

**Please click on the preferred country to check the Air Freight operational procedures:**

[Algeria](#)

[Bahrain](#)

[Bangladesh](#)

[Bulgaria](#)

[Canada](#)

[China](#)

[Cyprus](#)

[Czech Republic](#)

[Djibouti](#)

[Egypt](#)

[France](#)

[Georgia](#)

[Ghana](#)

[Hong Kong](#)

[India](#)

[Indonesia](#)

[Iran](#)

[Iraq](#)

[Ireland](#)

[Jordan](#)

[Kenya](#)

[Kuwait](#)

[Lebanon](#)

[Libya](#)

[Malaysia](#)

[Malta](#)

[Morocco](#)

[Netherlands](#)

[Nigeria](#)

[Oman](#)

[Palestine](#)

[Qatar](#)

[Saudi Arabia](#)

[Singapore](#)

[Slovak Republic](#)

[South Africa](#)

[Sri Lanka](#)

[Sudan](#)

[Tanzania](#)

[Thailand](#)

[Tunisia](#)

[Turkey](#)

[Uganda](#)

[United Arab Emirates](#)

[United Kingdom](#)

[United States](#)

# Air Freight Operational Procedure: Algeria



## Working Days and Timings:

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

## 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)
- Moufida Melzi [Moufida.melzi@aramex.com](mailto:Moufida.melzi@aramex.com)
- ALR freight ops [ALR.Freight@aramex.com](mailto:ALR.Freight@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 53  
NIF N° 000816100204735  
Att: ALG Freight OPS [ALR.Freight@aramex.com](mailto:ALR.Freight@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.
    - 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 “As agreed”
    - Never use an express HAWB for freight shipments.
    - Add the NIF number on cnee part
  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 HAWBs.

Per alerts should be sent to Aramex on:

- Fax: +213 21 33 18 53 Or Tel: +213 982 218 218
- Emergency phone: + 213-+213 (0) 7 83 630 308 (Moufida Melzi )
- + 213-+213 (0) 7 83 630 309 (Naima Bouraba)
- Email : [ALR.Freight@aramex.com](mailto:ALR.Freight@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 48 Hours from ETA excluding weekend

# Air Freight Operational Procedure: Algeria

## Documents Required and Acceptable:

- Original & Stamped 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 ensure about commodity or consignee classification.
- All these procedures are for GENERAL CARGO, for special handling (exhibition material, temporary import, dangerous goods...) contact: [ALR.Freight@aramex.com](mailto:ALR.Freight@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.
- New measures came into force from 1st of January in regards to the imported products intended for the resale it is required that the presentation of a certificate of free marketing which must be stamped by a competent authority (chamber of commerce) of the country of origin or provenance below specimen:



free marketing certificate



attestation\_de\_libre  
certificate\_commercialisation\_

# 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):

- Muayyad Alfakhori [Muayyad.Alfakhori@aramex.com](mailto:Muayyad.Alfakhori@aramex.com)
- Bijesh Kunnummel [Bijesh.Kunnummel@aramex.com](mailto:Bijesh.Kunnummel@aramex.com)
- ALL BAH Freight - Air OPS [BAH.Air@aramex.com](mailto:BAH.Air@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

# Air Freight Operational Procedure: Bahrain

Tel: 17330434  
Attn: CARGO DEPT

- Peralerts should be sent to Aramex either on:  
Email:
  - [BAH.Air@aramex.com](mailto:BAH.Air@aramex.com)
  - [BAH.Freight@aramex.com](mailto:BAH.Freight@aramex.com)
  - Fax: +973 17330636 - Attn: Freight Department
- **Documentation:**
- **Documents needed for Air Export Shipments ( General cargo ):**
  - Original MAWB
  - HAWB (original or A4 - and for not Direct to Consignee shipments)
  - Original Invoice with HS code and country of origin on each item
  - Packing List
  - Legalized Certificate of if required by destination
- **Documents needed for Air Import Shipments ( General Cargo ):**
  - Original MAWB
  - Original HAWB
  - Original Invoice with HS code and country of origin on each item
  - Packing List
  - Required Authorization letter on consignee's letter head and Valid CR copy from consignee
  - Storage charges will applied after 3 days on arrival ( \$1.85/per 50 kg / per day )
  - 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 & signed by the chamber of commerce at origin and legalized by Bah embassy.

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

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

A penalty of BD 50 is applicable if there is no original COO.

Invoice value less than USD 300 , movies & audio records, newspapers & magazines, personal effects, used machinery donot required for COO.

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)

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.. )

# 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 CC admin 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  
Colloid Center, Level -1, 206/A, Tejgaon.  
Dhaka 1208. Bangladesh  
Tell: +880 2 9896511  
ATTN: Shoriful Islam / Steven Rozario

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

- Email: [DAC.Freight@aramex.com](mailto:DAC.Freight@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.

# 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 “.

Peralerts should be sent to Aramex either on:

- Email: [SOF.Freight@aramex.com](mailto:SOF.Freight@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.

# 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:

# Air Freight Operational Procedure: Canada



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

## **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 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.

## **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.



# 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

# Air Freight Operational Procedure: Canada



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)
- 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: [raymond.abdelmalak@aramex.com](mailto:raymond.abdelmalak@aramex.com) , [raymond@aramex.ca](mailto:raymond@aramex.ca)

## **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.

# 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:  
Feb. 14 – Feb. 22, Apr. 5 – Apr. 7, Apr. 29 – May. 1  
Jun. 16 – Jun. 18, Sep. 22 – Sep. 24, Oct. 1 – Oct. 7

## 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 – [sha.freight@aramex.com](mailto:sha.freight@aramex.com)
- All SHA Freight Inbound - [SHA.FreightImport@aramex.com](mailto:SHA.FreightImport@aramex.com)

## Services:

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

# Air Freight Operational Procedure: China

## 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 [SHA.FreightImport@aramex.com](mailto:SHA.FreightImport@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.

# Air Freight Operational Procedure: China



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 – [sha.freight@aramex.com](mailto:sha.freight@aramex.com)
- All SHA Freight – In Bound [SHA.FreightImport@aramex.com](mailto:SHA.FreightImport@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 – Required upon request.
- COMMERCIAL INVOICE - Original. Must include pieces, weight and value
- **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 trifluorotrichloroethane 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

# Air Freight Operational Procedure: China



- 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

# 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 56  
6056 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, Maria Epaminonda, Andrea Sharmatta
- E-mail: [gregoria.ioannou@aramex.com](mailto:gregoria.ioannou@aramex.com)
- [Maria.epaminonda@aramex.com](mailto:Maria.epaminonda@aramex.com)
- [Andrea@aramex.com](mailto:Andrea@aramex.com)
- Or [NIC.Freight@aramex.com](mailto:NIC.Freight@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.
  - 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.
  - 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. Euro 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.

# 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

# Air Freight Operational Procedure: Czech Republic

Fax: +420 220 115 550

Peralerts should be sent to Aramex on:

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

## **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.

# Air Freight Operational Procedure: Czech Republic



- 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.

# Air Freight Operational Procedure: DJIBOUTI



## Working Days and Timings:

- Working Days: Saturday to Thursday ,
- Working Hours: 8:00 till 12:30 , 16:00 till 18:00
- Gateway(s): Aéroport International Ambouli Code: JIB

## Contact Person(s):

- Fathia Ahmed [FathiaAhmed.Youssouf@aramex.com](mailto:FathiaAhmed.Youssouf@aramex.com)
- Nima Daoud [Nima.DaoudAbdi@aramex.com](mailto:Nima.DaoudAbdi@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\$31.07 per MAWB plus Plus Airport Import fees. 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 Djibouti / EACS  
Rue de Genève,  
Centre ville Immeuble Hôtel Plein Ciel,  
Djibouti ,Djibouti.  
Tel: 00253 21359409 / 25321356673

## Peralerts should be sent to Aramex on:

- Attention: Aramex Djib
- Nima Daoud [Nima.DaoudAbdi@aramex.com](mailto:Nima.DaoudAbdi@aramex.com)
- Email : [ALL\\_JIB\\_EXP\\_Inbound@aramex.com](mailto:ALL_JIB_EXP_Inbound@aramex.com)
  
- For DTC shipment, Mawb should be consigned to final consignee directly; JIB airport terminal will contact consignee upon shipment arrival; Origin should also send JIB Aramex 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), pls get our approval before sending out.

## Documents Required and Acceptable:

- Djibouti customs emphasize the following requirements in regards to import shipment into Djibouti:
  1. All incoming shipments must have: three originals commercial invoices stating CIF and/or FOB values. Two copies certificate of origin, three Original BOL in case of Ocean and MAWB/HAWB for the Air freight
  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, textiles, ozone-depleting substances and chemical precursors etc.

4. 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.

**-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 JIB 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 JIB 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 JIB 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 JIB airport and with the airlines.



# 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

# Air Freight Operational Procedure: EYGPT



Fax : +202-37482990 / 22654437  
Att : CAI Freight OPS Import  
Email : [CAI.FreightCommunication@aramex.com](mailto:CAI.FreightCommunication@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**

# 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 [PAR.Freight@aramex.com](mailto:PAR.Freight@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 iutsourced 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.

# Air Freight Operational Procedure: Georgia

## Working Days and Timings:

- Working Days: Monday to Friday
- Working Hours: 1000 till 1800 hrs
- Weekend : Saturday -Sunday

## Gateway(s):

- Tbilisi International airport Code: TBS

## Contact Person(s):

- HASSAN HALABI [hassan.halabi@aramex.com](mailto:hassan.halabi@aramex.com)
- Tamar Kruashvili [Tamar@aramex.com](mailto:Tamar@aramex.com)
- Nino Revazishvili [Nino.Revazishvili@aramex.com](mailto:Nino.Revazishvili@aramex.com)

## Services:

- Consolidations: Only allowed for multiple HAWBS.
  - o (Please refer to consolidation procedure)
- Charges Collect: Yes
- Cash on Delivery: Yes
- DDP NO (Please refer to DDP procedure)-ONLY DDU

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.

# Air Freight Operational Procedure: Georgia



*\*Correction on the MAWB is allowed by sending official letter to the customs and airport handling agent authorities, any correction on the MAWB to be supported by airline confirmation from Origin*

## **Consigning MAWBs:**

Consignee is a Company, MAWB should be consigned to:

**ARAMEX GEORGIA LLC**  
**43 NAFTLUGI STR 0113 – TBILISI 380000**  
**TBLISI - GEORGIA**  
Tel +995 32 2368212 - +995 32 2776263

**Personal Shipment: is acceptable to airport only**

## **Documentation:**

1. Certificate of Origin. : NO NEED
2. Original Commercial Invoice. It must give an itemized listing with the complete description of the contents, HS codes, Quantity, Unit price, total price, total gross weight, number of Cartons/Boxes, total value and the country of origin. There should be 1 original and 2 copies.
3. Detailed Packing.
4. **Wooden crates –boxes: need Fumigation**

**All above documents MUST be originals**

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

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



# Air Freight Operational Procedure: Georgia



## **Clearance Standard:**

24 - 48 hrs provided all clearance documents required along with the original documents from origin are in order.

## **Customs- exempted shipments:**

- All shipments are subject to 18% vat and no customs fees unless some few commodities that has to be checked in advance
- Diplomatic shipment are exempted but has to be to airport only - as ARAMEX cannot clear on behalf of them
- Medical supplies and instruments are subject to zero customs and zero vat

## **Consolidation Procedures:**

### **General Notes:**

- Customs authorities are working on Saturdays up to 1400 hrs
- Banks are opening during Saturdays up to 1400 hrs

# Air Freight Operational Procedure: Ghana



## Working Days and Timings:

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

## Gateway(s):

- KIA Kotoka International Airport

Code: ACC

## Contact Person(s):

- Charlotte Oduro [charlotte.oduro@aramex.com](mailto:charlotte.oduro@aramex.com)
- Freight e-mail [ACC.Freight@aramex.com](mailto:ACC.Freight@aramex.com)

## Services:

- Consolidations: Yes (Export and Import)
- Charges Collect: Yes
- Cash on Delivery: Yes
- Warehousing: Yes
- Third Party Logistics (TPL) Yes
- Free Domicile: Yes

For any import shipment, we need to receive a pre-alert via e-mail.

## Documentation:

- Documents needed for Air Export Shipments from Ghana:
  - 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)
    - **HS Code(s)**
    - Quantity of each
    - Unit Price
    - Total Value (Logical Value must show)
    - Currency
    - Total number of packages
    - Gross Weight (the same mentioned on AWB)
  - Original Packing List
  - Shipper's VAT Number
- Documents needed for Air Import Shipments to Ghana:
  - Original MAWB
  - Original HAWB
  - Original Commercial Invoice (not Pro forma) showing the following:
    - Clear description of goods (not coded)
    - **HS Code(s)**
    - Quantity of each
    - Unit Price
    - Total Value (Logical Value must show)
    - Currency
    - Total number of packages
    - Gross Weight (the same mentioned on AWB)
    - Shipper's Signature & Stamp
  - Packing List
  - Importer VAT Number
  - **Freight Invoice / Receipt**

- **Alerting and Consigning AWBs:**
  - **MAWB** - Consign to ultimate consignee
  - **HAWB** - Consign to ultimate consignee

## Storage Fees:

There is a free storage of **4 days** after arrival of the shipment. After that, the shipment will start incurring storage fees.

- Aramex Ghana can arrange pre-clearance if all documents are sent before the arrival of the shipment.

# 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

# Air Freight Operational Procedure: Hong Kong

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.

# Air Freight Operational Procedure: Hong Kong

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.

# 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:

[Sushant@aramex.com](mailto:Sushant@aramex.com)  
[BOM.Freight@aramex.com](mailto:BOM.Freight@aramex.com)  
[Rajiv.Chindarkar@aramex.com](mailto:Rajiv.Chindarkar@aramex.com)  
[Mansi.Ambewadikar@aramex.com](mailto:Mansi.Ambewadikar@aramex.com)  
[Renu.arora@aramex.com](mailto:Renu.arora@aramex.com)  
[Sandeep.behl@aramex.com](mailto:Sandeep.behl@aramex.com)

- Air Imports  
- all shipments  
- Sea Freight  
- Sea freight  
- Country Manager - Freight Operations  
- 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 # 9958894762

[Deepika.Khattar@aramex.com](mailto:Deepika.Khattar@aramex.com)  
[Jaspreet@aramex.com](mailto:Jaspreet@aramex.com)  
[DEL.Freight@aramex.com](mailto:DEL.Freight@aramex.com)  
[Sarita@aramex.com](mailto:Sarita@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  
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.22A, ESTATE BUS STAND INDUSTRIAL AREA,  
MANNURPET,  
CHENNAI - 600 058. GSTIN: 33AAF CG4493H1ZJ  
TEL: +91 44 3941 9900

# Air Freight Operational Procedure: India



[Kuttalingam@aramex.com](mailto:Kuttalingam@aramex.com)  
[MAA.Freight@aramex.com](mailto:MAA.Freight@aramex.com)  
[Renu.arora@aramex.com](mailto:Renu.arora@aramex.com)

- Freight Operations  
-All Shipments  
Country Manager - Freight Operations

- 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.Ravirala@aramex.com](mailto:Sai.Ravirala@aramex.com)  
[Jiju.George@aramex.com](mailto:Jiju.George@aramex.com)  
[Renu.arora@aramex.com](mailto:Renu.arora@aramex.com)  
[HYD.Freight@aramex.com](mailto:HYD.Freight@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.  
“AISHWARYA ARCADE”  
No. 653, Ground Floor, 9th Cross, 2nd Main,  
Domlur Layout, Bangalore-560071  
GST No- 29AAFCG4493H1Z8

[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)  
[BLR.Freight@aramex.com](mailto:BLR.Freight@aramex.com)

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

- 5) MAWB FOR 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)  
[COK.Freight@aramex.com](mailto:COK.Freight@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

[Mallika@aramex.com](mailto:Mallika@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)  
[CJB.Freight@aramex.com](mailto:CJB.Freight@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

[Sushant@aramex.com](mailto:Sushant@aramex.com)  
[BOM.Freight@aramex.com](mailto:BOM.Freight@aramex.com)  
[Dinabandhu@aramex.com](mailto:Dinabandhu@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:

-----  
-----  
----  
| NO | HAWB | ORG | SHPR | CNEE | DEST | PCS | WEIGHT (KG) | CONTENTS |  
COLLECT |  
REMARKS |  
| ---- | ---- | ---- | ---- | ---- | ---- | ---- | ---- | ---- |  
----- -- | ----  
---
-----

# Air Freight Operational Procedure: India



----	
	-----
-----	
----	
	-----
-----	
----	
	-----
-----	
----	
	-----
-----	
----	
	-----
-----	
TOTAL =	
-----	

## 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.

# 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.andriani@aramex.com](mailto:sinta.andriani@aramex.com)  
Erik Maulana - [erikl@aramex.com](mailto:erikl@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**

# Air Freight Operational Procedure: Indonesia



RUKO MEGA GROSIR CEMPAKA MAS BLOK L 27  
JL. LETJEN. SUPRAPTO  
JAKARTA PUSAT 10640  
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:**

# Air Freight Operational Procedure: Indonesia



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.



# Air Freight Operational Procedure: Iran

## Working Days and Timings:

- Working Days: Saturday till Thursday
- Working Hours: 08:30 till 16:30  
08:30 till 13:00 (THU, Skeleton)

## Gateway(s):

- Imam Khomeini International Airport                      Code: **IKA**

## Contact Person(s):

**ALL THR FREIGHT TEAM:**  
**Ms. Robab.Beheshti**

[THR.Freight@aramex.com](mailto:THR.Freight@aramex.com)  
[Robab.Beheshti@aramex.com](mailto:Robab.Beheshti@aramex.com)

## Others:

[Amir.Hazini@aramex.com](mailto:Amir.Hazini@aramex.com)  
[Ladan.Honarkhah@aramex.com](mailto:Ladan.Honarkhah@aramex.com)

## Services:

- Consolidations: Yes, subject to prior confirmation from THR.
- Charges Collect: Yes, subject to prior confirmation from THR.
- Cash on Delivery: Yes, subject to prior confirmation from THR.

Consolidation: Not allowed with THR's approval; unless being requested by THR, otherwise USD 150/ HAWB handling/break bulk charges will be incurred and on origin agent /partner account.

'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.

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
Aramex International Courier

# Air Freight Operational Procedure: Iran



No: 224, Mollasadra St. Vanak Sq.  
Tehran, Iran  
Attention: cargo department  
Tel: + 98 21 89720000  
Notify: (ultimate consignee, full  
Name address and contact person,  
Telephone/Fax no's)

**HS CODES** must be issued on the AWBs.

**Per-alerts** should be sent to Aramex Tehran either on:

- Email: [THR.Freight@aramex.com](mailto:THR.Freight@aramex.com)
- Fax: +9821-88617393, ATTN ALL THR FREIGHT.

Pre-alerts must contain: Shipper name, Cnee name & full address, Mawb#, Hawb #  
SRN no (for Aramex offices only) Contents, No of packages, Weight, Prepaid/Collect,  
Flight Schedule.

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

- Three days from shipment arrival. D/O and documents will be handed to CNEE, CC amount collected (if any), assistance for customs clearance provided if required within min 72 hours for general cargoes which do not need any special approvals or standard checks.
- DDP, please send a copy of invoice including details of the cargo to obtain accurate clearance costs. Full details of the cnee and the shipment should also be mentioned.

## **Clearance Standard:**

- Regardless the arrival time of the flight, document recovery only after 3-4 business days before 12.00 hrs. W5 & LH D/O price differs and must be checked on case-by-case basis.
- Standard lab approval: for items listed by Iran Standard Organization, which takes at least 5-7 business days, depending on required tests. For now this test is essential for all commodities.
- Ministry of Transport registration, permit and 10 % of airfreight charges as tax, for shipments forwarded by non-Iranian airlines, which takes between 2-4 days.
- Ministry of health Approval must be provided by the customers in Iran.
- Ministry of Culture approval must be provided by the customers in Iran.

- For beyond cities delivery transit time will be on case-by-case basis.
- Custom receipts will not be provided to the customers, as shipments are being cleared with a 3<sup>rd</sup> party brokerage agent, under their commercial cards, and all the receipts are their confidential documents.
- VAT is added on all invoices, and is updated every year.

## DGR:

- Pre-alerts must be sent before shipment's arrival. The ETA should not be on Thursday, Friday.

## Documents Required and Acceptable:

- COMMERCIAL INVOICE - 1 COPY (MUST BE ORIGINAL INVOICE)
- PACKING LIST - 1 ORIGINAL
- Certificate of Origin is a MUST. Otherwise there is a deposit of 550 USD to Custom.
- BILL OF LADING (HAWB) - 1 ORIGINAL
- EXPORT DECLARATION - REQUIRED IF SHIPMENT VALUE IS OVER \$2500 USD OR IF SHIPMENT REQUIRES EXPORT LICENSE.
- Also refer to ABC & TACT rules. Please place the invoice (whatever the commodity is) in an envelope attached to the MAWB and send another set of inv/docs separately as co mail same day or before shpt departure.

## Important Remarks Must Comply:

- **HS codes of the items must be mentioned on AWBs, both MAWB and HAWB. And drafts must be forwarded for final confirmation.**
- For door-to-door rates, contact us for accurate clearance and delivery costs. Include the following: shipment description, value, pieces and weight. Provide consignee's address and phone number. The customs duty amount is based on customs estimates of value of goods and NOT on the values declared in the invoice.
- The consignee is responsible for any charges of storage, demurrage, and fines and will be invoiced.
- Duty and tax are as applicable.
- In case of clearing the shipment using brokerage companies' commercial cards, no custom receipts will be provided.
- VAT is always added on the total charges and is as per annual approved percentage by government.

# Air Freight Operational Procedure: Iran



- Any shipment to any free zone (Queshm or Kish Islands for example) has to be consigned DIRECTLY to the final consignee, or in the case of Kish Island to our Kish agent.
- All pallets should have labels showing AWB numbers.

# Air Freight Operational Procedure: Iraq



## Iraq Cities

BAGHDAD

ERBIL

# Air Freight Operational Procedure:

## Iraq

### City: Baghdad

#### Working Days and Timings:

- Working Days: Saturday to Thursday , Saturday
- Working Hours: 09:00 till 16:00 , 9:00 till 14:30

#### Gateway(s):

- BAGHDAD INTERNATIONAL AIRPORT (BIAP) Code: **BGW**
- BASRAH INTERNATIONAL AIRPORT (BSR)
- NAJIF INTERNATIONAL AIRPORT (NAJIF)
- BASRAH SEA PORT (UM QASER)
- TRABEEL BORDER IRAQ- JORDAN

#### Contact Person(s):

- Aya Ahmad
- Samer Ali
- Nabeel Abbas

#### 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).

# Air Freight Operational Procedure: Iraq

## **Alerting and Consigning AWBs:**

MAWBs should be consigned to:

ARAMEX INTERNATIONAL AIR CARGO,

IRAQ - BAGHDAD -AL KARRADDAH

Tel: 00964 780 1099289

Tel : ( Customer Service) 00964 7901913625

ARAMEX INTERNATIONAL AIR CARGO,

IRAQ - AL NAJIF AIRPORT -AL NAJIF

ATTN: ABBAS ALKHALDI

Tel: 00964 780 1099289

Tel : ( Customer Service) 00964 7901913625

Pre-alerts should be sent to Aramex ARAMEX attention on:

- Email: [Nabeel.abbas@aramex.com](mailto:Nabeel.abbas@aramex.com)  
[aya.ahmad@aramex.com](mailto:aya.ahmad@aramex.com)  
[Samer.Ali@aramex.com](mailto:Samer.Ali@aramex.com)
- Tel: 00964 780 1099289

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

- Next working day from when shipment arrives to Baghdad. We will hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance, if required.
- For DDP shipments, contact destination for accurate clearance fees. Include the following; shipment description, value, pieces, and weight. Please supply consignee's address and phone number.

## **Documents Required and Acceptable:**

The required documents from BGW airport:

1- Packing list

2- COO & Invoice

3- Import license from the ministry of trade/health/interior..etc

Depends on the nature of the goods

4- all above Docs must be attested from the Iraqi consulate signed and stamped

If Consignee couldn't provide above documents, we can check it case by case.

## Important Remarks Must Comply:

- THE CONSIGNEE'S PHONE NUMBER MUST BE INCLUDED ON THE HAWB.
  - 1. Dangerous goods are not permitted in consolidations.
  - 2. Commodities that require special handling during transit are not permitted in consolidations, such as:
    - a. Perishable cargo requiring special handling
    - b. Baggage shipped as cargo
    - c. High value goods
    - d. Automobiles, motorcycles, etc.
    - e. Live animals
    - f. Diplomatic mail
    - g. Human remains
  - 3. Only general cargo permitted within consolidations
  - 4. Consol manifest reflecting the MAWB number and one copy of each HAWB must be firmly attached to the MAWB. The consol list must show the following details with respect to each component of the Shipment:
    - a. House Airway bill number
    - b. Number of packages and gross weight
    - c. Nature and quantity of goods
    - d. Dimensions or volume and method of packing
- On all consolidations and back to back shipments, description of goods must match on both MAWB & manifest and it should always read: "consolidation cargo" exact description can be typed on HAWB only.

## PERSONAL EFFECTS:

Aramex Baghdad will handle personal effects shipments with no problem but it must move with shipments copy from the passport of the consignee.

## Shipment Labeling & Identifications:

- All Identification Labels on the shipment must have the following fields:
  - Gross Weight
  - Chargeable weight
  - Number of Pieces.



- MAWB Number.
  - HAWB Number.
- The information on the labels must match the shipment contents and information, and any discrepancy i.e.: Wrong HAWB#, Wrong MAWB#, Wrong Number of pieces.
- Will cause a penalty, and shall pay 150 USD/HAWB to the Customs Department at the Airport.

# Air Freight Operational Procedure: Iraq

## City: Erbil

### Working Days and Timings:

- Working Days: Sunday to Thursday , Saturday
- Working Hours: 09:00 till 17:00 , 9:00 till 14:30

### Gateway(s):

- Erbil INTERNATIONAL AIRPORT (BIAP) Code: EBL
- Ibahim Al Khalil (Zakho) BORDER IRAQ-Turkey
- Sulymaniah International airport.

### Contact Person(s):

- Daa Suliman [diaa.suliman@aramex.com](mailto:diaa.suliman@aramex.com)
- Zahraa Al Obaidey
- Khaled Hinnawi

### 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).

# Air Freight Operational Procedure: Iraq

## Alerting and Consigning AWBs:

aramex International  
Erbil main station, Iraq  
Tel +964 662252299 / +964 750 5910453  
**Freight Department:** +964 750 144 5300

Peralerts should be sent to Aramex ARAMEX attention on:

[EBL.Freight@aramex.com](mailto:EBL.Freight@aramex.com) ( all freight department).  
Zahraa Alobaydi [Zahraa.Alobaydi@aramex.com](mailto:Zahraa.Alobaydi@aramex.com)

## TCN (Time Consignee Notified):

- Next working day from when shipment arrives to Erbil. We will hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance, if required.
- For DDP shipments, contact destination for accurate clearance fees. Include the following; shipment description, value, pieces, and weight. Please supply consignee's address and phone number.

## Documents Required and Acceptable:

- COMMERCIAL INVOICE
- Packing list
- Special approvals should be checked case by case.

## Important Remarks Must Comply:

- THE CONSIGNEE'S PHONE NUMBER MUST BE INCLUDED ON THE HAWB.
5. Dangerous goods are not permitted in consolidations.
  6. Commodities that require special handling during transit are not permitted in consolidations, such as:
    - h. Perishable cargo requiring special handling
    - i. Baggage shipped as cargo
    - j. High value goods

- k. Automobiles, motorcycles, etc.
  - l. Live animals
  - m. Diplomatic mail
  - n. Human remains
- 
- 7. Only general cargo permitted within consolidations
  - 8. Consol manifest reflecting the MAWB number and one copy of each HAWB must be firmly attached to the MAWB. The consol list must show the following details with respect to each component of the Shipment:
    - e. House Airway bill number
    - f. Number of packages and gross weight
    - g. Nature and quantity of goods
    - h. Dimensions or volume and method of packing
- 
- On all consolidations and back to back shipments, description of goods must match on both MAWB & manifest and it should always read: "consolidation cargo" exact description can be typed on HAWB only.

## **PERSONAL EFFECTS:**

Aramex Erbil will handle personal effects shipments with no problem but it must move with shipments copy from the passport of the consignee.

## **Shipment Labeling & Identifications:**

- All Identification Labels on the shipment must have the following fields:
  - o Gross Weight
  - o Chargeable weight
  - o Number of Pieces.
  - o MAWB Number.
  - o HAWB Number.

# Air Freight Operational Procedure: Ireland



## Ireland Cities

[CORK](#)  
[DUBLIN](#)  
[SHANNON](#)

**OFFICE WORKING HOURS:**  
0900 - 17.30 MONDAY TO FRIDAY

**NATIONAL HOLIDAYS - 2017:**

Jan 1, Jan 2, Mar 17, Apr 17, May 1, Jun 5, Aug 7, Oct 30, Dec 25, Dec 26

**CUSTOMS CLEARANCE**  
APPROX 24 HOURS - UP TO 72 HOURS IF CALLED FOR CUSTOMS EXAMINATION.

**CONTACT PERSONS**  
**DUBLIN - XDB**

[Grace.McMahon@aramex.com](mailto:Grace.McMahon@aramex.com)  
[Brendan.omara@aramex.com](mailto:Brendan.omara@aramex.com)  
[Ciara.Bizzell@aramex.com](mailto:Ciara.Bizzell@aramex.com)

Air / Ocean  
Air/Ocean  
Airfreight Operations

**CORK - ORK**

[Deborah.osullivan@aramex.com](mailto:Deborah.osullivan@aramex.com)  
[Rebecca.mulcahy@aramex.com](mailto:Rebecca.mulcahy@aramex.com)  
[Michael.Harris@aramex.com](mailto:Michael.Harris@aramex.com)  
[Borko@aramex.com](mailto:Borko@aramex.com)

Air/Ocean  
Air/Ocean  
Air/Ocean  
Air/Ocean

**Service Information - ALL BELOW INFORMATION IS APPLICABLE FOR ALL THREE IRELAND DESTINATIONS FOR AIR SHIPMENTS BUT THE SHANNON OPS ARE NOW HANDLED BY CORK SO PLEASE SEND ALL PREALERTS AND SRNS TO THE CORK OFFICE.**

# Air Freight Operational Procedure: Ireland



Collect -	Yes
COD	Yes
Free Domicile Charges	As per FTS

IF NOT DESTINATION SOLD TRAFFIC AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, PLEASE HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES.

PLEASE INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSEE NAME AND ADDRESS AND CONTACT NUMBERS.

FULL SHIMENT DETAILS REQUIRED - NUMBER OF PIECES, WEIGHT, DIMENSIONS, CONTAINER SIZE IF APPLICABLE, COMMODITY DESCRIPTION AND INVOICE VALUE

**\*\*PLEASE NOTE THAT EITHER THE MB,HB OR INVOICES MUST INCLUDE THE CUSTOMS TARIFF CODE APPLICABLE FOR THE CARGO.**

## PRE ALERT

FULL SET OF COPY DOCUMENTS NEED TO BE SEND TO RELEVANT DEST CITY ASAP, PRE ALERTS TO BE SENT TO RELEVANT DEST CITY AT CONTACTS AS LISTED ABOVE.

## DOCUMENTATION REQUIRED

HAWB	Original or copies
MAWB	Original or copies
COMMERICAL INVOICE	Original or copies
PACKING LIST	Original or copy

MAWB should be consigned to the relevant destination entity as below:

**XDB**

**Aramex Ireland Ltd  
Bellinstown  
Ballyboughal  
Co Dublin**

**ORK**

**Aramex Ireland Ltd  
Springhill Business Park  
Carrigtwohill  
Co Cork**

**SNN**

**Aramex Ireland Ltd  
1 East Park  
Smithstown Ind Estate  
Shannon Co Clare.**

# Air Freight Operational Procedure: Jordan

## Working Days and Timings:

- Working Days: Sunday to Thursday
- Working Hours: 08:30 till 17:30
- Saturday : Skeleton staff from 09.00 to 14.00

## Gateway(s):

- Queen Alia International Airport (Q.A.I.A) Code: AMM

Contact Person(s): [AMM.AirImport@aramex.com](mailto:AMM.AirImport@aramex.com)  
[AMM.Freight@aramex.com](mailto:AMM.Freight@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 in order 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 Jordan Limited  
P.O. BOX 3371,  
AMMAN 11181, JORDAN  
TEL : + 962 6 5358855



- Pre-alerts should be sent to Aramex either on:
  - o Email: Amman/cargo, attention :  
[AMM.AirImport@aramex.com](mailto:AMM.AirImport@aramex.com)
  - o Fax: + 962 6 5337733
  - o HAWB should be consigned to the ultimate consignee name with full address and contact person name and Phone ,Fax number and E-mail
  - o If for a reason or another, there is no HAWB, then to state a notify party on MAWB with full ultimate consignee name and contact.

**Failing to notify Aramex Amman with full ultimate consignee contact will be subject to a penalty charges of USD\$ 50.00 per each shipment to the origin station.**

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

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

\* For DDP shipments, contact destination for accurate clearance fees. Include the following; shipment description, value, pieces, and weight. Please supply consignee's address, contact person, phone, fax number and E-mail

## **Documentation:**

- Documents needed for Air Shipments:
  - o Original Certificate of Origin
  - o Original Commercial Invoice
  - o Original Packing List
  - o Any other documents related to the shipment commodity such as Health Certificate or So.

*\* Legalization of the documents will be required only by the ultimate consignee and upon his request. Please check with destination for consignee approval before legalizing.*

## **Important Remarks Must Comply:**

1. The consignee phone number must be included on the HAWB.

2. Dangerous goods are not permitted in consolidations.
3. Commodities that require special handling during transit are not permitted in consolidations, such as:
  - a. Perishable cargo requiring special handling
  - b. High value goods
  - c. Automobiles, motorcycles, etc. etc.
  - d. Live animals
  - e. Diplomatic mail
  - f. Human remains
4. Only general cargo permitted within consolidations,
5. Imported goods must clarify the country of origin or manufacturer clearly.
5. Consol manifest reflecting the MAWB number and one copy of each HAWB must be firmly attached to the MAWB. The Consol list must show the following details with respect to each component of the Shipment:
  - a. House Airway bill number
  - b. Number of packages and gross weight
  - c. Nature and quantity of goods
  - d. Dimensions or volume and method of packing
6. On all consolidations and back to back shipments (General, Perishable and Valuable) description of goods must match on both MAWB & manifest and it should always read as: "Consolidation Cargo" exact description can be typed on HAWB only, since shipment contains one or more associated HAWB.

**Penalty of 65 USD will be automatically debited to origins account without further confirmation in case of any amendment were required, including the discrepancies cause by the wrong Airline manifest.**

7. Origin station should make sure that Airline manifests with the

Regarding the Dangerous Goods Shipments which are accepted only as a Back to Back Consolidation ,then description of goods on MAWB should read as: Consolidation Cargo and on HAWB to read with actual commodity.

Some Dangerous goods classes are not accepted at all to be as Back to back consolidations which are class 1 (Explosives) class 7 (Radioactive Materials) class 8 (Corrosives) and items required to be shipped as "Cargo Aircraft Only" Since nature of goods for Dangerous shipment (classes 1, 7 and 8) can't be Back to Back

Consolidation, the master AWB should be consigned direct to the consignee (DTC) with showing actual commodity in description of goods box Without HAWB.

7. All freight shipments destined for Aqaba must show "Aqaba special economic zone" as the final destination on the HAWB, MAWB and B/L. "Aqaba free zone" may no longer be stated as the final destination on any shipping documents. Please note that all consignees must be registered with the Aqaba special economic zone authority to be able to receive shipments there.

### **PERSONAL EFFECTS:**

Aramex Amman will NOT handle personal effects shipments unless origin approves AMM special C&D charges and conditions prior to moving shipment.

### **Shipment Labeling & Identifications:**

All Identification Labels on the shipment must have the following fields:

- Gross Weight
  - Number of Pieces.
- MAWB Number.
- HAWB Number.

The information on the labels must match the shipment contents and information, and any discrepancy i.e.: Wrong HAWB#, Wrong MAWB#, Wrong Number of pieces etc. Will cause a penalty, and shall pay 500 USD/HAWB plus customs official receipts will be debited to the origin without confirmation.

# Air Freight Operational Procedure: Kenya



## Working Days and Timings:

- Working Days: Monday to Saturday
- Working Hours: 08:30 - 17:30 Mon - Fri, Sat: 0830 - 1230hrs

## Gateway(s):

- Jomo Kenya International Airport      Code: **NBO**
- Moi International Airport                      Code: **MBA**

## Contact Person(s):

- NBO Freight Team-ALL NBO Freight - Communications
- Email: [NBO.Communication@aramex.com](mailto:NBO.Communication@aramex.com)

Faith Chemurgor - [Faith.Chemurgor@aramex.com](mailto:Faith.Chemurgor@aramex.com)

Eva Muchira - [Eva.Muchira@aramex.com](mailto:Eva.Muchira@aramex.com)

Joyce Churu - [Joyce.Churu@aramex.com](mailto:Joyce.Churu@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.

# Air Freight Operational Procedure: Kenya

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
Aramex Kenya Ltd  
Dunga Close, Off Dunga Rd, Aramex Building, Nairobi- Kenya  
Tel: +254 (0) 20 5158000

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 NBO Freight - Operations [ALL\\_NBO\\_Freight\\_Operations@aramex.com](mailto:ALL_NBO_Freight_Operations@aramex.com)

And

NBO Freight Team-ALL NBO Freight - Communications

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

Faith Chemurgor - [Faith.Chemurgor@aramex.com](mailto:Faith.Chemurgor@aramex.com)

Eva Muchira - [Eva.Muchira@aramex.com](mailto:Eva.Muchira@aramex.com)

Joyce Churu - [Joyce.Churu@aramex.com](mailto:Joyce.Churu@aramex.com)

- Documents required per email on completion of AWB.
- Originals documents to be sent with the cargo.

# Air Freight Operational Procedure: Kenya

## Documentation:

- Documents needed for Air Export Shipments from Kenya:
  - Original MAWB
  - Origin HAWB (for not Direct to Consignee shipments)
  - 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
  - 
  - Original Packing List
  - Original Certificate of Origin (if required at destination)
  - COC if required by destination
  - Shipper's VAT Number
- Documents needed for Air Import Shipments to Kenya:
  - IDF application, issued from the consignee in Kenya
  - Original MAWB
  - Original HAWB
  - Original Commercial Invoice (not Proforma) showing the following:
    - Clear description of goods (with HS code provided)
    - 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)
    - **COC is required for all freight shipments**
    - Shipper's Signature & Stamp
  - Packing List
  - Importer VAT Number
  - Permits (for pharmaceuticals)

## Storage Fees:

There is a free storage of 48 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 Kenya:

- In case the cnee is an individual, then the origin needs to notify Aramex Kenya 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.
  - o In case the cnee does not have the needed paperwork, then Aramex Kenya will assist the cnee to get them after they establish the contact with the cnee.
- Aramex Kenya will require a 'Clearing Authorization' in writing from the cnee for every single inbound shipment, so a prior notification will allow them to arrange for 'Clearing Authorization' so as to avoid any storage fees.

# Air Freight Operational Procedure: Kuwait



## Working Days and Timings:

- |                  |                    |                  |
|------------------|--------------------|------------------|
| - Working Days:  | Sunday to Thursday | Saturday         |
| - Working Hours: | 08:30 till 17:00   | 08:30 till 14:00 |

## Gateway(s):

- |                                |           |
|--------------------------------|-----------|
| - Kuwait International Airport | Code: KWI |
|--------------------------------|-----------|

## Contact Person(s):

ALL KWI Freight - Air Sea [KWI.Air@aramex.com](mailto:KWI.Air@aramex.com)

ALL KWI Freight - Communicators [KWI.FreightCommunication@aramex.com](mailto:KWI.FreightCommunication@aramex.com)

## Services:

- Consolidations: Only allowed for multiple HAWBS.
  - o (Please refer to consolidation procedure)
- Charges Collect: Yes
- Cash on Delivery: Yes
- DDP: Yes (Please refer to DDP procedure)

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.

*\*Correction on the MAWB is not allowed to Kuwait, any correction on the MAWB to be supported by airline confirmation from Origin and subject to Kuwait customs approval and a penalty of USD 250 per MAWB, this penalty will be automatically debited to the origin Station*



## Consigning MAWBs:

Consignee is a Company, MAWB should be consigned to:

ARAMEX CARGO - KUWAIT  
ARDIYA,  
KUWAIT  
TEL: +965 1820011  
FAX: +965 1 24346190

For Single shipment even with HAWB actual commodity is to be declared on the MAWB and not consolidation. Consolidation wording is not allowed for single shipment.

**Limitations** (NO MAWB should be consigned to Aramex Kuwait for below as we are not authorized to endorse or clear these shipments):

- a) If the consignee is US MILITARY (please refer to US MILITARY instruction below).
- b) If the consignee is located at Kuwait free trade zone.
- c) If the Consignee is National Express Co or National Express C/O customs public ware house.
- d) If the consignee is Kuwait duty free.
- e) If the consignee is customs General ware house

## Personal Shipment:

Should be consigned to the consignee directly, Aramex Kuwait will not handle any consignment for an individual /Person. However, you can mention Aramex as notify Party on such MAWB's.

## Documentation:

1. Certificate of Origin required for all shipments with invoice value over USD 1500.00 and/or for shipments over 100 kgs. Certificate of origin must be chamber attested.
2. Original Commercial Invoice and attested by chamber at the origin. It must give an itemized listing with the complete description of the contents, HS codes, Quantity, Unit price, total price, total gross weight, number of Cartons/Boxes, total value and the country of origin. There should be 1 original and 2 copies.  
Gross weight and number of pcs must be same as on the AWB.

Invoice must be issued on shipper's letter head and stamped.  
Product must show irremovable country of origin same as mentioned on the invoice or certificate of origin.

**All above documents MUST be originals should be from the origin.**

3. Detailed Packing List (copy will do).

## **Repair and return additional requirement:**

Product and documents must show serial number on it or Photos, in addition to the normal requirement the consignee must take approval from custom for temp import and deposit customs duties.

Customs duties are returned back to the consignee directly by customs after the reexport is completed, it takes around 30/45 days, and customs deducts 0.01% as their fee for such refunds.

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

Next working day after the shipment arrives to Kuwait. We will hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance if required. In Kuwait we get the documents from the airlines 24 hours after flight arrival.

## **Clearance Standard:**

24 - 48 hrs provided all clearance documents required by Kuwait customs from the consignee end, along with the original documents from origin are in order.

## **Shipments from GCC country require the following:**

1. Statistical Export Declaration [Bayan Ashayee]
2. Invoice, packing list, Certificate of origin.

## **Customs- exempted shipments to Kuwait:**

1. Direct Kuwait customs duty exempt shipments must be consigned as per sender/consignee instructions exactly.

2. Documentation requirements as instructed by sender and ARAMEX cargo Kuwait's name should not appear on any of the documents.
3. For customs clearance exempt shipments, request KWI freight for clearance and delivery and other handling charges and requirements.
4. Send message to Kuwait to have ARAMEX cargo obtain acceptance of charges from the consignee and to ensure clearance.

## Release approvals:

- MOC ( Ministry of communications)  
Required on all telecommunication products that range from (phones, Computers, laptops, gateways, etc.), please see attached application forms. To be signed by MOC authorized signatory or Labor office authorized Signatory.  
Aramex can process these approval with service fee , however, the Approval or rejection is from the ministry authorities and Aramex will not Take any responsibility if rejected
- MOH (ministries of health)  
Required on cosmetics, perfumes, medical items/machines etc.  
Aramex can process this approval with service fee , however, the approval Or rejection is from the ministry authorities and Aramex will not take any Responsibility if rejected.  
  
Please see attached forms to be completed from the consignee and to be Signed by the authorized signatory.
- MOI (Ministry of information)  
Required on printed matters, CDs, etc, can be taken at the Airport after the Inspection.
- EPA (Environment public Authority)  
Required on chemicals, paints, ink cartridge, batteries and all DG Material ( cnee should have chemical import license to get the approval), Attached are the application and undertaking forms)  
Aramex can process this approval with service fee , however, the approval Or rejection is from the ministry authorities and Aramex will not take any Responsibility if rejected
- Ministry of interior

- Required on Security systems, security cameras, etc.  
Consignee representative to take this approval.
- Municipality approval:  
Required on all kind of Foodstuff
- Firestation approval  
Required for fire Extinguisher, elevators or elevators parts and related products. Consignee's representative to take this approval
- Radiation approval  
Required for laser products and all product of Japan origin
- Authority of industry approval  
Required on all electrical items and some industrial items and all kind toys. It can be overlooked if a certificate of conformity COC is available. Consignee's representative to take this approval.

## ***Certificate of Conformity (COC)***

Customs in Kuwait have started re-enforcing the International Conformity Certification Program (ICCP), to ensure the compliance of certain (regulated) imported products, with applicable Kuwaiti Standards (KSS) and technical regulations, (i.e. mandatory requirements).  
COC must be issued from the origin and below are the recognized bodies to Kuwait and only their issued certificates are valid.

Intertek  
Bureau VERITAS  
TUV  
SGS

Here is the link Approved Certification / Inspection Bodies.  
<https://www.pai.gov.kw/portal/page/portal/pai/KUCAS/CIB>

## ***Products Required COC:-***

- RADIO audio and/or video items

- Household Microwave ovens
- Power Transformers and voltage stabilizers (including any item that also use power chargers like laptops and notebooks)
- Intercoms, Phone sets (including mobiles, cordless telephones)
- Electric Power Cables, extension cable cords and cable reels
- Appliances for heating liquids
- Incandescent lamp holders whether separate or forming part of luminaries and chandeliers
- Radio receivers and electric clocks
- All kind of Toys

*Day after day, the customs are re-enforcing the Conformity Requirement for more items from the list. Please always coordinate with KWI Freight OPS Team for updates for above list.*

## **DDP Air freight into Kuwait :**

For DDP shipments below charges will be automatically debited back to Origin Against official receipt:-

Airline delivery order

PWC

Legalization charges

Any other official receipted charge

Customs duties

Airport charges / Storage

## **Consolidation Procedures to KWI:**

1. Consolidation on the MAWB is only allowed if shipment contains more than one HAWB. Single HAWB should not be moved as CONSOL, and in case of Single shipment, actual contents are to be shown on the MAWB, Kuwait customs will not accept any changes, amendment request and the shipment will not be cleared at all.

Failing to adherence to the above all destination charges will be debited back to the origin irrespective of the clearance status. In addition the origin station will be debited USD 150.00 per shipment as penalty too.

2. HAWBs original copy (2) is a must for all CONSOL Shipments, without Original HAWB copy customs will not allow to clear the shipment and such shipments will be subject to

demurrages till the Original HAWB copy 2 for consignee is received; demurrages involved if refused by consignee/s will be debited back to the origin.

3. HAWBS for CONSOL Shipments must show tact rate, rates on the respective prepaid/collect column for customs purpose. In addition, Due carrier charges and due agent charges to be mentioned on the HAWB/s 'As Agreed' on the HAWB is strictly not allowed for any field, failing to do so origin station will be charged USD 100.00 per shipment.

4. All consoles must have a manifest attached.

5. All consolidated MAWB must be accompanied by 2 pouches, One pouch addressed to "airline handling agents each and Second pouch addressed to "Aramex Kuwait" each pouch must have copies of all HAWB's and manifest pertaining to that particular MAWB only.

## ***Clearance Documents Required From Consignee side:-***

1. Declaration (Iqrar) - Original must be signed by the customs verified Signatory.
2. Copy Customs Verified Signature for the current year (Etemad Tawqia).Valid Till each end of the year.
3. Copy Import License.
4. Civil I.D copy of authorized person.
5. Copy Office License (Ruksat Mahal).
6. Please make sure the consignee is registered with the customs , this can Be checked by their registration number, if they are not listed, they need To contact below number to get their company registered:

+965 24981415

## **General Notes:**

1. 0 value or no commercial value is not accepted in Kuwait
2. Gross weight & number of pieces on the HAWB should always match that mentioned on the MAWB, invoice and Certificate of Origin.
3. All Original Documents (Invoice, Packing List & Certificate of Origin), should move with the shipment.
4. Pre-alert must also be sent to ARAMEX Kuwait.
5. HAWB original copy (2) is a must for all Consol Shipments.
6. All documents should be typed and not handwritten

7. Kuwait customs prohibits shipments to be destroyed or re-exported to origin without completing the customs clearance process first.
8. All Ministry Approvals as required by Kuwait customs will have to be procured by the consignee or his representative only.
9. The country of origin should be stamped or engraved on any item (No stickers allowed).
10. For customs clearance, all the clearance documents (as mentioned above) are required. Absence of even one document will result in the shipment being held at customs.
11. HAWB/s consigned to an individual Person is not allowed to be included in any consolidation.

## US Military shipments to Kuwait:

### **Consigning MAWBs:**

MAWB for all US Military shipments **should not** be consigned to Aramex and should be consigned exactly as below:

US Military,  
Central Receiving and Shipping Point,  
Camp Arifjan, Kuwait.  
Valid POC Name -  
Valid POC Tel No -  
Valid PO #

Notify Party on the MAWB should be:

ARAMEX CARGO KUWAIT  
KUWAIT PHONE: 00965 1820011

### **Documentation:**

*Documents Required for US Military shipments:*

- Original Commercial Invoice, It must give an itemized listing with the complete description of the contents, HS codes, Quantity per Item, Unit price per Items, total price, total gross weight, number of Cartons/Boxes, total value must and the country of origin.
- Invoice must show US military, Valid POC Name and Valid POC Tel No.
- Original Certificate of Origin required for all shipments with invoice value over USD 1500.00.

- Packing List Detailed (copy will do).

*\*Once the docs are ok, we will send the AK 302 form by email to the valid POC to get it signed. Once that is done we have to send the signed form to US Customs to get the customs exemption letter along with the shipping documents. This procedure is time consuming and usually takes at least 3-4 days to get the letter.*

*When we have the customs exemption letter on hand we can proceed for clearance the next day and shipment can be cleared on the same day itself.*

## **Clearance and Delivery Charges for US Military shipments:**

Clearance and Delivery charges for such shipments are to be pre agreed on case to case basis, it's not falling under Normal clearance and delivery.

All US Military shipments are always free domicile and all local charges are always billed back to shipper.

Local charges at actual , such as, Demurrages, KAC charges, PWC charges ,delivery order , Legalization , and or any other official tax/duties implemented at the time of clearance, all these charges will be at actual against official receipts.

## **Export Air freight out of Kuwait :**

### **Documentation,**

1. Invoice showing HS codes, itemized description, itemized quantity, itemized unit price, Itemized total price, Invoice number, and date. Invoice must be signed by the authorized customs signatory. Must be on the shipper letter head and stamped. Any other requirement on the invoice subject to the destination need, please refer to Destination counties requirement on FTS.
2. Certificate of origin if needed by destination,, please refer to Destination counties requirement on FTS.
3. Export customs formalities document

Customs Verified Signature for the current year (Etemad Tawqia).Valid till each end of the year.



Copy Import License.  
Civil I.D copy of authorized person.  
Copy Office License (Ruksat Mahal).

## **Repair and return additional requirement:**

Product and documents must show serial number on it or Photos, in addition to the normal requirement the SHIPPER to take approval from customs for temp export.

Upon return the customs will charge only the repaid value duties, provided the same products are coming back with the same quantity, weight.

## **DG Martial Export additional requirement:**

MSDS is the first step to check if the shipment is acceptable or not. After the MSDS is checked, the shipment can be moved subject to the Airline approval and DG formalities completed. Such as DG declaration, which is sole responsibility of the shipper, however, Aramex can assist them

## **Telecommunication Material Export additional requirement:**

For telecommunication wireless material, ministry of communication is required.

## **Valuable Material Export additional requirement:**

For valuable export the shipper representative is needed at the airport to seal the shipment once the inspection is completed.

## **Perishable Material Export additional requirement:**

Municipality approval is need and the shipper rep is needed during export formalities.

**Heath related procuts or equipment Export additional requirement:**

Ministry of health approval is required.

Attached:

MOH Approval forms  
EPA Approval Forms  
MOC approval forms  
US Military AK 302-1 form.

# Air Freight Operational Procedure: Lebanon



## Working Days and Timings:

- Working Days: Monday to Friday (and Saturday)
- Working Hours: 08:00 till 17:00  
08:00 till 14:00 (Saturday)

## Gateway(s):

- Beirut International Airport Code: BEY

## Contact Person(s):

- Jihad Chidiac [Jihad.Chidiac@aramex.com](mailto:Jihad.Chidiac@aramex.com)
- Diane Sfeir [Diane.Sfeir@aramex.com](mailto:Diane.Sfeir@aramex.com)
- Rashad Wehbe [Rashad.Wehebeh@aramex.com](mailto:Rashad.Wehebeh@aramex.com)
- Elie Ibrikji [Elie.Ibrikji@aramex.com](mailto:Elie.Ibrikji@aramex.com)

## Services:

- Consolidations: Yes
- 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.

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:

ARAMEX LEBANON SAL  
SIN EL FIL, ARAMEX CENTER  
GROUND FLR, 1ST FLR, and 6TH FLR.  
BEIRUT, LEBANON  
TEL: 961 1 518600

*\*\*All HAWB should read charges: AS AGREED showing rates is causing problems with the Lebanese customs.*

# Air Freight Operational Procedure: Lebanon

*\*\*\* 4 copies of cargo manifest should be attached to the MAWB outside the pouch (in addition to copies inside the pouch) for customs purposes; otherwise, a penalty of 300 USD will occur*

## Pre-alerts:

Should be sent to Aramex, BEIRUT, FAX: (9611) 495404,  
TEL (9611) 518600

Attention [BEY.AirImport@aramex.com](mailto:BEY.AirImport@aramex.com)

*\*\*The full telephone number of the consignee must appear on the HAWB/MAWB/PREALERT for all your freight shipments to BEY. If the phone number is not on the paperwork it causes major delays and Aramex BEY is not Responsible on the storage amount that may occur due to this.*

## Documentation:

### - Documents needed for Air Export Shipments:

- 2 Original Invoices
- 2 Original Packing Lists
- Original Certificate of Origin (If required by destination country)
- Shipper's Legal Documents:
  - Consignee's ID card of authorized person to sign as per commercial circular.
  - Commercial register certificate. (For companies).
  - Valid Clearance certificate from National Social Security Fund (NSSF) (For companies)
  - Commercial circular. (For companies).
  - Financial Register Certificate from Ministry of Finance (for both individuals & companies)

*\*\* If goods are used personal effects with a weight < 100 Kgs and a value < 500\$ then the shipper's ID copy will be enough*

### - Documents needed for Air Import Shipments:

- Original Air waybill
- Original Invoice- **NOT A PROFORMA** showing the following details:
  - Clear description of goods (not coded)

# Air Freight Operational Procedure: Lebanon

- Quantity of each
- Unit Price
- Total Value (Honest & 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
- It shouldn't include sentences such as: "No Commercial Value" or "Value for Customs Purposes Only" as they are not acceptable by Lebanese Customs.
- Original Detailed Packing List clarifying the contents of each package and the number of cartons inside each pallet if goods are palletized
- Proof of Payment if required
- Consignee's Legal Documents:
  - Consignee's ID card of authorized person to sign as per commercial circular.
  - Commercial register certificate. (For companies).
  - Valid Clearance certificate from National Social Security Fund (NSSF) (For companies)
  - Commercial circular. (For companies).

- Financial Register Certificate from Ministry of Finance (for both individuals & companies)

-Customs Value Confirmation Declaration Form / Declaration of Element's Value DEV (Signed & stamped by cnee) **if good value is more than 3000 USD**

*\*\* If consignee is an individual without the legal documents stated above, we can clear the shipment using his ID card by applying a one-time registration number at airport in condition that the shipment is not for commercial use and it is the first time that client imports / exports goods into or out of BEY using his own name.*

## Notes:

- The Lebanese entity (consignee on imports, shipper on exports) must provide a register certificate from the ministry of finance in order to proceed with customs formalities. This is for income tax purposes and is required for every BEY freight import or export except the following:

1. Import shipments valued less than \$600.00 and weighed < 100 Kgs
2. Export shipments of books, magazines and periodicals.
3. Personal effects shipments for personal use.

- **PROFORMA INVOICES ARE NOT ACCEPTED NO MATTER WHAT!!**
- Legalization of documents is not required unless the shipper or consignee specifically request it to be performed.
- No Invoice is accepted if it doesn't have a value - even if shipment is of no commercial value or contents are just samples
- For temporary export or import requirements, please refer to BEY Freight Ops for advise
- If you have any questions regarding documentation, please contact [BEY.AirImport@aramex.com](mailto:BEY.AirImport@aramex.com) directly.

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

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

For DDU, service is available but destination must be contacted for accurate clearance and delivery fees. Include the following; shipment description, value, pieces and weight. Please supply consignee's address and phone number.

For DDP, contact destination for accurate clearance fees. Include the following; shipment description, value, pieces and weight. Please supply consignee's address and phone number.

## **Personal and Household Effects:**

- For personal effects shipment, please adhere to the following instructions:
  1. Before sending any p/e or h/h goods to BEY on door-to-door basis, must contact BEYFREIGHT for the exact clearance/delivery charges before you forward shipment.

2. For P/E and H/H shipments, which require clearance and delivery, a spot rate for clearance and delivery must be obtained from BEYFREIGHT on case-by-case basis. You have to list no. Of pcs, wt/dims of all pieces, and the exact address in Lebanon being delivered to.
3. After obtaining above information and you have proper rates and quotes in hand and approval from BEYFREIGHT to proceed, the MAWB for these personal effects and household goods shipments must be filled out accordingly:  
consignee:
4. ultimate consignee w/phone number also notify: Aramex in BEY as notify party in the accounting box of the MAWB
5. The clearance at the BEY airport will then be done after the approval of the consignee(s).  
Lebanese customs fully exempts all used personal belonging for Lebanese citizens that have been residents abroad for more than 3 years & are permanently returning back to Lebanon after TERMINATION of their residency....accompanied with a letter from Lebanese embassy stating so.

Lebanese customs in case above was not applicable , used to apply a 50% reduction on imposed custom used on personal belonging , for Lebanese citizens residents abroad regardless of the period of their residency abroad.

YET Lebanese customs recently published attached decree stating that the 50% reduction will NOT be applied unless Lebanese has been a resident abroad for AT LEAST one year, also shipper should have a Certificate from the local Mayor (or like authority) stating that he has been a resident for more than one year at so & so address..., so & so city...etc. in addition to that Mayor should stamp & sign the list of used personal belongings too.

Consignee can NOT benefit from 2 consecutive Custom Reduction shipments UNLESS there is a ONE YEAR time lap between them .  
Failing to have above will result in applying FULL customs tariff on goods.

- Regulations and documents necessary to clear personal effects shipments from Lebanese nationals permanently returning to Lebanon:
  1. Must be a Lebanese national.
  2. Must have resided outside Lebanon for at least 3 consecutive years.

3. Include a letter of permanent leave, prepared and legalized by the Lebanese embassy.
4. Include a detailed list of all items, prepared and legalized by the Lebanese Embassy. This list must include the number of pieces, contents of each piece and the gross and net weights.
5. Consignee must be in Beirut when the goods arrive because we need to have the \*original\* passport in hand with a new entry seal to Lebanon.
6. New items will \*not\* be exempted from customs. The shipper should provide receipts for all personal effects that may appear to be new to prove that they are really used items.
7. Basic electrical appliances (such as refrigerators, microwaves, etc.) Must be shipped as one piece each since additional pieces will be considered additional items and will not be exempted.
8. Consignee must have in Lebanon a valid apartment rental lease or apartment owner register.
9. Consignee must provide a certificate from his local mayor in Lebanon certifying that he is or will be living at the address specified in item #8.
10. A commitment endorsed to Lebanese customs must be signed by the consignee stating that his personal effects being shipped will definitely be used at his address specified in item #8, and that he will not import any other personal effects within a minimum of 3 years.

Non-Lebanese citizens may also benefit from custom exemption providing they have in addition to items #4 - #9 above, a valid work permit, a valid residence and a work contract.

Please take note of all the above making sure that they are followed and properly prepared.



## Rules And Regulations Importing Used Cars:

1. Car must not be more than 8 years old.
2. Must provide original car registration book.
3. Must provide a legalized invoice (from chamber of commerce & industry and the Lebanese council or embassy).

### - Origin procedures for handling personal / household effects :

1. Origin staff should check the packing, if each commodity is properly packed and according to international procedures (especially glassware's / paintings & antiques).
2. In case of any weak packing, piece should be opened /inspected and if it needs to be repacked then we should do it after informing client.
3. Origin staff should take photos of all pieces before loading.
4. Origin staff should take another photo of the container after loading.
5. Origin staff should leave space for the customs inspector to go inside the container in case of inspection needed.
6. Origin staff should put the fragile boxes on top of all pieces and mark them well.

### - Lebanon procedures and responsibilities for handling personal / household effects:

1. Lebanon staff must take photos upon the opening of the container and before inspection.
2. Lebanon staff should take photos after the inspection.
3. Consignee must be available upon inspection loading / unloading of his/her stuff.
4. Consignee should be aware that no tips to be paid to any porters or Aramex staff without informing Aramex Lebanon.
5. Aramex Lebanon, should have their own staff upon inspection in the presence of client, and also upon unloading at consignee's premises to make sure that everything was done according to procedures and clients' needs.

## MANIFEST REQUIREMENTS FOR INBOUND SHIPMENTS:

- To avoid any of the Manifest Penalties that we are incurring on the Inbound to BEY, below should be abided:

1. For all Inbound Shipments consigned to Aramex and containing one or more HAWBs, the description of goods on the MAWB should read "Consolidated Cargo as per Attached Manifest" and a MANIFEST SHOULD BE PHYSICALLY ATTACHED TO THE MAWB, and not only in the attached envelope (it is preferred to have six copies attached to the MAWB, and 3 copies in the attached envelope). The manifest should clearly state that this is a consolidation as indicated on the air waybill and not only mentioning the exact nature of goods. Failing to do so, a manifest penalty will occur that will be charged back to origin station.

**For any doubt, you can always refer to BEY Freight Ops for help.**

2. For all consolidations into Lebanon, manifest must be attached with the documents and must list all contents of each house and in details. For example, "spare parts" description is unacceptable; it must clarify if spare parts for computers, printing machine, etc... Any failure will result in delay in clrnce and a penalty from customs that will be debited back to origin.

**Please direct your emails containing the manifests to BEY Freight Ops.**

3. The manifest should contain the following fields:

- a. MAWB
- b. HAWB(s)
- c. Shipper(s)
- d. Consignee's full name and address(s)
- e. Pieces/Shipment(s)
- f. Gross Weight/Shipment(s)
- g. Nature of Commodity/Shipment(s)
- h. No need for any cc charges to be mentioned on the manifest

4. All shipping & commercial documents (commercial invoice, manifest & AWB) should match exactly concerning the number of pieces & weight. In case of palettes, contents of palettes (i.e. cartons, bags, rolls etc...) should be clearly mentioned too. Any discrepancy to the above will result in manifest penalties related to customs duties and would be advised on case by case.

5. For any inbound shipment to BEY, each piece should be clearly labeled with MAWB **AND** HAWB numbers.

6. For **ANY CONSOLIDATION** shipment coming to BEY, the origin station has to send Aramex BEY the pre-alert documents with the manifest of the consol maximum upon the departure of the aircraft from origin to avoid any manifest discrepancies and resulting penalties.

7. Origin should make sure that airline at origin states the shipment on airline manifest since any **UN-MANIFESTED** shipment will be subject to a penalty that will be charged back to origin station who can take that up with airline at origin.

- To avoid any Manifest Penalties due to the wrong description of goods stated from origin on HAWB and Manifest, below should be abided:
  1. The description of goods stated on HAWB and Manifest should be clear, accurate and exact, in conformity of what is stated on invoice as well as physical goods without stating general, coded or vague terms.  
For example, stating goods as Electronics while real goods as Remote Controls and Sensors is not acceptable by Lebanese Customs who will consider the Electronics word as a general one and will impose a penalty on the same, Or when goods are declared as Spare Parts; a specification is required if these are Auto Spare Parts or Air Conditioning Spare Parts, etc.
  2. Be specific when you can be specific.
  3. For multi-item shipments, origin can prepare a numbered list of goods (all items) and the description of goods can be declared: "As per attached list of goods #...for Invoice #..." and to attach the physical list to the manifest handed over to airline at origin.
  4. The Lebanese customs manifest system fits only 12 characters for the description of goods so in case the declared is larger than that, please state the most expensive items first and then the least expensive ones.

5. Consult BEY Freight OPS for any doubt on what to declare.
6. In case of any discrepancy if the above was not adhered, any potential fine or penalty will be debited back to origin station against official receipts.

## Additional Notes:

- **Effective Jan. 1st, 2018**, all incoming shipments into BEY are subject to 11% VAT applied on CIF value (cost of goods, insurance, freight charges, pickup charges if shipments on cc basis), on customs duties, on clearance & delivery, formalities, portage. Vat does not apply on Legal Stamps however.
- Customs Duties in Lebanon is calculated based on the CIF value as well and not only the value of goods stated on the commercial invoice for FCA/FOB shipments.
- Electrical Items, Chemicals, Cosmetics, Ceramic Tiles, etc...are subject to the inspection and approval of the IRI (Industrial Research Institute) that works and is backed up with a technical assistance agreement of Bureau Veritas worldwide and that approves or rejects goods conformity to Lebanese Code of Standards.
- Charges would be on case by case basis.
- Effective 20 April 2004, All shipments coming into Lebanon and containing food items or raw material to be used in the production of food items/stuff in Lebanon will be tested by the Lebanese Atomic Bureau and Lebanese Customs Authorities at BEY Int'l Airport before allowing the clearance process to start. This will cause an additional cost of around \$100.00/test (against official receipts).  
Exempted from this test are shipments originating from the following countries:  
United Kingdom - France - Italy - Germany - Spain - Luxemburg - Portugal - Greece - Ireland - Austria - Sweden - Finland - Belgium - Holland - Denmark - USA - Canada - Japan.
- Effective 15 February 2006, the Lebanese Ministry of Agriculture started requiring all regulated Wood Packaging Material (WPM) imported into Lebanon to comply with the International Plant Protection Convention (IPPC) standard ISPM#15.
- The new regulation states that for imports into Lebanon as well as for transit goods: WPM in use in international trade must be accompanied by a

Phytosanitary Certificate unless it was treated by heat or by fumigation with methyl bromide.

- Paper certification (treatment certificates) will not be required if WPM (with a thickness exceeding 6mm) was marked with the IPPC logo; the 2-letter International Organization for Standardization (ISO) code for the country that treated the WPM, the number assigned to the treatment, company and the abbreviation HT (heat treatment) or MB (methyl bromide).
- In case of non-Compliance to the above and the standards of ISPM # 15, the WPM will not be allowed to enter the country and will be re-exported back to origin or destroyed by Lebanese Authorities.
- The implementation of this decree has been suspended by the Lebanese government until further notice.

# Air Freight Operational Procedure: Libya

## Working Days and Timings:

- Business & Customs
- Working Days: Saturday to Thursday , Sunday to Thursday
- Working Hours: 09:00 till 17:00 , 08:30 till 14:00

## Gateway(s):

- Mitiga International Code: **MJI**

## Contact Person(s):

- ALL TIP Freight [TIP.Freight@aramex.com](mailto:TIP.Freight@aramex.com)
- Muhammad Yamin [Muhammad.Yamin@aramex.com](mailto:Muhammad.Yamin@aramex.com) - BEN Branch Manager
- Tariq Hajeer [Tariq.Hajeer@aramex.com](mailto:Tariq.Hajeer@aramex.com) - Station Manager
- Ahmed Elmusrati [Ahmed.Elmusrati@aramex.com](mailto:Ahmed.Elmusrati@aramex.com) - Freight Specialist

## Services:

- Consolidations: **No**
- Charges Collect: **Yes**
- Cash on Delivery: **Yes**
- 'Charges Collect' or 'Cash on Delivery' basis are acceptable; a message must be sent in advance by a pre-alert to collect a certain CC fee or a collect charge from the consignee.
- **NO break-bulk (B/B) accepted.**
- In case shipment is on CC basis then the standard ARAMEX CC fee of 5% will be deducted from the CC remittance.

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:
  - If the shipment on CC basis or to Door Service:  
In the Cnee box only Consign MAWB to:

**ULTIMATE CNEE NAME,  
C/o aramex- Libya  
Fallah Area on AlSawanni Road,**

# Air Freight Operational Procedure: Libya

**Tel: +218-913470673**  
**Tripoli Libya**

- If the shipments on PPD (DTC):
  1. Consignee Notification is required:
    - The same above Procedure should be applied.
    - \*\*\* **US\$ 50.00** will be collected from the ultimate consignee for releasing the
    - d/o from the handling agent
  2. Consignee Notification is NOT required:
    - Then ARAMEX Libya should not be involved (Mawb should be issued in the name of
    - Ultimate consignee without mentioning ARAMEX/ Libya on the Mawb.
  3. For All Door To Door Shipments Origin Station will be debited with the **\$ 50.00**
    - (delivery Order Fees) in addition to the agreed Clearance and delivery charges.
    - **Any misconsigned MAWB will result in a US \$500 - Penalty.**
    - **Amendment charges will be \$150.00 to be debited back to origin station.**
    - **Above will be debited automatically.**

Peralerts should be sent to Aramex TIP cargo attn. on:

- Email: [TIP.Freight@aramex.com](mailto:TIP.Freight@aramex.com)
- At least 48 hours prior to shipment arrival. Also you should Fax copy of the MAWB, Invoices, Packing lists and Certificate of Origin (if any) along with the pre-alert details to AIC TIP without fail.
- Please send your pre-alert with all details and shipment charges by e-mail msg.

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

- Next working day from when the shipment arrives Tripoli. Tip will hand over the delivery order and shipment's docs to CNEE(s) and collect the cc's if any and assist consignee in customs clearance if required.

## **Documents required & Acceptable:**

- Original Invoice (should be legalized by the Libyan embassy at origin)
- Original Packing list (should be legalized by the Libyan embassy at origin)
- Certificate of origin must be attached to each shipment stamped and legalized from chamber of commerce.
- The invoice and packing list must be legalized by the Libyan Embassy or the Chamber of Commerce of the country, whichever is available.



# Air Freight Operational Procedure: Malaysia



## Working Days and Timing:

- Working Days : Monday to Friday
- Operating Hours : 0830 till 1800

## Gateway:

- Kuala Lumpur International Airport      Code : KUL
- Penang International Airport              Code : PEN

## Contact Person(s):

- Hyacinth Arulananthar  
Email: [Hyacinth.Arulananthar@aramex.com](mailto:Hyacinth.Arulananthar@aramex.com)
- Ms Vasanthi Mutthiah  
Email: [Vasanthi.Mutthiah@aramex.com](mailto:Vasanthi.Mutthiah@aramex.com)
- Ms.Siti Rasyidah Osman  
Email: [SitiRasyidah@aramex.com](mailto:SitiRasyidah@aramex.com)
- KUL Freight Team  
Email: [KUL.Freight@aramex.com](mailto:KUL.Freight@aramex.com)

## Services:

- Consolidations - YES for both Import and Export
- Charges Collect - YES
- Cash on Delivery (C.O.D) - YES

For an inbound shipments on Charges Collect or C.O.D term, the origin is require to send an email alert to destination station for the latter to contact the consignee and ensure the money is collectable.

## Alerting and Consigning AWBs:

- MAWB should be consigned to:  
Aramex Malaysia Sdn Bhd

No 12C, Hedgeford Innovation Park, Jalan Tandang

46050 Petaling Jaya Selangor Malaysia

Tel: 603-87788865 / 603-77878787

PIC: Mohd Hissam

The description of goods on the MAWB should read as 'Consolidation As Per Attached Manifest'.

All HAWB should read charges 'As Agreed'.

## Pre-alerts should be sent to Aramex KUL either on:

- Email - [KUL.Freight@aramex.com](mailto:KUL.Freight@aramex.com)
- A copy of MAWB/HAWB and CIPL is required per email on completion of AWB. KUL will perform pre-clearance upon receiving the email.
- Original documents to be sent together with the cargo.

## Documentation.

## Documents required for an Air Outbound shipment from Kuala Lumpur (KUL):

- Original MAWB
- Original HAWB (not for DTC shipment)
- Original Commercial Invoice showing the following:
  - Clear description of goods
  - Quantity of each content
  - Unit Price

- Total Value
- Currency
- Total number of package
- Gross Weight
- Country of Origin
- Shipper's signature and Company Stamp
- Original Packing List
- Original Certificate of Origin (if required at destination country)
- Customs Tariff Code

## **Documents required for an Air Inbound shipment to Kuala Lumpur (KUL):**

- Original MAWB
- Original HAWB
- Original Commercial Invoice showing the following:
  - Clear description of goods
  - Quantity of each content
  - Unit Price
  - Total Value
  - Currency
  - Total number of package
  - Gross Weight
  - Country of Origin
  - Shipper's signature and Company Stamp
- Original Packing List
- Customs Tariff Code

Note: KUL is able to perform pre-clearance for all Inbound shipment provided origin station send an email consisting with all the necessary document for clearance.

# Air Freight Operational Procedure: Malta

- Working Days: Monday to Friday
- Working Hours: 07:00 till 16:00

## Gateway(s):

Luqua International Airport      MLA

## Contact Person(s):

- Andrew Malkin    Station manager      [andrew.malkin@aramex.com](mailto:andrew.malkin@aramex.com)
- Jason.muscat    express Operations      [jason.muscat@aramex.com](mailto:jason.muscat@aramex.com)
- Romina Reed    express Operations      [romina.reed@aramex.com](mailto:romina.reed@aramex.com)
- Leanne Tabone   Administrator      [Leanne.Tabone@aramex.com](mailto:Leanne.Tabone@aramex.com)
- Lara Fonde    Express operations      [Lara.Fonde@aramex.com](mailto:Lara.Fonde@aramex.com)

## Services:

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

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 agreement.

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
Aramex  
Unit 6&7  
Off Triq San Gwakkin  
Mriehel Industrial Estate  
Mriehel

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:
  - o Email: [infomalta@aramex.com](mailto:infomalta@aramex.com)
  - o Documents required per email on completion of AWB.
  - o Originals documents to be sent with the cargo.

# Air Freight Operational Procedure: Malta

- Documents needed for Air Import Shipments to Malta:
  - o Original MAWB
  - o Original HAWB
  - o Original Commercial Invoice or Pro-forma showing the following:
    - o
      - Clear description of goods (not coded)
      - Harmonized code(s) if possible
      - Quantity of each
      - Unit Price
      - Total Value (Logical Value must show)
      - Freight cost
  - o All consignee VAT numbers to be inserted wherever possible
  - o Packing List
  
- Document needed from the Consignee;
  - o Importer VAT Number

The recent Government Budget has brought with it some changes with regards to taxation on some products being transported to Malta from within the European Economic Area and beyond. Changes have been made to the excise tax rates on **Non Alcoholic Beverages, Tobacco products and Plastic sacks and bags**. In addition, as of the 1st of January 2017, new products are now being classified as excisable goods, which include **Perfumeries, Make-up products, Beauty care and skin products, Hair care products, Deodorants, Aftershave, Room deodorisers, Soap products, Shower gels, Concrete structures, Ceramic tiles, Float glass, Reinforcing bars, Iron wire mesh and Steel beams**. This is in addition to those products which were included in the excisable goods list in recent years which include **Beer, Wines & Spirits, Alcoholic Beverages, Tobacco products, Chewing Gum, Water, Tyres, Fuels, Cement, Petroleum products and Lubricating oils**. A complete list with changes to the excise regime can be found [here](#).

Our declarations to Customs will be done according to the information supplied by yourselves at booking stage or as received from our agents abroad. Kindly understand that when the information provided to us is not accurate or is not received on time, we will not be able to fulfil our obligations with Customs. **It is the responsibility of the importer to inform us before arrival whenever the commodities being imported consist of excisable goods.**

- Documents needed for Air Export Shipments from Malta:
  - o Clear instruction from Shipper/Consignee to collect
  - o Original MAWB
  - o Origin HAWB (for none Direct to Consignee shipments, or Back to back)
  - o Original Commercial Invoice or Pro-forma showing the following:
    - Clear description of goods (not coded)
    - Quantity of each
    - Unit Price
    - Total Value (Logical Value must show)
    - 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)
  - o Shipper's Original Packing List details must correspond with Invoice
  - o Original Certificate of Origin (if required at destination)
  - o Shipper's VAT Number

**Storage Fees:**

There is a free storage of 2 days 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, or the consignee.

# Air Freight Operational Procedure: Morocco



## Working Days and Timings:

- Working Days: Monday to Friday
- Working Hours: 08:30 till 12:30 , 02:30 till 18:30
- Working Day: Saturday
- Working Hours: 08:30 till 13:00

## Gateway(s):

- |  |           |
|--|-----------|
| - MOHAMED V INTERNATIONAL AIRPORT - CASABLANCA | Code: CMN |
| - IBN BATOUTA INTERNATIONAL AIRPORT - TANGER   | Code: TNG |
| - MENARA INTERNATIONAL AIRPORT - MARRAKESH     | Code: RAK |

## Contact Person(s):

### ALL CAS Freight

[CAS.Freight@aramex.com](mailto:CAS.Freight@aramex.com)

## Services:

- Consolidations: Yes
- Charges Collect: Yes
- Cash on Delivery: Yes
- 'Charges collect' basis are acceptable but a pre-alert and pre -confirmation before shipping date form CAS FREIGHT TEAM is a MUST in these cases.
- Clearance and delivery is provided in both cities Casablanca and Tangier.

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
ARAMEX INTERNATIONAL MOROCCO  
193 Angle Bd de la Résistance et Rue Hammada Arraouia Casablanca - Morocco  
Tel: 212 522 27 14 14  
Fax: 212 522 27 80 57

Peralerts should be sent to Aramex on CASABLANCA attention:

# Air Freight Operational Procedure: Morocco



- [CAS.Freight@aramex.com](mailto:CAS.Freight@aramex.com) For Air freight shipments
- [casclearanceops@aramex.com](mailto:casclearanceops@aramex.com) For Clearance & Delivery shipments.

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

- (2D) TCN - Time Consignee Notified: Next working day from the shipment arrives to Casablanca or Tangier. We will hand over the delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance, if required.

## **Documentation Requirements:**

- Original Invoice
- PACKING LIST
- EUR1, Eur-Med or COO (original copy) from Shipper located in countries with which Morocco has preferential agreements.
- Legalization is upon request of destination country 'Casablanca - Morocco'
- Please check with destination for consignee approval before legalizing.

## **Important Remarks Must Comply:**

- Only general cargo is allowed in consolidations.
- Dangerous goods are permitted in consolidations . Commodities that require special handling during transit are not permitted in consolidations, some examples:
  - A. Perishable cargo requiring special handling.
  - B. Baggage shipped as cargo.
  - C. High value goods, over 30usd
  - D. Motor vehicles.
  - E. Live animals.
  - F. Diplomatic mail.
  - G. Human remains.
- Consol manifest reflecting the MAWB number and one copy of each HAWB should be definitely attached to the MAWB. The consol list must show the following details with respect to each component of the shipment:
  - A. HAWB number.
  - B. Number of packages and gross weight.
  - C. Nature and quantity of goods.



- D. Dimensions or volume and method of packing.
- All consolidations must have, "consolidation as per the attached Manifest", typed on the MAWB. In the case of back-to-back shipments,
  - Just consign the HAWB to the actual consignee and notify ARAMEX.
  - **\*\*DO NOT\*\*** SAY, "CONSOLIDATION AS PER THE ATTACHED MANIFEST", ON BACK-TO-BACK MAWBS!!!
  - The total of the HAWBs GROSS WEIGHT **\*MUST\*** always match the gross weight of the MAWB.
  - **\*\* CUSTOMS DUTY \*\*** is calculated and paid based of C&F value (Cost and Freight)

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

**Gateway(s):**

- Schiphol international Airport      Code: **AMS (import & export)**
- Eindhoven International Airport      Code: **EIN (only for export)**

**Contact Person(s):**

- Ron Boeff [Ron@aramex.com](mailto:Ron@aramex.com)
- Adnan el Maimouni [adnanm@aramex.com](mailto:adnanm@aramex.com)
- XMS import [AMS.AirImport@aramex.com](mailto:AMS.AirImport@aramex.com)
- XMS export [AMS.AirExport@aramex.com](mailto:AMS.AirExport@aramex.com)
- EIN export [EIN.AirExport@aramex.com](mailto:EIN.AirExport@aramex.com)

**Services:**

- |                     |                         |
|---------------------|-------------------------|
| - Consolidations:   | Yes (Export and Import) |
| - 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 Nederland BV  
Fokkerweg 300, bldg. 10  
1438 AN Oude Meer, The Netherlands  
+31206558080

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:
  - o Email: [AMS.AirImport@aramex.com](mailto:AMS.AirImport@aramex.com)
  - o Documents required per email on completion of AWB.
  - o Originals documents to be sent with the cargo.

# Air Freight Operational Procedure: Netherlands

## Documentation:

- Documents needed for Air Import Shipments to The Netherlands:
  - o Original MAWB
  - o Original HAWB
  - o Original Commercial Invoice or Proforma showing the following:
    - Clear description of goods (not coded)
    - Harmonized code(s)
    - 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 Packing List
- Document needed from the Consignee;
  - o Original Power of Attorney (Direct Representation) in case Aramex fulfill the import Customs declaration(s)
  - o Importer VAT Number
- Documents needed for Air Export Shipments from The Netherlands:
  - o Original Power of Attorney (Direct or indirect Representation) in case Aramex fulfill the export Customs declaration(s)
  - o Original MAWB
  - o Origin HAWB (for not Direct to Consignee shipments)
  - o Original Commercial Invoice or Proforma showing the following:
    - Clear description of goods (not coded)
    - Harmonized code(s)
    - 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 Original Packing List
  - o Original Certificate of Origin (if required at destination)
  - o Shipper's VAT Number

# Air Freight Operational Procedure: Netherlands

**Storage Fees:**

There is a free storage of 18 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.

# Air Freight Operational Procedure: Nigeria



## 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 [LOS.FREIGHT@aramex.com](mailto:LOS.FREIGHT@aramex.com)
- LOS Customer Service [ALL\\_LOS\\_Customer\\_Service@aramex.com](mailto:ALL_LOS_Customer_Service@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)
- Cash on Delivery: No

## Alerting and Consigning AWBs:

### For all Non PAAR/LC Shipment

- MAWBs should be consigned to:  
Aramex Delivery Solutions LTD.,

283a Ajose Adeogun Street, Victoria Island, Lagos, Nigeria. Tel: +234 1 7000800

# Air Freight Operational Procedure: Nigeria

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)

**For all PAAR/LC Shipment**

- MAWBs should be consigned to:  
To Actual Consignee

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: [LOS.FREIGHT@aramex.com](mailto: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:
  - o Original MAWB o Origin HAWB o Manifest o 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
  - o Original Packing List
  - o Permit (If Required)
- Documents needed for Air Import Shipments to Nigeria:
  - o Original MAWB o Original HAWB o Original Commercial Invoice showing the following:
    - Clear description of goods
    - HS Codes
    - Quantity of each

# Air Freight Operational Procedure: Nigeria

- 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.

# Air Freight Operational Procedure: Oman



## Working Days and Timings:

- Working Days: Sunday to Thursday
- Working Hours: 08:00 AM till 06:00 PM

## Gateway(s):

- Muscat International Airport Code: MCT

## Contact Person(s):

- Nijar Sulthan [Nijar.sulthan@aramex.com](mailto:Nijar.sulthan@aramex.com)
- Anil Veetil [Anil.Veetil@aramex.com](mailto:Anil.Veetil@aramex.com)
- ALL MCT Freight OPS - Air [MCT.Air@aramex.com](mailto:MCT.Air@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 Muscat LLC.  
P.O.BOX 1642,P.C.114,Muttrah  
Muscat,Sultanate of Oman  
Tel: 00968 24473000



Attn: CARGO DEPT

- Peralerts should be sent to Aramex either on:  
Email: ALL MCT Freight OPS - Air  
[MCT.Air@aramex.com](mailto:MCT.Air@aramex.com)
  - o Fax: +00968 24473001 - Attn: Freight Department

## Documentation:

- Documents needed for Air Export Shipments:
  - o Original MAWB
  - o HAWB (original or A4 - and for not Direct to Consignee shipments)
  - o Certificate of Origin\*  
*\* Original Invoices, Packig List*
- Documents needed for Air Import Shipments:
  - o Original MAWB
  - o Original HAWB
  - o Original Invoice should have HS CODES, weight of the shipment, number of pieces & weight should match
    - o with MAWB & HAWB.
  - o Packing List
  - o Certificate of Origin is required if value is us\$ 2500/= or more  
*\*\* If there certificate of origin is missing, custom will imposed us\$55.00 as penalty on the consignee regardless of the invoice value.*  
*\*\*If no original invoice and packing ,custom will imposed 2% legalization for invoice value .*
- DG Documents needed for Air Import Shipments:
  - o Original MAWB
  - o Original HAWB
  - o Original Invoice should have HS CODES, weight of the shipment, number of pieces & weight should match
    - o with MAWB & HAWB.
  - o Packing List
  - o Certificate of Origin is required if value is us\$ 2500/= or more  
*\*\* If there certificate of origin is missing, custom will imposed us\$55.00 as penalty on the consignee regardless of the invoice value.*  
*\*\*If no original invoice and packing, custom will imposed 2% legalization for invoice value.*

# Air Freight Operational Procedure: Oman

There is a form that has to be filled out by cnee in Oman for import dangerous goods shipments into Muscat. Once approval from customs is secured, the customs approved form is to be handed over to airline for further handling who then can proceed to confirm OK to forward to origin station.

**All cnees at MCT should get user name & Customs code online ( on customs online system) , also they should authorize our broker online to proceed.**

Any alerted import shipment to MCT airport , invoices, COO and Packing list should be updated on system before arrival at MCT AP for smooth clearance as we are using online clearance system .

Any client ( CNEE) refused to receive the shipment for any reason without informing our operation before 24 hours , there will be extra delivery charges for the second attempt with total amount 35 OMR excluding labors

Recently we have faced many cases that the cnee's name on the HAWBs are not matching with their registration name as per their official name according to their Customs code , and in order to solve this matter with the customs and the Oman aviation we have to prepare 2 letters from both sides Aramex and the cnee then afterwards we have to get more than 5 authorized person signature, this process takes at least one working day.

“Please double check the cnee's names to be matching with the official name in MCT,otherwise the amendment charges will be 30 OMR / HWAB”

# Air Freight Operational Procedure: Palestine

## Working Days and Timings:

- Working Days: Sunday to Saturday
- Working Hours: 08:00 till 16:00

## Gateway(s):

- Ben Gurion International Airport (TLV)

Code: TLV

## Contact Person(s):

- Osama Musleh [Osama.Musleh@aramex.com](mailto:Osama.Musleh@aramex.com)
- Malek Othman [Malek.Othman@aramex.com](mailto:Malek.Othman@aramex.com)
- Wael Kassess [Wael.Kassess@aramex.com](mailto:Wael.Kassess@aramex.com)
- ALL JRS Freight [JRS.Freight@aramex.com](mailto:JRS.Freight@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  
RAMALLAH  
WEST BANK

# Air Freight Operational Procedure: Palestine



Peralerts should be sent to Aramex on:

- Attention Osama Musleh, and Malek Othman,
- Fax: (009722) 2976190
- Email osama.musleh@aramex.net.
- Before dispatching shpts to TLV. So that we can complete all proper and necessary paperwork/permits needed to clear the cargo at TLV.

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

- Within 24 hours from when shipment arrives at TLV airport. 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:**

- Original documents: must accompany each MAWB/shpt and the certificate of origin (COO) must also be sent along.
  - o Commercial invoice:
  - o Original packing list.
  - o Certificate of origin (COO).
- Export declaration: required if shpt value is + \$2500 or if it requires an export license from country of origin.
- Electronics fax machines & computers need special authorizations from the ministry of communication. These should be obtained by consignees before importing Such goods/shpts into the pa territory.
- Other documents required: pls refer to the rules under "country-Israel" in the ABC or TACT books in force.
- Shpts exempted from customs-duty (grants and aid shpts): these are many and require special certificates/affidavits that must accompany MAWB's:
  - o Shpts originating in USA: must be accompanied by appropriate form "a1" form.
  - o Shpts originating Europe: must be accompanied by the "Euro 1" form.
  - o personal effects shipment is acceptable at our side upon pre alert.
- Furthermore, shpts should be consigned on airwaybills only after consulting with RMM to avoid customs over charging.
- Refer to the ABC or TACT rules in force.

## Important Remarks Must Comply:

- CC/COD: yes all cc's and cod's are acceptable but must be pre-alerted to us in RMM prior to dispatching; so we can make sure the consignee(s) involved has the proper import license and is able/willing to pay your cc charges.
- Manifest: a cargo manifest is required and attached to each consol MAWB.
- MAWB & HAWB numbers: must be marked on all packages, whether for a multi or single line consols, and all AWBs must list "as per the attached manifest".

# Air Freight Operational 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)
- ALL DOH Freight - Air [DOH.Air@aramex.com](mailto:DOH.Air@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) Freight 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 MATERIALS. (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: [DOH.Air@aramex.com](mailto:DOH.Air@aramex.com)
- Phone: +974 (4) 4200100
- Fax: +974 (4) 4506622

#### New Import Rule

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

# Air Freight Operational Procedure: Qatar

will hold the shipment resulting a very complicated customs clearance procedure. If it happens more than once, the company will be black-listed.

## Legalization

Certificate of origin 150 QAR

From (QAR)	TO (QAR)	Fees
1	15000	500 QAR
15001	100000	1000 QAR
100001	250000	2500 QAR
250001	1000000	5000 QAR
1000001	and more	Fees are collected at 0.6% of the invoice value in QAR.

-

- 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.
- 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):

# Air Freight Operational Procedure: Qatar

- Original invoice + original CO + original packing List with all the shpts
- Invoice must be stamped by chamber of commerce from the origin
- packing List is required from today on for all the shpts
- Invoice must be in supplier letter head & must be stamped by the supplier
- & 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

# Air Freight Operational Procedure: Qatar

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,Po wder 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 Embasst at origin.
Ministry of Agriculture	Plants	
Ministry of Animal resources	Animal Foods	

# 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

# Air Freight Operational Procedure: Saudi Arabia



## SAUDI ARABIA

[City\\_Jeddah](#)

[City\\_Riyadh](#)

[City\\_Dammam](#)

[Saudi\\_Via\\_King\\_Fahed\\_Causeway](#)

# Air Freight Operational Procedure: Saudi Arabia

## City : Jeddah

### Working Days and Timings:

- Working Days: Sunday to Thursday
- Working Hours: 08:00 till 17:00

### Gateway(s):

- Jeddah International Airport. Code: JED

### Contact Person(s):

- Marouf Jaber [Marouf.Jaber@aramex.com](mailto:Marouf.Jaber@aramex.com)
- Ahmed Hussain [AHMED.Hussain@aramex.com](mailto:AHMED.Hussain@aramex.com)
- ALL JED Freight - Air Import [JED.AirImport@aramex.com](mailto:JED.AirImport@aramex.com)

### Services:

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

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 breakbulk (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:

SAUDI TAL (ARAMEX)  
P.O. BOX 15802, JEDDAH 21454  
SAUDI ARABIA  
PHONE: +9662 920027447  
Fax : +96626834881  
Notify: ULTIMATE CONSIGNEE NAME  
ADDRESS/P.O.BOX , CITY , AREA CODE ,TEL , FAX.



## HANDOVER DOCS TO SAUDI TAL (ARAMEX) ONLY:

### - JED AIRPORT IMPORT REGULATIONS:

The customs regulations, in general, Any shipment forwarded “Direct to Jeddah Airport” should have the exact commodity mentioned on the MAWB and will require the following documents to release the shipment from Jeddah Airport customs.

**Note:** If any shipment arrived at Jeddah Airport and the exact commodity is not mentioned on the MAWB, Then all the storage, penalties will be debited back to origin as the customs at Jeddah Airport will not release the shipment unless they receive the telex from Origin to amend the exact commodity on the MAWB.

### - Customs:

## CLEARANCE TIME (DOOR TO DOOR SHIPMENTS):

Need 3-4 working days from the day of receiving the Authorization Letter + CR Copy + Payment Proof from consignee and D/O from Jeddah Airport with original chamber attested documents as follows

In case the customs ask for any further documents from the consignee, expect further delays unless we have the paper work on hand.

### Required Documents From Shipper / Origin:

1. Original Chamber Attested Invoice / Regardless the Invoice value.
2. Original Chamber Attested Certificate of Origin.
3. Conformity certificate (SASO) Certificate is required for the goods such as Machineries, Computers and Computer parts, Electronics, Foodstuff, Lighting Fixtures, Cosmetics & Perfumes, Spare Parts etc.
4. All shipments are subject to re-evaluation by Saudi customs, especially computers and electronics.
5. Some types of shipments may need an Agency certificate or Agents approval. Examples: Automobiles, Cellular phones and Electronics.
6. All printed materials are subject to Inspection at the ministry of information (MOI) and may be held prior to entry.
7. MADE IN / COUNTRY OF ORIGIN must be engraved or affixed - Non Removable Sticker on each Item and it should be printed on the Boxes / Cartons and It should match with the Original Attested Certificate of Origin sent with the shipment.

# Air Freight Operational Procedure: Saudi Arabia



## Required Documents From Consignee / Destination:

1. Consignee should register Authorization Letter online through customs e-portal to our customs broker.
2. Consignee should be able to provide the valid commercial registration copy stating they are allowed to Import the sent contents along with proof of payment.
3. Valid ID copy for the Authorized Signatory along with his Mobile number.
4. In case the sent commodity is PRINTED MATERIAL / BOOKS, Consignee should have the necessary MOI Approvals to release the shipment from Jeddah Airport customs.
5. In case goods sent as BRANDED with LOGOS of the BRANDS, Consignee should be able to provide an "Authorized Dealer Certificate" for the sent BRAND in Jeddah.
6. In case goods sent are Food Items, Consignee should be registered at SFDA.

Important Note:- PERSONAL EFFECTS shipments should not be routed "Direct to Jeddah Airport" unless the consignee is a Saudi Party whom can provide the required ID copy and Authorization Letter to our customs broker to clear the shipment from Jeddah Airport Customs.

Any shipment coming to Saudi Arabia 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 in a very complicated customs clearance procedure, including doubling of duty charges and possible re-export or destruction of the shipment.

## Important info regarding customs duty exempt shipments to Saudi Arabia:

(these are shipments usually going to govt/semi-govt agencies and shipper or consignee is responsible for advising us duty exempt status). These shipments must be consigned exactly as instructed by shpr/cnee.

**\*\* ARAMEX name "must never" appears on MAWB or any other documents. \*\***

**\*\* Shipments moved with TAYSEER CERTIFICATE, Should have all details of the commodity along with Shipper & Consignee details to be mentioned in Arabic only.**

No collect shipments to government/semi-government agencies. **Be sure to pre-alert ARAMEX** all shipping information pertaining for these custom duty-exempt shipments.

**\*\* COLLECT SHIPMENTS TO GOVERNMENTAL AGENCIES, SAUDI AIRLINES, AND BANKS ARE NOT ALLOWED.**

# Air Freight Operational Procedure: Saudi Arabia

\*\*\* Below goods are recommended to move DTC, and direct to Airport not thru BAH Causeway\*\*\*

1. Pharmaceuticals, as it requires approval fm MOH.
  2. Cosmetics, SASO is required plus Custom lab testing.
  3. Personal effect, as it requires cnee's personal presence to Customs.
  4. Government companies, having their own staff at Airport.
  5. Royal family members, having their own way of clearance (24hrs)
  6. Chemicals, as it requires approval from Ministry of Trade.
  7. DGR, as it requires prior-to-shipping approval and release letter from Ministry of Trade.
  8. Wireless, as it requires approval/release from CITC (Communication & Info Tech Commission)
  9. Live animals, as it requires approval from Ministry of Agriculture.
  10. Arms & ammunition, approval from MODA is required
- All approvals for the above mentioned should be obtained by clients/cnees themselves, as this is a very time consuming process with lots of requirements and delays. If it is done by aramex it will jeopardize ARAMEX other shpts clearance and might get our account with Customs blocked.....

**Prealerts:** On all AWBS, pre-alerts must be sent to Jeddah Freight- Import team:

- **Fax: 966 2 6834881**, attention imports dept., CC Marouf Jaber, always list AWB number and flight details.

**TCN (Time Consignee Notified):**

- Next working day from the time of receiving the D/O from Jeddah Airport. We will hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance, if required within 3-4 working days.

**Documents Required & Acceptable**

- CERTIFICATE OF ORIGIN
  - o \*\*\*Important: manufacturer's name and address must be typewritten on the face of the certificate of origin, as follows:
  - o "Manufactured by: name and address of manufacturer."

- If the shipper/manufacturer are same, show them at top of C.O. as Shipper and in the body of the C.O. as the "manufacturer". C.O. not required for personal effects
- COMMERCIAL INVOICE - 1 ORIGINAL AND 2 COPIES
  1. All shipments to JED Airport must have an original certificate of origin attested from Chamber of Commerce at Origin and original chamber Attested invoice along with the Packing list regardless the Invoice value of the shipment.
  2. Personal computers (lap-tops and pc's), printed matters will be checked by the ministry of information in Jeddah for programmed contents. Due to this procedure, expect custom delays for such shipments moving via Jeddah. Therefore, it is better to move such shipments via Riyadh

## SHIPMENTS SENT DOOR TO DOOR

- Should be routed via King Fahed Causeway ( Pls refer to ops Procedure of Causeway ) except for below
- Food staff should move direct to the airport of final destination , Should be routed via King Fahed Causeway ( Pls refer to ops Procedure of Causeway ) except for below
- Chemical DGR should move direct to the airport of final destination
- Video tapes, CD's , DVD's and VCD should not move via King Fahed causeway
- Pharmaceuticals
- Exempted & Temporary Entry Shipments
- Cosmetics
- Hi tech telecommunications equipments that need special approvals
- L/C (letter of credit states JED airport).
  
- The HAWB should be sent together with the MAWB and consigned to the ultimate consignee showing all charges and shpt terms. Always alert shpts into focus. The notify party on the MAWB should read as per location information screen. still (consolidations are not allowed to Saudi Arabia)

- The following documentation requirements have been agent advised:
  1. Original invoice with correct description and currency must be in country of origin of goods. I.e.: U.S. goods in U.S. dollars.
  2. Detailed packing list
  3. Certificate of origin
- Documents required to accompany or to be attached to HAWB are:
  1. Original Commercial Attested Invoice.
  2. Original Certificate of origin to be attested from Chamber of Commerce at origin country.
  3. Packing list

## **Important Remarks Must Comply:**

- If shipment is sent door to door the HAWB should be sent together with the MAWB and consigned to the ultimate consignee showing all charges and shpt terms. Always alert shpts. the notify party on the MAWB should read as above. Still (consolidations are not allowed to Saudi Arabia)
- Shipments of electrical parts need Saudi standard specification certificate to be submitted to SASO JED for approval. 24 hour delay.
- Shipments of video & cassette tapes - printed matter require approval from ministry of information with delay of 24 to 48 hours computer software must be original version and authorized.
- All collect shipments from your origin to Saudi Arabia should be routed to Bahrain unless they are tax exempt or you have been instructed otherwise. alert the HAWBs showing the actual destination but route the shipments (MAWBS) via BAH.

**FOR SASO REQUIREMENT AND THE NOT ALLOWED ITEMS IN SAUDI ARABIA PLS REFER TO THE ORANGE TACT BOOK.**

- Prohibited commodities:
  - Drinking alcohol and products containing drinking alcohol
  - All kinds of live parrots

- Toys or statuettes representing animals or men
- Films
- Artificial pearls
- Articles injurious to health
- Adulterated ghee
- Oil & foodstuffs (unless specifically exempted)
- Arms & ammunitions for war purposes
- Firearms
- Fireworks
- Articles representing and/or depicting members of the royal family or the Saudi Arabian armed forces
- All kinds of holly Qura'an
- Diamonds from Hong Kong
- Christmas trees
- Frog's meat
- Old magazines & newspapers
- Pasteurized milk (long life) more than 1 ltr contents
- Night vision binoculars
- Drugs of all kinds and shapes
- Pork meat in any kind, shape or form
- Satellite receivers, lnb, decoders or any part related to satellites
- Religious & prayer books of any sort (all kinds of holy qara'an)

## Calendars

- Mobile Phones With Built-In Cameras

The following commodities are not allowed via BAH/DHA CAUSEWAY:

- Foodstuffs and sweets
- Water
- Pharmaceuticals
- Cd's and video tapes
- Chemicals and dangerous goods
- (The slightest violation of the above 17 prohibitions will mean a fiscal penalty of \$20,000 minimum! Both sender and receiver of the confiscated prohibited items will be blacklisted in Saudi Arabia.)
- For more information refer to tact book regulations on commodities.

## RESTRICTED COMMODITIES (IMPORT ALLOWED IF CERTAIN PREREQUISITES ARE MET):

- All goods arriving from a number of disease-infested countries (refer to ABC or tact book in force for their listing). Diseases like cholera, yellow fever & plague require authentic immunization certificate, duly legalized, to accompany goods.
- Plants & plant related agricultural materials: only if accompanied by health certificate proving they are free from pests and other agricultural diseases. However fresh fruits, vegetables and cooked foodstuff from cholera-infested areas are prohibited unless these are sterilized and prior clearance is obtained from Saudi quarantine authorities.
- Arms, ammunition & explosives, sporting goods, radioactive materials, & all communication equipment: prior import permit from the governor of Dhahran, Jeddah or Riyadh must be obtained. The carrier office at point of origin must have the written confirmation that consignee has the necessary import permit(s) prior to shipping.

## HUMAN REMAINS

- PHARMACEUTICAL & CHEMICAL products (only if registered in the health ministry of Saudi Arabia): certificate from the health authorities in the country of export stating that the articles imported are used in the country origin under the same trade name and composition, stating also the name of each product, its formula, date of manufacture, and the permit number of its manufacturer.
- For more information refer to tact book regulations on commodities.
- Agricultural insecticides: import permit required and proper packing that must indicate "agricultural insecticide & type of product" in the Arabic language very clearly. Also the following information must be indicated: trade name, date of manufacture, duration of activity, and net weight of the product. Non-compliance with all these requirements means the Saudi Arabian customs will refuse to allow its entry into the country.
- Others - dangerous goods: prior permission from the Saudi customs is required before forwarding of goods. The written approval of Saudi customs must accompany shipment. However, prior to shipping, consignee must submit to customs and to carrier, the import permit showing his correct name, address, telephone number and also the exact description of item(s), number of pieces and weight of the consignment, plus a copy of the carrier's AWB that tallies identically with the import permit.
- 
- For more information refer to tact book regulations on commodities.
- Ocean information:

# Air Freight Operational Procedure: Saudi Arabia

- Country manager - Salim Elkhoury
  - Cargo Operations - Marouf Jaber
  - Telephone: +9662 920027447
  - Fax: 966 2 6834881
- Airports. Following items must have SASO approval prior to shipping. If any of these arrive without SASO certificate, shipment will suffer delay. Contact destination for more information if needed.

## **Group One - Food and Agricultural Products.**

1. Chicken, whole (chilled/frozen)
2. Sheep and other meats (chilled/frozen)
3. Meat and meat products
4. Beef, other meats (chilled/frozen)
5. Cheese 6. Rice 7. Tea
6. Vegetable oil and fats
7. Baby food, canned
8. Non-alcoholic beverages
9. Sugar
10. Cigarettes

## **Group Two - Electrical Products.**

- |   |                                   |
|---|-----------------------------------|
| 1. Room air conditioners                        | 24. Water heater 40, press cooker |
| 2. Cassette tape recorder                       | 25. Elect cables up to 1000 v.    |
| 3. Compact disc players                         | 26. Vacuum cleaners               |
| 4. Videocassette recorder                       | 27. Electric heaters              |
| 5. Motors up to 12 kw                           | 28. Water cooler                  |
| 6. Electric heating unit                        | 29. Evaporative air cooler        |
| 7. Lamp holder                                  | 30. Electric fans                 |
| 8. Switches up to 3 a                           | 31. Cooling unit, household       |
| 9. Florescent lamp                              | 32. Generators up to 1000 kw      |
| 10. Ballast for lamp                            | 33. Rubber insulated cables up to |
| 11. Starters for lamp 450/750 v.                |                                   |
| 12. Plugs and sockets                           | 34. Cooking heater                |
| 13. Electric luminaries                         | 35. Household elect clothes       |
| 14. Dry batteries wash machines/drying machines |                                   |
| 15. Ac adaptors, 220                            | 36. Household electric irons      |
| 16. Microwave oven                              | 37. Food processor, household     |
| 17. Electric ovens                              | 38. Meat chopper/grinders         |



# Air Freight Operational Procedure: Saudi Arabia



- |                               |                                  |
|-------------------------------|----------------------------------|
| 18. Photocopy machine         | 39. Lifts/elevators, incl motors |
| 19. Computers                 | 40. Swimming pool lights         |
| 20. Power transformers        | 41. Dry battery terminals        |
| 21. Refrigerators, household  | 42. Water pumps                  |
| 22. Telephone sets, basic     | 43. T.v. sets                    |
| 23. Radio 39, cordless phones | 44. Watt, hour mete              |

## **Group Three - Automobiles and Accessories**

1. Automobiles
2. Auto windshield and glass
3. Brake fluid for autos
4. Car tires

## **Group Four - Chemicals**

1. Motor oil and hydraulic oils
2. Paints
3. Perfumes and cosmetics
4. Pesticides, insecticides

## **Group Five - MISC**

1. Aluminum products
2. Steel and iron alloy pipes
3. Gold bouillons, gold and silver jewelry
4. Head dress for man, cotton yashmagh
5. Fire extinguishers
6. Cement
7. Safety matches
8. Pressure regulators
9. Tissue paper

# Air Freight Operational Procedure: Saudi Arabia

## City : Riyadh

### Working Days and Timings:

- Working Days: Sunday to Thursday
- Working Hours: 08:30 till 13:30 and 16:30 till 19:30
- Friday & Saturday: Weekend

### Gateway(s):

- Riyadh International Airport, KKIA. Riyadh Airport is the point of entry and destination to the Central Province main cities of Hafer Al Baten, Buraidah, Hail, Kharj, Wadi Al Dawaser, Arar, Skaka Al Jouf, Al Qurayyat and Riyadh. Code: RUH

### Contact Person(s):

- **Mohammad Alkloub** [Mohammad.AlKloub@aramex.com](mailto:Mohammad.AlKloub@aramex.com)
- **Riyaz Kuty** [Riyaz.Kotty@aramex.com](mailto:Riyaz.Kotty@aramex.com)
- **ALL RUH Freight - Import** [RUH.FreightImport@aramex.com](mailto:RUH.FreightImport@aramex.com)

### Services:

- Consolidations: NO
- Charges Collect: Yes
- Cash on Delivery: Yes
- 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 breakbulk (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).
- EXCEPTION: MULTI HAWBS ALLOWED ON SINGLE MAWB IF ALL TO THE SAME CONSIGNEE. HAWB does not count for clearance at RUH AP, whereas it is required for incoming thru BAH gateway.....

# Air Freight Operational Procedure: Saudi Arabia



## Alerting and Consigning AWBs:

- Master AWB Consigned To:  
SAUDI TAL (ARAMEX)  
RIYADH 11583  
FAX: 966 11 2754003

\*\*\*CONSOLIDATIONS ARE NOT ALLOWED\*\*\*

Exception: multi HAWBS allowed on single MAWB if all to same consignee

Commodity on the MAWB must mentioned the actual shpt commodity (consolidation cargo NOT allowed)

- Below goods are recommended to move DTC, and direct to RUH Airport not thru BAH Causeway
  1. Pharmaceuticals, as it requires approval fm SFDA.
  2. Cosmetics, SASO is required plus Custom lab testing.
  3. Personal effect, as it requires cnee's personal presence to Customs.
  4. Government companies, having their own staff at Airport.
  5. Royal family members, having their own way of clearance (24hrs)
  6. Chemicals, as it requires approval from Ministry of Trade.
  7. DGR, as it requires prior-to-shipping approval and release letter from Ministry of Trade.
  8. Wireless, as it requires approval/release from CITC (Communication & Info Tech Commission)
  9. Live animals, as it requires approval from Ministry of Agriculture.
  10. Arms & ammunition, approval from MODA is required
- All approvals for the above mentioned should be obtained by clients/cnees themselves, as this is a very time consuming process with lots of requirements and delays. **This is cannot be done by Aramex.** If it is done by aramex it will jeopardize ARAMEX other shpts clearance and might get our account with Customs blocked.....

**Prealerts:** On all AWBs, pre-alerts must be sent to Riyadh:

- Fax 966-11-2754003
- Attn: [RUH.FreightImport@aramex.com](mailto:RUH.FreightImport@aramex.com)  
[Riyaz.Kotty@aramex.com](mailto:Riyaz.Kotty@aramex.com)

# Air Freight Operational Procedure: Saudi Arabia

- Always list AWB number and flight details. Also, hard copies of the MAWB & HAWB and copies of COO ,INV & SASO for any electrical items are needed.

## Important Info Regarding Customs Duty Exempt Shipments to Saudi Arabia:

- (These are shipments usually going to govt/semi-govt agencies and shipper or consignee is responsible for advising us duty exempt status). These shipments must be consigned exactly as instructed by shpr/cnee.
- \*\* ARAMEX name "must never" appear on MAWB or any other documents.\*\*
- no collect shipments to government/semi-government agencies. Be sure to pre-alert to ARAMEX all shipping information pertaining to these Customs duty-exempt shipments.

## COLLECT NOT ALLOWED ON SHIPMENTS TO GOVERNMENTAL AGENCIES

Prealerts: On all AWBs, pre-alerts must be sent to Riyadh Fax 966-11-2754003

Attn: [RUH.FreightImport@aramex.com](mailto:RUH.FreightImport@aramex.com)  
[Riyaz.Kotty@aramex.com](mailto:Riyaz.Kotty@aramex.com)

Always list AWB number and flight details. Also, hard copies of the MAWB & HAWB are needed.

## TCN (Time Consignee Notified):

- Next working day from flight arrival to Riyadh . 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:

- DOCUMENTS REQUIRED ACCOMPANYING, OR BE ATTACHED TO AWB ARE:
  1. Original Commercial invoice and original cert of origin to be attested by Chambre of Commerce at origin if value of invoice is more than \$2500.00 USD.
  2. Packing list.
  3. Proof of payment of goods
  4. Importer ID copy & mobile number

# Air Freight Operational Procedure: Saudi Arabia

- \*\*\*Legalized docs "not" required for shipments valued under \$2665.00\*\*\*
- No more Saudi Embassy Leg is required, rather only Chambre of Commerce and it is a must for all invoices.
- **IMPORTANT:** manufacturer's name and address must be typewritten on the face of the certificate of origin, as follows:
  - o "Manufactured by: name and address of manufacturer."
  - o If the shipper/manufacturer are same, show them at top of c.o. as shipper and in the body of the c.o. as the "manufacturer".
  - o C.O. not required for personal effects.

## Important Remarks Must Comply:

- Below shipments should not be routed via BAH Causeway:
  - o Food stuff should move direct to the airport of final destination **on DTC** ,
  - o Chemical & DGR **must be sent DTC**
  - o Video tapes, CD's , DVD's and VCD should not move via King Fahed causeway
  - o Pharmaceuticals. **Must be sent DTC.**
  - o Exempted & Temporary Entry Shipments
  - o Cosmetics
  - o L/C (letter of credit states RUH airport.
  - o Hi tech telecommunications equipments that need special approvals.
  - o Royal Family members, **must be sent direct to cnee.**

## Customs:

- **FOR SASO REQUIREMENT AND THE NOT ALLOWED ITEMS IN SAUDI ARABIA PLS REFER TO THE ORANGE TACT BOOK.**
- **PROHIBITED COMMODITIES:**
  - o Drinking alcohol and products containing drinking alcohol
  - o All kinds of live parrots
  - o Toys or statues representing animals or men
  - o Films
  - o Artificial pearls
  - o Articles injurious to health

- Adulterated ghee
  - Oil & foodstuffs (unless specifically exempted)
  - Arms & ammunitions for war purposes
  - Firearms
  - Fireworks
  - Articles representing and/or depicting members of the royal family or the Saudi Arabian armed forces
  - All kinds of holy qara'an
  - Diamonds from Hong Kong
  - Christmas trees
  - Frog's meat
  - Mobile phones with cameras. Can be crossed out
  - Old magazines & newspapers
  - Pasteurized milk (long life) more than 1 ltr contents
  - Night vision binoculars
  - Drugs of all kinds and shapes
  - Pork meat in any kind, shape or form
  - Satellite receivers, lnb, decoders or any part related to satellites, accepted by approval from Ministry of Info
  - Religious & prayer books of any sort (all kinds of holy qara'an)
  - Calendars
- The following commodities are not allowed via bah/dha causeway:
- Foodstuffs and sweets
  - Water
  - Pharmaceuticals
  - Cd's and video tapes
  - Chemicals and dangerous goods
  - Shipments to Royal Family Members
- (The slightest violation of the above 17 prohibitions will mean a fiscal penalty of \$20,000 minimum! Both sender and receiver of the confiscated prohibited items will be blacklisted in Saudi Arabia.)
- For more information refer to tact book regulations on commodities.

- Restricted commodities (import allowed if certain prerequisites are met):
  - All goods arriving from a number of disease-infested countries (refer to ABC or tact book in force for their listing). Diseases like cholera, yellow fever & plague require authentic immunization certificate, duly legalized, to accompany goods.
  - Plants & plant related agricultural materials: only if accompanied by health certificate & Phytosanitary certificate & approval from Ministry of Agriculture obtained by cnee proving they are free from pests and other agricultural diseases. However fresh fruits, vegetables and cooked foodstuff from cholera-infested areas are prohibited unless these are sterilized and prior clearance is obtained from Saudi quarantine authorities.
  - Arms, ammunition & explosives, sporting goods, radioactive materials, & all communication equipment: prior import permit from the governor of Dhahran, Jeddah or Riyadh must be obtained. The carrier office at point of origin must have the written confirmation that consignee has the necessary import permit(s) prior to shipping.

## HUMAN REMAINS

- Pharmaceutical & chemical products (only if registered in the health ministry of Saudi Arabia): certificate from the health authorities in the country of export stating that the articles imported are used in the country origin under the same trade name and composition, stating also the name of each product, its formula, date of manufacture, and the permit number of its manufacturer.
- For more information refer to tact book regulations on commodities.
- Agricultural insecticides: import permit required and proper packing that must indicate "agricultural insecticide & type of product" in the Arabic language very clearly. Also the following information must be indicated: trade name, date of manufacture, duration of activity, and net weight of the product. Non-compliance with all these requirements means the Saudi Arabian customs will refuse to allow its entry into the country.
- OTHERS - dangerous goods: prior permission from the Saudi customs is required before forwarding of goods. The written approval of Saudi customs must accompany shipment. However, prior to shipping, consignee
- Must submit to customs and to carrier, the import permit showing his correct name, address, telephone number and also the exact description of item(s), number of pieces and weight of the consignment, plus a copy of the carrier's AWB that tallies identically with the import permit.
- For more information refer to tact book regulations on commodities.

# Air Freight Operational Procedure: Saudi Arabia

- Saudi Arabian standards organization (SASO) in action at DHA/RUH/JED Airports. Following items must have SASO approval prior to shipping. If any of these arrive without SASO certificate, shipment will suffer delay. Contact destination for more information if needed.

## Group One - Food and Agricultural Products.

1. Chicken, whole (chilled/frozen)
2. Sheep and other meats (chilled/frozen)
3. Meat and meat products
4. Beef, other meats (chilled/frozen)
5. Cheese
6. Rice
7. Tea
6. Vegetable oil and fats
7. Baby food, canned
8. Non-alcoholic beverages
9. Sugar
10. Cigarettes

## Group Two - Electrical Products.

- |   |                                   |
|---|-----------------------------------|
| 1. Room air conditioners                        | 24. Water heater 40, press cooker |
| 2. Cassette tape recorder                       | 25. Elect cables up to 1000 v.    |
| 3. Compact disc players                         | 26. Vacuum cleaners               |
| 4. Videocassette recorder                       | 27. Electric heaters              |
| 5. Motors up to 12 kw                           | 28. Water cooler                  |
| 6. Electric heating unit                        | 29. Evaporative air cooler        |
| 7. Lamp holder                                  | 30. Electric fans                 |
| 8. Switches up to 3 a                           | 31. Cooling unit, household       |
| 9. Florescent lamp                              | 32. Generators up to 1000 kw      |
| 10. Ballast for lamp                            | 33. Rubber insulated cables up to |
| 11. Starters for lamp 450/750 v.                |                                   |
| 12. Plugs and sockets                           | 34. Cooking heater                |
| 13. Electric luminaries                         | 35. Household elect clothes       |
| 14. Dry batteries wash machines/drying machines |                                   |
| 15. Ac adaptors, 220                            | 36. Household electric irons      |
| 16. Microwave oven                              | 37. Food processor, household     |
| 17. Electric ovens                              | 38. Meat chopper/grinders         |
| 18. Photocopy machine                           | 39. Lifts/elevators, incl motors  |



# Air Freight Operational Procedure: Saudi Arabia

- |                               |                           |
|-------------------------------|---------------------------|
| 19. Computers                 | 40. Swimming pool lights  |
| 20. Power transformers        | 41. Dry battery terminals |
| 21. Refrigerators, household  | 42. Water pumps           |
| 22. Telephone sets, basic     | 43. T.v. sets             |
| 23. Radio 39, cordless phones | 44. Watt, hour mete       |

## Group Three - Automobiles and Accessories

1. Automobiles
2. Auto windshield and glass
3. Brake fluid for autos
4. Car tires

## Group Four - Chemicals

1. Motor oil and hydraulic oils
2. Paints
3. Perfumes and cosmetics
4. Pesticides, insecticides

## Group Five - MISC

1. Aluminum products
2. Steel and iron alloy pipes
3. Gold bouillons, gold and silver jewelry
4. Head dress for man, cotton yashmagh
5. Fire extinguishers
6. Cement
7. Safety matches
8. Pressure regulators
9. Tissue paper

## IMPORT REGULATIONS:

- The customs regulations, in general, governing all imports into Saudi Arabia and the documents needed for these imports are as follows:
  1. For entry via Riyadh Airport (KKIA) then attested invoice & certificate of origin are required for values exceeding US\$2,500.00 plus proof of payment

and importer ID copy and his mobile number; whereas via BAH causeway below are required:

- a. Original invoice only if shipment valued less than \$13,000.00.
  - b. Original invoice + certificate of origin if shipment valued over \$13,000.00.
  - c. Proof of payment of goods.
  - d. Importer ID copy & mobile number
2. For entry via all customs points in Saudi Arabia a SASO certificate is required for goods such as computers and computer parts, electronics, lighting equipments, home appliances...etc.
  3. All shipments are subject to re-evaluation by Saudi customs.
  4. BRAND certificate is required if importer is the Agent/supplier in Saudi Arabia.
  5. All printed materials are subject to Approval from ministry of information (moi) obtained by importer.
- All shipments should bear COUNTRY OF ORIGIN physically. In case of lack of CoO shipment will be held by Customs for following:
- a) Importer is required to fix the CoO inside Customs Area.
  - b) He should submit a guarantee letter not to import such shipments.
  - c) He should pay a fine of SAR5,000.00/US\$1,466.00.
  - d) Repeated violation will result in seizure of shipment and penalty of 3 times custom duty amount being paid.

# Air Freight Operational Procedure: Saudi Arabia

## City : Dammam

### Working Days and Timings:

- Working Days: Sunday to Thursday , Saturday
- Working Hours: 08:00 till 17:00 , 09:00 till 14:00

### Gateway(s):

- KING FAHAD INTERNATIONAL AIRPORT DAMMAM Airport is the point of entry and final airport of destination to the Eastern Province main cities of Al Khobar, Dammam, Qatif, Rahima, Safwa, Seihat, Rastanura, Jubail, Hofuf, Abqaiq, and Dhahran. **AP Code: DMM, Station Code: DHA**

### Contact Person(s):

- Syed Shaheeruddin [Syed.Shaheeruddin@aramex.com](mailto:Syed.Shaheeruddin@aramex.com)
- ALL DHA Freight \_ Import [DHA.FreightImport@aramex.com](mailto:DHA.FreightImport@aramex.com)

### Services:

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

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).

### Alerting and Consigning AWBs

- Master AWB Consigned To:

**SAUDI TAL / Ultimate consignee name**

Consignee Address

Consignee Tel #

Consignee Fax #

# Air Freight Operational Procedure: Saudi Arabia

DAMMAM  
SAUDI ARABIA

## Alerting and Consigning AWBs (DTC)

- Master AWB Consigned To:

THE ULTIMATE CONSIGNEE /

FULL ADDRESS

SAUDI ARABIA

TEL#

FAX

If you consigned the Master AWB To:

SAUDI TAL

P.O. BOX 1916, DAMMAM 31441

SAUDI ARABIA

TEL# 8877333

FAX 8877222

**An endorsement letter should be issued with cost of \$200.00 billed to origin.**

\*\*\*CONSOLIDATIONS ARE NOT ALLOWED\*\*\*

Exception: multi HAWBS allowed on single MAWB if all to same consignee

**Pre alerts:** On all AWBS pre-alerts must be sent to:

- ALL DHA Freight - Import [DHA.FreightImport@aramex.com](mailto:DHA.FreightImport@aramex.com)

## AIRPORT IMPORT REGULATIONS:

- MAWB MUST be stamped by the airlines
- The customs regulations, in general, Any shipment forwarded "Direct to Dammam Airport" should have the exact commodity mentioned on the MAWB and will require the following documents to release the shipment from Airport customs.

## Required Documents From Shipper / Origin:

1. Original Chamber Attested Invoice / Regardless of Invoice value.

2. Original Chamber Attested Certificate of Origin.
3. Conformity Certificate (**known as SASO**) is required for specific commodities like: IT products, Lighting, Electrical & Electronics, Mobile Phones..etc.
4. Branded products are required Brand Certificate provided by importers.
5. All printed materials & CD's are subject to Inspection at the ministry of information (MOI) and may be held prior to entry.
6. All products must show/bear MADE IN /CoO physically and strongly fixed or engraved in an irremovable manner. Removable stickers will fail Customs Inspection and shpt will be denied by Customs
7. Saudi food & drug authority (SFDA) is required for all food stuff & medicine.

## Required Documents From Consignee / Destination:

1. Electronic Authorization.
2. Copy of valid Commercial Register authorizing the imported goods.
3. Proof of Payment (Wire Transfer / Bank Cheque) ) For Shipments regardless of the commercial invoice value

However if Consignee doesn't have the payment proof and has the agreement with supplier for the Credit, then Consignee has to provide the Explanation/Guarantee letter on their company letterhead with Chamber Attestation to clear the shipment and later they have to submit the copy of the bank transfer receipt once the payment processed to their supplier.

4. Attested Renewal Information Letter (RIL), for first time clearance.
5. In case the imported commodity is PRINTED MATERIAL / BOOKS, Consignee should have the necessary MOI Approvals to release the shipment from Airport customs.
6. In case goods sent as BRANDED, Consignee should be able to provide an "Authorized Dealer Certificate" from Ministry of Commerce.

## Clearance

Need 2-4 working days from the day of recovering the D/O from Dammam Airport.

## KFIA working Days & Timing

- Working Days: Sunday to Thursday
- Working Hours: 08:00 till 15:00
- No clearance on Fridays & Saturday

Any shipment coming to Saudi Arabia 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

Below goods are recommended to move DTC, and direct to Airport not thru BAH Causeway:

1. Pharmaceuticals, as it requires approval from MOH.
2. Cosmetics, SASO is required plus Custom lab testing.
3. Personal effect, as it requires cnee's personal presence to Customs.
4. Government companies, having their own staff at Airport.
5. Royal family members, having their own way of clearance (24hrs)
6. Chemicals, as it requires approval from Ministry of Trade.
7. DGR, as it requires prior-to-shipping approval from (MOC) ministry of commerce and release letter from Ministry of Trade.
8. Wireless, as it requires approval/release from CITC (Communication & Info Tech Commission)
9. Live animals, as it requires approval from Ministry of Agriculture.
10. Arms & ammunition, approval from MODA is required

All approvals for the above mentioned should be obtained by clients/cnees themselves, as this is a very time consuming process with lots of requirements and delays.

## **COLLECT SHIPMENTS:**

- CC are acceptable at 4% collect fee to ARAMEX
- Collect shipments accepted as follows: pre alert is a must before moving the shipment to DMM airport since we need cnee's approval for all the charges involve & to collect our money in advance.
- ARAMEX accepts no responsibility for non-collection of charges as the Mawb consigned DTC
- 

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

- Same time of pre-alert receipt we will contact CNEE to advise shipment en route and offer. When shipment arrives to Dhahran. We will hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance, if required.

## PROHIBITED COMMODITIES

Refer to the tact book for complete and current listing

- Drinking alcohol and products containing drinking alcohol
- All kinds of live parrots
- Toys or statuettes representing animals or men
- Films
- Artificial pearls
- Articles injurious to health
- Adulterated ghee
- Oil & foodstuffs (unless specifically exempted)
- Arms & ammunitions for war purposes
- Firearms
- Fireworks
- Articles representing and/or depicting members of the royal family or
- The Saudi Arabian armed forces
- All kinds of holly qara'an
- Diamonds from Hong Kong
- Christmas trees
- Frog's meat
- Old magazines & newspapers
- Pasteurized milk (long life) more than 1 liter contents
- Night vision binoculars
- Drugs of all kinds and shapes
- Pork meat in any kind, shape or form
- Satellite receivers, lnb, decoders or any part related to satellites
- Religious & prayer books of any sort (all kinds of holy qara'an)

The following commodities are not allowed via bah/dha causeway:

- Foodstuffs and sweets
- Water
- Pharmaceuticals
- Cd's and video tapes
- Chemicals and dangerous goods

(The slightest violation of the above prohibitions will mean a fiscal penalty of \$20,000 minimum! Both sender and receiver of the confiscated prohibited items will be blacklisted in Saudi Arabia.)

For more information refer to tact book regulations on commodities.

## **Restricted commodities**

Commodities allowed for import if certain prerequisites are met

- All goods arriving from a number of disease-infested countries (refer to ABC or tact book in force for their listing). Diseases like cholera, yellow fever & plague require authentic immunization certificate, duly legalized, to accompany the goods.
- Plants & plant related agricultural materials: only if accompanied by health certificate proving they are free from pests and other
- Agricultural diseases. However fresh fruits, vegetables and cooked foodstuff from cholera-infested areas are prohibited unless
- These are sterilized and prior clearance is obtained from Saudi quarantine authorities.
- Arms, ammunition & explosives, sporting goods, radioactive materials, & all communication equipment: prior import permit from the governor of Dhahran, Jeddah or Riyadh must be obtained. The carrier office at point of origin must have the written confirmation that consignee has the necessary import permit(s) prior to shipping.

## **Saudi Food & Drugs Authority (SFDA)**

Following items must have SFDA approval prior to shipping. If any of these arrive without SFDA registration and certificate, shipment will suffer delay. Contact destination for more information if needed.

### **Food and Agricultural Products.**

1. Chicken, whole (chilled/frozen)
2. Sheep and other meats (chilled/frozen)
3. Meat and meat products
4. Beef, other meats (chilled/frozen)
5. Cheese
6. Rice
7. Tea
6. Vegetable oil and fats
7. Baby food, canned
8. Non-alcoholic beverages
9. Sugar
10. Cigarettes

### **Below commodities are subject to Conformity (SASO)**

#### **Group One - Electrical and Electronic Products.**

- |                           |                                |
|---------------------------|--------------------------------|
| 1. Room air conditioners  | 24. Water heater               |
| 2. Cassette tape recorder | 25. Elect cables up to 1000 v. |



# Air Freight Operational Procedure: Saudi Arabia

- |   |                                   |
|---|-----------------------------------|
| 3. Compact disc players                         | 26. Vacuum cleaners               |
| 4. Videocassette recorder                       | 27. Electric heaters              |
| 5. Motors up to 12 kw                           | 28. Water cooler                  |
| 6. Electric heating unit                        | 29. Evaporative air cooler        |
| 7. Lamp holder                                  | 30. Electric fans                 |
| 8. Switches up to 3 a                           | 31. Cooling unit, household       |
| 9. Florescent lamp                              | 32. Generators up to 1000 kw      |
| 10. Ballast for lamp                            | 33. Rubber insulated cables up to |
| 11. Starters for lamp 450/750 v.                |                                   |
| 12. Plugs and sockets                           | 34. Cooking heater                |
| 13. Electric luminaries                         | 35. Household elect clothes       |
| 14. Dry batteries wash machines/drying machines |                                   |
| 15. Ac adaptors, 220                            | 36. Household electric irons      |
| 16. Microwave oven                              | 37. Food processor, household     |
| 17. Electric ovens                              | 38. Meat chopper/grinders         |
| 18. Photocopy machine                           | 39. Lifts/elevators, incl motors  |
| 19. Computers                                   | 40. Swimming pool lights          |
| 20. Power transformers                          | 41. Dry battery terminals         |
| 21. Refrigerators, household                    | 42. Water pumps                   |
| 22. Telephone sets, basic                       | 43. T.v. sets                     |
| 23. Radio                                       | 44. cordless phones               |
|   | 45. Watt, hour mete               |
|   | 46, press cooker                  |

## **Group Two - Automobiles and Accessories**

1. Automobiles
2. Auto windshield and glass
3. Brake fluid for autos
4. Car tires

## **Group Three - Chemicals**

1. Motor oil and hydraulic oils
2. Paints
4. Pesticides, insecticides

## Group Five - MISC

1. Aluminum products
2. Steel and iron alloy pipes
3. Gold bouillons, gold and silver jewelry
4. Head dress for man, cotton yashmagh
5. Fire extinguishers
6. Cement
7. Safety matches
8. Pressure regulators
9. Tissue paper

- **Pharmaceutical & chemical products** (only if registered in SFDA): certificate from the health authorities in the country of export stating that the articles imported are used in the country origin under the same trade name and composition, stating also the name of each product, its formula, date of manufacture, and the permit number of its manufacturer.
  - For more information refer to tact book regulations on commodities..
- **Agricultural insecticides:** import permit required and proper packing that must indicate "agricultural insecticide & type of product" in the Arabic language very clearly. Also the following information must be indicated: trade name, date of manufacture, duration of activity, and net weight of the product. Non-compliance with all these requirements means the Saudi Arabian customs will refuse to allow its entry into the country.

- **Dangerous goods**

Prior permission from relative Ministry is required before forwarding of goods. The written approval of the Ministry must be provided by importer. However, prior to shipping, consignee must submit to customs and to carrier, the import permit showing his correct name, address, telephone number and also the exact description of item(s), number of pieces and weight of the consignment, plus a copy of the carrier's AWB that tallies identically with the import permit

- **Personal effect shipments**

Aramex DHA do not handle personal effect shipments , consignee must clear himself

## Shipping To Saudi Via King Fahed Causeway

- Shipment to Saudi Arabia Via Bahrain airport
- HAWB'S must always be consigned to the ultimate cnee in Saudi.
- MAWB'S must always be consigned to:
  - Aramex International Courier
  - 3 & 4 Gate 18, GLS Compound, Muharraq Town 224,
  - Kingdom of Bahrain, Telephone +973(17)330434, Fax
  - +973(17)330636
- MAWB to Saudi Arabia consigned direct to consignee should not be routed via the causeway/BAH
- The Country of Origin (Made In) is a must to be mentioned/Engraved on each & every item in the shipment and it should be irremovable, if it's Mentioned/printed on the outer packing only is NOT accepted by the customs.

PRE-ALERTS and/or all inquiries MUST always be sent to:

**Freight Operations Team at Final destination station in Saudi; DHA, JED & RUH:**

### DOCUMENTATION NEEDED & OPS PROCEDURES:

(4.1) For Shipments Whose Total Declared Value Is Less Than SR 50,000 or US\$ 13000:

(4.1A) Invoice (copy or original)

(4.1B) Packing list (either copy or original will do).

(4.1C) Authorization letter of the Saudi consignee is required for clearance-  
Registration through Online website :

<http://www.customs.gov.sa/sites/sc/ar/Pages/Pages/login.aspx>

(4.1D) **Conformity Certificate (SASO) depends on the commodity**

(4.2) For Shipments Whose Total Declared Value Is SR 50,000 Or More:

(4.2A) Invoice (original and Attested by the chamber of commerce at origin, both a MUST). Imported from GCC firms No Certificate Origin Required

(4.2B) Certificate of origin (C/O original and Attested by the chamber of commerce Needed for non GCC firms)

(4.2C) Packing list (either copy or original will do).

(4.2D) Authorization letter of Saudi consignee and his company's commercial registration are both definitely required for clearance. Website :

<http://www.customs.gov.sa/sites/sc/ar/Pages/Pages/login.aspx>

## (4.2E) Conformity Certificate (SASO) depends on the commodity

- Invoice should be detailed per item.
  1. Each item should have a HS code.
  2. Each item should show the country of origin.
  3. Value for each item is required.
  4. Item quantity is required.
- (5) L/C shipments must be provided Bank Endorsed Documents prior moving for Clearance
  - Shipment contains Spare parts, then the invoice should show in details what kind of spare parts are the contains. ( break pads, air filters, water pumps,,, etc )
  - General description is not allowed, example:
    - o Shipment contains Computer Products: then the invoice should show in details what kind of Computer products are the contains, ( mouse, motherboard, keyboard ,,, , etc)

## EXCEPTIONS TO ABOVE:

- The above routing is only for shipments that may/can be imported via BAH airport/ Causeway and will be cleared at the Causeway and delivered up to consignee door. However, kindly note that there are EXCEPTIONS where some shipments to Saudi must fly directly to the final Saudi airport-of-destination like DMM, JED, RUH without going via BAH or any other airport, and these are as follows:
  - (5.1) Tax exempt shipments (i.e. to Aramco or other projects): these must be sent to final destination and never to BAH.
  - (5.2) Consignee does not want us to clear, rather he wants his shipment up to airport in Saudi (DMM, JED or RUH) directly.  
In all cases above, do not (repeat NOT) forward such shipments to or via BAH whatsoever but directly to the final Saudi airport-of-destination as required.
  - (5.3) Temporary Entry Shipments. To be sent directly to the Saudi airports JED, RUH or DMM
  - (5.4) Perishables shipments: which needs special cool temperature as this is not available at the causeway.
  - (5.5) Chemicals, Ink, Powder, Liquid & DGR Shipments:

These shipments can NOT be cleared at the bridge/Causeway unless we have an approval from the Saudi Ministry of Interior in advance and prior to arrival. So, we prefer that you will route all such shipments as single line directly to destination airport (in Saudi). Better be safe than sorry when it comes to such shipments of delicate nature like the DGR's. Before route shipment via Causeway take approval from Causeway team before moving the cargo.

#### (5.6) CD's Of All Kinds:

The Consignee need to get special approvals from the Saudi Ministry of Information & from Customs Department in the capital Riyadh, which might take long time, So please note, all CD's, tapes, magazines or any other shipments that need an approval from the Saudi Ministry of Information must avoid coming to BAH and Causeway But move directly to the Saudi airport of destination (DMM, JED or RUH).

### Important Notes

#### (6.1) Tax Exempted Shipments:

All such shipments can be cleared at the bridge/Causeway only if prior arrangements are made prior to dispatch to BAH with our Saudi Causeway Team e-mail : SaudiCausewayTeam@aramex.com Otherwise all tax-exempt shipments must be sent directly to the ultimate destination being DMM, JED or RUH.

#### (6.2) Foodstuffs & Water Shipments:

All such shipments need approval from the official "Dammam Laboratory", and this might take between 7 to 14 working days, so please note it's recommended not move such shipments through BAH/Causeway.

#### (6.3) Pharmaceutical Shipments:

All pharmaceutical shipments need the approval of the Saudi Ministry of Health for entry into the Kingdom through any gateway whether the direct airport(s) or through the bridge (Causeway). So please note this fact well too.

#### (6.4) Mobile Phones:

Need original invoices and certificate of origin and both should be Originals and Attested by the Chamber of Commerce at origin regardless the value, with Authorization letter from the Saudi consignee and valid Commercial Registration.

(6.5) Toys , like plastic toys or dolls for human, remote control cars, pistol guns need special approval from the ministry of Trade

#### (6.6) Wireless And Telecommunication Equipments:

Needs special approval from the ministry of Telecommunications.(CITC)

#### (6.7) Security and Alarm systems:

These commodities should be mentioned in the consignee's Commercial Registration activity.

#### (6.8) Country of Origin (Made In) :

The Country of Origin (Made In) is a must to be mentioned/Engraved on each

& every item in the shipment and it should be irremovable, if it's Mentioned/printed on the outer packing only is NOT accepted by the customs.

- Commodities that need Lab Checking via King Fahed Causeway, so please note it's recommended not move such shipments through BAH/Causeway

1. Cosmetics, Shampoo, Perfumes and beauty care products.
2. Water & Foodstuff shipment.

## 7. Prohibited Commodities :

- Drinking Alcohol and products containing drinking alcohol
  - All kinds of live animals
  - Toys or statuettes representing animals or men/women
  - Films
  - Artificial Pearls
  - Oil, Foodstuffs and all kinds of perishables/dry Meat, Chicken, Fish, Milk.....etc
  - Arms and ammunitions for war purposes
  - Firearms
  - Fireworks
  - Army Wears
  - Articles representing and/or depicting members of the royal family or the Saudi armed forces
  - The Holly Qura'an
  - Christmas Trees
  - Old magazines & newspapers
  - night vision binoculars
  - Drugs of all kinds and shapes
  - Religious books and prayer books of any sort
  - Valuable Shipments (Gold, Silver, Diamond....)
  - Shipments related to the Royal Family or any Prince in Saudi Arabia.
- 
- Contact Person For Saudi Causeway Shipments via Bahrain
    - o Mohd Rafeekh & Saleh Hussain [SaudiCausewayTeam@aramex.com](mailto:SaudiCausewayTeam@aramex.com)
  - For General Cargo thru Dammam Airport:  
**ALL DHA Freight \_ Import** [DHA.FreightImport@aramex.com](mailto:DHA.FreightImport@aramex.com)
- 
- ALL DHA Freight - Sea** [DHA.Ocean@aramex.com](mailto:DHA.Ocean@aramex.com) - For Sea freight t product.
- For more information refer to TACT book regulations on commodities and the following site:[http://www.saudia-online.com/shipping\\_documents.htm](http://www.saudia-online.com/shipping_documents.htm)

## Batha Crossing

- Rules and regulation to send General Cargo and Flowers
- Via Batha Border.
- Export General Cargo:
- DOX Required:
  - 1) Certificate of Origin matches all the Invoice and Items Details.
    - a. Country of Origin should be clear on the items its self, It should be irremovable either engraved or stick.
  - 2) Attested Invoice by chamber of commerce on Co. Letter Head.
  - 3) Packing List.
    - Note: The above required regardless the declared value.
  - 4) Consignee Authorization Letter to Aramex.
    - a. Consignee Activities on the Authorization letter should match the Consignee activities mentioned on the commercial registration
    - b. Copy of the Consignee Commercial Registration.
  - 5) SASO (Saudi Arabia Standard Organization) Certificate for all Electronic and Spare Parts items imported to Saudi.
  - 6) Arabic Invoice and Manifest.
  - 7) 3-4 Entry Trucks can join in one Bayan assume that all are for one consignee.
  - 8) Aramex can work as transporter for goods which will be cleared by Third Party at Batha Border. In This Case, It's mandatory for the teams to check with the shipper if his Consignee has his own Broker at Batha Border. If Yes, Consignee Broker Details to be Obtained and sent with Prior Notice along with the FTL/SRN Form to the Operations Staff.

## Export Flowers:

- DOX Required:
  - o Certificate of Origin.
  - o Attested Commercial Invoice.
  - o Validity Certificate frm the Agriculture Authority in UAE. (H/Certificate).
  - o Only Saudi Plate Reefers can be used.
  - o Import Flowers prior Approval from the Saudi Ministry of health, or to be mentioned on his company Commercial registration ( CR).
  - o Being Perishables, truck does not take much time in clearance. Max 1-2 hours

# Air Freight Operational Procedure: Singapore



## Working Days and Timings:

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

## Gateway(s):

- Changi international Airport      Code: SIN

## Contact Person(s):

- SIN Freight Team      [SIN.Freight@aramex.com](mailto:SIN.Freight@aramex.com)

## Services:

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

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:
- Aramex International Logistics Pte Ltd - Singapore 498828
- NO 2 CHANGI NORTH STREET 1,
- #02-01 GRAND VENTURE TECHNOLOGY BUILDING
- SINGAPORE 498828
- TEL: +65 66531850 ext 1600      Fax : +65 65430968

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



# Air Freight Operational Procedure: Singapore

## Air Export

All HAWBs should read charges 'As Agreed'.

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

## Documentation:

- Documents needed for Air Export Shipments from Singapore
  - o Original Commercial Invoice (not Proforma) showing the following:
    - Clear description of goods
    - 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 UEN Number

## Air Import

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

All HAWBs should read charges as Actual Consignee

With full address and also tel no.

# Air Freight Operational Procedure: Singapore

- Pre-alerts should be sent to Aramex
- Email; to [zaharah.suradi@aramex.com.sg](mailto:zaharah.suradi@aramex.com.sg)
  - o Email: [SIN.Freight@aramex.com](mailto:SIN.Freight@aramex.com)
  - o Documents required to sent out with shipment
  - o Pre -alert of the shipment once shipment move

## Documentation:

- Documents needed for Air Import Shipments from overseas
  - o Commercial Invoice showing the following:
    - Clear description of goods
    - 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 .

# Air Freight Operational Procedure: Slovak Republic



## Working Days and Timings:

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

## Gateway(s):

- Bratislava Airport Code: **BTS**

## Contact Person(s):

- Azam Qablawi
- Tamas Bartalos
- Yasar Zaza

## 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., organizaena zlozka  
Letisko M.R. Stefanika  
820 01 BRATISLAVA  
SLOVAK REPUBLIC  
Tel: +421 2 43 64 10 01

# Air Freight Operational Procedure: Slovak Republic



## AGENT NOMINATION CODE DGV

- ALSO LIST THE NAME/ADDRESS/TEL OF THE ULTIMATE CNEE IN THE "HANDLING INFORMATION" BOX ON THE MAWB (OR LIST ALL ON THE HAWB, IF ANY). CNEE TELEPHONE NO. & CONTACT NAME IS A MUST.

Peralerts should be sent to Aramex either on:

- [Azam.Qablawi@aramex.com](mailto:Azam.Qablawi@aramex.com)
- [Tomas.Batalos@aramex.com](mailto:Tomas.Batalos@aramex.com)
- [Yasar.zaza@aramex.com](mailto:Yasar.zaza@aramex.com)

## 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 or GBP.
- Please place the invoice (whatever the commodity is) in an envelope attached to the HAWB and send another set of inv/docs separately attached to the box or packing.

## Customs:

- Customs duties in the Slovak Republic are uniform and based on product type.
- We can never be specific about the duty, usually it varies between 1% 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.
- Slovak customs did not apply any duties and taxes on items coming from EEC.
- From non EEC countries, Slovak customs applying VAT 20% 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

# Air Freight Operational Procedure: Slovak Republic



for human consumption (food). Health certificate is required from the country of Origin. The

- Ministry of Health and the Ministry of Agriculture usually inspect the shipment.
- 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 Bratislava 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

# Air Freight Operational Procedure: South Africa



## 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):

- Mrs. Raksha Kirrpaul [Humeli.singh@aramex.com](mailto:Humeli.singh@aramex.com)
- JNB Freight Teams:

ALL JNB Freight - Air & Land [JNB.Freight@aramex.com](mailto:JNB.Freight@aramex.com)

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

ALL JNB Freight - Sea [JNB.Ocean@aramex.com](mailto:JNB.Ocean@aramex.com)

- After hours contact number: Raksha Kirrpaul : 082 5273335  
Raaeza Mohamed: 0745684590  
Sharda Roopchand: 0844580100

# Air Freight Operational Procedure: South Africa



## 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      [JNB.Freight@aramex.com](mailto:JNB.Freight@aramex.com)

ALL JNB Freight - Sea              [JNB.Ocean@aramex.com](mailto:JNB.Ocean@aramex.com)

- Documents required per email on completion of AWB.
- Originals documents to be sent with the cargo.

## Documentation:

- Documents needed for Air Export Shipments from South Africa:
  - Original MAWB
  - Origin HAWB (for not Direct to Consignee shipments)
  - 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
  - 
  - Original Packing List
  - Original Certificate of Origin (if required at destination)
  - Shipper's Customs Code
  - Shipper's VAT Number
- Documents needed for Air Import Shipments to South Africa:
  - Original MAWB
  - Original HAWB
  - 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



# Air Freight Operational Procedure: South Africa

- 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
- 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.

# Air Freight Operational Procedure: Sri Lanka



## Working Days and Timings:

- Working Days: Monday to Friday , Saturday
- Working Hours: 08:30 till 17:30 , 9:00 till 13:00

## Gateway(s):

- Bandaranayake Int'l Airport-Katunayake

Code: **CMB**

## Contact Person(s)

- Niwanthi Danthanarayana [Niwanthi.Danthanarayana@aramex.com](mailto:Niwanthi.Danthanarayana@aramex.com)
- ALL CMB Freight [CMB.Freight@aramex.com](mailto:CMB.Freight@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 Freight Corporation Lanka (Pvt) Ltd.  
No. 307, Negombo Road,  
Peliyagoda,  
Sri Lanka  
Tel: 94 11 4728100  
Fax: 94 11 4628443

- MAWB must include the phone number.

**Peralerts should be sent to Aramex CMB Att on:**

- Email: [CMB.Freight@aramex.com](mailto:CMB.Freight@aramex.com)
- [niwanthi.danthanarayana@aramex.com](mailto:niwanthi.danthanarayana@aramex.com)
- Fax: 94 11 4628443

**TCN (Time Consignee Notified):**

- Next working day from when shipment arrives Colombo. 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.

**Documents Required & Acceptable:**

- Required for shipments of textiles: clothing, fabrics and linen products. These commodities require an "original" certificate of origin. No copies will be accepted.
- A certificate of origin, if required, is the origin's responsibility To complete. Stations can order forms from inventory at the GOA:
  - o Form 4053-stamped and signed by chamber of commerce
  - o Form 4051-notorized form, stamped and signed by chamber of commerce.
- 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:
  - o the certificate of origin requirements for this country is:
    - If the goods are of U.S. origin, supplier's invoice should bear the remark "certified that the goods are of U.S. origin".

# Air Freight Operational Procedure: Sudan



## Working Days and Timings:

- Working Days: Sunday to Thursday
- Working Hours: 08:00 till 16:00
- Working Day: Saturday
- Working Hours: 08:00 till 16:00

## CUSTOM CLEARANCE:

08:00 - 15:00 SUNDAY - THURSDAY.  
08:00 - 12:00 Saturday  
NO CLEARANCE ON FRIDAY

## Gateway(s):

- Khartoum International Airport                      Code: KRT

## Contact Person(s):

### KRT Freight

Mr. Elharith Saeed / Freight Operation Supervisor,

e-mail: [Elharith.Saeed@aramex.com](mailto:Elharith.Saeed@aramex.com)

Mr. Ahmed Youssif / Brokerage Team Member - Freight, Freight

e-mail: [Ahmed.Youssif@aramex.com](mailto:Ahmed.Youssif@aramex.com)

Mr. Mohammed Khalid / Operation Manager

e-mail: [Mohammed.Khalid@aramex.com](mailto:Mohammed.Khalid@aramex.com)

Mr. Wael Mohamedsaeed / Country Manager

e-mail: [Wael.Mohamedsaeed@aramex.com](mailto:Wael.Mohamedsaeed@aramex.com)

ALL KRT Freight

e-mail: [KRT.Freight@aramex.com](mailto:KRT.Freight@aramex.com)

## 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).

For all such shipments, a break-bulk (B/B) fee of US\$50.00 per MAWB plus a 5% collection to Aramex apply. Both charges will be deducted from the CC remittance due.

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
Aramex International Co.  
Ahmed Khaire St., Block5/6  
Khartoum (2),Khartoum  
Tel #: + 249 (187) 188666  
Fax #: + 249 (183) 477989
- Pre-alerts should be sent to Aramex on:
  - o Email: [KRT.Freight@aramex.com](mailto:KRT.Freight@aramex.com)

## Documentation:

- Documents needed for Air Export Shipments:
    - o Original MAWB
    - o HAWB original or A4 (for Not Direct to Consignee shipments)
    - o Certificate of Origin
    - o EX-form from Bank of Sudan (for commercial shipments)
    - o Invoice
    - o Packing list
    - o Shipper's passport copy (for personal effect shipments)
- \* Legalization is not a must - unless requested by either the shipper or the consignee*

- Documents needed for Air Import Shipments:
  - Original MAWB
  - Original HAWB
  - Original Invoice (country of origin must be mentioned clearly)
  - Packing List
  - IM-form (from the consignee for commercial shipments only)
  - TAX ID (from the consignee)
  - Consignee's passport copy (for personal shipments)
  - Legalized Certificate of Origin (if requested)
    - \* If certificate of origin is missing or not legalized, a \$35.00 charge will be imposed on the consignee regardless of the invoice value.*
  - *A penalty of 100 USD will be applied in case of a shipment arrived and consigned to our address without a pre-alert. The pre-alert should be at least one day before shipment arrival.*

# Air Freight Operational Procedure: Tanzania



## 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      [DAR.Freight@aramex.com](mailto:DAR.Freight@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: [DAR.Freight@aramex.com](mailto:DAR.Freight@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:
  - o Original MAWB
  - o Origin HAWB (for not Direct to Consignee shipments)
  - o 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.

# Air Freight Operational Procedure: Thailand



## Working Days and Timings:

- Working Days: Monday to Saturday
- Working Hours: 08:30 till 17:30 (Mon to Fri)
- Working Hours: 08:30 till 15:00 (Sat)

## Gateway(s):

- Suvarnabhumi Airport Code: **BNK**

## Contact Person(s):

WANIDA MEESUBSOMBOON  
NIPAPORN KIATJAROONSIRI

[wanida.meesubsomboon@aramex.com](mailto:wanida.meesubsomboon@aramex.com)  
[nipaporn.kaitjaroonsiri@aramex.com](mailto:nipaporn.kaitjaroonsiri@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.

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:

- ARAMEX (THAILAND) CO.,LTD.  
C/O TRANSPEED CO.,LTD.  
153 Soi Pridi Banomyong 14, Sukhumvit 71 Rd., Phra Khanong Nuea,  
Wattana, Bangkok 10110, Thailand.  
TEL : +66 2 022 7070
- Pre alerts should be sent to Aramex either on:
  - o Email: Operations Manager [wanida.meesubsomboon@aramex.com](mailto:wanida.meesubsomboon@aramex.com),  
[ALL\\_BNK\\_OPS@aramex.com](mailto:ALL_BNK_OPS@aramex.com),[ALL\\_BNK\\_Customer\\_Service@aramex.com](mailto:ALL_BNK_Customer_Service@aramex.com)
  - o Attn: Ops Department

## **Documentation:**

- Documents needed for Air Export Shipments:
  - o Original MAWB
  - o HAWB (original or A4 - and for not Direct to Consignee shipments)
  - o Certificate of Origin\*  
\* *Original Invoices, Packing List*
  
- Documents needed for Air Import Shipments:
  - o Original MAWB
  - o Original HAWB
  - o Original Invoice should have HS CODES, weight of the shipment, number of pieces & weight should match with MAWB & HAWB.
  - o Packing List

# Air Freight Operational Procedure: Tunisia



## Freight office:

- Address: 1<sup>st</sup> floor Cargo village Tunis-Carthage 1053, Tunisia

## Working Days and Timings:

- Working Hours: 08:00 till 17:00 Monday to Friday
- Working Hours: 08:00 till 12:00 Saturday

## Gateway(s):

- Tunis Carthage International Airport      Code: **TUN**

## Contact Person(s):

- Mr. Jalel Dorgham      [Jalel.Dorgham@aramex.com](mailto:Jalel.Dorgham@aramex.com)
- Mr. Walid Ouenniche      [Walid.Ouenniche@aramex.com](mailto:Walid.Ouenniche@aramex.com)

## Services:

- Consolidations:      Yes
- Charges Collect:      Yes( approval in advance from our station )
- Cash on Delivery:      No

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
Aramex Tunisie

# Air Freight Operational Procedure: Tunisia

Rue du lac Ontario  
1053 Les berges du lac  
Tunis Tunisia  
Tel: +216 71 160 800

- Mawb contains only 1 Hawb you should make :
  - Consignee : Aramex Tunisie
  - Notify : The final consignee
  - Description : real description
- Mawb contains more than 1 Hawb you should make :
  - Consignee : Aramex Tunisie
  - Description : Consolidation as per attached manifest

- Email: [Jalel.Dorgham@aramex.com](mailto:Jalel.Dorgham@aramex.com)
- [TUNCustomerService@aramex.com](mailto:TUNCustomerService@aramex.com);
- [TUN.FreightClearance@aramex.com](mailto:TUN.FreightClearance@aramex.com)

- Originals documents to be sent with the cargo.

**Important :**

- You should mention the number of cartons inside the pallet if the tape is transparent if not it will be a customs penalty \$200.00 otherwise you should wrap it well with a black tape.
- Any shipment arrives without pre alert we should pay a customs penalty \$100.00.

**Documentation:**

- Documents needed for Air Export Shipments from Tunisia:
  - 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

# Air Freight Operational Procedure: Tunisia

- Total number of packages
    - Gross Weight
    - 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
  - Original Packing List
  - Original Certificate of Origin (if required at destination)
  - EUR 1 if shipment is going to CEE.
  - Shipper's Customs Code
  - Shipper's VAT Number
- Documents needed for Air Import Shipments to Tunisia:
- Original MAWB
  - Original HAWB
  - 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
    - 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
  - EUR 1 if shipment is coming from CEE.
  - Packing List
  - Importer Customs Code
  - Importer VAT Number

## Storage Fees:

There is a free storage of 24 hours after arrival of the shipment.

## For Inbound PP to Tunisia:

- Aramex Tunisia 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 or we hand over the documents to his broker.
- Aramex Tunisia can arrange pre-clearance if all documents were sent to them before the arrival of the shipment (Only for company under bounded warehouse).
- All personal effects should be on DTC.

# Air Freight Operational Procedure: Turkey



## Working Days and Timings:

- Working Days: Monday to Friday , Saturday
- Working Hours: 08:30 till 18:30 , 9:00 till 14:00

## Gateway(s):

- Ataturk International Airport - Istanbul. Code: IST
- Sabiha Gokcen Airport - Istanbul Code : SAW

## Contact Person(s):

- Tolgahan Bulut / [tolgahan.bulut@aramex.com](mailto:tolgahan.bulut@aramex.com)
- Elif Toker / [elif.toker@aramex.com](mailto:elif.toker@aramex.com)
- Macide Canturk [macide.canturk@aramex.com](mailto:macide.canturk@aramex.com)
- Group mail / [IST.Freight@aramex.com](mailto:IST.Freight@aramex.com)
- Yasin Tuzer/ [yasint@aramex.com](mailto:yasint@aramex.com)
- Busra Ileri/ [busra@aramex.com](mailto:busra@aramex.com)
- Ahmet Karaismail [ahmet@aramex.com](mailto:ahmet@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).



# Air Freight Operational Procedure: Turkey



## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
ARAMEX INTL HAVA KARGO VE KURYE AS  
MIMAR SINAN CAD. SERHAT SOK. NO:35  
IKITELLI - ISTANBUL  
TURKIYE  
TEL : 0090-212-9991222

NOTE: As per the Turkish customs rules ARRIVAL NOTIFICATION must be done before the arrival of the shipment to customs. That's why origin stations must be sent the Pre-alert to the below address before departure of the shipment, failing this notification a penalty USD 100.00 will be charged back to origin station.

[IST.Freight@aramex.com](mailto:IST.Freight@aramex.com)

[ALL IST EXP Clearance@aramex.com](mailto:ALL IST EXP Clearance@aramex.com)

- HAWB Must Include:  
Ultimate Consignee's Full Name.  
Complete Address/Contact Name.  
Phone Number; Fax Number.
- For other dests like Izmir, Adana, Mersin, Antalya, Ankara you can issue Mawbs direct to final cnees or terminate the mawb in ist and we will transfer shpt to final dest. If you issue directly to listed destinations pls note that we cannot handle freight shpts at these dests..
- Service Information:  
  
COLLECT - YES  
COD - NO  
DDU - YES  
DDP - As Aramex IST has no licence to be able to do export&import formalities on behalf of any company or person, cnee should do the customs process through their own broker due to Turkish government rules by paying taxes&duties.

## Peralerts should be sent to Aramex on:

- Tel (90212) 999 1 222
- Fax (90212) 494 37 84
- attention Elif Toker -

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

- Next working day from when shipment arrives to Istanbul. 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 -
- A legalized certificate of origin is required for shipments from the following countries:
- Austria, Bulgaria, China, Czech Republic, Egypt, Hungary, Iraq, Jordan, Poland, Romania, Tunis or the U.A.E.
- Commercial Invoice - 1 original and 2 copies

**\*\*The Schedule B Number Must Appear On The Invoice, Regardless Of Value.**

1. All package shipments must be accompanied by an original commercial invoice on company letterhead. Libra, lightship or fax photocopies are unacceptable for clearance. All shipments to turkey *\*must\** have a commercial invoice and the invoice must show a value (\$0.00 is not acceptable). Missing or misdeclared commercial invoices will be assessed a \$ 100.00 per hawb penalty. f.o.c. sample shipment invoices must show: free of charge, no commercial value, value for customs only, etc.
2. Computer/laptop shipments - the consignee *\*must\** have a special permit from the Turkish ministry of industry.
3. Mobile/cell phone shipments to turkey require special documentation from the Turkish ministry of telecommunications & ptt, which the consignee must prepare. Origin should advise turkey of shipper/ receiver/package info before shipping to avoid delays and to ensure the receiver has the necessary paperwork.
4. Shipments not cleared within 20 days will automatically be destroyed by customs and a penalty of \$ 150.00 will be charged per hawb.
5. Return procedures for shipments held in customs - shipper must provide a letter addressed to customs authorities at Istanbul airport stating the reason for return. This letter must be notarized by the Turkish consulate in the country where the shipment originated. This original letter must be sent to

# Air Freight Operational Procedure: Turkey

- Aramex/IST. This procedure is mandatory for requesting returns - no exceptions.
6. Shpts must arrive with a hawb and an original commercial invoice ( proforma not accepted )
  7. On the invoice and hawb must state the final cnee name, company name and the full address..
  8. The pieces and weight must match with hawb, invoice and mawb..if it's consolidated the total must match with mawb.
  9. The description of goods must be correct.
  10. The MAWB must be issued to the name of ARAMEX ISTANBUL even if the shpt is A/P to A/P otherwise we have no control.
  11. The boxes must be labeled with correct hawb, mawb and pieces details.
- If these are not done and if the freight arrives without these details a penalty will be debited back to org which will be min \$ 100 or more depending on customs assessment.

## Important Remarks Must Comply:

- All outbound freight shipments from Turkey have a fixed charge of \$ 40.00 terminal fees and \$ 40.00 documentation fees. They are not negotiable and are required charges by all forwarders per government and airline regulations in Turkey. They are also charges which are separate from airplus rates and will be added on as an accessorial.
- The following requirements must be met to be able to clear shipments; especially those requiring formal clearance.
  1. A legible copy of the original HAWB.
  2. The correct weight and number of pieces must be stated on the HAWB.
  3. Previously need full prealert with MAWB Number + Number of pieces + Total weight + Transportation charge three hours before departure .
  - \* You can expect a 48-hour clearance process. \*
  - \* Original Master and House B/L's are required for Ocean Frt shipments \*
  - \* Original Comm'l invoice, packing list & cert. origin are required \*

\* Legalization is not required \*

## ISPM-15 PACKAGING STANDARDS FOR IMPORT SHIPS

- As from 01 January 2006, the wooden packing materials used in packaging the import goods into Turkey will be subject ISPM-15 standards.
- The wooden packing materials used in packing all kinds of import goods, whether agricultural or not, will be required with the STANDART ISPMG-15 STAMP evidencing the heat treatment & fumigation process (no additional written document will be required).
- In case of lack of the ISPMG-15 Stamp, the packing material will not be allowed to enter the country and will be returned to origin, all expenses being on the importer.

Types of Wooden packing Materials subject to control (thickness 6 mm. and above)

- Palettes
- Packing support materials
- Boxes
- Drums
- Packing Blocks
- Loading Boards
- Palette Handles
- Wooden stakes etc.

# Air Freight Operational Procedure: UGANDA



## Working Days and Timings:

- Working Days: Monday to Friday, Saturday.
- Working Hours: 08:30 till 17:30, 09:30am - 12:30pm

## Gateway(s):

- Entebbe International Airport                      Code: **EBB**

## Contact Person(s):

- Denis Edeet    [Denis.Edeet@aramex.com](mailto:Denis.Edeet@aramex.com)
- Norbert Esunat    [Norbert.Esunat@aramex.com](mailto:Norbert.Esunat@aramex.com)
- Alice Nabukalu    [Alice.Nabukalu@aramex.com](mailto:Alice.Nabukalu@aramex.com)
- ALL EBB Freight    [EBB.Freight@aramex.com](mailto:EBB.Freight@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. A fee of \$ 50 is charged to collect cash from charges collect clients, billed to the origin station.

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
Aramex Uganda Limited  
Plot 21 Yusuf Lule Road  
Course View Towers  
Kampala, Uganda.

The description of goods on the MAWBs should read as 'Consolidation as per attached Cargo manifest' if there is a HAWB accompanying the MAWB.

The description of goods on the MAWB should read the True description of items being shipped if there is no HAWB accompanying the MAWB.

All HAWBs should read charges 'As Agreed'.

- Pre-alerts should be sent to Aramex either on:
  - o Email: TBA / [Alice.Nabukalu@aramex.com](mailto:Alice.Nabukalu@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 Uganda:
  - 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
- 
- Original Packing List
  - Original Certificate of Origin (if required at destination)
  - Original Contra band declaration form in 3 copies
  - Shipper's Tax Identification Number (TIN)
  - Shipper's VAT Number
- 
- Documents needed for Air Import Shipments to Uganda:
    - Original MAWB
    - Original HAWB
    - Original Commercial Invoice (not Profoma) 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
    - Packing List
    - Importer Tax Identification Number (TIN)
    - Importer VAT Number
    - Shipping bill/Export Entry for all shipments originating from India and South Africa.

## Storage Fees:

There is a free storage of 72 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 general cargo and DG cargo. For cold room storage applies from date of arrival.

## For Inbound PP to Uganda:

- In case the consignee is an individual, then the origin needs to notify Aramex Uganda so that the latter can get the needed paperwork from the consignee before the arrival of the flight to Uganda, else any incurred storage fees will be automatically debited back to the origin.
  - o In case the consignee does not have the needed paperwork, then EBB will assist the consignee to get them after they establish the contact with the consignee.
- Aramex Uganda will require a 'Clearing Instruction' from the consignee 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 Uganda will require the Consignee's Tax Identification Number (TIN) in the event that consignee authorizes Aramex Uganda to clear his/her shipment.
- Aramex Uganda can arrange pre-clearance if all documents were sent to them before the arrival of the shipment.
- Uganda National Bureau of Standards requires a Pre-verification Certificate of conformity (PVOC) for the following items below from origin before shipping:

Group I Toys

Group II Electrical and electronics including solar equipment

Group III Automotive products and inputs

Group IV Chemical products

Group V Mechanical materials and gas appliances



Group VI Textile, leather, plastic and rubber products

Group VII Furniture (wood and metal articles)

Group VIII Paper and stationery

Group IX Protective safety equipment

Group X Food and food products

Group XI Used products including used motor vehicles

- The accepted companies are as below;
- 1. Societe Generale des Surveillances (SGS)
- 2. Intertek International Limited
- 3. Bureau Veritas

## United Arabi Emirates cities

[ABU\\_DHABI](#)

[DUBAI](#)

[Jebel Ali](#)

[DWC](#)

[SHJ](#)

# 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 in Handling Column (If any required- Like Temperature control etc)

Clearing companies are not allowed to get/take approval from Ministry Of Education, Ministry 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 [AUH.Freight@aramex.com](mailto:AUH.Freight@aramex.com) , TEL: (971) 2-555 1911 , FAX (971) 2- 5025 111

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

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 - \*NOT\* required for airfreight shipments (For the time being)**  
NB: COO is not required for the customs clearance purpose. But some of CNEE still need for their own internal/end user (like GHQ) purpose

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

**Commercial Invoice -\*NOT\* required the ORIGINAL for airfreight shipments (For the time being).**

NB: There should be CRYSTAL CLEAR COPY of COMMERCIAL INVOICE on Shipper's Letter Head, with their SEAL/STAMP and HS CODE(s) & Country Of Origin has to be mentioned on it.

**AUH Customs won't entertain PROFORMA INVOICE.**

**Always AUH CUSTOMS Need the HEADING as COMMERCIAL INVOICE.**

Any shipments 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 -**

**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 they may re-assess the Value.

All the Freight shipments through AUH APT Customs must accompanied with Commercial Invoice & Packing list. All should state the H.S Code(s) of each and every item with Country of Origin. If shipment 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.

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, & Packing List. Failing to do so, there would be delay on clearance.

**Any shipments Importing to AUH CUSTOMS with Multiple HS CODE & Country Of origin, shipper has to prepare the Commercial Documents with summarized details 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 & Hazam Chamakkadath  
ARAMEX Abu Dhabi.

***Important Remarks Must Comply:***

Requirements for shipments to U.A.E:

1. All shipments to be accompanied with Commercial Invoices & Packing list. ( Crystal clear Copies will 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 shipments arrive 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 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/ execute/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.

## City: Dubai

### Working Days and Timings:

- Working Days: Saturday to Thursday
- Working Hours: 08:00 till 17:00

### Gateway(s):

- Dubai International Airport Code: DXB
- Dubai world Central Code: DWC
- Sharjah Airport Code: SHJ
- Abu Dhabi International Airport Code: AUH
- 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 Abu Hijleh- Senior Freight Operations Manager
- Shiju Antony - Operation Supervisor- Airfreight Export
- Eliyas Ahamed - Export Operation Manager - Air Freight
- Lalg Pulickal - Operation Supervisor - Airfreight Import
- Harold Dias - Import Operation Manager - Air Freight
- Alavudeen Labella Jissari - Freight Operations Leader - Abu Dhabi Office
- Sulfikar Ali - Operations Supervisor, Sharjah Office

### 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)

[DXB.FreightCommunication@aramex.com](mailto:DXB.FreightCommunication@aramex.com)

[DXB.AirImport@aramex.com](mailto:DXB.AirImport@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.

It is mandatory for businesses which have taxable turnover in excess of AED 375,000 to register for VAT purposes. Aramex will register for VAT with the Federal Tax Authority as required under the VAT law and related regulations.

We request you to provide us your VAT registration number, correct legal entity name and registered address for invoicing purposes as soon as possible.

Please note that this letter supersedes any contrary terms relating to VAT in the agreement entered into with Aramex, or in relation to the services provided by Aramex. In case you have any queries, please contact your Aramex CMT Leader at: [CRMVAT@aramex.com](mailto:CRMVAT@aramex.com)

Aramex will not pay any VAT behalf of client or under (aramex licenses name)

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 1216  
DUBAI CARGO VILLAGE  
DUBAI, U.A.E.  
ATTN: Harold Dias.  
TEL #: (9714) 5030439 / 443 / 437.  
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 freight, 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 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

- \*\*\*\*\*VAT charges 5 % will apply C.I.F & Duty amount

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

- Attention: DXBFreightOPS
- Email: [DXB.AirImport@aramex.com](mailto:DXB.AirImport@aramex.com)
- Email: [DXB.FreightCommunication@aramex.com](mailto:DXB.FreightCommunication@aramex.com)
- Email: [DXB.SHJ.Freight@aramex.com](mailto:DXB.SHJ.Freight@aramex.com) ( only for final destination is SHJ)
- Fax (9714) 8707744
- Tel (9714)-600 544 000 x 5554

**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 Unit weight per product ( Item)per product .
  2. Detailed Packing list weight & pieces should tally with the HAWB.
  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 within 21 days of arrival)
- 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.
  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-erasable 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 within 21 days)

## Accounting & Billing

In order to streamline agents billing and remittance process we urge all agents & aramex offices to mention aramex shipping request number (SRN) on their invoices & debit notes, i.e (DXB/2017/040115)

- Agent can proceed with the shipping arrangement only after receiving SRN from aramex station.
- To make sure that aramex SRN reference is mentioned clearly on the Debit note & HAWB handling information

Dubai Accounts contact details:

Joy Patrao ([Joy.Patrao@aramex.com](mailto:Joy.Patrao@aramex.com)) & ([ALL\\_DXB\\_Accounting\\_Cargo@aramex.com](mailto:ALL_DXB_Accounting_Cargo@aramex.com) )

+971(600)544000 x 7661

Direct: +971-4-8037661

## 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 - Senior Customer Service Leader - SRN Team Leader**  
[George.Mani@aramex.com](mailto:George.Mani@aramex.com)  
[DXB.AirCommunication@aramex.com](mailto:DXB.AirCommunication@aramex.com)  
[DXB.FreightCommunication@aramex.com](mailto:DXB.FreightCommunication@aramex.com)



## City: Jebel Ali

### Working Days and Timings:

- Working Days: Saturday to Thursday
- Working Hours: 08:00 till 17:00

### Gateway(s):

- Dubai International Airport Code: UAE

### Contact Person(s):

- Email: [DXB.AirExport@aramex.com](mailto:DXB.AirExport@aramex.com)
- Email: [DXB.AirImport@aramex.com](mailto:DXB.AirImport@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 1216  
DUBAI CARGO VILLAGE  
DUBAI, U.A.E.  
ATTN: Harold Dias.  
Tel #: (9714) 5030439 / 443 / 437.  
Fax #: (9714) 2820424.

- If a consol shipment HAWB should be consigned to a company in Jebel Ali.
- If direct shipment then MAWB must be consigned to a company listed with Jebel Ali free zone.

**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 within 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 Abu Hijleh- Senior Freight Operations Manager
  - 
  - Shiju Antony - Freight Operation Supervisor - Airfreight Export
  - Eliyas Ahmed - Export Operation Manager - Air Freight
  - 
  - Lalg Pulickal - Freight Operation Supervisor -Airfreight Import
  - Harold Dias - Import Operation Manager - Air Freight

# Air Freight Operational Procedure: United Kingdom



## 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@aramex.com">Tony@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 - [lon.airimport@Aramex.com](mailto:lon.airimport@Aramex.com)

### Services:

- Consolidations: Yes
- Charges Collect: Yes
- 'Charges Collect' are acceptable but a pre-alert with debit note 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, the fee will be added to the Consignee collect charges.

### Alerting and Consigning AWBs:

- MAWBs should be consigned to:
- Aramex (U.K.) Ltd,

# Air Freight Operational Procedure: United Kingdom

- International Freight
- Unit 4 Galleymead Road
- Colnbrook
- Slough
- SL3 0EN
- Tel: 01753210500
- Renomination code : DAV
- E-mail: [lon.airimport@Aramex.com](mailto:lon.airimport@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 include them in the e-mail pre-alert.

## Per alerts must be sent to Aramex via email:

- Email address: [lon.airimport@Aramex.com](mailto:lon.airimport@Aramex.com)
- All Pre alerts received by email are acknowledged, if you do not get an acknowledgment, please resend it just in case of any I.T 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):

- The consignee is notified of a pending arrival no later than the following working day once the pre alert 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 (U.K.) Ltd,  
International Freight  
Unit 4 Galleymead Road  
Colnbrook  
Slough  
SL3 0EN  
Tel: 01753210500  
Renomination code: DAV  
E-mail: [lon.airimport@Aramex.com](mailto:lon.airimport@Aramex.com)

## Important:

- Please check with us before importing any of the following items:  
Perishables;  
Foodstuffs;  
Live animals;  
Alcohol;  
Tobacco;  
Military Goods.



# Air Freight Operational Procedure: United Kingdom

- 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:

- Please see the link below for the new application process. The consignee will have to apply prior to arrival of their goods into the UK.

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

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 old are generally tax-free. A disclaimer form will also need to be emailed absolving Aramex LHR of any liability in case 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 except Northern England, Scotland and Isle of Wight. 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.

# Air Freight Operational Procedure: United Kingdom

## **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 Centrre  
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.

# Air Freight Operational Procedure: United Kingdom



- 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: [MAN.AirImport@aramex.com](mailto:MAN.AirImport@aramex.com)
- All Prealerts will be acknowledged, if you do you 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 Stroage 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.

# Air Freight Operational Procedure: United Kingdom



- 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.

# Air Freight Operational Procedure: United States



## 1. JFK:

### Working Days and Timings:

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

### Gateway(s):

- JFK International Airport - New York
- Code: JFK

### Contact Person(s):

- |                                |                 |  |
|--------------------------------|-----------------|--|
| - Country Manager              | Robert McKim    | <a href="mailto:RobertMc@aramex.com">RobertMc@aramex.com</a>                                 |
| - Station Manger               | Angelo Palmieri | <a href="mailto:AngeloP@aramex.com">AngeloP@aramex.com</a>                                   |
| - National Compliance Director | Kevin Grimes    | <a href="mailto:Kevin.Grimes@aramex.com">Kevin.Grimes@aramex.com</a>                         |
| - Freight Import               |                 | <a href="mailto:JFK.FreightCommunication@aramex.com">JFK.FreightCommunication@aramex.com</a> |
| - Freight Exports              |                 | <a href="mailto:JFK.FreightCommunication@aramex.com">JFK.FreightCommunication@aramex.com</a> |

### Services:

- Consolidations: Yes
  - Charges Collect: Yes
  - Cash on Delivery: NO
- 
- Instructions in MAWB description of goods must read: Consolidation as per attached manifest. Do not place description of goods on the MAWB. HAWB manifest containing all HAWB data, including but not limited to accurate commodity description must be presented to your airline of choice. Origin must ensure airline uploads HAWB data into their manifest system. Origin is responsible for ensuring airline complies with upload, and any cost associated with the upload and/or fines for non-compliance.
  - '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\$45.00 per MAWB plus 2% "collect fee" to Aramex apply. Both charges will be deducted from the CC remittance due.

# Air Freight Operational Procedure: United States



- 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 NEW YORK LTD  
182-25 150<sup>th</sup> Ave  
Jamaica, NY 11413  
USA
- JFK can handling any personal effect or dangerous good shipments
- No Shipment to be sent before approval from JFK about documentation and need documents for clearance from shipper and/or consignee

## Peralerts should be sent to Aramex on:

- Attention: [JFK.FreightCommunication@aramex.com](mailto:JFK.FreightCommunication@aramex.com)
- Import Manger: Mate Sebestyen [Mate.Sebestyen@aramex.com](mailto:Mate.Sebestyen@aramex.com)
- Fax: +1 (718) 553-8953
- Tel: +1 (718) 553-8740

## TCN (Time Consignee Notified):

- Next working day from when shipment arrives to JFK. We hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance if required. Our customs clearance service is \$75.00 for each formal/live entry.

## Documents Required & Acceptable:

- Invoices with no commercial value are not accepted.
- To avoid storage fees and to clear the shipments on time, send copies of all docs (invoice, packing list, HAWB, MAWB) before the arrival of shipments to JFK.
- For personal effects shipments, please prealert us with all the details like no of pieces, weight and the exact address before shipping same to JFK.

## 2. Los Angeles.

### Working Days and Timings:

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

### Gateway(s):

- Los Angeles International Airport - LAX
- Code: LAX

### Contact Person(s):

- Anwar Patel [AnwarP@aramex.com](mailto:AnwarP@aramex.com)
- Kevin Grimes [kevin.grimes@aramex.com](mailto:kevin.grimes@aramex.com)
- Freight Exports/Imports [LAX.FreightCommunication@aramex.com](mailto:LAX.FreightCommunication@aramex.com)
- 

### Services:

- Consolidations: Yes
  - Charges Collect: Yes
  - Cash on Delivery: No
- Instructions in MAWB description of goods must read: Consolidation as per attached manifest. Do not place description of goods on the MAWB. HAWB manifest containing all HAWB data, including but not limited to accurate commodity description must be presented to your airline of choice. Origin must ensure airline uploads HAWB data into their manifest system. Origin is responsible for ensuring airline complies with upload, and any cost associated with the upload and/or fines for non-compliance.
  - 'Charges Collect' 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  
3750 West Century Blvd.  
Inglewood, CA 90303
- LAX is Not handling any personal effect or dangerous good shipments till further notice.

Prealerts should be sent to Aramex on:

- attention: LAX Import cargo Team  
Email: [LAX.FreightCommunication@aramex.com](mailto:LAX.FreightCommunication@aramex.com)
- 
- Fax: +1 (310) 410-9336,
- Tel: +1 (424) 750-9338

## TCN (Time Consignee Notified):

- Next working day from when shipment arrives to LAX. We hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance if required. Our customs clearance service is \$ 135 for each formal entry.

## Documents Required & Acceptable:

- Invoices with no commercial value are not accepted.
- To avoid storage fees and to clear the shipments on time, send copies of all docs (invoice, packing list, HAWB, MAWB) before the arrival of shipments to LAX.
- For personal effects shipment, please prealert us with all the details like no of pieces, weight and the exact address before shipping same to LAX.