: This is an automatic clearance and the consignment cleared within 10 Minutes of the goods been entered to the customs system.

## Documents Required and Acceptable:

- MAWB, HAWB, Manifest, Commercial Invoice, Packing List, any other relevant documentation (for example GSP Certs, Health Certificates Etc).

## Important: Prohibited and Restricted Goods:

Goods that are Prohibited or Restricted must have the appropriate Health Certificates, Dangerous Goods Certificates, MSDS Sheets and Import Permits issued before the goods depart Origin. These must travel with the shipment, unless the documents are required by the U.K. authorities before arrival of the goods. In these cases, Certificates must be sent by courier to aramex Manchester.

Authorisation **MUST** be received from aramex Manchester before the goods depart origin on the the following items.

Dangerous Goods  
Perishables;  
Foodstuffs;  
Live animals;  
Products of Animal Origin  
Alcohol;  
Tobacco;  
Military Goods.  
Weapons and Ammunition  
Wooden packing,pallets etc

## Customs Information

To Import commercial goods in to the U.K. Consignee's must have a Economic Operator Registration and Identification (EORI) Without the 'EORI' goods cannot be entered for clearance to UK Customs.

- Duty is calculated on the CIF Value.
- Customs duties are HS code specific and Customs have the final say over any classification.
- If a duty rate on a commodity is required, Please advise the HS Code of the product and we will advise the duty rate applicable

## Personal Effects:

The shipper or consignee must ensure that their personal effects are covered by a marine insurance policy. Personal effects **must not** contain any type of foodstuffs, live animal, perishable goods, prohibited or dangerous goods. Origin stations must check with destination before goods are accepted. New Regulations for importing Personal effects have come in to force for the U.K. see attached link to U.K. Customs.

<https://www.gov.uk/government/publications/application-for-transfer-of-residence-tor-relief-tor01>



**Deliveries:**

- Standard delivery is next day once Customs cleared. Remote delivery areas would be 2 days. The Consignee must have suitable access, parking and unloading facilities. Delivery is to curbside only and not into the consignee's premises. The driver is not obliged to assist with unloading.

**Working Days and Timings:**

- Working Days: Monday to Friday
- Saturday from 8:00 till 13:00
- Working Hours: 08:00 till 17:00

**Gateway(s):**

- Julius Nyerere International Airport Code: DAR

**Contact Person(s):**

- All Dar Freight [DARFREIGHTOPS@aramex.com](mailto:DARFREIGHTOPS@aramex.com)
- DAR Customer Service [DARCustomerService@aramex.com](mailto:DARCustomerService@aramex.com)

**Services:**

- Consolidations: Yes (Import only)
- Charges Collect: Yes
- Cash on Delivery: No

For import shipments coming on 'Charges Collect' basis, the origin should send a pre-alert to the destination for the latter to contact the consignee and ensure the money is collectable.

**Alerting and Consigning AWBs:**

- MAWBs should be consigned to:  
**Aramex Tanzania Ltd.,**  
**Posta, Ocean Road, Palm Residency Apartments, Ground Floor**  
**Dar es Salaam, Tanzania.**  
**Tel: +255222129596/+255 222129595/+255222924163**

The description of goods on the MAWBs should read as 'Consolidation as per attached manifest'

All HAWBs should read charges 'As Agreed'. And should be from Actual Shipper to Actual Consignee

- Pre-alerts should be sent to Aramex either on:
  - o Email: [DARFREIGHTOPS@aramex.com/](mailto:DARFREIGHTOPS@aramex.com/)  
[DARCUSTOMERSERVICE@aramex.com](mailto:DARCUSTOMERSERVICE@aramex.com)
  - o Documents required per email on completion of AWB/MAWB.
  - o Originals documents to be sent with the cargo.

## Documentation:

- Documents needed for Air Export Shipments from Tanzania:
  - Original MAWB
  - Origin HAWB (for not Direct to Consignee shipments)
  - Original Commercial Invoice (not Pro forma) showing the following:
    - Clear description of goods (not coded)
    - Quantity of each
    - Unit Price
    - Total Value
    - Currency
    - Total number of packages
    - Gross Weight (the same mentioned on AWB)
    - Country of origin of goods
    - Shipper's Signature & Stamp
  - Original Packing List
  - Original Certificate of Origin (if required at destination)
  - Shipper's Customs Code
  - Shipper's TIN (Tax Identification Number)
- Documents needed for Air Import Shipments to Tanzania:
  - Original MAWB
  - Original HAWB
  - Original Commercial Invoice (not Pro forma) showing the following:
    - Clear description of goods (not coded)
    - HS Codes
    - Quantity of each
    - Unit Price
    - Total Value
    - Currency
    - Total number of packages
    - Gross Weight (the same mentioned on AWB)
    - Country of origin of goods
    - Shipper's Signature & Stamp
  - Packing List
  - Importer Customs Code
  - Certificate of conformity if shipment's value exceeds 3,000 USD

## Storage Fees:

There is a free storage of 4 days after arrival of the shipment. After that, the shipment will start incurring storage fees that will be debited back to the consignee or to shipper in case it is DDP.

**For Inbound PP to Tanzania:**

- Scanned copies of documents i.e. MAWB, HAWB, Commercial Invoice, Packing list should be sent at latest two days before the arrival of the shipment.
- Aramex will require a 'Clearing Authorization letter' from the c'nee for inbound shipments, so a prior notification will allow them to arrange for 'Clearing Authorization lette' so as to avoid any storage fees.
- Aramex can arrange pre-clearance if all documents were sent to them before the arrival of the shipment.

**Working Days and Timings:**

- Working Days: Monday to Friday
- Saturday from 8:00 till 13:00
- Working Hours: 08:00 till 17:00

**Gateway(s):**

- Murtala Muhammed International Airport Code: LOS

**Contact Person(s):**

- All Los Freight [ALL\\_LOS\\_FREIGHT@aramex.com](mailto:ALL_LOS_FREIGHT@aramex.com)
- LOS Customer Service [ALL\\_LOS\\_CustomerService@aramex.com](mailto:ALL_LOS_CustomerService@aramex.com)

**Services:**

- Consolidations: same client Yes (Import only and if all HAWBs consigned to client)
- Charges Collect: Office Yes (Payment Through Bank or Cash at aramex Office)
- Cash on Delivery: No

**Alerting and Consigning AWBs:**

- MAWBs should be consigned to:  
Aramex Delivery Solutions LTD.,  
283a Ajose Adeogun Street, Victoria Island, Lagos, Nigeria. Tel:  
+234 1 7000800

The description of goods must be mentioned on MAWB and on e-manifest too (The one that will be transmitted to the customs by airline)

All HAWBs should read charges 'As Agreed'. And should be from Actual Shipper to Actual Consignee

- Pre-alerts should be sent to Aramex either on:
  - o Email: [ALL\\_LOS\\_FREIGHT@aramex.com](mailto:ALL_LOS_FREIGHT@aramex.com) o Documents required per email on completion of AWB/MAWB.
  - o Originals documents to be sent with the cargo.

**Documentation:**

- Documents needed for Air Export Shipments from Nigeria:

- Original MAWB ○ Origin HAWB ○ Manifest ○ Original Commercial Invoice showing the following:
  - Clear description of goods
  - Quantity of each
  - Unit Price
  - Total Value
  - Currency
  - Total number of packages
  - Gross Weight (the same mentioned on AWB)
  - Country of origin of goods
  - Shipper's Signature & Stamp
- Original Packing List
- Permit (If Required)
- Documents needed for Air Import Shipments to Nigeria:
  - Original MAWB ○ Original HAWB ○ Original Commercial Invoice showing the following:
    - Clear description of goods
    - HS Codes
    - Quantity of each
    - Unit Price
    - Total Value
    - Currency
    - Total number of packages
    - Gross Weight (the same mentioned on AWB)
    - Country of origin of goods
    - Shipper's Signature & Stamp ○ Packing List
  - NAFDAC PERMIT (for Pharmaceuticals and Food Shipments)
  - Approved Bank FORM M ○ PAAR (Pre Arrival Assessment Report)
  - CCVO (Combined Certificate of Value) for Shipments Consigned Directly to a Bank ○ SONCAP Certificate (If Goods Are Electronics) **Storage Fees:**

There is a free storage of 7 days after arrival of the shipment. After that, the shipment will start incurring storage fees that will be debited back to the consignee or to shipper in case it is DDP.

## For Inbound PP to Nigeria:

- Aramex will require a 'Clearing Authorization letter' from the consignee for inbound shipments if MAWB not consigned to aramex, so a prior notification

will allow them to arrange for 'Clearing Authorization letter' so as to avoid any storage fees.

- Pre Clearance is not possible.

# aramex Air Freight Operational Procedure: Hong Kong

## Working Days and Timings:

- Working Days: Monday to Friday , Saturday
- Working Hours: 09:30 till 18:00 , 09:30 till 13:00

## Gateway(s):

- Check Lap Kok Airport Code: HKG

## Contact Person(s):

- Yuki Ho [Yuki.Ho@aramex.com](mailto:Yuki.Ho@aramex.com)
- HKG Inbound Frt Ops [HKG.FreightImport@aramex.com](mailto:HKG.FreightImport@aramex.com)

## Services:

- Consolidations: Yes
- Charges Collect: Yes
- Cash on Delivery: Yes
- 'Charges Collect' or 'Cash on Delivery' basis are acceptable but a pre-alert is a MUST in these cases to ensure the money is collectable from consignee(s) concerned; And origin should wait for our confirmation before dispatching the shipment.
- For all such shipments, a break bulk (B/B) fee of US\$21 per MAWB plus 2% "collect fee" to Aramex apply. Both charges will be deducted from the CC remittance due.
- In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).

## Alerting and Consigning AWBs:

- Aramex Hong Kong Ltd  
1/F, Mapletree Logistics Hub Tsing Yi,  
30 Tsing Yi Road, Tsing Yi, Hong Kong  
Tel: +852 3556 7250  
Fax: +852 2753 9494



Peralerts should be sent to Aramex on:

- [HKG.FreightImport@aramex.com](mailto:HKG.FreightImport@aramex.com)
- Fax no.: (852) 2753-8365
  
- For DTC shipment, Mawb should be consigned to final consignee directly; HKG airport terminal will contact consignee upon shipment arrival; Origin should also send HKG email pre-alert and we will check with consignee if they need our C & D services.

**\*For inbound FRT shpts with different terms of the hawbs (e.g. DAP, DAT & DDP) or difference consignee (consolidation), to avoid penalty or extra handling charges pls get our approval before sending out.**

Documents Required and Acceptable:

- Hong Kong customs emphasize the following requirements in regards to import shipment into Hong Kong:
  1. All incoming shipments must have: two copies commercial invoices stating CIF and/or FOB values. Two copies certificate of origin.
  2. Consol shipments must be accompanied with original HAWBS and copies.
  3. Following items require import license from trade department: coffee, radioactive materials, medicines and vaccines, pharmaceutical and chemical products, rice, coal, frozen or chilled beef, firewood, frozen poultry, mutton or pork, textiles, ozone-depleting substances and chemical precursors.
  4. Textile is a strategic commodity for Hong Kong, and an import license must be obtained from the trade department prior to the arrival of the goods.
  5. Computer products and hi-tech appliances need an import license from trade department.

6. Live animals, plants and plants' materials, arms ammunition and explosives, narcotics and drugs, human remains, meat and meat products (all require special permits from various Refer to the ABC or TACT rules in force.
  
7. For sending duitable items into HKG, origin should provide full shipment and consignee details to us and wait for our confirmation before dispatching the shipment, otherwise there will be penalty for USD100-USD500 per case.

Duitable items in HKG:

- Liquor
- Tobacco
- Hydrocarbon Oil
- Methyl Alcohol

**-Important Remarks to be adhered to prior to shipping by Air or Sea freight as the consignee should confirm the acceptance of the shipment, and that he can provide the related license if required or needed.**

1. Full address of the consignee in HKG providing the contact name and telephone number.
  2. Full description of the shipment (by item). What kind of goods, is it Electronics (what kind of electronics, such as Washing machine, Transformer), Hi Tech, Garments, Textile. food ...etc. It is a must to provide a full description about the content.
  3. In order to handle, we also need to check if the consignee is authorized to import such items. Since the consignee have to present a license for clearance for some items.
  4. If HKG team confirmed that the consignee accept the shipment, then Copy of the MAWB, HAWB, commercial invoice, and Packing list should be sent to Aramex team in HKG before the ETA along with proper pre - alert.
- Failure to abide by the above will result in penalties, re-export the shipment, and losing creditability with HKG airport and with the airlines.

# aramex Air Freight Operational Procedure: Indonesia

## Working Days and Timings:

Mon-Fri : 0830 - 1700  
Saturday : 0830 - 1200  
Sunday : Holiday

## Gateway(s):

Soekarno-Hatta Jakarta International Airport

## Contact Person(s):

Andrie Agashi - [andrie@aramex.com](mailto:andrie@aramex.com)  
Tri Handayani - [tri.handayani@aramex.com](mailto:tri.handayani@aramex.com)  
Sinta Andriyani - [sinta@aramex.com](mailto:sinta@aramex.com)

TEL: +62 21 2960 3333

## Services:

Consolidation: Yes, it is allowed and it can be handled with no problems. CC's/COD's are acceptable but a pre-alert in advance is a MUST in these cases to ensure the money is collectable from concerned consignee(s). For such shipments, a break bulk (B/B) fee of US\$25 per MAWB plus 2% "collect fee" to Aramex Indonesia apply. Both charges will be deducted from the CC remittance due. In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:

PT. GLOBAL DISTRIBUTION ALLIANCE  
JL. RAYA BEKASI TIMUR KM 18 NO. 99  
JAKARTA TIMUR 13930 INDONESIA  
TEL: 62 21 47881759, FAX: 62 21 47881760

## Prealerts:

Pre-alerts must be sent, at least 24 hours prior arrival to PT. GLOBAL DISTRIBUTION ALLIANCE to the attention of E-mail to the following IDs:

[jkt.freightimport@aramex.com](mailto:jkt.freightimport@aramex.com)  
[andrie@aramex.com](mailto:andrie@aramex.com)  
[sinta@aramex.com](mailto:sinta@aramex.com)  
[tri.handayani@aramex.com](mailto:tri.handayani@aramex.com)

## “HAWB” MUST INCLUDE:

Ultimate Consignee’s full name.  
Complete address/contact name.  
Phone number; Fax number.

- Any MAWB Consigned to PT. GLOBAL DISTRIBUTION ALLIANCE should have HAWB (MAWB must clearly state: “CONSOLIDATION AS PER ATTACHED MANIFEST”).

The HAWB must state the actual commodity. Failing to do so, there will be a heavy delay in the clearance and the storage charges will be accumulated.

- All inbound airfreight shipments into Jakarta airport must have the shipping manifest attached to the MAWB otherwise the Customs will not issue/sign a break-bulk (B/B) for consolidation.

DDU : Standard clearance and delivery charges are excluded in the airfreight rate.

DDP : Send a message to destination for accurate pricing of all destination charges to be billed to the shipper include the following: shipment description, harmonized number, value, pieces, weight and the consignee's complete address.

COD : Only after consignee's agreement (spot requests).

Please ensure that consignee must has valid import license otherwise it will be problem in customs and shipment cannot cleared, in case consignee doesn't has import license then do not move until you have confirmation from Aramex Jakarta to get other option.

## TCN (Time Consignee Notified):

The next working day from the arrival of the shipment to Jakarta airport, we will hand over the delivery order and related documents to the consignee, collect the CC (if any), and assist him in customs clearance if required.

## Documents Required and Acceptable:

Commercial Invoice - 1 Original and 2 Copies.

Packing list - (If any) 1 Original and 2 Copies

Number of pieces, Weight, and HS code must be stated correctly on the commercial invoice & packing list. And both must be printed on Shipper’s letter head, stamped (color stamp other than black color) and signed by Shipper.

## Important Remarks Must Comply:

Requirements for shipments to Jakarta - Indonesia:

1. All shipments must be accompanied with original Invoices & Packing list. (Copies will not be accepted)
2. All consol shipments to be accompanied with original HAWB and 4 copies of the same for all freight inbound shipments to Jakarta. The total weight on the MAWB must be the same as the total weight stated on the Manifest. Jakarta Customs authorities will impose a penalty of US\$ 750.00 per consignment in case of any discrepancies.
3. 4 copies of the shipping manifest should be attached to all consolidation shipments.

All Electronics Product, Computer and parts. Textile/Fabrics and any Goods made from Textile/Fabrics will need an import permit called NPIK/Nomor Pengenal Import Khusus (Special Import Identity Number) by Consignee.

**For Shipments; Textile/Fabrics** and Goods made from Textile/Fabrics must complete with SGS/Surveyor on Inspection at origin. SGS inspection report must send to destination attached on the manifest and/or sending directly from Supplier/Shipper to Receiver/Consignee.

**IF Shipments arrived in Indonesia without NPIK and SGS Inspection** that shipments should be re-exported back to Origin. Origins are responsible for all return charges.

All wireless communication equipment is not allowed into the Indonesia unless the consignee has acquired special permission to import such equipment, include a Mobile Telephones is under this category. If restricted items are imported without approval, they will be held at customs until the approval is obtained from the Ministry of the Indonesia.

For pharmaceutical shipments, a pre-approval must be given by the Indonesian Ministry of Health before Pharmaceuticals can be imported to Indonesia. The import permit from Indonesian Ministry of Health must be applied for customs clearance. Shipments pharmaceuticals cannot be cleared if the permit is not attached during the customs clearance process.

\*\*The consignee must secure the import permit and the product should be listed/registered in Ministry of Health Indonesia. The shipper can have this import permit from consignee by fax/email, and also provide the same copy to agent/station at origin to be attached to the export documents. If the shipment arrives without the permit, the Ministry of Health will hold it until the permit is obtained.\*\*

All live animals and leather product to Indonesia are subject to prior written approval from the Ministry of Animal Wealth include with COO, Certificate

of Health and Certificate of Quarantine that provided at Origin. The shipper or consignee can obtain this permission by contacting the following ministry:  
Indonesia Department of Animal Wealth  
Department Pertanian Indonesia  
Jakarta, Indonesia.

All food items are subject to the Ministry of Health and municipality approval. The Health Certificate, invoices and packing (box) should all show both the manufacture and expiration dates.

## Agricultural produce

1. Plants and non-processed produce are not allowed into Indonesia without a Phytosanitary Certificate.
2. Plants, seed, seedlings, fertilizers, soil conditioners and pesticides are not allowed into Indonesia without an import license issued by the Ministry of Agriculture & Fisheries (Indonesia).

Chemical Products: Will advise case by case.

For all freight imports into Indonesia, the value for customs on the HAWB must match the total of the commercial invoices. Discrepancies between the two amounts will cause a delay in clearance and Indonesia Customs always assesses duties on the higher value. To Amend this discrepancy; Indonesia customs will need the following:

1. Letter from the shipper clarifying the correct value. Letter must be addressed to Indonesia Customs and send the amendment of original commercial invoice.
2. Letter from origin station clarifying the correct value. Letter must be addressed to Indonesia Customs, and sending the amendment of original commercial invoice.

### \*Note:

shipments destined to any location in the Indonesia must clear customs at Jakarta airport on arrival in Indonesia. Once customs clearance has taken place the shipment can move to its destination by Domestic carrier (air / land).

### Storage fee at JKT-Airport:

All import airfreight shipments must stayed on JKT-Soekarno Hatta Airport, which handled by Government.

**Storage fee rates: At cost, as per receipt or min USD 25.00**

Approx., USD. 0.20 X KG X Days + 10% VAT  
Document charges = USD.1.00 / document  
Administration charges = USD 1.00  
Forklift: USD. 0.03 X KG, Minimum USD.1.00 + 10% VAT

**Duty and Taxes:**

**1. Import Duty:**

**In Consolidations shipments** (1 MAWB contains more than 1 HAWBs) that **Import Duty** percentage are based on customs tariff that contains Harmonized Number on C.I.F (value of goods plus insurance, plus freight on HAWB) of goods. **In single-line shipment / back to back** (1 MAWB contain 1 HAWB) that **Import Duty** percentage are based on customs tariff that contains Harmonized Number on C.I.F (value of goods plus insurance, plus freight on MAWB / IATA Rate) of goods.

**2. VAT (Value Additional Tax):**

10 % of (C.I.F + Import Duty).

**3. Tax:**

2.5% of (C.I.F + Import Duty) with condition of consignee has a complete import licenses.

**4. Luxury Tax:**

Based on Harmonized Number Customs Tariff.

5% - 100% of (C.I.F. + Import Duty)

**Duty/Taxes are exemptions**

for Consignee who stayed on Customs Bonded Zone, Diplomatic shipments, International Foundation, Govt Indonesian Institution and all shipments that have Free Facility from Indonesian Government. All shipments to these institution must apply for permit from Indonesian Ministry of Foreign Affair.

**Important Note:**

In order to clear all incoming freight shipment, consignee must have a license called NIK (Nomor Induk Kepabeanan) / Customs Registration Number. If consignee does not have this license than it would be impossible to clear the shipment from customs.

# aramex Air Freight Operational Procedure: India

## Working Days and Timings:

- Working Days: Monday to Friday , Saturday
- Working Hours: 09:30 till 18:00 , 09:30:00 till 13:30
- Custom close on the second Saturday of every month.

## Gateway(s): BOM/DEL/MAA/BLR/HYD/COK/CJB/CCU

- Bombay International Airport Code: BOM

## Contact Person(s):

- Renu Arora <Renu.Arora@aramex.com>

## Services:

- Consolidations: Yes (Inbound Only)
  - Charges Collect: Yes
  - Cash on Delivery: Yes
- 
- Please ensure prior approval of draft MAWB & HAWB in advance before forwarding Final Pre-Alert.
  - MAWB should always be prepaid; HAWB can be either prepaid or collect.
  - ‘Charges Collect’ or ‘Cash on Delivery’ basis are acceptable but a pre-alert in advance (48 hrs- working days ) is a MUST in these cases to ensure the money is collectable from consignee(s) concerned.
  - In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).
  - Incoming shipments to BOM are "not" permitted to be re-exported out of India again for whatever reasons. In case this needs to be done, proper custom procedures to be followed on case to case basis .

## Alerting and Consigning AWBs to BOMBAY:

- |  |  |
|--|--|
| <a href="mailto:Afzal.Batliwala@aramex.com">Afzal.Batliwala@aramex.com</a>   | - Air Imports                          |
| <a href="mailto:Bomfreightoffice@aramex.com">Bomfreightoffice@aramex.com</a> | - all shipments                        |
| <a href="mailto:Rajiv.Chindarkar@aramex.com">Rajiv.Chindarkar@aramex.com</a> | - Sea Freight                          |
| <a href="mailto:Sandeep.Patil@aramex.com">Sandeep.Patil@aramex.com</a>       | - Sea freight                          |
| <a href="mailto:Renu.arora@aramex.com">Renu.arora@aramex.com</a>             | - Country Manager - Freight Operations |
| <a href="mailto:Sandeep.behl@aramex.com">Sandeep.behl@aramex.com</a>         | - Sea Freight Manager-India            |



- MAWBs should be consigned to:  
GLOBAL TRANSPORTATION SERVICES PVT. LTD.  
Plot. No. 107, Marol Co-operative Industrial Estate, Opp Shemaroo Office,  
Behind Mahalaxmi Garden Hotel, MV Road, Mumbai – 400059.  
Tel: 0091 22 39419900 x 1627
- All shipments destined to Delhi, Madras, Hyderabad, & Bangalore should be consigned respectively as follows:

1) MAWB for Delhi

GLOBAL TRANSPORTATION SERVICES PVT. LTD.  
L-74, MAHIPALPUR EXTENSION  
NEW DELHI - 110 037, INDIA.  
TEL # 11-39815832

[Deepika.Khattar@aramex.com](mailto:Deepika.Khattar@aramex.com)  
[Sanjeev.Kumar@aramex.com](mailto:Sanjeev.Kumar@aramex.com)  
[Delfreightoffice@aramex.com](mailto:Delfreightoffice@aramex.com)  
[Sarita.kumari@aramex.com](mailto:Sarita.kumari@aramex.com)  
[Ashish.dorlikar@aramex.com](mailto:Ashish.dorlikar@aramex.com)  
[Renu.arora@aramex.com](mailto:Renu.arora@aramex.com)  
[Sandeep.behl@aramex.com](mailto:Sandeep.behl@aramex.com)

Air Imports  
Air Imports  
All Shipments  
Sea Freight  
Regional Manager - Freight(West )  
Country Manager - Freight Operations  
Sea Freight Manager- India

2) MAWB for MAA

GLOBAL TRANSPORTATION SERVICES PVT LTD  
PLOT NO.1 POOMAGAL STREET,  
BEHIND OLYMPIA TECH PARK,  
EKADDUTHANGAL, CHENNAI – 600 032.  
TEL: +91 44 3941 9900

[Thirunavukkarasu.Kumaraguru@aramex.com](mailto:Thirunavukkarasu.Kumaraguru@aramex.com) - Manager - Freight Operations  
[Maafreightoffice@aramex.com](mailto:Maafreightoffice@aramex.com) - All Shipments  
[Renu.arora@aramex.com](mailto:Renu.arora@aramex.com) Country Manager - Freight Operations  
[Subramani.manuswamy@aramex.com](mailto:Subramani.manuswamy@aramex.com)

3) MAWB for Hyderabad

Global Transportation Services Pvt Ltd  
H.No: 1-1-663, Kothapet, Mohan Nagar  
Dilsukhnagar, Hyderabad - 500035

[Haseena.Banu@aramex.com](mailto:Haseena.Banu@aramex.com)  
[Sai.Karthik@aramex.com](mailto:Sai.Karthik@aramex.com)  
[Jiju.George@aramex.com](mailto:Jiju.George@aramex.com)  
[Renu.arora@aramex.com](mailto:Renu.arora@aramex.com)  
[Hydfreightoffice@aramex.com](mailto:Hydfreightoffice@aramex.com)

Dy. Manager - Freight Operations  
Air Import  
Station Manager- HYD  
Country Manager - Freight Operations  
All Shipments

- 4) MAWB for Bangalore  
GLOBAL TRANSPORTATION SERVICES PVT. LTD.  
NO 220 , 3<sup>RD</sup> MAIN  
6<sup>TH</sup> CROSS , INDIRANAGAR 1<sup>ST</sup> STAGE  
BANGALORE 560 038.

[anthony.simon@aramex.com](mailto:anthony.simon@aramex.com)  
[Ravi.Gowda@aramex.com](mailto:Ravi.Gowda@aramex.com)  
[Soumendra.Samal@aramex.com](mailto:Soumendra.Samal@aramex.com)  
[Renu.arora@aramex.com](mailto:Renu.arora@aramex.com)  
[Blrfreightoffice@aramex.com](mailto:Blrfreightoffice@aramex.com)

Asst Manager Freight Operations  
Executive  
Regional Manager - West  
Country Manager - Freight  
All Shipments

## 5/ COK

Global Transportation Services Pvt.Ltd,  
K.C.Jacob Building, Opp. CIAL Air Cargo Complex  
Nedumbassery, COCHIN - 683572  
Tel: 91 484 2611575, Mob: 99958 65559

[Abey.George@aramex.com](mailto:Abey.George@aramex.com)  
[Sarath.Kumar@aramex.com](mailto:Sarath.Kumar@aramex.com)  
[Soumendra.Samal@aramex.com](mailto:Soumendra.Samal@aramex.com)  
[Renu.arora@aramex.com](mailto:Renu.arora@aramex.com)  
[Cokfreightoffice@aramex.com](mailto:Cokfreightoffice@aramex.com)

Freight Manager  
Station Manager - COK  
Regional Manager - West  
Country Manager - Freight  
All Shipments

## 6/ CJB

MAWB FOR CJB  
GLOBAL TRANSPORTATION SERVICES PVT. LTD.  
NO.17 VINAYAKAR KOIL STREET, KRISHNASWAMY NAGAR, COIMBATORE -  
641045

[Benson.Raymond@aramex.com](mailto:Benson.Raymond@aramex.com)  
[Karthikeyan.Veeramalai@aramex.com](mailto:Karthikeyan.Veeramalai@aramex.com)  
[Soumendra.Samal@aramex.com](mailto:Soumendra.Samal@aramex.com)  
[Renu.arora@aramex.com](mailto:Renu.arora@aramex.com)  
[Cjbfreightoffice@aramex.com](mailto:Cjbfreightoffice@aramex.com)

Freight Operation  
Station manager - CJB  
Regional Manager - West  
Country Manager - Freight  
All Shipments

7/ CCU

MAWB FOR CCU  
GLOBAL TRANSPORTATION SERVICES PVT. LTD.  
76 C A J BOSE ROAD  
IND - KOLKATA 700014  
Tel : Tel: 0091 22 39419900 x 1627

[Afzal.Batliwala@aramex.com](mailto:Afzal.Batliwala@aramex.com)  
[Bomfreightoffice@aramex.com](mailto:Bomfreightoffice@aramex.com)  
[Suhita.Moitra@aramex.com](mailto:Suhita.Moitra@aramex.com)  
[Rajiv.Chindarkar@aramex.com](mailto:Rajiv.Chindarkar@aramex.com)  
[Renu.arora@aramex.com](mailto:Renu.arora@aramex.com)  
[Sandeep.behl@aramex.com](mailto:Sandeep.behl@aramex.com)

Air Imports  
all shipments  
all shipments  
Sea Freight  
Country Manager - Freight Operations  
Sea Freight Manager-India

Execution of MAWB

- Description of Contents on MAWB:
  - o All MAWB must show "CONSOLIDATED CARGO AS PER ATTACHED MANIFEST" for Consol Cargo & even for BACK-TO-BACK Shipments.
  - o Gross Weight & Chargeable Weight of MAWB
  - o Should match with the total Gross & Chargeable weight of the Consol Weight.
  - o MAWB should be send on "PREPAID" only.
  - o Date of Execution of MAWB
  - o MAWB date must be same or after dated of execution of all HAWB'S.

Perishable OR DGR Cargo: -

- Proper Instructions should be mentioned on MAWB & packages regarding Temperature requirements for Warehousing, requirements of Cold Storage etc.
- Also HAWB should have Tel & Fax No along with complete address of consignee.
- Execution of HAWB'S: -
  - a. HAWB to be executed as per Letter of Credit, Purchase order or routing Instructions (Pre-paid or Charges Collect).

- b. Gross Weight of each HAWB should match with the Weight shown in the Consol Manifest.
- c. Consol Manifest should indicate only Gross Weight of Shipment.
- d. HAWB numbers should not have ALPHABETS in between numeric digit's
- e. CORRECT: - ARB001234 & INCORRECT:-0012ABC34.
- f. Volume Weight Shpt, ODC Cargo Shpt all Dimensions should be mentioned on the HAWB
- g. CONSIGNEE NAME should match with the Consignee name given on Shipper's
- h. Commercial Value
- i. HAWB should have a proper endorsement in "SPECIAL INSTRUCTIONS" column for FREE DOMICILE SHIPMENTS including instructions of DELIVERY
- j. DUTY PAID or DELIVERY DUTY UNPAID.
- k. Freight / FOB Charges on HAWB should be as per Contract with Consignee....AS AGREED

## LABELING ON PACKAGING - (VERY IMPORTANT)

- Fumigation for Wooden boxes / pallets must for incoming shipments to India.
  - WEF 01.11.2004 all Consignments packed in Wooden Boxes/Pallets Imported into India by Air/Sea would require a Phytosanitary Certificate issued by the Plant & Quarantine Department and a Fumigation done by Methyl Chromide by the Pest Control Operators of the Country Of Origin. The Fumigation would have to be done in presence of the Plant & Quarantine Department & the Fumigation performed details Endorsed on the Phytosanitary Certificate additionally.
  - At the time of Out of Charge the Customs would refer the shipment to the plant & Quarantine Department for a N.O.C. & on checking the Phyto & Fumigation Certificate the P & Q Dept. Would issue a release order for Out Of Charge.
  - Containers without a Phytosanitary certificate/fumigation Certificate arriving into India, would be referred to the Plant Quarantine Dept. by Customs before Out of Charge, PQ Dept.would give clearance of the consignment & the Pest Controller would fumigate the Consignment with Methyl Bromide, in supervision of the PQ Dept. Once found fit as per PQ Dept. the clearance would be given for Out of Charge.
  - Pl. note charges for the above work if done in India, for shipments arriving without Phytosanitary certificate/fumigation Certificate will be strictly debited to the origin office. All detention/ demurrage charges for such shipments will also be to the account of the origin office.
- a. All packages must be MARKED & BARCODE LABELED with the proper HAWB & MAWB nos at least on two sides of the packages.
  - b. All Packages' in Pallet's / Skid's should have barcode labels of HAWB & MAWB.
  - c. Consignment's arriving in ANY INDIAN APT with WRONG / CROSS LABELED packages will lead to delay in Custom Clearance for 6 - 8 Days causing extra storage charges to the Knee & also may be taken as MIS-DECLARED Cargo by the Customs Authorities.

- d. Consignments arriving in INDIA WITHOUT BAR LABELING OR MARKING on MAWB / HAWB are being ceased by Customs Authorities; such regulation will cost a great amount of Money. Such shipments requires amendments which incur a cost on case to case basis .

## DOCUMENT POUCH WITH SHPT: -

- a. One Envelope should contain "DOCUMENTS FOR THE AIRPORT AUTHORITY OF INDIA containing ...
  - \*One Copy of Original MAWB with 2-3 Xerox of MAWB Copy.
  - \*One Original Copy of HAWB with 2-3 Xerox of HAWB Copy.
  - \*Three copies of Consol Manifest.
- b. Second Envelope should contain documents marked:
  - Documents for "ARAMEX" containing....
  - \*MIN 2 copies of Original MAWB (with Airline printed number)
  - \*Complete set of Original HAWB'S (MIN 6 Copy each)
  - \*Consol Manifest (MIN 4-5 Copy)
  - \*Original Shipper's Commercial Invoice signed by the Shipper (2Copy)
  - \*Original Shipper's Packing list (2 Copy.)
  - \*Copy of Certificate of Origin or any Other Docs, if applicable.

## DOCUMENTS REQUIRED FOR REMITTANCE: -

- a. Original MAWB
- b. Original Consignee Copy of HAWB (Copy no.2 & No.5--Delivery Receipt)
- c. Consol Manifest
- d. Agent's Invoice or Debit note...with complete Banker's details & bank a/c no.
- e. Credit Note for Profit share.

## Peralerts should be sent to Aramex on:

- Since customs has stopped manual processing and switched to electronic mode i.e. EDI system the Import General Manifest at customs all over India shall be filed 48 hours prior to flight arrival (incase of weekend the pre-alert is required by Friday evening or SAT early morning IST ) hence it has become Mandatory for us to receive the shipment pre-alert along with documents like MAWB, HAWB, CARGO MANIFEST & SHIPPER`S INVOICE 48 hours prior to flight arrival failing which we could expect indefinite delays in retrieval of shipments & customs penalties too which may have to be debited back to concerned origins who have defaulted. Said documents to be sent via fax or scan to respective destinations.
- Secondly if shpt is not cleared within 48 HOURS after arrival than we have to pay storage fees charges Detailing the following: shipper name, cnee name &

full address, MAWB no., HAWB no. Contents, no of packages, weight prepaid/collect, flight schedule.

**TCN (Time Consignee Notified):**

- Cnee will be notified on the same day of arrival or on the next working day depending upon the time of arrival and receipt of documents from airlines.

**Important Remarks Must Comply:**

- MAWB should always give description as "consolidated cargo as per attached manifest". Description of goods on the HAWB, invoice & packing list must tally with the manifest and be identical.
- All fines due to improper documentations and false declarations will be charged to the origin station(s) without any warning.
- Duties and taxes to be levied by customs are on "assessed value" and not on the declared values. The amounts assessed by customs authorities are final. A "free domicile" service is available (the bill back of duties or taxes option) here, Whereby BOM can settle these customs on behalf of your shipper at an extra 1%, over the total assessed value as per official receipts, billed back to origins station(s).
- Door to door delivery is affected within Bombay city limits. As to suburbs and outskirts of Bombay will be done on a case-to-case basis.
- No special delivery commitments can be made for clearance and delivery (C+D) within Bombay city so please do not oversell or over-promise when it comes to actual delivery times.
- Please do not send C+D shipments on collect basis. As reserve bank of India does not permit to remits C+D charges, as this service is provided locally.

- Find below specimen copy of "cargo manifest"

MAWB NO: FLIGHT NO./DATE: DEST:  
AIRLINE: ORIGIN:

```

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----
|NO | HAWB | ORG | SHPR | CNEE | DEST | PCS | WEIGHT (KG) | CONTENTS
| COLLECT |
REMARKS |
|-----|-----|-----|-----|-----|-----|-----|-----|-----
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TOTAL =
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**Important notice Indian Customs requirement:**

- As per Indian custom notice all /every house airway bill has to be filed in customs 48 hours before arrival of the aircraft & any delay in filing will cause heavy penalty on us. Hence please ensure to send pre-alert to respective destination (BOM/DEL/BLR/MAA/HYD/COK/CJB) for each shipment to India.
- Each Master Airway Bill should bear the declared Customs value of the consignment; otherwise the Customs will NOT attend to the consignment. These customs regulations apply for all freight Imported into India. Personal effect shipments dealing will be on case-by-case basis, a Break Bulk Fees of \$15.00 will be charged per HAWB.

**Personal Effects**

- Inbound/Outbound movement of shipments containing `Personal Effects (Unaccompanied Baggage)`. Aramex/India will not be handling clearance or Forwarding of same in any of our metros, reasons as follows,

**(1) EXPORTS:**

- 1.1: As far as Baggage's go customs conduct a 100% examination of goods and many a times shpts are withheld by authorities as commodities are found in trade quantities or at times even restricted items are found, wherein malpractices like monetary dealings come into the picture, else goods lie unlearned indefinitely & get abandoned in due course.
- 1.2: Clearances of baggage's are conducted after Passenger's departure from India as per rules, hence in case of any of the above mentioned unforeseen occurrence, the Forwarder or customs broker are taken to task by customs and in the process of sorting out issues additional expenses are incurred which may never get recovered as the pax has traveled out.
- 1.3: Packing of baggages also many a times is not upto to the mark, which invites reasons for piferages at origin, and/or destination customs, which eventually leads to Claims/ Legal actions from customers etc.



## (2) IMPORTS:

2.1: The issues are more or less on the same lines as Exports above. In Import clearance too there are various malpractices involved at customs and maximum risks of pilferages too.

2.2: Passengers invariably want the value of shpts to be reduced and this is reason enough for involvement of monetary demands by customs to Resolve the case and permit clearance.

- IN SHORT HANDLING OF BAGGAGES BE IT IMPORT OR EXPORT LEADS TO A CHAIN OF ISSUES HENCE THE BUSINESS IS NOT WORTH THE TROUBLES TAKEN, AS END OF THE DAY WE CAN GET STUCK WITH CLAIMS, DAMAGES, CUSTOMER COMPLAINTS AND SO ON.



# aramex Air Freight Operationl Procedure: Qatar

## Working Days and Timings:

- Working Days: Sunday to Thursday , Saturday
- Working Hours: 08:30 till 05:30 , 8:30 till 5:30

## Gateway(s):

- Doha International Airport Code: DOH
- Hamad International Airport Code:HIA

## Contact Person(s):

- Walid Fawaz / Country Manager [Walid.Fawaz@aramex.com](mailto:Walid.Fawaz@aramex.com)
- Hanibaal Eid / Product Manager (Air & Sea FRT) [Hanibaal.Eid@aramex.com](mailto:Hanibaal.Eid@aramex.com)
- Kader Mohideen Freight Operations Leader [Kader.Mohideen@aramex.com](mailto:Kader.Mohideen@aramex.com)
- Anthony Fernandes / Cargo Operation Manager [Anthony.Fernandes@aramex.com](mailto:Anthony.Fernandes@aramex.com)

## Services:

- Consolidations: Yes
- Charges Collect: Yes
- Cash on Delivery: Yes
- ‘Charges Collect’ or ‘Cash on Delivery’ basis are acceptable but a pre-alert is a MUST in these cases to ensure the money is collectable from consignee(s) concerned.
- For all such shipments, a break bulk (B/B) fee of US\$21 per MAWB plus 2% "collect fee" to Aramex apply. Both charges will be deducted from the CC remittance due.
- In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
Aramex International  
Office Address:  
Al-Ali building  
Wholesale Market street  
Opposite to Regency signal  
P.O. Box: 23151 DOHA , Qatar  
Phone: +974 (4) 4200100  
Fax: +974(4) 4506622

- HAWB consigned to consignee:

Please always issue a HAWB from shipper to consignee, whether prepaid or collect.

Collect shipments routed to Doha must show "as agreed" (no charges showing) On the HAWB.

*All documents must be Typed (any Hand written document will be rejected by customs).*

## Single window application in Qatar for all Freight products:

Customers in Qatar will be required to register online at the Qatar Customs Online site for importing goods into Qatar . For registration, the client must login to [www.ecustoms.gov.qa](http://www.ecustoms.gov.qa) and authorize 'Aramex' as the nominated clearing agent. Aramex Commercial Registration number is 52034/1. The client must select the freight mode (Land , Sea or Air) Fright clearance option when authorizing Aramex.

Once registration is completed , the client must provide Aramex with their Customs Code which is necessary to clear shipments via the 'Single Window' system.

Qatar Customs are offering support if needed through their call center at 136, or through the following email address: [callcenter@customs.gov.qa](mailto:callcenter@customs.gov.qa)

To ease the clearance process, we recommend that to advise all suppliers to include the following information on the Commercial Invoice accompanying inbound shipments to Qatar:

- 1- Goods value and currency
- 2- Goods' HS Code
- 3- Good's clear description
- 4- Good's country of origin
- 5- Consignee's (recipient) full name and address
- 6- Commercial invoice number

The Commercial Invoice must be printed on the supplier's letterhead with all the information typed and not hand written.

QATR CUSTOMS - NEW RULE: 1st April 2011 - Regarding Strict on Documentation & Material Checking.

- With Immediate Effect from 1st April, 2011, Qatar Customs Imposing New Rules & Regulations for the Import Consignments to Doha, Qatar, This is going to be More Strict on the Documents & Material Inspection.
- We Hereby Request all of our Goods Customers to please instruct your shippers at Origin to Abide the Following Rules which is Mandatorily Required Now for the Import Shipments to Doha.

IMPORTANT NOTICE:-

- 1st April 2011 @ Doha Airport & Doha Seaport.
  1. Qatar Customs Will Only Accept Attested Invoice, Attested COO & Packing list mandatorily. Shipment without the Attested Documents will not be cleared even under Penalty & therefore, Goods shall be Return back to Origin.
  2. It is Mandatory to Mention the HS CODE of the Commodity in the Attested Invoices & CoO, otherwise Shipment will not be accepted for Clearance.
  3. "COUNTRY OF ORIGIN" OR "MADE IN" MARK MANDATORILY REQUIRED ON EACH PIECES / MATERIALS & ON CARTONS.
  4. "COUNTRY OF ORIGIN" OR "MADE IN MARK", DETAILS SHOULD BE THE SAME on the ATTESTED INVOICE & on ATTESTED CERTIFICATE OF ORIGIN & ON THE MATERISLS. (Any Discrepancy of Made In Mark which is not tallying with the Documents or the Goods - Shipment will be RETURNED BACK to origin Point).
  5. For European Origin of Goods: It is wise to Mention Clearly on the Certificate of Origin: Example: "Country of Origin: European Community - UK). If the Products are made from 2 countries.. It should show both Country of origin: Example: European
  6. Community - UK & POLAND - also the Attested Invoice & materials should show the same.

**Important Note:**

- Qatar Freight Operations does not handle Personal effects (Inbound or Outbound).
- An Original set of documents are required to clear shipments in Qatar; copies are to be provided as support documents.
- **If original documents are not available, we can clear on copies and pay penalty along with official receipt from customs.**
- Original MAWB and HAWB its must to clear any shipment in Doha customs.
- **Original documents are to be handed over to airline/GHA along with the MAWB or send to Aramex AF ops through courier.**

Peralerts should be sent to Aramex either on:

- Attention DOH Freight Ops
- Email: [ALL\\_DOH\\_Freight\\_Air\\_and\\_Sea@aramex.com](mailto:ALL_DOH_Freight_Air_and_Sea@aramex.com)
- Phone: +974 (4) 4200100
- Fax: +974 (4) 4506622

**New Import Rule - June 2012:**

As per the new rules in Doha customs regarding the clearing documentations (Original invoice & C.O. ) ,and in addition to the old requirements “shipper stamp & attestation from chamber of commerce“ the shipment invoice should mention the following particulars for Each and every item, otherwise the invoice will not be accepted by customs strictly.

- Weight
- No. Of PCS
- Country of Origin
- H.S. code
- Unit Price

**TCN (Time Consignee Notified):**

- Next working day from when shipment arrives to Doha; we will hand over delivery Order and shipment documents to consignee, collect the CC (if any), and assist Consignee in customs clearance, if required.

## Documents Required & Acceptable for export:

- Certificate of origin - required on all shipments \*\*
- Commercial invoice - 1 original attested by chamber of commerce at origin
- Export formalities:
  1. All invoices must be original, bear the serial numbers & be addressed to the consignee.
  2. All shipments must be accompanied by a packing list, showing gross weight and number of pieces.
  3. Certificate of Origin is a must for any export shipment excluding personal effects.
  4. HAWB “Original 2 for Consignee” for clearance, if this document is missing there will be penalty of \$ 822/-
  5. 3<sup>rd</sup> party Invoices are not acceptable at DOH customs to clear shpts
- Any shipment coming to Qatar at any customs point of entry by any mode of transportation (air, sea or land) \*must\* be marked with the country of origin on the product. if the country of origin is not marked on the product, then customs will hold the shipment resulting a very complicated customs clearance procedure. If it happens more than once, the company will be black-listed.
- 

Invoice Value (Range)	Legalization Component
USD 1.00 - USD 4,110	USD 178.00
USD 4,110 - USD 27,398	USD 315.00
USD 27,398 - USD 68,493	USD 726.00
USD 68,493 - USD 273,972	USD 1411.00
Above USD 273,972	0.6% of the Invoice Value + USD 42.00

- In addition to the above customs duty of 5%, a 1% tax on the commercial value will also be added. Duties are payable **as per CIF Value**. Commercial samples and advertising material are exempted from duties.

# Air Freight Operationl Procedure: Qatar

- Exempted from duties & legalization are certificate of origins issued from GCC (gulf Cooperation council); In addition all medical supplies such as medicines and blood Samples are exempt.
- The above is applicable to both cargo and courier shipments.

**Important Air Freight Requirements:**

A. All Air Shipments (all docs should be original):

1. MAWB
2. HAWB
3. Invoice
4. Packing List
5. Cert of Origin

B. From 01st APR 2007 Doha Airport Customs require the below for all cargo shipments (Low & High value):

- o Original invoice + original CO + original packing List with all the shpts
- o Invoice must be stamped by chamber of commerce from the origin
- o packing List is required from today on for all the shpts
- o Invoice must be in supplier letter head & must be stamped by the supplier
- o & the country of origin must be typed on the original invoice if there is no CO

**Storage Charges:72 hours free storage from Time of arrival.**

- If the shipment is not cleared before 72 hours then storage charges will be 0.55 USD\$ per Day/KG

**Approvals**

All the below Approvals must be obtained by the consignee in DOHA and DOH Freight ops will provide the needed docs (TCN /Invoice/Draft Bayan ) to the customer management teams who will in return follow up with the consignee/ client in Qatar.

All the Approvals will be issued by the concerned departments only if the consignee has the license to import goods into Qatar and after a physical inspection at Abusamra borders.

MINISTRIES AND DEPARTMENTS	ITEMS/COMMODITY	LICENCE AND APPROVALS
Information and communication technology(ICT)	Laptops	W/LAN
	Mobile Phones	GSM LICENSE

	IP Phones	PABX LICENSE
	Routers	W/LAN + TYPE APPROVAL
	Satellite Receivers	DTH
	Antenna	DTH
	Telecommunication equipment's	TELECOM
Ministry of Interior	CCTV cameras+Alarams	
Ministry of Education (Supreme council)	Education books	
<b>MINISTRIES AND DEPARTMENTS</b>	<b>ITEMS/COMMODITY</b>	<b>LICENCE AND APPROVALS</b>
Ministry of information	Books /Magazines / CD+DVD Etc	
Civil defence	Fire Alarms' +Fire Extinguishers	
Ministry of Environment	Oil,Ink,Chemical,Liquids,Powder any DGR Shipments (as per MSDS)	
Standardization	Toys, Tyres, shampoo,brakepad,new cars,Melamine plates,Building materials,fans,Iron box,hairedryer,brake pads,Rims,seatbelt,	
Health Authority (origin)	Fooditems/Medicines/some cosmetics	Health certificate should be legalized by Qatar Embast at origin.
Ministry of Agriculture	Plants	
Ministry of Animal resources	Animal Foods	

# aramex Air Freight Operational Procedure: Qatar

Note: Government /Semi Government are exempted from paying duties and we need to have the **RFR (Request for Financial Reconciliation)** , this has to be provided by the consignee before moving the shipment from origin..

REQUIRED RFR (DUTY EXEMPTION LETTER)	DOLPHIN ENERGY
	QATAR AIRWAYS
	QATAR PETROLEUM
	QATAR GAS
	QATAR SHELL
	QATAR FOUNDATION
	QATAR ELECTRICITY & WATER QChem (Qatar Chemical Co), QAFAC (Qatar Fertilizers), Qatar Vinyl, QASCO (Qatar Steel) Qatar Petrochemical (QAPCO), <b>All Ministries :</b> Ministry of Interior Ministry of Education Ministry of information Ministry of Culture, Arts & Heritage Ministry of Economy & Finance Ministry of Islamic Affairs Ministry of Foreign Affairs Ministry of Justice Ministry of Labor



**Working Days and Timings:**

- Working Days: Monday to Friday
- Working Hours: 08:00 till 17:00

**Gateway(s):**

- O.R. Tambo International Airport Code: **JNB**
- Cape Town International Airport Code: **CPT**
- Durban International Airport Code: **DUR**

**Contact Person(s):**

- Ms. Jayde van Rensburg [Jayde.jansevanrensburg@aramex.com](mailto:Jayde.jansevanrensburg@aramex.com)
- **JNB Freight Teams:**

ALL JNB Freight - Air & Land [ALL\\_JNB\\_Freight\\_Air\\_Land@aramex.com](mailto:ALL_JNB_Freight_Air_Land@aramex.com)

ALL JNB Freight - Estimates DUR - [ZA.FreightPricing@aramex.com](mailto:ZA.FreightPricing@aramex.com)

- After hours contact number: Jayde van Rensburg: 082 059 7447

**Services:**

- Consolidations: Yes (Export and Import)
- Charges Collect: Yes

For import shipments coming on 'Charges Collect' or basis, the origin should send a pre-alert to the destination for the latter to contact the consignee and ensure the money is collectable.

**Alerting and Consigning AWBs:**

- MAWBs should be consigned to:

Aramex South Africa  
2 Avalon Road  
Westlake View , Longmeadow  
Johannesburg, South-Africa  
Tel: +27 (0) 11 974-1717

The description of goods on the MAWBs should read as 'Consolidation as per attached manifest'

All HAWBs should read charges 'As Agreed'.

- Pre-alerts should be sent to Aramex either on:  
Email:  
ALL JNB Freight - Air & Land [ALL\\_JNB\\_Freight\\_Air\\_Land@aramex.com](mailto:ALL_JNB_Freight_Air_Land@aramex.com)
  - o Documents required per email on completion of AWB.
  - o Originals documents to be sent with the cargo.

## Documentation:

- Documents needed for Air Export Shipments from South Africa:
  - o Original MAWB
  - o Origin HAWB (for not Direct to Consignee shipments)
  - o Original Commercial Invoice (not Proforma) showing the following:
    - Clear description of goods (not coded)
    - Quantity of each
    - Unit Price
    - Total Value (Logical Value must show)
    - Currency
    - Total number of packages
    - Gross Weight (the same mentioned on AWB)
    - Country of origin of goods (if there is more than one COO then you have to mention next to each item its country of origin)
    - Shipper's Signature & Stamp
  - o
  - o Original Packing List
  - o Original Certificate of Origin (if required at destination)
  - o Shipper's Customs Code
  - o Shipper's VAT Number
- Documents needed for Air Import Shipments to South Africa:
  - o Original MAWB
  - o Original HAWB
  - o Original Commercial Invoice (not Proforma) showing the following:
    - Clear description of goods (not coded)
    - Quantity of each
    - Unit Price
    - Total Value (Logical Value must show)
    - Currency
    - Total number of packages
    - Gross Weight (the same mentioned on AWB)
    - Country of origin of goods (if there is more than one COO then you have to mention next to each item its country of origin)
    - Shipper's Signature & Stamp
    - Dimensions of the cargo must be noted on the HAWB
  - o Packing List

- Importer (Consignee) Customs Code
- Importer (Consignee) VAT Number

**Storage Fees:**

There is a free storage of 24 hours after arrival of the shipment. After that, the shipment will start incurring storage fees that will be debited back to the origin if the delay is caused by their side.

**For Inbound PP to South Africa:**

- In case the cnee is an individual, then the origin needs to notify Aramex South Africa so that the latter can get the needed paperwork from the cnee before the arrival of the flight to South Africa, else any incurred storage fees will be automatically debited back to the origin.
  - In case the cnee does not have the needed paperwork, then Aramex will assist the cnee to get them after they establish the contact with the cnee.
- Aramex South Africa will require a 'Clearing Instruction' from the cnee for every single inbound shipment, so a prior notification will allow them to arrange for 'Clearing Instruction' so as to avoid any storage fees.
- Aramex South Africa can arrange pre-clearance if all documents were sent to them before the arrival of the shipment.

# aramex Air Freight Operational Procedure: Indonesia

## Working Days and Timings:

Mon-Fri : 0830 - 1700  
Saturday : 0830 - 1200  
Sunday : Holiday

## Gateway(s):

Soekarno-Hatta Jakarta International Airport

## Contact Person(s):

Andrie Agashi - [andrie@aramex.com](mailto:andrie@aramex.com)  
Sinta Andriyani - [sinta.andriyani@aramex.com](mailto:sinta.andriyani@aramex.com)  
Erik Maulana - [erikl@aramex.com](mailto:erikl@aramex.com)  
Yogi Ervan [yogi@aramex.com](mailto:yogi@aramex.com)

## Group Email

For Import [jkt.freightimport@aramex.com](mailto:jkt.freightimport@aramex.com)  
For Export [jkt.freightexport@aramex.com](mailto:jkt.freightexport@aramex.com)

TEL: +62 21 2960 3333

## Services:

Consolidation: Yes, it is allowed and it can be handled with no problems. CC's/COD's are acceptable but a pre-alert in advance is a MUST in these cases to ensure the money is collectable from concerned consignee(s). For such shipments, a break bulk (B/B) fee of US\$25 per MAWB plus 2% "collect fee" to Aramex Indonesia apply. Both charges will be deducted from the CC remittance due. In case this collect fee is to be collected from consignee(s) upon arrival, then this needs to be indicated to us in the pre-alert(s).

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:

## PIBK :

### CONSIGNEE:

**PT. CHAYA HANTARAN NUSANTARA**  
RUKO MEGA GROSIR CEMPAKA MAS BLOK L 27  
JL. LETJEN. SUPRAPTO  
JAKARTA PUSAT 10640  
INDONESIA

# aramex Air Freight Operational Procedure: Indonesia

NOTIFY PARTY :

**PT. GLOBAL DISTRIBUTION ALLIANCE**  
JL RAYA BEKASI TIMUR KM 18 NO.99  
JAKARTA TIMUR 13930  
TELP : +62 (21) 29603333

**PIB :**

CONSIGNEE :

**Fajar Insan Nusantara**  
JL. Pejompongan Dalam No.2  
Jakarta Pusat Indonesia

NOTIFY PARTY :

**PT. GLOBAL DISTRIBUTION ALLIANCE**  
JL RAYA BEKASI TIMUR KM 18 NO.99  
JAKARTA TIMUR 13930  
TELP : +62 (21) 29603333

**Prealerts:**

Pre-alerts must be sent, at least 24 hours prior arrival to PT. GLOBAL DISTRIBUTION ALLIANCE to the attention of E-mail to the following IDs:

[jkt.freightimport@aramex.com](mailto:jkt.freightimport@aramex.com)  
[andrie@aramex.com](mailto:andrie@aramex.com)  
[sinta@aramex.com](mailto:sinta@aramex.com)  
[erikl@aramex.com](mailto:erikl@aramex.com)

**“HAWB” MUST INCLUDE:**

Ultimate Consignee’s full name.  
Complete address/contact name.  
Phone number; Fax number.

- Any MAWB Consigned to PT. GLOBAL DISTRIBUTION ALLIANCE should have HAWB (MAWB must clearly state: “CONSOLIDATION AS PER ATTACHED MANIFEST”).

The HAWB must state the actual commodity. Failing to do so, there will be a heavy delay in the clearance and the storage charges will be accumulated.

- All inbound airfreight shipments into Jakarta airport must have the shipping manifest attached to the MAWB otherwise the Customs will not issue/sign a break-bulk (B/B) for consolidation.

DDU : Standard clearance and delivery charges are excluded in the airfreight rate.

DDP : Send a message to destination for accurate pricing of all destination charges to be billed to the shipper include the following: shipment description, harmonized number, value, pieces, weight and the consignee's complete address.

COD : Only after consignee's agreement (spot requests).

Please ensure that consignee must has valid import license otherwise it will be problem in customs and shipment cannot cleared, in case consignee doesn't has import license then do not move until you have confirmation from Aramex Jakarta to get other option.

## TCN (Time Consignee Notified):

The next working day from the arrival of the shipment to Jakarta airport, we will hand over the delivery order and related documents to the consignee, collect the CC (if any), and assist him in customs clearance if required.

## Documents Required and Acceptable:

Commercial Invoice - 1 Original and 2 Copies.

Packing list - (If any) 1 Original and 2 Copies

Number of pieces, Weight, and HS code must be stated correctly on the commercial invoice & packing list. And both must be printed on Shipper's letter head, stamped (color stamp other than black color) and signed by Shipper.

## Important Remarks Must Comply:

Requirements for shipments to Jakarta - Indonesia:

1. All shipments must be accompanied with original Invoices & Packing list. (Copies will not be accepted)

2. All consol shipments to be accompanied with original HAWB and 4 copies of the same for all freight inbound shipments to Jakarta.

The total weight on the MAWB must be the same as the total weight stated on the Manifest.

Jakarta Customs authorities will impose a penalty of US\$ 750.00 per consignment in case of any discrepancies.

3. 4 copies of the shipping manifest should be attached to all consolidation shipments.

All Electronics Product, Computer and parts. Textile/Fabrics and any Goods made from Textile/Fabrics will need an import permit called NPIK/Nomor Pengenal Import Khusus (Special Import Identity Number) by Consignee.

**For Shipments; Textile/Fabrics and Goods made from Textile/Fabrics must complete with SGS/Surveyor on Inspection at origin. SGS inspection report must send to destination attached on the manifest and/or sending directly from Supplier/Shipper to Receiver/Consignee.**

**IF Shipments arrived in Indonesia without NPIK and SGS Inspection that shipments should be re-exported back to Origin. Origins are responsible for all return charges.**

All wireless communication equipment is not allowed into the Indonesia unless the consignee has acquired special permission to import such equipment, include a Mobile Telephones is under this category. If restricted items are imported without approval, they will be held at customs until the approval is obtained from the Ministry of the Indonesia.

For pharmaceutical shipments, a pre-approval must be given by the Indonesian Ministry of Health before Pharmaceuticals can be imported to Indonesia. The import permit from Indonesian Ministry of Health must be applied for customs clearance. Shipments pharmaceuticals cannot be cleared if the permit is not attached during the customs clearance process.

**\*\*The consignee must secure the import permit and the product should be listed/registered in Ministry of Health Indonesia. The shipper can have this import permit from consignee by fax/email, and also provide the same copy to agent/station at origin to be attached to the export documents. If the shipment arrives without the permit, the Ministry of Health will hold it until the permit is obtained.\*\***

All live animals and leather product to Indonesia are subject to prior written approval from the Ministry of Animal Wealth include with COO, Certificate

of Health and Certificate of Quarantine that provided at Origin. The shipper or consignee can obtain this permission by contacting the following ministry:  
Indonesia Department of Animal Wealth  
Department Pertanian Indonesia  
Jakarta, Indonesia.

All food items are subject to the Ministry of Health and municipality approval. The Health Certificate, invoices and packing (box) should all show both the manufacture and expiration dates.

## Agricultural produce

1. Plants and non-processed produce are not allowed into Indonesia without a Phytosanitary Certificate.
2. Plants, seed, seedlings, fertilizers, soil conditioners and pesticides are not allowed into Indonesia without an import license issued by the Ministry of Agriculture & Fisheries (Indonesia).

Chemical Products: Will advise case by case.

For all freight imports into Indonesia, the value for customs on the HAWB must match the total of the commercial invoices. Discrepancies between the two amounts will cause a delay in clearance and Indonesia Customs always assesses duties on the higher value. To Amend this discrepancy; Indonesia customs will need the following:

1. Letter from the shipper clarifying the correct value. Letter must be addressed to Indonesia Customs and send the amendment of original commercial invoice.
2. Letter from origin station clarifying the correct value. Letter must be addressed to Indonesia Customs, and sending the amendment of original commercial invoice.

### \*Note:

shipments destined to any location in the Indonesia must clear customs at Jakarta airport on arrival in Indonesia. Once customs clearance has taken place the shipment can move to its destination by Domestic carrier (air / land).

## Storage fee at JKT-Airport:

All import airfreight shipments must stayed on JKT-Soekarno Hatta Airport, which handled by Government.

## Storage fee rates: At cost, as per receipt or min USD 25.00

Approx., USD.  $0.20 \times \text{KG} \times \text{Days} + 10\% \text{ VAT}$

Document charges = USD.1.00 / document

Administration charges = USD 1.00

Forklift: USD.  $0.03 \times \text{KG}$ , Minimum USD.1.00 + 10% VAT

## Duty and Taxes:

### 1. Import Duty:

**In Consolidations shipments** (1 MAWB contains more than 1 HAWBs) that **Import Duty** percentage are based on customs tariff that contains



Harmonized Number on C.I.F (value of goods plus insurance, plus freight on HAWB) of goods. **In single-line shipment / back to back** (1 MAWB contain 1 HAWB) that **Import Duty** percentage are based on customs tariff that contains Harmonized Number on C.I.F (value of goods plus insurance, plus freight on MAWB / IATA Rate) of goods.

2. **VAT (Value Additional Tax):**

10 % of (C.I.F + Import Duty).

3. **Tax:**

2.5% of (C.I.F + Import Duty) with condition of consignee has a complete import licenses.

4. **Luxury Tax:**

Based on Harmonized Number Customs Tariff.

5% - 100% of (C.I.F. + Import Duty)

## Duty/Taxes are exemptions

for Consignee who stayed on Customs Bonded Zone, Diplomatic shipments, International Foundation, Govt Indonesian Institution and all shipments that have Free Facility from Indonesian Government. All shipments to these institution must apply for permit from Indonesian Ministry of Foreign Affair.

## Important Note:

In order to clear all incoming freight shipment, consignee must have a license called NIK (Nomor Induk Kepabeanan) / Customs Registration Number. If consignee does not have this license than it would be impossible to clear the shipment from customs.