

aramex



Unpacking

our shipping guidelines

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What is a “Non-Document” Shipment vs a “Document” Shipment?

Internationally, if a shipment is not considered a “document” it is referred to as a “non-document” shipment. Document shipments do not need an invoice, but “non-document” shipments **MUST** have an invoice.

Mandatory Documents
Shipper ID for all the cash shipments
Invoice with HS Code for all the Non-Documents
Exporter Code for HV B2B/B2C shipments
Delivery Advice, Invoice, Packing list for Fz Shipments
MSDS for ELI/ELM shipments
DG Onboarding required for DG Shipments

Destination country requirements

Destination Requirements	Invoice (Non-Docs)	Invoice (Docs)	Receiver ID	Valid Telephone Number	Email ID	Business Identification Number of	CR Copy	Max Weight	Approval for iPhones	All Pakistan originated items are forbidden
Oman	Yes		Yes	Yes						
Morocco	Yes		Yes							
China	Yes		Yes							
Turkey	Yes		Yes							
KSA	Yes		Yes							
Qatar	Yes		Yes							
Kuwait	Yes		Yes							
Japan	Yes	Yes								
UK	Yes		Yes		Yes					
France	Yes		Yes		Yes					
KSA	Yes						Yes			
India	Yes									Yes
UK	Yes							Yes		
Egypt	Yes								Yes	
Bangladesh	Yes		Yes			Yes				

Invoices – What an invoice should look like

1. Shippers Information
2. Consignee Information
3. Invoice's date
4. An Adequate description of each commodity in the shipment
5. The number of units of each commodity
6. The individual value of each unit
7. The line value of all the units (or the individual commodity) being shipped.
8. The total value of the entire shipment
9. Country of Origin - where each commodity was manufactured
10. Shipper Signature/Stamp

Invoice				
Date: 01-Aug-21 3			Purchase Order: 04297	
1 Shipper: Dan & Chuck's Auto Parts 55 B Street Al Qouz Industrial 1 Dubai, UAE Contact: Daniel Huth Telephone: (971) 564 160000			2 Receiver: Steinstadt. Inc. Adenauralle 4 59940 Oberursel Germany Contact: Mike Hummel Phone: 49 224-149-1424	
No. Units	Description of Goods Harmonized system Tariff Number if Known	Country of Origin	Unit Value	Total Value
50	Aluminum Windshield Wiper Assemblies	US	15.00	\$750.00
5 30	Natural Rubber Replacement Blades	9 US	6 3.00	7 \$90.00
25	Printed Instructions Kits 4	US	5.30	\$132.50
Shipping Charges				\$150.00
Total Value				8 \$972.50
3 Packages				
				10 1-Aug-21
				Signature Date

Commodity Description

Commodity description to be accurate and not just “documents”, “sample”, “as per invoice”, “clothes”, a detailed guide on the commodity description is available below.

The European Commission has also published a [guidance document](#) published by EUROPEAN COMMISSION DIRECTORATE-GENERAL TAXATION AND CUSTOMS UNION with examples of unacceptable/acceptable **waybill** goods descriptions.

Invoice

An invoice is legally binding document issued by the Shipper for all shipments of goods, in accordance with the applicable customs, tax, and trade regulations of the country of export, transit, and import. The Commercial Invoice shall serve as the primary document for customs clearance, tax assessment, payment processing, and compliance with local laws.

Pro-Forma Invoice

Where required by applicable law or at the request of the Shipping Company, the Shipper may issue a Pro-Forma Invoice prior to the shipment. The Pro-Forma Invoice is provided solely for informational and administrative purposes, and may include estimated pricing, product descriptions, delivery terms, and applicable duties or taxes.

Note that the Pro-Forma Invoice is not a substitute for the mandatory Commercial Invoice.

1. Pro-Forma Invoices may be issued under the following conditions:
2. When requested by the Shipping Company to support import/export processes.
3. When required by customs authorities in the country of export or import.
4. When necessary to obtain trade financing, letters of credit, or foreign exchange.
5. When goods are shipped temporarily or without immediate sale (e.g., for display, evaluation, repair, or consignment).

Bill of Entry – (UAE only)

Local Market BOE Charges				
Invoice Value	Requirements	Customs Declaration + e-Archive fee	Aramex Admin Fee	Total

1 AED – 999 AED	Invoice, Packing list	-	0 AED	0 AED
1,000 AED - 3,000AED	Invoice, Packing list, HS Code, Exporter Code	-	10 AED	10 AED
3,001 AED – 15,000 AED	Invoice, Packing list, HS Code, Exporter Code	Customs Registration fee 10 AED	15 AED	25 AED
15,000 AED - Above	Invoice, Packing list, HS Code, Exporter Code	Customs Registration fee 70 AED for GCC & Customs Registration fee 120 AED for Rest of the world	15 AED	85 AED & 135 AED

JAFZA & DAFZA					
Invoice Value	Requirements	BOE CHARGE	NRC charge	BOE handling charge	Total
1 AED – 3000 AED	Invoice, Packing list	0 AED	0 AED	0 AED	0 AED
3000 AED - 14999 AED	Delivery Advice, Invoice, Packing list, HS Code, Exporter Code	10 AED	10 AED	10 AED	30 AED
15,000 AED and Above	Delivery Advice, Invoice, Packing list, HS Code, Exporter Code	105 AED	70 AED	10 AED	185 AED

Non-Serviceable Countries

Destination Entity ID	Destination Country	Destination GTWY Name
KBL	AFGHANISTAN	KABUL
MSQ	BELARUS	MINSK
HAV	CUBA	HAVANA
THR	IRAN	TEHRAN
MOW	RUSSIA	MOSCOW

DAM	SYRIA	DAMASCUS
ASB	TURKMENISTAN	ASHKHABAD
UKR	UKRAINE	KIEV
CCS	VENEZUELA	CARACAS
SAH	YEMEN	SANAA
CIS	CHRISTMAS IS	
CKI	COCOS KEELING IS	
HMI	HEARD & MCDONALD IS	
NIU	NIUE	
NOI	NORFOLK IS	
PCN	PITCAIRN	
TOK	TOKELAU	
INU	NAURU	
JUB	SOUTH SUDAN	
ZST	SAO TOME AND PRINCIPE	

Manual AWB

Customers can use Airwaybill shipping methods to ship international volume through Aramex which is generated from Aramex.com or ClickToShip application.

- Like all other shipments tendered to Aramex, the **shipper's information** must be completed
- The **consignee's information** must be completed (Receiver name, complete address and contact number)
- The packages will be labeled for easy recognition of the **number of packages** in the shipments. For example, "1 of 1" (for single shipment) and "1 of 2" "2 of 2" (for multiple-package); verify the total number of packages in the shipment
- Selected **Product Type** is shown in the Airwaybill
- **Description of goods** must be complete, and the information must accurately explain what is in the shipment (specific and detailed description)

The image shows a detailed Aramex International Express Air Waybill form. It is divided into several sections, each with specific fields for data entry. Annotations on the left and right sides of the form identify key areas:

- Shipper's Information:** Points to the '1. FROM (SHIPPER)' section, which includes fields for Shipper's Account No., Shipper's Ref., Phone Number, Company, Street Address, City, Country, and ZIP/Postal Code.
- Receiver's Information:** Points to the '2. TO (RECEIVER)' section, which includes fields for Receiver's Account No., Receiver's Ref., Phone Number, Company, Street Address, City, Country, and ZIP/Postal Code.
- Shipment Information:** Points to the '4. SHIPMENT INFORMATION' section, which includes fields for No. of Pieces, Actual Weight, Chargeable Weight, Country of Manufacture, and Description of Goods/Harmonized Code.
- Service Level:** Points to the '5. SERVICES' section, which includes fields for PROG GRP, PROG TYP, and SVC CODE.
- Shipment Charges:** Points to the '6. TRANSPORTATION CHARGES' and '7. DUTIES AND TAXES' sections, which include checkboxes for various charges and taxes.
- Date of shipment and shipper's Signature:** Points to the '3. SHIPPER'S SIGNATURE & AUTHORIZATION' section, which includes fields for Date, Time, and Signature.
- Date of shipment and consignee's Signature:** Points to the '8. COST OF GOODS' and '9. RECEIVER SIGNATURE' sections, which include fields for Date, Time, and Signature.

Invoices are like "passports" into the destination country. Without an invoice the shipment will not be allowed into the country. Destination countries use the invoice to assess taxes and duties on the shipment; a packing slip is not an invoice. Like all other shipments tendered to Aramex, the **shipper's information** must be completed.

- **Invoices are also known as:**

- Export Documents
- Commercial Invoices
- Customs Control Documents
- **Non-document shipments will be held at Origin if information is missing from the invoice. The most common errors on invoices involve:**
 - Missing invoice
 - Missing values
 - Missing Country of Origin (where manufactured)
 - Missing or inadequate description of goods
 - HS code ([Dubai Customs HS Code Search](#)) *published by Dubai Customs*

Important Links

[WTO | Customs Valuation - Technical Information](#) *published by World Trade Organization*

[Incoterms® 2020 - ICC - International Chamber of Commerce](#) *published by international chamber of commerce*

Tutorials

[Aramex Corporate Online Help](#)

[How to Check the Latest Shipping Rates](#)

[Find Aramex Offices](#)

[How to Create an IMPEX Shipment](#)

[How to Create a Shipment](#)

[How to Schedule a Pickup](#)

[How to Track your Shipments](#)