
Ocean Freight Operations Procedure

OCEAN FREIGHT OPERATIONS PROCEDURE - 2009

COUNTRY : BAHRAIN

CITY-: MANAMA

PORT-: SHAIK KHALIFA SEA PORT.

OFFICE WORKING HOURS-:
07:30 – 18:30 SATURDAY – THURSDAY. CLOSED ON FRIDAYS.

NATIONAL HOLIDAYS-:
JAN 1st, 10th, 11th, 12th, 31st FEB 9th, 10th, APR 10th, MAY 1st, OCT 23rd, 24th, 25th, DEC 16th, 17th, 30th, 31st.

CUSTOM CLEARANCE-:
07:00 – 13:30 SUNDAY – THURSDAY.
NO CLEARANCE ON FRIDAY & SATURDAY.

CONTACT PERSONS-:
MR MUSTAFA AL HASHIMI - OPERATIONS MANAGER SEA. - Mustafa.alhashimi@aramex.com
- Bah.freightops@aramex.com

SERVICE INFORMATION-:
COLLECT- YES.
COD- NO.
FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION :
COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERTS :
FULL SET OF DOCUMENTS NEEDS TO BE SENT ONE WEEK PRIOR TO VESSEL ARRIVAL, OTHERWISE PENALTY OF US\$ 100.00 NEEDS TO BE PAID TO THE PORTS AUTHORITY.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO : Mustafa.alhashimi@aramex.com
Bah.freightops@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS.

MASTER B/L - ORIGINALS.

COMMERCIAL INVOICE - ORIGINAL.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN – REQUIRED (IF NOT A PAYMENT OF US\$ 27.00 WILL BE IMPOSED).
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Ocean Freight Operations Procedure

COUNTRY : BULGARIA

CITY-: SOFIA

PORT-: BOURGAS - VARNA

OFFICE WORKING HOURS-:

09:00 – 18:30 MONDAY– FRIDAY.
09:00 – 14:00 SATURDAY – SKELETON STAFFS.
WEEKEND DAY OFF SUNDAY

NATIONAL HOLIDAYS-:

JAN 01st, MAR 03rd, APR 08th, 09th MAY 01st, SEP 06th, 22nd, DEC 25th, 26th, 31st

CUSTOM CLEARANCE-:

09:00 – 18:30 MONDAY– FRIDAY.
NO CLEARANCE ON SATURDAY & SUNDAY.

CONTACT PERSONS-:

SOFFREIGHTOPS@aramex.com

SERVICE INFORMATION-:

COLLECT- YES.
COD- YES.
FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELE-PHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:

COMMODITY DESCRIPTION, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELE-PHONE NUMBERS.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

SOFFREIGHTOPS@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS.

MASTER B/L - ORIGINALS.

COMMERCIAL INVOICE - ORIGINAL.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN – NOT A MUST
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COUNTRY : CANADA

CITIES -: TORONTO (main office),
OTTAWA, VANCOUVER, CALGARY, EDMONTON, WINNIPEG, HALIFAX.

PORT-: Montreal, Halifax, Vancouver



Ocean Freight Operations Procedure

OFFICE WORKING HOURS-:

09:00 – 17:00 MONDAY – FRIDAY

NATIONAL HOLIDAYS-:

Jan 1st, Feb 11th, March 23rd, May 19th, July 1st, Aug 4th, Sept 1st, Oct 13th, Dec 25th, Dec 26th.

CUSTOM CLEARANCE-: Available all days with designated times on Saturday and Sunday.

CONTACT PERSONS-:

MS SHANNON THOMPSON	- COUNTRY MANAGER	- Shannon.thompson@aramex.com
MS JEREMY ESPIRITU	- AIR/SEA IMPORT OPERATIONS	- Jeremy.Espiritu@aramex.com
MS SUZETTE BLAKE	- SEA EXPORT OPERATIONS	- Suzette.blake@aramex.com
MR.KIM O'TOOLE	- OPERATIONS SUPERVISOR	- Kim.Otoole@aramex.com
MR MOHD HATAMLEH	- FINANCIAL MANAGER	- Mohd.hatmleh@aramex.com

SERVICE INFORMATION-:

COLLECT - YES, ACCEPTABLE.

COD - YES, ACCEPTABLE.

FREE DOMICILE - CHECK WITH DESTINATION.

AIR-SEA SHIPMENTS – ACCEPTED.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, PO#, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:

COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

GATEWAYS PORTS: MONTREAL, HALIFAX, VANCOUVER

MASTER BILLS OF LADING TO BE CONSIGNED TO :

ARAMEX CANADA INC,
7050 –B, BRAMALEA ROAD, UNIT 52
MISSISSAUGA, ON, CA L5S 1S9
TEL # : 00 (905) 405 6261
FAX # : 00 (905) 405 6263

HOUSE BILLS OF LADING TO BE CONSIGNED TO :

ULTIMATE CONSIGNEE SHOWING FULL ADDRESS & TELEPHONE NUMBERS.

HOUSE BILLS OF LADING NEVER TO BE ADDRESSED FROM OR TO ARAMEX

ANY SHIPMENTS TO THE ABOVE MENTIONED CITIES MUST BE TERMINATED TO FINAL DESTINATION (in example .. YYZ / YYC / YVR / YHZ / YEG / YOW), BUT THE MASTER BILLS OF LADING MUST BE CONSIGNED AS REQUESTED ABOVE (in example .. ARAMEX CANADA INC).

ADVANCED COMMERCIAL INFORMATION (ACI), MUST BE SUBMITTED THROUGH THE CARRIER FOR ALL FREIGHT SHIPMENTS. FAILURE TO SUBMIT ACI WILL RESULT IN MONETARY PENALTIES WITH CANADA CUSTOMS. PENALTIES CAN RANGE FROM \$100-\$10,000 DEPENDING ON THE NUMBER OF DISCREPANT TRANSACTIONS HANDLED BY ARAMEX.

APPROVAL REQUIRED FOR PERSONAL EFFECTS SHIPMENTS BEFORE SENDING TO CANADIAN DESTINATIONS. CUSTOM CLEARANCE CANNOT BE PROVIDED FOR PERSONAL EFFECTS. THE CONSIGNEE MUST ARRANGE CLEARANCE THEMSELVES. YYZ CAN ASSIST WITH THE PAPERWORK REQUIRED.

PRE-ALERTS : PRE-ALERT of all documents – IS A **MUST** FOR ALL SHIPMENTS.



Ocean Freight Operations Procedure

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :
OR VIA FAX # : 00 905 405 6263.

jeremy.espiritu@aramex.com
Suzette.blake@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS. NOT REQUIRED – EXPRESS BILLS OF LADING ACCEPTED

MASTER B/L - ORIGINALS. NOT REQUIRED – EXPRESS BILLS OF LADING ACCEPTED

COMMERCIAL INVOICE – ORIGINAL NOT REQUIRED, UNLESS SPECIFIED. COPIES ACCEPTED
SHIPPER MUST PREPARE, FOR EACH AND EVERY SHIPMENT, IN ENGLISH, EITHER A CANADA CUSTOMS INVOICE
OR A COMMERCIAL INVOICE WHICH INDICATES HS CODES, COUNTRY OF ORIGIN, VALUE,
CURRENCY AND DESCRIPTION OF GOODS. PACKING LIST AND CERTIFICATE OF ORIGIN (for countries
that have preferential treatment) WOULD ALSO BE PREFERRED.

PACKING LIST – ORIGINAL NOT REQUIRED, UNLESS SPECIFIED. COPIES ACCEPTED
PACKING LIST AND CERTIFICATE OF ORIGIN (for countries that have preferential treatment) WOULD ALSO
BE PREFERRED.

CERTIFICATE OF ORIGIN – ORIGINAL NOT REQUIRED, UNLESS SPECIFIED. COPIES ACCEPTED.
SHIPPER MUST PREPARE ONLY AS REQUIRED BY THE CONSIGNEE, IN ENGLISH WHICH INDICATES HS CODES,
COUNTRY OF ORIGIN AND DESCRIPTION OF GOODS.

FAILURE TO PROVIDE THESE DOCUMENTS COULD RESULT IN DELAYS IN CUSTOMS CLEARANCE, STORAGE,
INSPECTION FEES AND FINES WHICH WILL BE CHARGED TO THE ORIGIN STATION IF CONSIGNEE REFUSES TO
PAY THESE CHARGES.

TCN (Time consignee notified): DAY WHEN SHIPMENTS ARRIVES. WE WILL HANDOVER
DOCUMENTS TO THE CONSIGNEE'S BROKER OR CANADA CUSTOMS AND COLLECT ANY CHARGES IF REQUIRED.

IMPORTANT REMARKS :

TO AVOID STORAGE FEES (5 days free storage) AND SPEED UP CLEARANCE, SEND COPIES OF MASTER
BILLS OF LADING / HOUSE BILLS OF LADING, COMMERCIAL INVOICE & PACKING LIST **5 DAYS** BEFORE ARRIVAL
OF SHIPMENTS TO CANADIAN DESTINATIONS.

WE CANNOT CLEAR PERSONAL EFFECTS. IT IS THE RESPONSIBILITY OF THE CONSIGNEE TO CLEAR THE
SHIPMENT THROUGH CANADIAN CUSTOMS.

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COUNTRY : CHINA

CITY-: SHANGHAI

PORT-: SHANGHAI , NINGBO , TIANJIN , QINGDAO , DALIAN , GUANGZHOU , SHENZHEN , XIAMEN

OFFICE WORKING HOURS-:

09:30 – 18:30 MONDAY – FRIDAY.
CLOSED SATURDAYS, SUNDAYS & PUBLIC HOLIDAYS.

NATIONAL HOLIDAYS-:

JAN 1, 25-30, APR 4, MAY 1, MAY 28-29, OCT 1-8

CONSOLIDATION-: ALLOWED BUT THERE SHOULD BE A DETAILED MANIFEST IN EACH AND EVERY H/BL.

CUSTOM CLEARANCE-: AVAILABLE ALL DAYS EXCEPT SUNDAY AND NATIONAL HOLIDAYS.

CONTACT PERSONS-:

MR YOUSEF KAMHAWI	- COUNTRY MANAGER	- Yousef.kamhawi@aramex.com
MS PRISCILLA YUAN	- CARGO SUPERVISOR	- Priscilla.Yuan@aramex.com
MS LINDA CHEN	- CARGO COMMUNICATOR	- Linda.Chen@aramex.com

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Ocean Freight Operations Procedure

SERVICE INFORMATION-:

COLLECT- YES
COD- YES
FREE DOMICILE- YES
PICK UP - YES
TRAN-SHIPMENT - YES
STORAGE - YES
SURVEY CARGO - YES
RTRN- YES
CHINA OPERATION - YES
MACAU OPERATION - NO
COG - NO

INBOUND SHIPMENTS INTO CHINA : SOME MATERIALS NEEDS 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 OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE. ALSO, COPY OF MASTER BILL OF LADING, HOUSE BILL OF LADING IS REQUIRED BEFORE ETA.

MAWB CONSIGNEE TO: **TO BE FULFILLED**

AFTER WE RECEIVE ALL DETAILS ABOUT THE SHIPMENT AS MENTIONED ABOVE AND WE CONFIRM THAT WE CAN HANDLE THE IMPORT SHIPMENT, WHILE COSIGNEE ACCEPTS THE GOODS, THEN WE WILL ADVISE YOU HOW TO COSIGN THE MB/L.

PLEASE DON'T CONSIGN TO ARAMEX CHINA SINCE WE HAVE DIFFERENT AGENTS IN DIFFERENT CITIES.

PLS ADHERE TO THE ABOVE PROCEDURE OTHERWISE HUGE STORAGE AND PENALTY WILL HAPPEN BY LOCAL CUSTOMS AND SEA PORT AUTHORITIES.

AFTER CONFIRMATION, PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

MS PRISCILLA YUAN - CARGO SUPERVISOR Priscilla.yuan@aramex.com
MS LINDA CHEN - CARGO COMMUNICATOR Linda.chen@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS. MUST INCLUDE THE CONSIGNEE'S COMPLETE NAME, COMPLETE ADDRESS, CONTACT PERSON, TELEPHONE AND FAX NUMBERS.

MASTER B/L - ORIGINALS. PLS READ THE OPERATIONAL PROCEDURE REGARDING MB/L.

PACKING LIST - ORIGINALS.

CERTIFICATE OF ORIGIN -FOR FOOD ITEMS ONLY THE REST DON'T NEED CERTIFICATE OF ORIGIN.

COMMERCIAL INVOICE - ORIGINAL.MUST INCLUDES PIECES, WEIGHT AND VALUE. LEGALIZATION IS REQUIRED (SEE BELOW).

LEGALIZATION-: NOT REQUIRED

IMPORTANT REMARKS:

IT IS VERY IMPORTANT THAT PACKING LIST SHOULD 100% MATCH THE CONTENT OF THE SHIPMENT, ANY VIOLATION WILL CAUSE EXTRA COST AND INSPECTION BY CUSTOMS.



C+D: CASE BY CASE BASIS

Regarding the Sea freight inbound into China, and in order to quote to you the C & D charges, 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 China Sea freight team for sea shipments will be the one to decide how to route the shipment. 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 is 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 extractum
29031400.10 carbon tetrachloride Unless used for making cleaning agents
04 - 29031400.90 carbon tetrachloride Unless used for making cleaning agents
29034300.90 trifluorotrchloroethane Used for cleaning agents (CFC-113)
Promulgated by The Ministry of Foreign Trade and Economic Cooperation on 2001-12-20

No. Commodity Code Commodity Name Notes

- 01 - 0501.0000 unprocessed human hair, no matter washed or not; wasted human hair
02 - 0502.1030 bristles and wasted bristles
03 - 0502.9020 badger hair and other wasted animal hair used for making brushes
04 - 0 503.0090.10 wasted horse hair
05 - 1703.1000 sugarcane molasses
06 - 1703.9000 other molasses
07 - 2517.2000 scoria, scruff and similar industrial draff
08 - 2517.3000 asphalt macadam
09 - 2620.2900 other calx and draff whose major ingredient is lead
10 - 2620.3000 calx and draff whose major ingredient is copper
11 - 2620.9910 calx and draff whose major ingredient is tungsten
12 - 2620.9990.90 calx and draff whose major ingredient is other metal or compound Except for 2620.9990.10, the calx or draff whose major ingredient is vanadium pentoxide more than 10%
13 - 4004.0000.10 Wasted tyre 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.)



Ocean Freight Operations Procedure

- No. Commodity Code Commodity Name
 01 - 8415.1010 8415.9090 air-conditioner
 02 - 8417.8020 incinerator for radwaste
 03 - 8418.1010 8418.9999 refrigerator
 04 - 8471.1000 8471.5090 Cyber-equipment
 05 - 8471.6010 display
 06 - 8471.6031 8471.6039 printer
 07 - 8471.6040 8471.9000 other input-output parts for computers and other components of automatic data processing equipment
 08 - 8516.5000 microwave
 09 - 8516.6030 electric cooker
 10 - 8517.1100 8517.1990 Wired phone
 11 - 8517.2100 8517.2200 electrograph and tape machine
 12 - 8521.1011 8521.9090 video tape recorder, record player and laser video cassette recorder
 13 - 8525.2022 8525.2029 mobile communication equipment
 14 - 8525.3010 8525.4050 vidicon, video camera recorder and digital camera
 15 - 8528.1210 8528.3020 TV set
 16 - 8534.0010 8534.0090 printing circuit
 17 - 8540.1100 8540.9990 thermionic tube, coldcathode tube, lightcathode tube
 18 - 8542.1000 8542.9000 Integrate circuit and microeletronic 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 compounds thereof	To be used for picking up or producing arsenic, mercury or thallium or compounds thereof
3	2620.9100	Calxes and residues containing antimony, beryllium, cadmium or chromium orcompounds thereof	To be used for picking up or producing antimony, berllium, cadmium orchromium or compounds thereof
4	2621.1000	Ashes or residues from the burning of municipal garbage	
5	2710.9100	Waste oils containing polychlorinated biphenyl or polybrominated diphenyl	Including the waste oils containing polychlorinated terphenyls
6	2710.9900	Including the waste oils containing polychlorinated terphenyls	
7	3006.8000	Waste medicines	The medicines whose valid term for preservation has expired



Ocean Freight Operations Procedure

			and thus not suitable for the intended purposes
8	3825.1000	Municipal garbage	
9	3825.2000	Silt from sewers	
10	3825.3000	Medical wastes	
11	3825.4100	Organic solvents containing waste halides	
12	3825.4900	Other waste solvents	
13	3825.5000	Waste metal sour washing liquors, hydraulic oils and brake oils	Including waste antifreeze
14	3825.6100	Chemical wastes mainly containing organic elements	Wastes of other chemical industry and relevant industries
15	3825.6900	Other chemical wastes	Wastes of other chemical industry and relevant industries
		Chemical by-products and the wastes thereof whose code number is not specified	
16	3825.9000	thereof whose code number is not specified	
17	7112.3010	Ashes containing argent or argent compounds	Mainly for taking back silver
		Ashes containing other precious metals or compounds of precious metals	
18	7112.3090	metals or compounds of precious metals	Mainly for taking back precious metals

COUNTRY : CYPRUS

CITY:- NICOSIA

PORT:- LIMASSOL

OFFICE WORKING HOURS:-
08:00 – 18:00 MONDAY – FRIDAY / CLOSED SATURDAY, HOLIDAYS.

NATIONAL HOLIDAYS:-
JAN 01st, 06th, FEB 23rd, MAR 25th, APR 01st, 09th, 11th, 12th, 13th, MAY 31st, OCT 01st, 28th.

CONSOLIDATION:- ALLOWED BUT THERE SHOULD BE A MANIFEST DETAILING EACH AND EVERY HOUSE BILL OF LADING.

CUSTOM CLEARANCE:- AVAILABLE ALL DAYS EXCEPT SATURDAY AND HOLIDAYS.

CONTACT PERSONS:-

MR COSTAS. C - STATION MANAGER - Costas.constantinou@aramex.com
MR PANTELIS SYMEOU - OCEAN FREIGHT OPERATIONS - Pantelis.symeou@aramex.com

SERVICE INFORMATION:-

aramex

Ocean Freight Operations Procedure

COLLECT- YES.
COD- NO.
FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION: COMMODITY DESCRIPTION, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

FREE DOMICILE IS NOT AVAILABLE FOR SHIPMENTS TO SCHOOLS.
DOOR DELIVERY IS NOT AVAILABLE FOR SHIPMENTS TO SCHOOLS.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO : Pantelis.symeou@aramex.com
Costas.constantinou@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS. MUST INCLUDE THE CONSIGNEE'S COMPLETE NAME, COMPLETE ADDRESS, CONTACT PERSON, TELEPHONE AND FAX NUMBERS.

MASTER B/L - ORIGINALS.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN -ORIGINAL MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN. LEGALIZATION IS REQUIRED (SEE BELOW).

COMMERCIAL INVOICE - ORIGINAL. MUST INCLUDE PIECES, WEIGHT, CUBIC MEASUREMENT AND VALUE. LEGALIZATION IS REQUIRED (SEE BELOW).

LEGALIZATION-: NOTHING NEEDED UNTIL MAY 01 WHEN WE WILL ENTER IN THE EU.

CUSTOMS REGULATIONS-: NOTHING PROHIBITED UNTIL MAY 01 WHEN WE WILL ENTER IN THE EU.

COUNTRY : CZECH REPUBLIC

CITY-: PRAGUE

PORT-:

OFFICE WORKING HOURS-:
08:00 – 19:00 MONDAY - FRIDAY. CLOSED ON SATURDAY AND SUNDAY.

NATIONAL HOLIDAYS-:
JAN 1st, APR 9th, MAY 1st, 8th, JULY 5th, 6th, SEP 28th, DEC 24th, 25th, 26th

CUSTOM CLEARANCE-:
08:00 – 16:30 MONDAY - FRIDAY
NO CLEARANCE ON SATURDAY AND SUNDAY

CONTACT PERSONS-:
MR JAN ZDOBINSKY - OPERATIONS MANAGER - Jan.zdobinsky@aramex.com
MR YASAR ZAZA - COUNTRY MANAGER - Yasar.zaza@aramex.com



Ocean Freight Operations Procedure

SERVICE INFORMATION-:

COLLECT- YES.
COD- YES
FREE DOMICILE – ON CASE BY CASE

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT.

COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERTS :

FULL SET OF DOCUMENTS NEEDS TO BE SENT ONE WEEK PRIOR TO VESSEL ARRIVAL, OTHERWISE PENALTY OF US\$ 100.00 NEEDS TO BE PAID TO THE PORTS AUTHORITY.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

PRGfreightOPS@aramex.com

DOCUMENTATION REQUIRED-:

PLEASE CHECK WITH PRG ON CASE TO CASE BASIS

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COUNTRY : EGYPT

CITY-: CAIRO

PORTS-: ALEXANDRIA, PORT SAID, DOMIATTE, SUEZ & SOKHNAH

OFFICE WORKING HOURS-:

09:00 - 17:00 SATURDAY – WEDNESDAY.
09:00 - 16:00 THURSDAY.
CLOSED ON FRIDAYS.

NATIONAL HOLIDAYS-: LEFT FOR UPDATE

CONSOLIDATION-: ALLOWED ONLY TO ALEXANDRIA / PORT SAID / SOKHNA

CUSTOM CLEARANCE-:

09:00 - 14:00 SATURDAY – WEDNESDAY.
09:00 - 14:00 THURSDAY.
NO CLEARANCE ON FRIDAY.

CONTACT PERSONS-:

MR HOSSAM EL SEIDI	- COUNTRY FREIGHT MANAGER	- Hossam.elseidi@aramex.com
MR HESHAM MAHMOUD	- FREIGHT COMMERCIAL MANAGER	- Hesham.Mahmoud@aramex.com
MR AMGAD MOHAMED	- MARKETNG MANAGER	- Amgad.Mohamed@aramex.com
MR EHAB AZIZ	- SALES – ALEX /OCEAN COORD	- Ehab.aziz@aramex.com
MR M. ABDELMEGEED	- KEY ACCOUNT MANAGER	- Mohamed.Abdelmegeed@aramex.com
MR MOHAMED ELMALT	- IMPORT OCEAN OPERATIONS – CAI	- Mohamed.elmalt@aramex.com
MR ALAA SHAABAN	- OCEAN FRT CLEARANCE – ALY	- Alaa.shaaban@aramex.com
MRS AMANI ABD ELSADEK	- OCEAN FRT EXP – CAI	- Amani.Abdelsadek@aramex.com
MRS NOHA ABDEL SADEK	- OCEAN FRT EXP – CAI	- Noha.abdelsadek@aramex.com

SERVICE INFORMATION-:



Ocean Freight Operations Procedure

COLLECT- YES.
COD- NO.
FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION :

COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS.

MASTER B/L – ORIGINALS OR ON EXPRESS RELEASE.

MASTER B/L - CONSIGNED TO (REGARDLESS OF THE DESTINATION THE CARGO IS BOOKED TO):

ARAMEX INTERNATIONAL EGYPT,
31 MOSSADEK ST. EL DOKKI,
ETYPY.
PHONE #: +202 16996
FAX # : +20 (2) 37482990
MR. HOSSAM EL SEIDI

COMMERCIAL INVOICE - ORIGINAL. LEGALIZATION IS REQUIRED FOR MOST SHIPMENTS. THE COMMERCIAL INVOICE, IF REQUIRED TO BE LEGALIZED AS PER THE ABOVE, MUST BE AN ORIGINAL. A LEGALIZED PRO-FORMA INVOICE OR LEGALIZED COPY OF THE INVOICE WILL NOT BE ACCEPTED BY EGYPTIAN CUSTOMS.

PACKING LIST - REQUIRED. COPIES ARE ACCEPTABLE.

CERTIFICATE OF ORIGIN - ORIGINAL LEGALIZATION IS REQUIRED FOR MOST SHIPMENTS.

CERTIFICATE OF ANALYSIS - REQUIRED ONLY FOR SHIPMENTS OF PERISHABLES, CHEMICALS & PHARMACEUTICALS. IT IS THE RESPONSIBILITY OF THE SHIPPER AND CONSIGNEE TO ENSURE THIS DOCUMENT IS PROVIDED AND CONFORMS TO EGYPTIAN REGULATIONS. ARAMEX'S ONLY RESPONSIBILITY IS TO ADVISE THE SHIPPER WHEN THIS DOCUMENT IS REQUIRED.

Fumigation Certificate: REQUIRED ONLY FOR WOODEN PALLETS SHIPMENTS

LEGALIZATION-: REQUIRED FOR THE COMMERCIAL INVOICE & CERTIFICATE OF ORIGIN WITH THE EXCEPTION OF:

- a) SAMPLES,
- b) BOOKS & OTHER PRINTED MATTER,
- c) TEMPORARY IMPORT SHPT'S.
- d) EXHIBITION SHIPMENTS,

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

CAISeaFreightCommunications-import@aramex.com
CAIFreightOPSSeaAlex@aramex.com

DOCUMENTS REQUIRED FOR CUSTOMS-:

IMPORT LICENSE, REGISTRATION CARD, TAXATION I.D. CERTIFICATE OF CUSTOMS EXEMPTION IF ANY.
=====

COUNTRY : FRANCE

CITY-: PARIS



Ocean Freight Operations Procedure

PORT-: ANY FRENCH SEAPORT

OFFICE WORKING HOURS-:

09:00 – 18:00 MONDAY – FRIDAY.
CLOSED SATURDAYS, SUNDAYS & HOLIDAYS.

NATIONAL HOLIDAYS-:

JAN 01st, APR 13th, MAY 01st, 08th, 21st, JUN 01st, JUL 14th, AUG 15th, NOV 11th, DEC 25th.

CONSOLIDATION-: ALLOWED BUT THERE SHOULD BE A MANIFEST DETAILING EACH AND EVERY HBL.
AN ADVANCE PRE-ALERT FROM ORIGIN IS MANDATORY TO CHECK FEASIBILITY WITH AGENT AT THE PORT OF DESTINATION.

CUSTOM CLEARANCE-: AVAILABLE ALL DAYS EXCEPT SATURDAYS, SUNDAYS AND HOLIDAYS.

CONTACT PERSONS-:

MS FATIMA RIYAD	- TEAM LEADER	- Fatima.riyad@aramex.com
NIZAR ELKOURYHARB	- SUPERVISOR	- Nizar.elkouryharb@aramex.com
PAR FREIGHT COMMUNICATIONS		- parfreightcommunications@aramex.com

SERVICE INFORMATION-:

COLLECT- YES BUT ON PRIOR APPROVAL FROM CONSIGNEE.
COD- YES BUT ON PRIOR APPROVAL FROM CONSIGNEE.
FREE DOMICILE- YES BUT ON PRIOR APPROVAL FROM CONSIGNEE.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM IF THEY WILL BE ABLE TO COLLECT CHARGES FROM CONSIGNEE. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Fatima.riyad@aramex.com
Nizar.elkouryharb@aramex.com
parfreightcommunications@aramex.com

IT IS MANDATORY, THE ORIGIN SHOULD CONSULT DESTINATION PRIOR TO DO THEIR VESSEL BOOKING TO LET DESTINATION CHECK AND ADVISE ON MASTER BL INSTRUCTIONS, TO GET PROPPER INFORMATION SUCH AS THE EXACT PORT OF DISCHARGE TO AVOID RECEIVING SHIPMENTS AT THE WRONG PORT OF DISCHARGE, WICH INCURES ADDITIONAL EXPENSES BY WAY OF DEMURRAGE AND STORAGE.

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS. MUST INCLUDE THE CONSIGNEE'S COMPLETE NAME, COMPLETE ADDRESS, CONTACT PERSON, TELEPHONE AND FAX NUMBERS.

MASTER B/L – ORIGINALS (**IT IS COMPULSARY TO ADD THE CONTAINER NUMBER IN THE B/L FOR FCL SHIPMENTS**).

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN & EUR 1 - ORIGINAL MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN AND EUR 1 BY GOVERNMENT OFFICE.

COMMERCIAL INVOICE - ORIGINAL. MUST INCLUDE NUMBER OF PIECES, WEIGHT AND VALUE.

LEGALIZATION-: PLEASE CHECK WITH PARIS CARGO DEPT BEFORE SENDING ANY SHIPMENT, TO FIND WHAT KIND OF DOCS DO THEY REQUIRE FOR CLEARANCE. YOU SHOULD MENTION THE EXACT COMMODITY, QUANTITY, ORIGIN, VALUE AND PORT OF DISCHARGE.

CUSTOMS REGULATIONS-: ALWAYS CHECK WITH PARIS CARGO DEPT BEFORE SENDING ANY SEA FREIGHT SHIPMENT, SOME KIND OF GOODS MIGHT REQUIRE IMPORT LICENSE TO BE PROVIDED BY CONSIGNEE, OR



Ocean Freight Operations Procedure

PHYTOSANITARY CERTIFICATE.

PLEASE NOTE : IT IS THE SOLE RESPONSIBILITY OF THE SHIPPER AND CONSIGNEE TO ENSURE THE ABOVE REQUIREMENTS ARE MET. ARAMEX'S RESPONSIBILITY IS TO MAKE THE SHIPPER AWARE OF THE REGULATION.

COUNTRY : HONG KONG

CITY-: HONG KONG

PORT-: HONG KONG

OFFICE WORKING HOURS-:

09:30 – 18:30 MONDAY – FRIDAY.

09:30 – 13:00 SATURDAY.

CLOSED SUNDAYS & PUBLIC HOLIDAYS.

NATIONAL HOLIDAYS-:

JAN 1st, 26th, 27th, 28th, APR 4th, 10th, 11th, 13th, MAY 1st, 2nd, 28th, 31st, JUL 1st, OCT 1st, 3rd, 26th, DEC 25th, 26th.

CONSOLIDATION-: ALLOWED BUT THERE SHOULD BE A DETAILED MANIFEST IN EACH AND EVERY H/BL.

CUSTOM CLEARANCE-: AVAILABLE ALL DAYS EXCEPT SUNDAY AND NATIONAL HOLIDAYS.

CONTACT PERSONS-:

MR SAMER MAREI	- COUNTRY MANAGER	- Samer.marei@aramex.com
MS YUKI HO	- CARGO MANAGER	- Yuki.ho@aramex.com
MR BRENDON CHIU	- ASSISTANT CARGO SUPERVISOR	- Brendon.chiu@aramex.com
MS ALLY CHAN	- CARGO ASSISTANT SENIOR	- Ally.chan@aramex.com
MS JOYCE CHOW	- CARGO ASSISTANT	- Joyce.Chow@aramex.com

SERVICE INFORMATION-:

COLLECT- YES

COD- YES

FREE DOMICILE- YES

PICK UP - YES

TRAN-SHIPMENT - YES

STORAGE - YES

SURVEY CARGO - YES

RTRN- YES

CHINA OPERATION - YES

MACAU OPERATION – YES

COG – NO

INBOUND SHIPMENTS INTO HONG KONG : SOME MATERIALS NEEDS LICENSE TO IMPORT INTO HONG KONG (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 RIGHT 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 OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE. ALSO, COPY OF MASTER BILL OF LADING, HOUSE BILL OF LADING IS REQUIRED BEFORE ETA.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

HKGFRTOPS.Inbound@aramex.com

Yuki.ho@aramex.com

Brendon.chiu@aramex.com

Samer.marei@aramex.com



Ocean Freight Operations Procedure

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS. MUST INCLUDE THE CONSIGNEE'S COMPLETE NAME, COMPLETE ADDRESS, CONTACT PERSON, TELEPHONE AND FAX NUMBERS.

MASTER B/L - ORIGINALS.

PACKING LIST - ORIGINALS.

CERTIFICATE OF ORIGIN – C/O IS NOT REQUIRED

COMMERCIAL INVOICE - ORIGINAL. MUST INCLUDE PIECES, WEIGHT AND VALUE. LEGALIZATION IS REQUIRED (SEE BELOW).

LEGALIZATION-: NOT REQUIRED

CUSTOMS REGULATIONS-:

ARTICLES SUBJECT TO IMPORT & EXPORT CONTROL UNDER IMPORT & EXPORT ORDINANCE, RESERVED COMMODITIES ORDINANCE AND OZONE LAYER PROTECTION ORDINANCE.

THIS INCLUDES THE FOLLOWING-:

(following are the major items that require permission, and approval from Hong Kong IMPORT & EXPORT control).

- 1) AIR-CONDITIONERS.
- 2) ANIMALS, BIRDS & REPTILES AND THEIR PARTS.
- 3) CONTROLLED CHEMICALS.
- 4) DUTIABLE COMMODITIES.
-(alcoholic liquors, tobacco, hydrocarbon oil & methyl alcohol).
- 5) ENDANGERED ANIMALS & PLANTS SPECIES - (whether alive, dead, parts or derivatives), AND CONTROLLED MEDICINES (i.e. medicines or other substances containing or claiming to contain highly endangered animals ingredients).
- 6) FOOD -(containing added colouring matter, metal, artificial sweeteners mineral oil, all toxins, erucic acid &/or other prohibited substances; preservatives &/or antioxidants, etc).
- 7) FROZEN CONFECTIONS.
- 8) FROZEN OR CHILLED MEAT AND POULTRY.
- 9) GAME & PROHIBITED MEAT.
- 10) LIVE FOOD ANIMALS (Other than Poultry).
- 11) LIVE FOOD POULTRY.
- 12) MILK, MILK BEVERAGES & CREAM.
- 13) MOTOR VEHICLES.
- 14) NON-MANUFACTURED WOOD PACKING MATERIALS.
- 15) OPTICAL DISC MASTERING & REPLICATION EQUIPMENT.
- 16) OUTBOARD ENGINES EXCEEDING 111.9 KILOWATTS (150 Horsepower).
- 17) OZONE DEPLETING SUBSTANCES.
- 18) PESTICIDES.
- 19) PHARMACEUTICAL PRODUCTS, MEDICINES AND DANGEROUS DRUGS.
- 20) PLANTS, PLANT PESTS & SOIL -(except cut flowers, fruits & vegetables for consumption).
- 21) POULTRY CARCASSES AND POULTRY PRODUCTS.
- 22) PROTECTED WILD ANIMALS, OR PARTS OF PROTECTED WILD ANIMALS, KILLED OR TAKEN IN HONG KONG, OR NESTS OR EGGS OF PROTECTED WILD ANIMALS TAKEN IN HONG KONG.
- 23) RADIO TRANSMITTING EQUIPMENT.
- 24) RADIOACTIVE SUBSTANCES / IRRADIATING APPARATUS.
- 25) REFRIGERATORS.
- 26) RICE.



Ocean Freight Operations Procedure

- 27) SAND.
 - 28) SMOKELESS TOBACCO PRODUCTS.
 - 29) STRATEGIC COMMODITIES (Arms & Ammunition).
 - 30) STRATEGIC COMMODITIES (Explosives).
 - 31) STRATEGIC COMMODITIES (Others). -(for example: High Precision Machine Tools, High Performance Computers, Sophisticated Communication Systems, Nuclear Materials, High Speed and High Density Integrated Circuits, etc).
 - 32) TELEVISION SETS, VIDEO CASSETTE RECORDERS AND VIDEO CASSETTE PLAYERS.
 - 33) TEXTILES.
 - 34) VEHICLES (Left Hand Drive).
 - 35) VEHICLES AND VEHICLE PARTS.
 - 36) WASTES.
- =====

COUNTRY : INDIA

CITIES--: BANGALORE/ BOMBAY/ CHENNAI/ COCHIN/ DELHI/ HYDERABAD

PORTS--: NHAVA SHEVA / CHENNAI / COCHIN - INLAND CONTAINER DEPOT IN INDIA (ICD).

OFFICE WORKING HOURS--:

09:30 - 18:00 MONDAY – FRIDAY.

09:30 - 13:30 SATURDAY.

CONSOLIDATION--: ALLOWED IN INDIA.

CUSTOM CLEARANCE--: SUB CONTRACTED/CASE TO CASE BASIS IN INDIA. SINCE CUSTOMS CLEARANCE IS VERY CRITICAL AT NHAVA SHEVA, A COMMERCIAL INVOICE IS NEEDED TO CALCULATE CHARGES.

CONTACT PERSONS / ARAMEX OFFICE --: AS STATED BELOW.

MASTER BILLS OF LADING --:

CONSIGNING M/BL--:

FOR SHIP'S TO BE CONSIGNED TO BANGALORE OFFICE -

ARAMEX INDIA PVT LTD,
PLOT # 25, NEAR SWAMI AYAPPA TEMPLE ROAD,
WARD # 74, KODIHALLI,
BANGALORE – 560008.

TEL # : 0091 80 40556200

FAX # : 0091 80 25210878

CONTACT PERSON :

MR JOJI JOHNY	- ASSISTANT MANAGER–FREIGHT OPS	- Joji.johny@aramex.com
MS RENU ARORA	- COUNTRY MANAGER OPERATIONS	- Renu.arora@aramex.com
MR AMIT GUPTA	- COUNTRY MANAGER FRT SALES	- Amit.gupta@aramex.com

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Joji.johny@aramex.com
blrintftrt@aramex.com

FOR SHIP'S TO BE CONSIGNED TO BOMBAY OFFICE –

ARAMEX INDIA PVT LTD,
PLOT NO. A-60/61,
M.I.D.C. ROAD NO. 1,
ANDHERI (E),
MUMBAI - 400 093.

TEL # : 0091 22 55067500

FAX # : 0091 22 28248760

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Ocean Freight Operations Procedure

CONTACT PERSON :

MS SHILPA SAWARDEKAR - FREIGHT COORDINATOR

- Shilpa.sawardekar@aramex.com

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Shilpa.sawardekar@aramex.com
BOMFreightoffice@aramex.com

FOR SHIP'S TO BE CONSIGNED TO CHENNAI (MADRAS) -

ARAMEX INDIA PVT LTD,
PLOT NO 1, POOMAGAL STREET,
EKATUTHANGAL (behind Olympia Tech Park)
(Opp to Decon Chronicle)
CHENNAI - 600 097, INDIA.

TEL # : 0091 44 22253891- 96

FAX # : 0091 44 22253892

CONTACT PERSON :

MS VASANTHI. R - ASSISTANT MANAGER-FREIGHT

- Vasanthi.radhakrishnan@aramex.com

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Vasanthi.radhakrishnan@aramex.com
MAAFreightops@aramex.com

FOR SHIP'S TO BE CONSIGNED TO COCHIN OFFICE -

ARAMEX INDIA PVT LTD,
AMBANATT, 39/2085,
OPP LOTUS CLUB,
WARRIAM ROAD,
COCHIN - 16.

TEL # : 00910484 -2369234

FAX # : 00910484 - 2368269

CONTACT PERSON :

MR ABEY GEORGE - ASSISTANT MANAGER-FREIGHT

- Abey.george@aramex.com

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Abey.george@aramex.com
COKFreightOps@aramex.com

FOR SHIP'S TO BE CONSIGNED TO DELHI OFFICE -

ARAMEX INDIA PVT LTD.
L-74, ROAD NO -7,
MAHIPALPUR EXTENSION, N.H.-8
NEW DELHI - 110037

Tel: 0091 11-40757223

Fax: 0091 11-40757220

CONTACT PERSONS :

MS GUNJAN MALIK - ASSISTANT MANAGER-FREIGHT
MS SHILPI SHARMA - DY MANAGER SEA FREIGHT OPS
MR DEEN MOHDL - FREIGHT COORDINATOR
MR AMIT GUPTA - COUNTRY MANAGER FRT SALES

- Gunjan.malik@aramex.com

- Shilpi.sharma@aramex.com

- Deen.mohd@aramex.com

- Amit.gupta@aramex.com

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Shilpi.sharma@aramex.com
Gunjan.malik@aramex.com
Deen.mohd@aramex.com
Amit.gupta@aramex.com

FOR SHIP'S TO BE CONSIGNED TO HYDERABAD OFFICE -



Ocean Freight Operations Procedure

ARAMEX INDIA PVT LTD,
D.NO : 1-11-252/11/1, PLOT NO 8,
MOTILAL NEHRU NAGAR,
BEGUMPET,
HYDERABAD - 500016,

TEL # : 0091 40 40336565- (30 lines)
FAX # : 0091 40 40163348.

CONTACT PERSON:

MR BALAKRISHNA - FREIGHT OPERATIONS - Bala.krishn@aramex.com
MR BACHI BAZALAL - FREIGHT SALES MANAGER - Bachi.bazalal@aramex.com

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:

Bala.krishn@aramex.com
HYDFreightOps@aramex.com

SERVICE INFORMATION:-

CHARGES COLLECT SHPT- AMOUNT TO BE COLLECTED TO CHECK WITH ORIGIN.
COD - NO.

FREE DOMICILE - CHECK WITH DESTINATION.

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

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:

COMMODITY DESCRIPTION, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TEL NUMBERS.

S/LINE OVERSEAS AGENTS COMPLETE DETAILS AT PORT OF DEPARTURE HAS TO BE MENTIONED ON THE M/BL. MARKS & NUMBER'S AS PER THE PACKAGE / CONTAINER NUMBER / SEAL NUMBER. PAYMENT TERMS HAS TO BE MENTIONED CORRECTLY (SHIPMENT PRE-PAID / CHARGES COLLECT).

ADDITIONAL FREE DETENTION PERIOD (IF ANY) HAS TO BE MENTIONED ON THE M/BL & H/BL.

M/BL SURRENDERED / IF EXPRESS RELEASE AT LOAD PORT, IT SHOULD BE MENTIONED ON THE M/BL. (PLEASE SEND THE TELEX MESSAGE BY E-MAIL ...).

PAYMENT TERMS:- PRE-PAID PREFERRED. THE REASON BEING FOR CC SHPTS CONSIGNEE HAS TO BEAR EXTRA CHARGES LIKE CC FEES, CURRENCY ADJUSTMENT FACTOR (CAF) , INCREASE IN EXCHANGE RATE, REMITTANCE FEES ETC ... TO AVOID THESE ADDITIONAL CHARGES IT IS ALWAYS PREFERABLE THAT M/BL IS ON PRE-PAID BASIS.

HOUSE BILLS OF LADING:-

CONSIGNING H/BL:-

ACTUAL CONSIGNEE COMPLETE DETAILS (TELEPHONE NUMBERS MOST IMPORTANT) HAS TO BE MENTIONED. IN CASE IF SHIPMENT CONSIGNED TO BANK (LETTER OF CREDIT SHIPMENT), ACTUAL CONSIGNEE DETAILS HAS TO BE INSERTED IN THE NOTIFY COLUMN.

MARKS & NUMBERS AS PER THE PACKAGE / CONTAINER NUMBER / SEAL NUMBER, GROSS WEIGHT, CHARGEABLE WEIGHT, COMMODITY, CUBICAL MEASUREMENT AND PAYMENT TERMS HAS TO BE MENTIONED CORRECTLY.

THE M/BL & H/BL ISSUING DATE HAS TO TALLY - THE REASON BEING WHILE MANIFESTING THE IGM, SHIPPING LINE ALSO ADDS BILL OF LADING ISSUING DATE AND IN CASE IF THE IGM HAS FILED AS PER M/BL INSTEAD OF H/BL, THEN, WHILE AMENDING THE IGM MOST OF THE TIMES SHIPPING LINES OVERSIGHTS TO AMEND THE B/L DATE AND THIS CAUSES LOTS OF PROBLEMS TO CONSIGNEE DURING CLEARANCE.



Ocean Freight Operations Procedure

PRE-ALERT : TO BE SEND TO THE RESPECTIVE EMAIL ID IN THE APPROPRIATE STATIONS AND COPIES HAS TO BE FAXED TO US ON THE DAY OF VESSEL DEPARTURE AT ORIGIN TO AVOID AMENDMENTS –
(OUR FAX NUMBER IS 0091 22 28248760/002. ONCE FAXED, PLEASE INTIMATE THE SAME ON E-MAIL) AS THE DOCS HAS TO BE FILED WITH THE SHIPPING LINES 10 DAYS PRIOR TO THE VESSEL ARRIVAL AT PORT OF DISCHARGE FOR IGM MANIFESTING AS PER H/BL. FAILING TO DO SO IN TIME WILL RESULT IN WRONG IGM MANIFESTING WHICH WARRANTS AMENDMENT AND INCURS ADDITIONAL CHARGES. ANY AND ALL ADDITIONAL CHARGES INCURRED DUE TO NON-RECEIPT OF PRE-ALERTS ON TIME, WILL BE DEBITED TO THE ORIGIN.

SURRENDER NOTICE & ADDITIONAL DETENTION NOTICE HAS TO FAXED ALONG WITH THE PRE-ALERT AS MOST OF THE TIMES SHIPPING LINES HERE DENIES THE RECEIPT OF THE SAME FROM THEIR PRINCIPAL OFFICE AND DELAYS THE DELIVERY ORDER RELEASE.

DEBIT / CREDIT NOTES NEEDS TO BE FAXED ALONG WITH PRE-ALERT COPIES - TO AVOID ANY CONFUSION IN SELLING & BUYING RATES.

NOTE: NHAVA SHEVA/JNPT ARE THE PORTS OUTSIDE BOMBAY LIMIT'S AND ARE GATEWAYS FOR MAJOR INTERNAL CONTAINER DEPOTS (ICD) LIKE – DELHI / JAIPUR / NAGPUR / AHMEDABAD / HYDERABAD etc.

FOR ANY SHIPMENTS WITH THE FINAL DESTINATION BEING OUT SIDE BOMBAY, SERVICE CONFIRMATION MUST BE TAKEN BEFORE EXECUTING THE SHIPMENT AS WE DO NOT HAVE SERVICES TO ALL THE PLACES OUTSIDE BOMBAY.

VERY IMPORTANT –

INLAND CONTAINER DEPOT (ICD) FOR FCL CARGO TRANS-SHIPMENT.

FULL CONTAINER LOAD (20' OR 40') SHIPMENTS FROM YOUR ORIGIN TO INLAND CONTAINER DEPOT (ICD) IN TRANSIT VIA NHVA SHEVA PORT TO MUMBAI / MADRAS OR COCHIN PORTS, THE SHIPMENT GETS OFFLOADED AT THESE PARTICULAR TRANS-SHIPMENT PORT AND THE CONTAINERS MOVED TO THE RAIL DEPOT WHERE AS PER THE SHIPPING LINE AGREEMENT WITH THE RAIL OR ROAD TRANSPORT AUTHORITIES, THE CONTAINER IS TAKEN TO THE RESPECTIVE INLAND CONTAINER DEPOT (ICD) IN INDIA.

KINDLY NOTE IN SUCH SHIPMENT'S PORT OF FINAL DESTINATION, IN EXAMPLE, SHIPMENTS FOR **ICD – HYDERABAD** OR **ICD – BANGALORE** VIA **NHAVA SHEVA PORT**, THE MASTER BILLS OF LADING SHOULD BEAR THE **HYDERABAD – ARAMEX OFFICE ADDRESS** OR THE **BANGALORE ARAMEX OFFICE ADDRESS** AND THE PLACE OF DELIVERY / FINAL DESTINATION WILL BE **ICD HYDERABAD** OR **ICD BANGALORE**.

VERY IMPORTANT –

PRIOR TO MOVE ANY LESS CONTAINER LOAD (LCL) SHIPMENTS TO INLAND CONTAINER DEPOT (ICD) IN INDIA, KINDLY CHECK AND CONFIRM WITH THE SHIPPING LINE AT ORIGIN, THEIR COUNTER PART (SHIPPING LINE) AT DESTINATION HAS SERVICE TO THAT PARTICULAR ICD IN INDIA.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TEL NUMBERS.

DOCUMENTATION REQUIRED:-

COMMERCIAL INVOICE - 3 ORIGINAL + 2 ATTESTED COPIES.

PACKING LIST - 3 ORIGINAL + 2 ATTESTED COPIES.

CERTIFICATE OF ORIGIN -ORIGINAL. MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN.

VERY IMPORTANT - IN CASE IF THE FAX OF OTHER OFFICE'S ARE NOT WORKING OR CONSTANTLY BUSY THE SAME PRE-ALERT CAN BE FORWARDED TO BOMBAY OFFICE ON 0091 22 28248760 TO THE ATTENTION OF THE CONTACT PROVIDED & ALSO KINDLY ENSURE TO SEND A EMAIL CONFIRMATION OF THE FAX.

HOPE THE ABOVE IS CLEAR, SHOULD YOU HAVE ANY DOUBTS KINDLY FEEL FREE TO CONTACT THE CONTACT PROVIDED.

HOLIDAY LIST IN ARAMEX OFFICE IS AS PER ATTACHED :



Ocean Freight Operations Procedure



ARAMEX India - India
Holidays 2009.xls

COUNTRY : INDONESIA

CITY:- JAKARTA

PORT:- TANJUNG PRIOK

OUR OFFICE WORKING HOURS:

08:30 – 17:00 MONDAY - FRIDAY

08:30 – 12.00 SATURDAY

SUNDAY IS NOT A WORKING DAY IN INDONESIA.

NATIONAL HOLIDAYS (Tentative):

JAN 1st, 26th, MAR 7th, 26th, APR 10th, MAY 9th, 21st, JUL 20th, AUG 17th, SEP 21st, 22nd, OCT 27th, DEC 18th, 25th.

CUSTOM CLEARANCE:

09:00 – 13:30

MONDAY TILL FRIDAY

SATURDAY & SUNDAY

NO CLEARANCE AT THE PORT

CONTACT PERSONS:

UWAI SY ALQURNI

- OPERATIONS SUPERVISOR

- Uwaisy.alqurni@aramex.com

HERMAWAN SUYAD

- OPERATIONS MEMBER

- Hermawan.suyadi@aramex.com

PAUL BASSIL

- COUNTRY MANAGER

- Paul.bassil@aramex.com

SERVICE INFORMATION:

PREPAID

YES

COLLECT

YES

COD

NO

FREE DOMICILE

ON CASE BY CASE

FOR COLLECT SHIPMENTS, THE ORIGIN ALWAYS NEEDS TO GET FIRST JKT CARGO TEAM'S CONFIRMATION BEFORE FORWARDING ANY SHIPMENTS TO INDONESIA AS WE NEED TO GET CONSIGNEE'S APPROVAL SINCE IN INDONESIA THEY KEEP ON CHANGING THEIR MIND AT THE LAST MINUTE. WHILE SENDING US THE EMAIL, PLEASE ENSURE TO INCLUDE THE FOLLOWING DETAILS : SHIPPER'S ADDRESS, CONSIGNEE'S ADDRESS, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE. IT WOULD BE BETTER TO ATTACH A COPY OF THE INVOICE AND PACKING LIST.

FOR FREE DOMICILE SHIPMENTS, PLEASE PROVIDE US WITH A COPY OF DETAILED INVOICE AND PACKING LIST. ONCE WE GET THE CONFIRMATION FROM THE CONSIGNEE ON THE APPROXIMATE AMOUNT OF DUTY & TAX THAT MIGHT INCUR, THEN WE SHALL ADVISE THE ORIGIN WITH OUR INSTRUCTIONS.

CONSIGNMENT OF DOCUMENTS:

MASTER B/L:

SHIPPER : ARAMEX OR AGENT ADDRESS

CONSIGNEE : ULTIMATE CONSIGNEE FULL ADDRESS IN INDONESIA

NOTIFY PARTY: PT. INTER PACIFIC CITRA – JI WOLTER MONGINSIDI NO 84, JAKARTA 12170, INDONESIA.

TEL : 021 7233365

Fax : 0217233368

HOUSE B/L:

SHIPPER : ULTIMATE SHIPPER'S ADDRESS

CONSIGNEE : ULTIMATE CONSIGNEE FULL ADDRESS IN INDONESIA

WE CAN ALSO ACCEPT TELEX RELEASE.

IN CASE OF TELEX RELEASE, CONSIGNEE WILL HAVE TO PROVIDE US WITH ORIGINAL HOUSE -BL COPY NONNEGOTIABLE FOR CUSTOMS CLEARANCE.

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Ocean Freight Operations Procedure

ORIGINAL DOCUMENTS PRE-ALERT:

ALL ORIGINAL DOCUMENTS, MASTER B/L, HOUSE B/L, COMMERCIAL INVOICE, PACKING LIST, CERTIFICATE OF ORIGIN (if required by JKT Cargo team for the clearance) NEED TO BE SENT TO JKT CARGO TEAM ATLEAST 48 HOURS PRIOR VESSEL ARRIVAL. OTHERWISE A PENALTY OF US\$ 150.00 (no official receipt) NEEDS TO BE PAID TO THE PORTS AUTHORITY FOR THE DELAY IN SUBMISSION OF DOCUMENTS.

EMAIL PRE-ALERT:

AN EMAIL MUST BE SENT TO JKT CARGO TEAM 3 DAYS IN ADVANCE PRIOR VESSEL'S ARRIVAL AND IT MUST INCLUDE A COPY OF THE FOLLOWING DOCUMENTS : MASTER B/L, HOUSE B/L, COMMERCIAL INVOICE, PACKING LIST, CERTIFICATE OF ORIGIN (if required)

FAILING TO FOLLOW THE ABOVE INSTRUCTIONS, THERE WILL BE HEAVY PENALTY TO PAY IN CASE OF ANY AMENDMENTS TO BE DONE ON THE MANIFEST AND IT WILL TAKE 2 TO 3 WEEKS TO DO SUCH AMENDMENTS
- HIGH DEMURRAGE CHARGES WILL INCUR.

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COUNTRY : IRAN

CITY-: TEHRAN

PORT-: BANDAR ABBAS

OFFICE WORKING HOURS-:

08:30 – 16:30 SATURDAY – THURSDAY.
CLOSED ON FRIDAYS.

NATIONAL HOLIDAYS-:

LEFT FOR MONTHLY UPDATE.

CUSTOM CLEARANCE-:

09:00 – 13:00 SATURDAY – WEDNESDAY.
NO CLEARANCE ON THURSDAY & FRIDAY.

CONTACT PERSONS-:

MR MASOUD BAGHERBEIGI - OPERATIONS EXECUTIVE
MS ROBAB BEHESHTI - CARGO TEAM LEADER

- Masoud.BagherBeigi@aramex.com
- Robab.beheshti@aramex.com
- THRFREIGHTOPS@aramex.com

SERVICE INFORMATION-:

COLLECT- YES : CHECK WITH DESTINATION STATION IN ADVANCE.
COD- NO.
FREE DOMICILE- CHECK WITH DESTINATION IN ADVANCE.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

THRFREIGHTOPS@aramex.com
Masoud.Bagherbeigi@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS.



Ocean Freight Operations Procedure

SHOULD BE CONSIGNED TO ACTUAL CONSIGNEE OR THE BANK.

MASTER B/L - ORIGINALS.

M/BL SHOULD BE CONSIGNED TO US AS PER BELOW ADDRESS :

ARMAK CO.
NO 100 , MOLLASADRA AVE.,
TEHRAN,
IRAN.
TEL # : 0098 21 88613390-5
FAX # : 0098 21 88613397

COMMERCIAL INVOICE - ORIGINAL.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN – REQUIRED

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COUNTRY : IRELAND

CITY-: DUBLIN

PORT-: DUBLIN

OFFICE WORKING HOURS-:

09:00 – 17:30 MONDAY – FRIDAY.

NATIONAL HOLIDAYS-:

JAN 1st, MAR 17th, APR 9th, MAY 7th, JUN 4th, AUG 6th, OCT 29th, DEC 25th, DEC 26th.

CUSTOM CLEARANCE-: 4 HOURS

CONTACT PERSONS-:

PHILIP PEDRESCHI - FREIGHT OPERATIONS - Philip.pedreschi@aramex.com
ERICA THORNE - FREIGHT OPERATIONS - Erica.thorne@aramex.com

SERVICE INFORMATION-:

COLLECT- YES.

COD- NO.

FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION :

COMMODITY DESCRIPTION, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERT-:

FULL SET OF DOCUMENTS NEEDS TO BE SENT ONE WEEK PRIOR TO VESSEL ARRIVAL.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Philip.pedreschi@aramex.com

Erica.thorne@aramex.com

DOCUMENTATION REQUIRED-:



Ocean Freight Operations Procedure

HOUSE B/L - ORIGINALS OR COPIES .

MASTER B/L - ORIGINALS / COPY IF B/L IS ON "EXPRESS RELEASE".

COMMERCIAL INVOICE - ORIGINAL OR COPIES.

PACKING LIST - ORIGINAL OR COPIES.

CERTIFICATE OF ORIGIN – OPTIONAL BUT ORIGINAL REQUIRED IF NECESSARY.
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COUNTRY : IRELAND - CONTINUED

CITY-: CORK

PORT-: CORK

OFFICE WORKING HOURS-:
09:00 – 17:30 MONDAY – FRIDAY.

NATIONAL HOLIDAYS-:
JAN 1st, MAR 17th, APR 9th, MAY 7th, JUN 4th, AUG 6th, OCT 29th, DEC 25th, DEC 26th.

CUSTOM CLEARANCE-: 4 HOURS

CONTACT PERSONS-:
REBECCA MULCAHY - FREIGHT ADMINISTRATOR - Rebecca.mulcahy@aramex.com
DEBORAH O'SULLIVAN - AIR & OCEAN MANAGER - Deborah.osullivan@aramex.com

SERVICE INFORMATION-:
COLLECT - YES.
COD- NO.
FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION :

COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERTS : FULL SET OF DOCUMENTS NEEDS TO BE SENT ONE WEEK PRIOR TO VESSEL ARRIVAL.
PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO : Rebecca.mulcahy@aramex.com
Deborah.osullivan@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS OR COPIES.

MASTER B/L - ORIGINALS / COPY IF B/L IS ON "EXPRESS RELEASE"

COMMERCIAL INVOICE - ORIGINAL OR COPIES.

PACKING LIST - ORIGINAL OR COPIES.



Ocean Freight Operations Procedure

CERTIFICATE OF ORIGIN – OPTIONAL BUT ORIGINAL REQUIRED IF NECESSARY.

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COUNTRY : JORDAN

CITY : AMMAN

PORT : AQABA

OFFICE WORKING HOURS-:

08:30-13:30 & 1530-1830 SATURDAY – THURSDAY.
FRIDAY CLOSED (WEEKEND HOLIDAY)

NATIONAL HOLIDAYS-:

JAN 01st, 30th, FEB 22nd, MAY 01st, 02nd, 25th, JUN 09th, 10th, SEP 12th, NOV 14th, DEC 25th.

CONSOLIDATION-: ALLOWED

CUSTOMS CLEARANCE-: AVAILABLE

CONTACT PERSONS-:

MR SALAH ZIQLAM - SEA FREIGHT PRODUCT MANAGER - Salah.ziqlam@aramex.com
MR FARAJ BASSIL - COUNTRY MANAGER - Faraj.bassil@aramex.com

SERVICE INFORMATION-:

COLLECT – YES.

COD – CASE BY CASE.

FREE DOMICILE - CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD THE TRAFFIC AND CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, FULL ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION : COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PROCEDURES:

AS ALL SEA FREIGHT SHIPMENTS BASED ON MASTER BILLS OF LADING AND HOUSE BILLS OF LADING A CANCELLATION FOR MASTER B/L MUST BE SUBMITTED WITH A NEW MANIFEST STATING DETAILS OF HOUSE B/L. THIS PROCEDURE AND THE AMENDED MANIFEST MUST BE PERFORMED AND SUBMITTED TO SHIPPING LINE AGENT AND JORDAN CUSTOMS DEPARTMENT 5-7 DAYS PRIOR TO VESSEL ARRIVAL TO AQABA PORT.

CONSEQUENTLY, AFTER 48 HOURS OF VESSEL DEPARTURE FROM THE LOADING PORT, THE BOOKING OFFICE MUST SEND A SCANNED COPY OF HOUSE AND MANSTER BILLS OF LADING TO US, IN ORDER TO PROCEED WITH THE NEEDED AMENDMENT. IN CASE IF WE DID NOT SUBMIT THE NEEDED AMENDMENTS, SHIPMENT WILL BE TREATED AS CONSIGNED TO ARAMEX AND WE WILL FACE LOTS OF ADDITIONAL PROCEDURES, EXPENSES, DELAYS, CONTAINER DEMURRAGE AND CLIENTS INCONVENIENCE.

ALL ABOVE AMENDMENTS ARE NEEDED BECAUSE WE DO NO HAVE THE LEGAL RIGHTS TO ENDORSE ANY BILLS OF LADING CONSIGNED TO ARAMEX.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Salah.ziqlam@aramex.com
Kamal.zein@aramex.com

DOCUMENTATION REQUIRED-:



Ocean Freight Operations Procedure

HOUSE B/L - FULL SET OF ORIGINAL BS/L (IF NOT AVAILABLE COPY).

MASTER B/L - FULL SET OF ORIGINAL BILLS OF LADING.
MASTER B/ L MUST BE CONSIGNED TO :
ARAMEX INTERNATIONAL AIR CARGO
P.O. BOX 3371, AMMAN 11181, JORDAN

COMMERCIAL INVOICE - ORIGINAL, CERTIFIED BY THE CHAMBER OF COMMERCE/INDUSTRY AND LEGALIZED THE JORDANIAN EMBASSY.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN - ORIGINAL, CERTIFIED BY THE CHAMBER OF COMMERCE/INDUSTRY AND LEGALIZED THE JORDANIAN EMBASSY.

LEGALIZATION:-

(FOR BOTH COMMERCIAL INVOICE AND CERTIFICATE OF ORIGIN)

- A. IF THE CARGO IS MOVING FREIGHT COLLECT AND IS DESTINATION SOLD, CHECK WITH AMMAN TO DETERMINE WHETHER LEGALIZATION WILL BE REQUIRED FOR THE SHIPMENT. IF THE SHIPMENT IS ORIGIN SOLD AND FREIGHT IS COLLECT, RECOMMEND THAT THE SHIPPER CHECKS WITH THEIR CUSTOMER IN JORDAN TO DETERMINE IF LEGALIZATION WILL BE REQUIRED FOR THE SHIPMENT. IF THE SHIPPER ADVISES THAT LEGALIZATION WILL NOT BE REQUIRED, BE SURE TO OBTAIN THOSE INSTRUCTIONS IN WRITING FROM THEM.
- B. IF THE SHIPMENT IS ORIGIN SOLD AND FREIGHT IS PREPAID, ADVISE THE SHIPPER THAT LEGALIZATION OF DOCUMENTS IS NORMALLY REQUIRED. IF THE SHIPPER ADVISES THAT LEGALIZATION WILL NOT BE REQUIRED, BE SURE TO OBTAIN THOSE INSTRUCTIONS IN WRITING FROM THEM.

CERTIFICATION:-

(FOR BOTH COMMERCIAL INVOICE AND CERTIFICATE OF ORIGIN)

THERE IS AN ADDITIONAL CHARGE OF 0.5% OF TOTAL VALUE (PER DOCUMENT) IF THE COMMERCIAL INVOICE AND THE CERTIFICATE OF ORIGIN IS NOT CERTIFIED BY THE ORIGIN CHAMBER OF COMMERCE/INDUSTRY. IF MOVING FREIGHT COLLECT, DETERMINE WHETHER THE 0.5% CHARGE IS GREATER OR LESS THAN THE COST OF THE CERTIFICATION AND ACT ACCORDINGLY. IF MOVING FREIGHT PREPAID, NOTIFY THE SHIPPER OF THIS SITUATION AND HAVE THE SHIPPER PROVIDE INSTRUCTIONS IN WRITING HOW THEY WANT TO HANDLE THIS.

SHIPMENTS TO AQABA SPECIAL ECONOMIC ZONE (ASEZA):-

ALL FREIGHT SHIPMENTS DESTINED TO THE AQABA SPECIAL ECONOMIC ZONE MUST SHOW THE FINAL DESTINATION ON THE HOUSE B/L AND MASTER B/L AS "AQABA SPECIAL ECONOMIC ZONE". YOU CAN NO LONGER STATE "AQABA FREE ZONE" AS THE FINAL DESTINATION ON ANY SHIPPING DOCUMENTS. KEEP IN MIND THAT THE CONSIGNEE MUST BE REGISTERED IN THE AQABA SPECIAL ECONOMIC ZONE AUTHORITY IN ORDER TO BE ABLE TO RECEIVE THEIR SHIPMENTS.

SHIPMENTS TO OTHER FREE ZONES:-

IF THE SHIPMENT'S FINAL DESTINATION IS THE AIRPORT FREE ZONE, ZARQA FREE ZONE, AL-HASAN INDUSTRIAL FREE ZONE, AL TAJAMOUAT INDUSTRIAL FREE ZONE, OR ANY OTHER FREE ZONE OR INDUSTRIAL ESTATE FACILITY IN JORDAN, THE NAME OF THE FREE ZONE OR INDUSTRIAL ESTATE **MUST** BE SHOWN ON THE BILL OF LADING.

SHIPMENTS TO IRAQ OR OTHER NEIGHBORING COUNTRIES

ALL FREIGHT SHIPMENTS DESTINED TO IRAQ OR TO ANY NEIGHBORING COUNTRIES MUST BE STATED WITH IN-TRANSIT PHRASE , WITH IN THE REMARKS OR IN THE DESCRIPTION COLUMN. PLEASE BEAR IN MIND THAT SHIPPING LINES PROHIBITS TRANSPORTING GOODS IN CONTAINERS. AS SUCH, GOODS MUST BE DISCHARGED IN THE PORT AND STUFFING ON THE TRUCK WILL TAKE PLACE IN THE TERMINAL.

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COUNTRY: KUWAIT

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Ocean Freight Operations Procedure

CITY-: KUWAIT

PORT-: SHUWAIKH .

OFFICE WORKING HOURS:

08:30 – 17:00 SUNDAY-THURSDAY

08:30 – 14:00 SATURDAY

NATIONAL HOLIDAYS-:

FEB 25th, 26th, MAR 9th, JUL 20th, SEP 20th, 21st, 22nd, NOV 27th, 28th, 29th.

CONSOLIDATION-: ALLOWED.

CUSTOM CLEARANCE-: AVAILABLE FROM SUNDAY TO THURSDAY

CONTACT PERSONS-:

MR ABDULHAQUE	- FREIGHT MANAGER	- Abdulhaque.badshahkhan@aramex.com
MS SHYMAA IBRAHIM	- FREIGHT OPERATIONS	- Shaymaa.Ibrahim@aramex.com
MR BASHAR KIKOLOFF	- COUNTRY MANAGER	- Bashar.Kikoloff@aramex.com

SERVICE INFORMATION-:

COLLECT- YES.

COD- YES.

FREE DOMICILE- CHECK WITH DESTINATION

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

ARAMEX KUWAIT MUST RECEIVE A PRE- ALERT THAT HAS THE MASTER BILLS OF LADING, HOUSE BILLS OF LADING AND INVOICE COPIES ATTACHED. ANY NON COMPLIANCE WILL BRING SERIOUS PROBLEMS IN CLEARANCE AND RESULT IN INCREASING DEMURRAGE.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Abdul.haque@aramex.com
Shaymaa.Ibrahim@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS. HOUSE BILLS OF LADING ONLY TO BE ADDRESSED TO THE ULTIMATE CONSIGNEE.

MASTER B/L - ORIGINALS. MASTER BILL OF LADING SHOULD BE ADDRESSED TO **THE ULTIMATE** CONSIGNEE WITH NOTIFY PARTY AS ARAMEX INTERNATIONAL KUWAIT THE WEIGHT SHOWN ON THE HOUSE BILL OF LADING AND MASTER BILL OF LADING MUST MATCH EXACTLY..

In case if the consignee; for any reason can not clear the shipment or can not pay destination charges to the liner, demurrages, detention and any other related charge, such as penalties, customs duties , port handling all these charges will be automatically debited back to the origin till the consignment disposal.

FOR SHIPMENTS TO GOVERNMENT ENTITIES THE MASTER BILL OF LADING MUST SHOW THE **ACTUAL SHIPPER** AS THE SHIPPER ON THE MASTER BILL OF LADING AND THE **ACTUAL CONSIGNEE** AS THE CONSIGNEE ON IT. ANY QUESTIONS, CONTACT KWIOC. ARAMEX CORRECT ADDRESS AS PER THE DIRECTORY MUST BE MENTIONED WITH THE CORRECT TELEPHONE NUMBERS.

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Ocean Freight Operations Procedure

COMMERCIAL INVOICE- ORIGINAL IS REQUIRED. MUST BE MANUALLY SIGNED AND STAMPED BY SHIPPER. IT MUST GIVE AN ITEMIZED LISTING WITH THE COMPLETE DESCRIPTION OF THE CONTENTS OF THE SHIPMENT, TOTAL VALUE OF SHIPMENT, AND THE GROSS WEIGHT, VALUE AND CONTENTS OF EACH PIECE. ALL VALUES SHOWN MUST STATE WHAT CURRENCY THE VALUE IS IN.HS CVOIDES ARE NEEDED

IF ORIGINALS OF THE ABOVE DOCUMENTS ARE NOT PROVIDED, SHIPMENTS WILL BE DELAYED IN CLEARING CUSTOMS. THE CONSIGNEE WILL BE REQUIRED TO PAY 10% OF THE INVOICE VALUE AS A DEPOSIT IN ORDER TO CLEAR THE SHIPMENT. THIS DEPOSIT WILL NOT BE REIMBURSED TO THE CONSIGNEE UNTIL ORIGINALS ARE PRESENTED TO KUWAITI CUSTOMS.

ALL DOCUMENTS MUST BE TYPED. HAND-WRITTEN IS NOT ACCEPTABLE. THE COMMERCIAL INVOICE, PACKING LIST AND CERTIFICATE OF ORIGIN MUST SHOW THE COMPLETE SHIPPER'S NAME AND ADDRESS. THE GROSS AND NET WEIGHT MUST MATCH EXACTLY ON ALL OF THESE DOCUMENTS.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN - AN ORIGINAL IS REQUIRED ON ALL SHIPMENTS EXCEPT PERSONAL EFFECTS OR PRINTED MATTER. MUST BE CERTIFIED BY A CHAMBER OF COMMERCE AT ORIGIN. LEGALIZATION SHOULD ONLY BE PERFORMED IF REQUIRED BY A LETTER OF CREDIT OR BY THE INSTRUCTION OF THE SHIPPER OR CONSIGNEE.

LEGALIZATION-: IS REQUIRED BUT CAN BE DONE AT DESTINATION AND THE ORIGIN WILL BE CHARGED AT ACTUAL.

CUSTOMS REGULATIONS FOR CUSTOMS DUTY EXEMPTED SHIPMENTS TO KUWAIT-:

- 1 - DIRECT KUWAIT CUSTOMS DUTY EXEMPT SHIPMENTS MUST BE CONSIGNED EXACTLY AS PER THE INSTRUCTIONS OF THE SHIPPER OR CONSIGNEE.
- 2 - FOLLOW DOCUMENTATION REQUIREMENTS AS INSTRUCTED BY THE SHIPPER. **ARAMEX KUWAIT'S NAME MUST NOT APPEAR ON ANY DOCUMENTS.**
- 3 - FOR CUSTOMS CLEARANCE OF DUTY EXEMPTED SHIPMENTS, CONTACT KWIOC FOR CLEARANCE, DELIVERY AND/OR OTHER HANDLING CHARGES AND REQUIREMENTS.
- 4 - CONTACT KWIOC TO OBTAIN ACCEPTANCE OF CHARGES FROM THE CONSIGNEE AND TO ENSURE CLEARANCE. YOU MUST PROVIDE COMPLETE SHIPMENT DETAILS.

IMPORTANT DOCUMENT REQUIREMENT-:

ALL DOCUMENTS MUST BE TYPED. HAND-WRITTEN IS NOT ACCEPTABLE. THE COMMERCIAL INVOICE, PACKING LIST AND CERTIFICATE OF ORIGIN MUST SHOW THE COMPLETE SHIPPER'S NAME AND ADDRESS. THE GROSS AND NET WEIGHT MUST MATCH EXACTLY ON ALL OF THESE DOCUMENTS.

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COUNTRY : LEBANON

CITY-: BEIRUT

PORT-: BEIRUT

OFFICE WORKING HOURS-:

8:00 - 17:00 MONDAY – FRIDAY.
8:00 - 14:00 SATURDAY.
SUNDAY CLOSED.

NATIONAL HOLIDAYS-:

JAN 01st, 06th, 21st, FEB 07th, 09th, 10th, 19th, MAR 14th, 25th, 27th, APR 21st, 29th, MAY 01st, 06th, 25th, AUG 15th, SEP 01st, OCT 04th, NOV 01st, 03rd, 22nd, DEC 25th.



Ocean Freight Operations Procedure

CONSOLIDATION-: ALLOWED.

CUSTOM CLEARANCE-: AVAILABLE.

CONTACT PERSONS-:

MR JIHAD FANOUS	- CARGO MANAGER	- Jihad.fanous@aramex.com
MS RITA CHOUEIRY	- CARGO OPS TEAM LEADER	- Rita.choueiry@aramex.com
MR ELIE IBRIKJI	- PRODUCT MANAGER	- Eie.ibrkji@aramex.com
MS NISRINE ROUHAYEM	- OPERATIONS TEAM MEMBER	- Nsrine.rouhayem@aramex.com

SERVICE INFORMATION-:

COLLECT- YES.

COD- YES.

FREE DOMICILE- **YES ... BUT ON CONDITION TO NOTIFY THE VALUE OF GOODS IN ORDER FOR BEIRUT OFFICE TO LET THE ORIGIN KNOW OF THE EXACT AMOUNT OF DUTY & TAXES TO BE PAID TO CUSTOMS AND GET APPROVAL ON SAME.**

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:

BEY.SeaFreightTeam@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS.

MASTER B/L - ORIGINALS.

COMMERCIAL INVOICE - ORIGINAL. (NEED NOT BE LEGALIZED BY THE LEBANESE CONSULATE AT ORIGIN.)

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN - ORIGINAL. (NEED NOT BE LEGALIZED BY THE LEBANESE CONSULATE AT ORIGIN).

CLIENT'S LEGAL PAPERS (CLEARANCE CERTIFICATE FROM THE NATIONAL SOCIAL SECURITY FUND + COMMERCIAL CIRCULAR OF COMPANIES + ID CARD OF AUTHORIZED PERSON TO SIGN AS PER THE COMMERCIAL CIRCULAR + FINANCIAL REGISTER CERTIFICATE FROM THE MISTRY OF FINANCE)

FREIGHT WILL NOT BE CLEARED AT DESTINATION WITHOUT ALL OF THE ABOVE REQUIRED DOCUMENTATION.

N.B – FOR PERSONAL EFFECTS SHIPMENTS - PLEASE REFER BEY FREIGHT FOR THE REQUIREMENTS ESPECIALLY IF CUSTOMS EXAMINATION IS NEEDED.

FOR SHIPMENTS DESTINED TO BEIRUT FREE ZONE - PLEASE REFER TO BEY LOGISTICS FOR HANDLING, RATES & PROCEDURES.

In line with our continuous efforts to develop and audit and care for all customers and clients (personal effect shipments) whether be it land/sea or air, kindly abide by the below set procedures for all your personal effects shipments into Lebanon:

Origin procedures:

- 1) Origin staff should check the packing, if each commodity is properly packed and according to international procedures (specially glassware's /paintings & antiques)



Ocean Freight Operations Procedure

- 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:

- 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

LEGALIZATION-: IS NOT REQUIRED FOR ANY DOCUMENTS.

1. PORT FEES-:

20' CONTAINER: US\$ 375.00 AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

40' CONTAINER: US\$ 650.00 AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

GENERAL CARGO: US\$ 25.00 / TON AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

ROLLING STOCK: US\$ 200 UNIT AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

2. STORAGE FEES-:

20' CONTAINER: US\$ 50.00 / EACH 6 DAY PERIOD AS PER OFFICIAL TARIFF , WHICH IS CHANGING.

40' CONTAINER: US\$ 75.00 / EACH 6 DAY PERIOD AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

GENERAL CARGO:

US\$ 3.00 / TON FOR THE 2ND 6 DAY PERIOD AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

US\$ 4.00 / TON FOR THE 3RD 6 DAY PERIOD AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

US\$ 6.00 / TON AFTER THE 3RD PERIOD & FOR EACH ADDITIONAL 6 DAYS MINIMUM CHARGE IS US\$ 50 / SHIPMENT AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

ROLLING STOCK: US\$ 50.00 / UNIT FOR THE 2ND 6 DAY PERIOD MINIMUM CHARGE IS US\$ 50 / SHIPMENT AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

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|--------------------------|------------------------------|
| 3. FIO PER 20' CONTAINER | : US\$ 185-220. |
| FIO PER 40' CONTAINER | : US\$ 300-325. |
| FIO FOR GENERAL CARGO | : B/B US\$ 20 / TON. |
| 4. DELIVERY ORDER | : US\$ 44 PER B/L. |
| 5. PORT SURCHARGE | |
| 20' FCL | : US\$ 15.00 / PER CONTAINER |
| 40' FCL | : US\$ 20.00 / PER CONTAINER |
| LCL | : US\$ 2.00 / CBM |

COUNTRY : LIBYA

CITY: TRIPOLI

PORT: TRIPOLI / AL KHOMS / MISURATA / BENGHAZI

OFFICE WORKING HOURS-:

08:30 – 17:00 SATURDAY – THURSDAY. CLOSED FRIDAY & HOLIDAYS.

aramex

Ocean Freight Operations Procedure

NATIONAL HOLIDAYS:

MAR 2nd & SEP 1st.

CONSOLIDATION: YES / (CASE TO CASE – PLEASE CHECK WITH Tipfreightops@aramex.com FOR SPECIAL INSTRUCTIONS)

CUSTOM CLEARANCE: AVAILABLE ALL DAYS EXCEPT FRIDAY AND HOLIDAYS.

CONTACT PERSONS-:

MR FADI KIKOLOFF	- STATION MANAGER	- Fadi.kikoloff@aramex.com
MR MOHAMED GHANY	- CARGO MANAGER	- Mohamed.ghany@aramex.com
MR MOHAMMAD QAYET	- OCEAN FREIGHT OPS	- Mohammad.qayet@aramex.com
		- Tipfreightops@aramex.com

SERVICE INFORMATION-:

COLLECT – YES (Case to Case) Prior Approval is Required from	Tipfreightops@aramex.com
COD – YES (Case to Case) Prior Approval is Required from	Tipfreightops@aramex.com
FREE DOMICILE - YES (Case to Case).Prior Approval is Required from	Tipfreightops@aramex.com

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:

COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS. FREE DOMICILE IS AVAILABLE AFTER TAKING THE GREEN LIGHT FROM THE DESTINATION.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Tipfreightops@aramex.com
Mohamed.ghany@aramex.com
Mohammad.qayet@aramex.com

DOCUMENTATION REQUIRED:

MASTER B/L- ORIGINALS.

PACKING LIST- ORIGINAL.

CERTIFICATE OF ORIGIN -ORIGINAL MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN. LEGALIZATION IS REQUIRED (SEE BELOW).

COMMERCIAL INVOICE- MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN. LEGALIZATION IS REQUIRED (SEE BELOW).

LEGALIZATION: INVOICE AND CERTIFICATE OF ORIGIN SHOULD BE LEGALIZED BY THE LIBYAN EMBASSY AT ORIGIN.

CUSTOMS REGULATIONS: PLEASE CHECK ON CASE BY CASE BASIS.

COUNTRY : MOROCCO

CITY: CASABLANCA

PORT: CASABLANCA

OFFICE WORKING HOURS (port and airport) :



Ocean Freight Operations Procedure

08:30 – 12:00 & 13:30 - 17:00 MONDAY – THURSDAY.
08:30 – 11:00 & 15:00 - 17:00 FRIDAY.
SATURDAY – 08:30 – 12:00 (depends in which stage the formalities is)
SUNDAY HOLIDAY.

NATIONAL HOLIDAYS-: JAN 01st , 11th, MAR 10th, 11th, MAY 1st , JUL 30th, AUG 20th, NOV 6th, NOV 18th. IN ADDITION TO AL FITR IN SEP AND AL ADHA IN NOV (NOT DEFINED)

CONSOLIDATION-: ALLOWED BUT THERE SHOULD BE A MANIFEST DETAILING EACH AND EVERY H/BL.

CUSTOM CLEARANCE-: AVAILABLE ALL DAYS EXCEPT SATURDAY (depends on the formality stage) SUNDAY AND HOLIDAYS.

CONTACT PERSONS-:

MR JIHAD CHIDIAC	- STATION MANAGER	- Jihad.chidiac@aramex.com
MR YASSER ZAHR	- STATION MANAGER	- Yasser.zahr@aramex.com
MR AHMED TERMOUSSI	- OCEAN FREIGHT OPERATIONS	- Ahmed.termoussi@aramex.com
MR CYRIL ABI AAD	- OCEAN FREIGHT OPERATIONS	- Cyril.abiaad@aramex.com

SERVICE INFORMATION-:

COLLECT - YES.
COD - NO.
FREE DOMICILE – YES.
QUOTATION FROM CASABLANCA SHOULD BE APPROVED FROM ORIGIN BEFORE MOVING SHIPMENTS.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT.
YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :
Jihad.chidiac@aramex.com
Yasser.zahr@aramex.com
Ahmed.termoussi@aramex.com
Cyril.abiaad@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS. MUST INCLUDE THE CONSIGNEE'S COMPLETE NAME, COMPLETE ADDRESS, CONTACT PERSON, TELEPHONE AND FAX NUMBERS.

MASTER B/L - ORIGINALS. OR TELEX RELEASE SEND IN ADVANCE.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN - OR EUR 1 SHOULD BE ACCOMPANIED WITH THE SHIPMENT IF GOODS ARE FROM EUROPEAN ORIGIN.

COMMERCIAL INVOICE - ORIGINAL. MUST INCLUDE PIECES, WEIGHT AND VALUE. LEGALIZATION IS REQUIRED (SEE BELOW).

LEGALIZATION: NOT NEEDED.

CUSTOMS REGULATIONS: NOTHING PROHIBITED.
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COUNTRY : [NETHERLANDS](#)

CITY-: [ROTTERDAM](#)



Ocean Freight Operations Procedure

PORT-: ROTTERDAM- Main Port
AMSTERDAM - Far East Optional Port Only

OFFICE WORKING HOURS-:
08:30 – 17:30 HOURS MONDAY – FRIDAY

NATIONAL HOLIDAYS-:
APR 13th, 30th, MAY 21st, JUN 1st, DEC 25th, 26th.

CUSTOM CLEARANCE-: YES (Fiscal representation limited)

CONTACT PERSONS-:

MR LEEN RAS	- BRANCH MANAGER	- Leen.ras@twoway-aramex.com
MR CEES KETTING	- SALES MANAGER	- Cees.ketting@twoway-aramex.com
MR AAD VILLERIUS	- SALES COORDINATOR	- Aad.Villerius@twoway-aramex.com
MR RAYMOND VANLENT	- OPERATIONS IMP/EXP	- Raymond.vanlent@twoway-aramex.com
MS MONIQUE LAMERS	- OPERATIONS EXP/IMP	- Monique.lamers@twoway-aramex.com
MR JACO VANDERKOOIJ	- OPERATIONS IMP/EXP	- Jaco.vanderkooij@twoway-aramex.com
MR RAYMOND RAMLAL	- OPERATIONS IMP	- Raymond.ramlal@twoway-aramex.com
MRS BRENDA JONGENEEL	- ADMINISTRATION	- Brenda.jongeneel@twoway-aramex.com

SERVICE INFORMATION-:

COLLECT- YES.
COD- CHECK WITH DESTINATION / PROVIDE MAXIMUM DETAILS.
FREE DOMICILE- YES (On request)
OCEAN IMPORTS – GENERALLY IT IS PREFERABLE TO CHECK LOCAL REQUIREMENTS WITH DESTINATION OFFICE DUE TO DIFFERENCES IN LOCAL CHARGES (LCL).

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM WHETHER THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION :

COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERTS : IS A MUST AND AT LEAST 5 DAYS PRIOR TO VESSELS ARRIVAL.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :
Jaco.vanderkooij@twoway-aramex.com
Raymond.vanlent@twoway-aramex.com
Raymond.ramlal@twoway-aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L – ORIGINALS (when issued) MUST BE SURRENDERED PRIOR DELIVERY.

MASTER B/L – ORIGINALS NOT REQUIRED, PREFER “SEAWAY BILL/EXPRESS RELEASE”

COMMERCIAL INVOICE – YES (at least a copy)

PACKING LIST – YES (at least a copy)

CERTIFICATE OF ORIGIN – CHECK WITH DESTINATION FOR SPECIFIC REQUIREMENTS FOR EACH HS CODE.
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COUNTRY : OMAN

CITY-: MUSCAT.

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Ocean Freight Operations Procedure

PORT-: SULTAN QABOOS PORT.

OFFICE WORKING HOURS-:

08:00 – 19:00 SATURDAY – THURSDAY,
CLOSED FRIDAYS.

NATIONAL HOLIDAYS-:

FEB 13th, 24th, 25th, NOV 5th, 6th, 7th, 18th, 28th, DEC 05th, 07th, 08th.

CONSOLIDATION-: ALLOWED.

CUSTOM CLEARANCE-: AVAILABLE.

CONTACT PERSONS-:

MR DINESH HINDUJA	- COUNTRY MANAGER	- Dinesh.hinduja@aramex.com
MR IFTIKHAR BURKI	- OPERATIONS MANAGER	- iftikhar.burki@aramex.com
MR ALAMGIR KHAN	- CUSTOMER ACCOUNTS MANAGER	- Alamgir.Khan@aramex

SERVICE INFORMATION:

COLLECT- YES.

COD- NO.

FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

COLLECT SHIPMENTS CAN NOT BE ACCEPTED FOR THE FOLLOWING CONSIGNEES:
ROYAL OMAN POLICE, ROYAL FLIGHT, ROYAL AIRFORCE, DIWAN OF ROYAL COURT
OMAN AVIATION,
PETROLEUM DEVELOPMENT OF OMAN,
OMAN MINISTRIES.
ANY GOVERNMENT ORGANIZATION

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

iftikhar.burki@aramex.com
Dinesh.hinduja@aramex.com

DOCUMENTATION REQUIRED-:

MASTER B/L- ORIGINALS.

TO BE CONSIGNED TO CONSIGNEE ONLY.

HOUSE B/L- ORIGINALS.

TO BE CONSIGNED TO FINAL CONSIGNEE.

NOTIFY : ARAMEX MUSCAT LLC,

P.O. BOX 1642, P. CODE 114 MUTTRAH,
MUSCAT, SULTANATE OF OMAN.

CONTACT: IFTIKHAR BURKI OR SALIM A.KHOURY.

TEL: 968-24473000 / FAX: 00968-24473001

COMMERCIAL INVOICE - ORIGINAL IF THE CIF VALUE SHOWN ON THE INVOICE IS OVER US\$2,500 THE INVOICE



Ocean Freight Operations Procedure

MUST BE LEGALIZED. THE INVOICE MUST ALSO SHOW THE NUMBER OF PIECES BEING SHIPPED, THE MANUFACTURERS NAME, THE GROSS CARGO WEIGHT, THE NET CARGO WEIGHT AND THE COUNTRY OF ORIGIN OF THE GOODS. THE COMMERCIAL INVOICE MUST BE IN THE CURRENCY OF THE COUNTRY OF ORIGIN OF THE SHIPMENT. CIF VALUE MUST BE SHOWN ON THE INVOICE.

PACKING LIST - ORIGINAL. MUST SHOW THE NUMBER OF PIECES BEING SHIPPED. SEND ALL DOCUMENTS TO ARAMEX (MCTOC MAILING ADDRESS), ATTN: IFTIKHAR BURKI OR SALIM ELKHOURY.

CUSTOMS REGULATIONS-:

MOBILE PHONES : FOR SHIPMENTS OF MOBILE PHONES TO OMAN, THE CONSIGNEE MUST PROVIDE ARAMEX A "NO OBJECTION LETTER" FROM THE OMANI MINISTRY OF TELECOMMUNICATIONS, WHICH GIVES THE CONSIGNEE AUTHORIZATION TO IMPORT MOBILE PHONES INTO OMAN.

NOTE:- CNEE MUST HAVE VALID CUSTOM CODE, WITHOUT CUSTOM CODE, SHIPMENT CAN'T CLEARED CUSTOM

COUNTRY : PALESTINE

CITY-: JERUSALEM

PORT-: ASHDOUD/HAIFA

OFFICE WORKING HOURS-:

0800 – 1600 SATURDAY – THURSDAY.
CLOSED FRIDAYS, HOLIDAYS.

NATIONAL HOLIDAYS-:

JAN 1st, MAY 1st, NOV 15th.

CONSOLIDATION-: ALLOWED BUT THERE SHOULD BE A MANIFEST DETAILING EACH AND EVERY H/BL.

CUSTOM CLEARANCE-: AVAILABLE ALL DAYS EXCEPT FRIDAYS, SATURDAYS AND HOLIDAYS.

CONTACT PERSONS-:

MR WAEL KASSESS - STATION MANAGER - Wael.kasses@aramex.com
MR OSAMA MUSLEH - CARGO MANAGER - Osama.musleh@aramex.com

SERVICE INFORMATION-:

COLLECT- YES.
COD- NO.
FREE DOMICILE - CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

VERY IMPORTANT THAT THE SHIPPER HAS AN IMPORTERS NUMBER WHICH IS VALID AND OPENED AT ALL THE TERMINALS, OTHERWISE ANY PERSON COULD IMPORT ITEMS UNDER HIS PRIVATE NAME BUT HE WILL BE LIMITED WITH THE AMOUNT AND THE WEIGHT OF THE SHPT AND ALSO HE/SHE COULDN'T GET BACK THE V.A.T (VALUE ADDED TAX) AND THE SHPT MUST BE FOR PERSONAL USE AND NOT COMMERCIAL.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Osama.musleh@aramex.com
Wael.kasses@aramex.com



Ocean Freight Operations Procedure

DOCUMENTATION REQUIRED:-

HOUSE B/L - ORIGINALS. MUST INCLUDE THE CONSIGNEE'S COMPLETE NAME, COMPLETE ADDRESS, CONTACT PERSON, TELEPHONE AND FAX NUMBERS.

MASTER B/L - ORIGINALS.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN - ORIGINAL MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN. LEGALIZATION IS REQUIRED (SEE BELOW).
THE EURO 1 , YOU MUST PRINT IN BOX NUMBERS 2+5 ISRAEL AND NOT PALESTINE.

COMMERCIAL INVOICE - ORIGINAL. MUST INCLUDE PIECES, WEIGHT AND VALUE. LEGALIZATION IS REQUIRED (SEE BELOW).

ISRAEL WILL NOT ACCEPT ANY INVOICE FROM THE COUNTRIES THAT DOESN'T HAVE A PEACE AGREEMENT WITH ISRAEL, UNLESS THERE IS A SPECIAL PERMISSION WITH THE IMPORTER. FOR EXAMPLE : SYRIA AND LEBANON.

TUNNIS /QATAR/UNITED ARAB EMIRATES/BAHRAIN/MOROCCO/OMAN /SAUDI ARABIA .. ISRAEL ALLOWS TO IMPORT FROM THESE COUNTRIES.

IF THE ADDRESS IS FOR PALESTINE, PLEASE INCLUDE THE FOLLOWING PHRASE - RAMALLAH WEST BANK VIA ISRAEL. DO NOT MENTION PALESTINE OR PALESTINIAN AUTHORITY. OR IF IT'S FOR JERUSALEM, JERUSALEM ISRAEL.

LEGALIZATION-: IN ISRAEL IT IS VERY DIFFICULT TO TALK ABOUT THE LEGALIZATION AND THE CUSTOMS, ALL THE OFFICIAL THINGS RELATED TO EACH OTHER. IF THE IMPORTER DIDN'T PREPARE ALL THE PERMISSIONS AND ALL THE DOCUMENTS THAT THE SHIPMENT NEEDS, THE SHPT WILL NOT BE CLEARED AND IT WILL INCUR STORAGE AND ADDITIONAL FEES BUT THERE IS NO PENALTIES. THE CONSIGNEE MUST PREPARE ALL THE DOCUMENTS AND THE PERMISSIONS OBTAINED FROM A TO Z IN ORDER TO CLEAR THE SHPT SMOOTHLY OTHERWISE HE/SHE IS LIABLE TO PAY THE STORAGE TILL THE LAST MOMENT.

CUSTOMS REGULATIONS-: WIRELESS COMMUNICATION EQUIPMENT-:

ALL WIRELESS COMMUNICATION EQUIPMENTS ARE NOT ALLOWED INTO ISRAEL UNLESS THE CONSIGNEE HAS OBTAINED SPECIAL PERMISSION TO IMPORT SUCH EQUIPMENTS. IF RESTRICTED ITEMS ARE IMPORTED WITHOUT PRIOR-APPROVAL, THEY WILL BE HELD AT CUSTOMS UNTIL THE APPROVAL IS OBTAINED FROM THE RELEVANT MINISTRY IN ISRAEL. IN GENERAL , ALL THE ELECTRONIC ITEMS NEEDS SPECIAL PERMISSION. ALL THE ITEMS THAT A HUMAN BEING NEEDS, TO EAT, TOUCH, OR PUT ON HIS/HER BODY NEEDS SPECIAL PERMISSION.

AGRICULTURAL PRODUCTS-: AGRICULTURAL PRODUCTS (PLANTS, SEED, SEEDLINGS, FERTILIZERS, SOIL CONDITIONERS, PESTICIDE) ARE NOT ALLOWED INTO ISRAEL WITHOUT AN IMPORT LICENSE THAT HAS BEEN ISSUED BY THE MINISTRY OF AGRICULTURE & FISHERIES. IT IS THE RESPONSIBILITY OF THE CONSIGNEE IN ISRAEL TO OBTAIN AND MAKE ALL ARRANGEMENTS TO SECURE THE APPROPRIATE LICENSE.

PLEASE NOTE IT IS THE SOLE RESPONSIBILITY OF THE SHIPPER AND CONSIGNEE TO ENSURE THE ABOVE REQUIREMENTS ARE MET. ARAMEX RESPONSIBILITY IS ONLY TO MAKE THE SHIPPER AWARE OF THE REGULATION.

IT'S VERY IMPORTANT TO FAX US ALL THE DOCUMENTS BEFORE MOVING THE SHIPMENT IN ORDER TO TAKE THE CONSIGNEE AND THE BROKER'S CONFIRMATION ON IT, BECAUSE ALWAYS WE HAVE NEW REGULATION S AND INSTRUCTIONS THAT WILL AFFECT OUR WORK SERIOUSLY AND IT WILL COST US A LOT.

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COUNTRY : QATAR

CITY-: DOHA

PORT-: DOHA

OFFICE WORKING HOURS-:

08:00 – 18:00 SUNDAY – THURSDAY.
CLOSED FRIDAYS

aramex

Ocean Freight Operations Procedure

SATURDAYS (Skeleton Staff)

NATIONAL HOLIDAYS-: LEFT FOR MONTHLY UPDATE

CONSOLIDATION-: ALLOWED

CUSTOM CLEARANCE-: 07:00-13:00 SUNDAY - THURSDAY.
CLOSED SATURDAY & FRIDAY

CONTACT PERSONS-:

MR FADI RAYES	- COUNTRY / STATION MANAGER	- Fadi.rayes@aramex.com
MR A. ELTANTAWI	- FREIGHT PRODUCT MANAGER	- Abdelmonaim.Eltantawi@aramex.com
MR ANTHONY FERNANDES	- FREIGHT OPERATIONS MANAGER	- Anthony.Fernandes@aramex.com
MR MOHAMMAD F ABDO	- CUSTOMER ACCTS MANAGER	- MohammadFiras.abdo@aramex.com
MR H. GUNAWARDENA	- CUSTOMER ACCTS MANAGER	- Hemantha.gunawardena@aramex.com

SERVICE INFORMATION-:

COLLECT- YES.

COD- NO.

FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION-:
COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO

Dohfreightops@aramex.com
Doh.teams@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS.

MASTER B/L - ORIGINALS.

COMMERCIAL INVOICE - ORIGINAL.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN - ORIGINAL. MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN.

LEGALIZATION-: IS REQUIRED, HOWEVER, IT IS CHEAPER AND FASTER FOR ARAMEX IN QATAR TO ARRANGE FOR LEGALIZATION AT DESTINATION. *BE SURE TO INCLUDE STANDARD LEGALIZATION COSTS IN ANY QUOTATION. * IF THE SHIPMENT IS MOVING ON A LETTER OF CREDIT, FOLLOW THE TERMS OF THE LETTER OF CREDIT WHICH MAY REQUIRE, LEGALIZATION AT ORIGIN

CONSIGNEE MAY NEED APPROVAL FROM AUTHORITY TO IMPORT CERTAIN MATERIALS. OBTAINING AND PROVIDING SUCH APPROVALS ARE THE RESPONSIBILITY OF THE CONSIGNEE. SO, WE NEED TO BE UPDATED ON SUCH SHIPMENTS BEFORE ORIGIN EXECUTE THEM TO ENSURE PRIOR APPROVALS ARE OBTAINED IN ADVANCE BY THE CONSIGNEE.

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COUNTRY : SAUDI ARABIA



Ocean Freight Operations Procedure

CITY-: DHAHRAN

PORT-: DAMMAM PORT

CUSTOMS WORKS-: SATURDAY TO WEDNESDAY

CUSTOMS OFFICE WORKING HOURS-:
07:00 -14.00 - SATURDAY-WEDNESDAY
CLOSED THURSDAY & FRIDAY

NATIONAL HOLIDAYS-:
SEP 23rd, RAMADAN, EID AND ZILHAJ HOLIDAYS.

CONSOLIDATION-: NOT ALLOWED.

CUSTOM CLEARANCE-: AVAILABLE.

CONTACT PERSONS-:

SEA FREIGHT OPERATIONS & SALES QUERIES

MOHAMMED MUJEEB	- OPERATIONS TEAM LEADER	- Mohammed.mujeeb@aramex.com
ALI EL ZOUL	- CARGO MANAGER	- Ali.Elzoul@aramex.com
JALAL ABDULKADER	- FREIGHT TEAM MEMBER	- Jalal.abdulkader@aramex.com
SHERMAN MENDIOLA	- FREIGHT TEAM MEMBER	- Sherman.mendiola@aramex.com

SERVICE INFORMATION-:

COLLECT- YES.

COD- NO.

FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

COLLECT SHIPMENTS TO GOVERNMENTAL AGENCIES, SAUDI AIRLINES AND BANKS ARE NEVER ALLOWED. CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PLEASE NOTE

SPECIAL INSTRUCTIONS AND NOTES ARE TOO NUMEROUS AND CHANGE FREQUENTLY TO LIST COMPLETELY. PENALTIES FOR VIOLATING SAUDI PORT LAWS ARE VERY HARSH. ALSO NOTE THAT ANY SHIPMENT TO DAMMAM PORT SHOULD ARRIVE ON PALLETS ANY CONTAINER THAT IS NOT LOADED ON PALLETS WILL PAY PENALTY.

PRE-ALERTS NEEDS TO BE SENT BY EMAIL TO :

Mohammed.mujeeb@aramex.com

Jalal.abdulkader@aramex.com

Sherman.mediola@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS.

MASTER B/L - ORIGINALS. MUST BE CONSIGNED TO ULTIMATE CONSIGNEE WITH ARAMEX SHOWN AS THE NOTIFY PARTY. (IF A DUTY EXEMPT SHIPMENT SEE BELOW RE. DUTY EXEMPT.)

PLEASE MAKE SURE TO MENTION THE FULL NAME, ADDRESS & TELEPHONE NUMBER OF THE SHIPPING LINE AGENT AT THE DESTINATION IN ORDER TO CONTACT TO GET THE DELIVERY ORDER AND THE ARRIVAL DETAILS.

CARGO HAS TO BE PALLETIZED OTHERWISE PENALTY WILL BE IMPOSED.



Ocean Freight Operations Procedure

NOTE: TO COLLECT THE DELIVERY ORDER FROM SHIPPING LINE WE NEED ORIGINAL MB/L.
ORIGINAL MB/L SHOULD BE SENT TO ARAMEX-DHA CARGO CENTER.

COMMERCIAL INVOICE - ORIGINAL MUST BE LEGALIZED AT ORIGIN. MUST BE IN THE CURRENCY OF THE COUNTRY OF ORIGIN OF THE COMMERCIAL INVOICE.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN - ORIGINAL. MUST BE LEGALIZED, NOTARIZED & STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN.

CUSTOMS DUTY EXEMPT SHIPMENTS TO SAUDI ARABIA-:

THESE ARE SHIPMENTS USUALLY GOING TO GOVERNMENT OR SEMI-GOVERNMENT AGENCIES. IT IS THE RESPONSIBILITY OF THE SHIPPER OR CONSIGNEE TO ADVISE ARAMEX OF THE DUTY-EXEMPT STATUS. THESE SHIPMENTS MUST BE CONSIGNED EXACTLY AS INSTRUCTED BY THE SHIPPER OR CONSIGNEE.

ARAMEX'S INFORMATION MUST NEVER APPEAR ON THE M B/L OR ANY OTHER DOCUMENTS FOR THESE TYPES OF SHIPMENTS.

COLLECT SHIPMENTS ARE NEVER ALLOWED TO GOVERNMENT OR SEMI-GOVERNMENT AGENCIES.
BE SURE TO PRE-ALERT ARAMEX WITH ALL SHIPMENT DETAILS FOR ANY CUSTOMS DUTY-EXEMPT SHIPMENT.

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 QARA'AN.
DIAMONDS FROM HONG KONG.
CHRISTMAS TREES.
FROG'S MEAT.
OLD MAGAZINES & NEWSPAPERS.
PASTEURIZED MILK (LONG LIFE) MORE THAN 1 LITRE 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.

(THE SLIGHTEST VIOLATION OF THE ABOVE 24 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:



Ocean Freight Operations Procedure

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.

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.

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 B/L THAT TALLIES IDENTICALLY WITH THE IMPORT PERMIT.

For more Information of Custom Regulations Saudi Arabia:

http://www.ameinfo.com/saudi_arabia/ and www.ports.gov.sa/

FOR MORE INFORMATION REFER TO TACT BOOK REGULATIONS ON COMMODITIES.

SHIPPERS CAN OBTAIN SASO CERTIFICATES FROM THE FOLLOWING LOCATIONS:

CALIFORNIA: 818-293-8649.

FLORIDA: 305-593-7455, FAX 305-593-1528.

TEXAS: 713-475-2082, FAX 713-475-2083.

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.

GROUP ONE - AUTOMOBILES AND ACCESSORIES.

CHICKEN, WHOLE (CHILLED/FROZEN)	TEA
CHICKEN, WHOLE (CHILLED/FROZEN)	VEGETABLE OIL AND FATS
MEAT AND MEAT PRODUCTS	BABY FOOD, CANNED
BEEF, OTHER MEATS (CHILLED/FROZEN)	NON ALCOHOLIC BEVERAGES
CHEESE	SUGAR
RICE	CIGARETTES

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GROUP TWO – ELECTRICAL PRODUCTS

ROOM AIR CONDITIONERS	WATER HEATER 40, PRESS COOKER
CASSETTE TAPE RECORDER	ELECT CABLES UP TO 1000 V
COMPACT DISC PLAYERS	VACUUM CLEANERS
VIDEO CASSETTE RECORDER	ELECTRIC HEATERS
MOTORS UP TO 12 KW	WATER COOLER
ELECTRIC HEATING UNIT	EVAPORATIVE AIR COOLER
LAMP HOLDER	ELECTRIC FANS
SWITCHES UP TO 3 A	COOLING UNIT, HOUSEHOLD
FLORESCENT LAMP	GENERATORS UP TO 1000 KW
BALLAST FOR LAMP	RUBBER INSULATED CABLES UP TO 450/750V.
STARTERS FOR LAMP	COOKING HEATER
PLUGS AND SOCKETS	HOUSEHOLD ELECT CLOTHES
ELECTRIC LUMINARIES	WASH MACHINES/DRYING MACHINES
DRY BATTERIES	HOUSEHOLD ELECTRIC IRONS
AC ADAPTORS, 220	FOOD PROCESSOR, HOUSEHOLD
MICROWAVE OVEN	MEAT CHOPPER/GRINDERS
ELECTRIC OVENS	LIFTS/ELEVATORS, INCLUDING MOTORS
PHOTOCOPY MACHINE	SWIMMING POOL LIGHTS
COMPUTERS	DRY BATTERY TERMINALS
POWER TRANSFORMERS	WATER PUMPS
REFRIGERATORS, HOUSEHOLD	TELEVISION SETS
TELEPHONE SETS, BASIC	WATT, HOUR METER
RADIO 39, CORDLESS PHONES	

GROUP THREE - AUTOMOBILES AND ACCESSORIES

AUTOMOBILES	
AUTOMOBILES WINDSHIELDS AND	GLASS SHEETS
BREAK FLUIDS	
RADIO 39, CORDLESS PHONES	
CAR TIRES	

GROUP FOUR - CHEMICALS

1. MOTOR OIL AND HYDRAULIC OILS	
2. PAINTS	
3. PERFUMES AND COSMETICS	
4. PESTICIDES, INSECTICIDES	

GROUP FIVE – MISCELLANEOUS

1. ALUMINUM PRODUCTS.	
2. STEEL AND IRON ALLOY PIPES.	
3. GOLD BULLIONS, GOLD AND	SILVER JEWELRY.
4. HEAD DRESS FOR MAN	COTTON YASHMAGH.
5. FIRE EXTINGUISHERS.	
6. CEMENT.	
7. SAFETY MATCHES	
8. PRESSURE REGULATORS.	



Ocean Freight Operations Procedure

9. TISSUE PAPER.

COUNTRY - SAUDI ARABIA - CONTINUED

CITY-: JEDDAH

PORT-: JEDDAH ISLAMIC PORT

OFFICE WORKING HOURS-:

1ST SHIFT :0830-13:00 2ND SHIFT : 17:00-20:00 SATURDAY – WEDNESDAY.

THURSDAY : 09.00 - 14.00

FRIDAY: CLOSED

WORKING HOURS IN RAMADAN HOLY MONTH WHICH IS BETWEEN 20 AUGUST TILL 20 SEPTEMBER IS VERY LIMITED.

NATIONAL HOLIDAYS-:

SEP 19th, 20th, 21st, 22nd, 23rd, NOV 26th, 27th, 28th, 29th, 30th.

CONSOLIDATION-: NOT ALLOWED.

PERSONAL EFFECTS & HOUSEHOLD GOODS : ACCEPTED ONLY ON TERMS OF DOOR TO PORT / PORT TO PORT.
CUSTOMS CLEARANCE NOT THROUGH ARAMEX JEDDAH.

CUSTOM CLEARANCE-: AVAILABLE.

CONTACT PERSONS-:

MR MOHAMED ALKHAS	- GENERAL MANAGER	- Mohammad.Alkhas@aramex.com
MR SAMIR BERQDAR	- COUNTRY MANAGER	- Samir.berqdar@aramex.com
MR SAEED HAMDAN	- PRODUCT MANAGER	- Saeed.Hamdan@aramex.com
MR AHMED RAFATH	- CARGO OFFICER	- Ahmed.rafath@aramex.com

SERVICE INFORMATION-:

COLLECT- YES.

COD- NO.

FREE DOMICILE - CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

COLLECT SHIPMENTS TO GOVERNMENTAL AGENCIES, SAUDI AIRLINES AND BANKS ARE NEVER ALLOWED.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PLEASE NOTE SPECIAL INSTRUCTIONS AND NOTES ARE TOO NUMEROUS AND CHANGE FREQUENTLY TO LIST COMPLETELY. PENALTIES FOR VIOLATING SAUDI PORT LAWS ARE VERY HARSH. FOR ALL FIRST TIME USERS, PLEASE COORDINATE WITH **JED Freight Ops** PRIOR TO SHIPPING TO GET FULL, DETAILED INSTRUCTIONS REGARDING YOUR COMMODITY.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Saeed.Hamdan@aramex.com
Ahmed.rafath@aramex.com

COUNTRY OF ORIGIN

THE COUNTRY OF ORIGIN/MADE IN MUST BE MENTIONED (engraved, or affixed - non-removable sticker) ON EACH ITEM OF PRODUCT. THE COUNTRY OF ORIGIN/MADE IN ... MUST ALSO BE PRINTED ON THE

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Ocean Freight Operations Procedure

BOXES/CARTONS. FAILURE TO COMPLY WILL RESULT IN CARGO BEING RETURNED TO ORIGIN AT THE SHIPPERS/CONSIGNEES EXPENSE.

DOCUMENTATION REQUIRED:-

HOUSE B/L - ORIGINALS. CONSIGNED TO THE ULTIMATE CONSIGNEE NAME (FULL NAME CONTACT AND ADDRESS INCLUDING TELEPHONE NUMBER, WHICH IS A MUST)

MASTER B/L - ORIGINALS. MUST BE CONSIGNED TO;
SAUDI TAL – ARAMEX,
P.O.BOX - 15802,
JEDDAH 21454,
K.S.A

TEL # : 00966 2691000
FAX # : 00966 26834881

NOTIFY PARTY : SAME AS CONSIGNEE

PLEASE ENSURE THAT YOU HAVE TO MENTION THE FULL NAME, ADDRESS & TELEPHONE NUMBER FOR THE SHIPPING LINE AGENT AT THE DESTINATION IN ORDER TO CONTACT TO GET THE DELIVERY ORDER AND THE ARRIVAL DETAILS.

(IF A DUTY EXEMPT SHIPMENT SEE BELOW RE. DUTY EXEMPT.)

COMMERCIAL INVOICE - ORIGINAL MUST BE ATTESTED FROM CHAMBER OF COMMERCE AT ORIGIN COUNTRY. MUST BE IN THE CURRENCY OF THE COUNTRY OF ORIGIN OF THE COMMERCIAL INVOICE. COMMERCIAL INVOICE SHOULD BE TRANSLATED IN ARABIC LANGUAGE BY THE SHIPPER.

PACKING LIST - ORIGINAL. – SHOULD BE TRANSLATED IN ARABIC LANGUAGE BY THE SHIPPER.

CERTIFICATE OF ORIGIN - ORIGINAL. MUST BE ATTESTED, NOTARIZED & STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN.

CUSTOMS DUTY EXEMPT SHIPMENTS TO SAUDI ARABIA:-

THESE ARE SHIPMENTS USUALLY GOING TO GOVERNMENT OR SEMI-GOVERNMENT AGENCIES. IT IS THE RESPONSIBILITY OF THE SHIPPER OR CONSIGNEE TO ADVISE ARAMEX OF THE DUTY-EXEMPT STATUS. THESE SHIPMENTS MUST BE CONSIGNED EXACTLY AS INSTRUCTED BY THE SHIPPER OR CONSIGNEE.

ARAMEX'S INFORMATION MUST NEVER APPEAR ON THE B/L OR ANY OTHER DOCUMENTS FOR THESE TYPES OF SHIPMENTS.

COLLECT SHIPMENTS ARE NEVER ALLOWED TO GOVERNMENT OR SEMI-GOVERNMENT AGENCIES. BE SURE TO PRE-ALERT ARAMEX WITH ALL SHIPMENT DETAILS FOR ANY CUSTOMS DUTY-EXEMPT SHIPMENT.

PROHIBITED COMMODITIES:-

DRINKING ALCOHOL AND PRODUCTS CONTAINING DRINKING ALCOHOL.

ALL KINDS OF LIVE PARROTS.

TOYS OR STATUETTES REPRESENTING ANIMALS OR HUMAN BEING.

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 HOLY QURA'AN (HOLY MOSLEMS BOOK)

DIAMONDS FROM HONG KONG.

CHRISTMAS TREES.

FROG'S MEAT.



Ocean Freight Operations Procedure

PORK MEAT IN ANY KIND, SHAPE OR FORM.
OLD MAGAZINES & NEWSPAPERS.
PASTEURIZED MILK (LONG LIFE) MORE THAN 1 LITRE CONTENTS.
NIGHT VISION BINOCULARS.
DRUGS OF ALL KINDS AND SHAPES.
RELIGIOUS & PRAYER BOOKS OF ANY SORT (ALL KINDS OF HOLY QARA'AN).
CALENDARS.
(THE SLIGHTEST VIOLATION OF THE ABOVE 24 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, IT'S 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 B/L THAT TALLIES IDENTICALLY WITH THE IMPORT PERMIT. FOR MORE INFORMATION REFER TO TACT BOOK REGULATIONS ON COMMODITIES.

FOLLOWING ITEMS MUST HAVE A CoC (CONFORMITY CERTIFICATES FOR GOODS EXPORTED TO SAUDI ARABIA / REPLACEMENT OF SASO) APPROVED PRIOR TO SHIPPING. IF ANY OF THESE ARRIVE WITHOUT CoC CERTIFICATE, SHIPMENT WILL SUFFER DELAY. CONTACT DESTINATION FOR MORE INFORMATION IF NEEDED. THIS CERTIFICATE CONFIRMS THAT THE GOODS EXPORTED TO SAUDI ARABIA ARE APPROVED & AS PERTHE SAUDI STANDARDS. THE SAME CAN BE OBTAINED FROM ANY ACCREDITED LAB/ORGANIZATION AT ORIGIN.

GROUP ONE - FOOD AND AGRICULTURAL PRODUCTS.

CHICKEN, WHOLE (CHILLED/FROZEN)	TEA
CHICKEN, WHOLE (CHILLED/FROZEN)	VEGETABLE OIL AND FATS
MEAT AND MEAT PRODUCTS	BABY FOOD, CANNED
BEEF, OTHER MEATS (CHILLED/FROZEN)	NON ALCOHOLIC BEVERAGES
CHEESE	SUGAR
RICE	CIGARETTES

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GROUP TWO - ELECTRICAL PRODUCTS.

ROOM AIR CONDITIONERS	WATER HEATER 40, PRESS COOKER
CASSETTE TAPE RECORDER	ELECT CABLES UP TO 1000 V
COMPACT DISC PLAYERS	VACUUM CLEANERS
VIDEO CASSETTE RECORDER	ELECTRIC HEATERS
MOTORS UP TO 12 KW	WATER COOLER
ELECTRIC HEATING UNIT	EVAPORATIVE AIR COOLER
LAMP HOLDER	ELECTRIC FANS
SWITCHES UP TO 3 A	COOLING UNIT, HOUSEHOLD
FLORESCENT LAMP	GENERATORS UP TO 1000 KW
BALLAST FOR LAMP	RUBBER INSULATED CABLES UP TO 450/750V.
STARTERS FOR LAMP	COOKING HEATER
PLUGS AND SOCKETS	HOUSEHOLD ELECT CLOTHES
ELECTRIC LUMINARIES	WASH MACHINES/DRYING MACHINES
DRY BATTERIES	HOUSEHOLD ELECTRIC IRONS
AC ADAPTORS, 220	FOOD PROCESSOR, HOUSEHOLD
MICROWAVE OVEN	MEAT CHOPPER/GRINDERS
ELECTRIC OVENS	LIFTS/ELEVATORS, INCLUDING MOTORS
PHOTOCOPY MACHINE	SWIMMING POOL LIGHTS
COMPUTERS	DRY BATTERY TERMINALS
POWER TRANSFORMERS	WATER PUMPS
REFRIGERATORS, HOUSEHOLD	TELEVISION SETS
TELEPHONE SETS, BASIC	WATT, HOUR METER
RADIO 39, CORDLESS PHONES	

GROUP THREE - AUTOMOBILES AND ACCESSORIES.

1. AUTOMOBILES.
2. AUTO WIND SHIELD 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 - MISCELLANEOUS.

1. ALUMINUM PRODUCTS.
2. STEEL AND IRON ALLOY PIPES.
3. GOLD BULLIONS, 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.

COUNTRY : SAUDI ARABIA - CONTINUED

CITY-: RIYADH

PORT- : RIYADH DRY PORT

OFFICE WORKING HOURS-:

08:30 - 13:30 & 16:30 – 19: 30 SATURDAY – WEDNESDAY.
08:30-14:00 THURSDAY.



Ocean Freight Operations Procedure

CLOSED FRIDAYS.

NATIONAL HOLIDAYS-:
NOV 07th, 08th, 09th, 10th.

CONSOLIDATION-: NOT ALLOWED.

CUSTOM CLEARANCE-: AVAILABLE.

CONTACT PERSONS-:

MR SALIM ELKHOURY	- COUNTRY MANAGER	- Salim.elkhoury@aramex.com
MR HUSSEIN DOKARLI	- FREIGHT OPS	- Hussein.dokarli@aramex.com

SERVICE INFORMATION-:

COLLECT- YES.

COD- NO.

FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

COLLECT SHIPMENTS TO GOVERNMENTAL AGENCIES, SAUDI AIRLINES AND BANKS ARE NEVER ALLOWED.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PLEASE NOTE

SPECIAL INSTRUCTIONS AND NOTES ARE TOO NUMEROUS AND CHANGE FREQUENTLY TO LIST COMPLETELY. PENALTIES FOR VIOLATING SAUDI PORT LAWS ARE VERY HARSH. FOR ALL FIRST TIME USERS, PLEASE COORDINATE WITH **RUH OC** PRIOR TO SHIPPING TO GET FULL DETAILED INSTRUCTIONS REGARDING YOUR COMMODITY.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Hussein.dokarli@aramex.com
RUHFreightOps@aramex.com

COUNTRY OF ORIGIN

THE COUNTRY OF ORIGIN/MADE IN MUST BE MENTIONED (engraved, or affixed - non-removable sticker) ON EACH ITEM OF PRODUCT. THE COUNTRY OF ORIGIN/MADE IN .. MUST ALSO BE PRINTED ON THE BOXES / CARTONS. ALWAYS ORIGINAL ATTESTED DOCUMENTS ARE REQUIRED. FAILURE TO COMPLY WILL RESULT IN EITHER :

- SHIPMENT SEIZURE BY CUSTOMS.
- RETURN BACK OF THE SHIPMENT WITHOUT NOTICE.
- PENALTY OF SR5,000.00.

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS.

MASTER B/L - ORIGINALS. (**MUST BE CONSIGNED TO ULTIMATE CONSIGNEE WITH ARAMEX SHOWN AS THE NOTIFY PARTY.** IF A DUTY EXEMPT SHIPMENT SEE BELOW RE. DUTY EXEMPT.)

COMMERCIAL INVOICE - ORIGINAL MUST BE LEGALIZED AT ORIGIN **FROM CHAMBER OF COMMERCE.**

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN - ORIGINAL. MUST BE LEGALIZED, BY A CHAMBER OF COMMERCE AT ORIGIN.



CUSTOMS DUTY EXEMPT SHIPMENTS TO SAUDI ARABIA:-

THESE ARE SHIPMENTS USUALLY GOING TO GOVERNMENT OR SEMI-GOVERNMENT AGENCIES. IT IS THE RESPONSIBILITY OF THE SHIPPER OR CONSIGNEE TO ADVISE ARAMEX OF THE DUTY-EXEMPTION STATUS. THESE SHIPMENTS MUST BE CONSIGNED EXACTLY AS INSTRUCTED BY THE SHIPPER OR CONSIGNEE.

IT PRODUCTS, MOBILE PHONES AND MANY OTHER ITEMS ARE DUTY EXEMPTED WITH EFFECT FROM 1ST OF JANUARY 2007. ALWAYS PLEASE REFER TO **RUH STATION** TO HAVE A LIST OF HS CODES EXEMPTED. SHIPMENTS TO ROYAL FAMILY MEMBERS MUST BE ADDRESSED TO THEM DIRECTLY WITH A NOTIFICATION TO ARAMEX.

ARAMEX'S INFORMATION MUST NEVER APPEAR ON THE M B/L OR ANY OTHER DOCUMENTS FOR THESE TYPES OF SHIPMENTS.

COLLECT SHIPMENTS ARE NEVER ALLOWED TO GOVERNMENT OR SEMI-GOVERNMENT AGENCIES. BE SURE TO PRE-ALERT ARAMEX WITH ALL SHIPMENT DETAILS FOR ANY CUSTOMS DUTY-EXEMPT SHIPMENT.

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 QARA'AN.
DIAMONDS FROM HONG KONG.
CHRISTMAS TREES.
FROG'S MEAT.
OLD MAGAZINES & NEWSPAPERS.
PASTEURIZED MILK (LONG LIFE) MORE THAN 1 LITRE 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.

(THE SLIGHTEST VIOLATION OF THE ABOVE 24 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 AND AN APPROVAL FROM MINISTRY OF AGRICULTURE IS REQUIRED AS WELL TO BE OBTAINED BY CNEE. 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.



Ocean Freight Operations Procedure

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. AND AN APPROVAL FROM MINISTRY OF HEALTH IS REQUIRED AS WELL TO BE OBTAINED BY CNEE.

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 & MINISTRY OF TRADE 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 BILL OF LADING THAT TALLIES IDENTICALLY WITH THE IMPORT PERMIT. FOR MORE INFORMATION REFER TO TACT BOOK REGULATIONS ON COMMODITIES.

SHIPPERS CAN OBTAIN (CONFORMITY CERTIFICATE FOR GOODS EXPORTED TO SAUDI ARABIA – SASO PREVIOUSLY) CERTIFICATES FROM THE FOLLOWING LOCATIONS:

ALL INFO CAN BE OBTAINED ON BELOW WEBSITE:

<http://www.iccp.com/guidelines.html>

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.

CHICKEN, WHOLE (CHILLED/FROZEN)	TEA
CHICKEN, WHOLE (CHILLED/FROZEN)	VEGETABLE OIL AND FATS
MEAT AND MEAT PRODUCTS	BABY FOOD, CANNED
BEEF, OTHER MEATS (CHILLED/FROZEN)	NON ALCOHOLIC BEVERAGES
CHEESE	SUGAR
RICE	CIGARETTES

GROUP TWO - ELECTRICAL PRODUCTS.

ROOM AIR CONDITIONERS	WATER HEATER 40, PRESS COOKER
CASSETTE TAPE RECORDER	ELECT CABLES UP TO 1000 V
COMPACT DISC PLAYERS	VACUUM CLEANERS
VIDEO CASSETTE RECORDER	ELECTRIC HEATERS
MOTORS UP TO 12 KW	WATER COOLER
ELECTRIC HEATING UNIT	EVAPORATIVE AIR COOLER
LAMP HOLDER	ELECTRIC FANS
SWITCHES UP TO 3 A	COOLING UNIT, HOUSEHOLD
FLORESCENT LAMP	GENERATORS UP TO 1000 KW
BALLAST FOR LAMP	RUBBER INSULATED CABLES UP TO 450/750V.
STARTERS FOR LAMP	COOKING HEATER
PLUGS AND SOCKETS	HOUSEHOLD ELECT CLOTHES

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Ocean Freight Operations Procedure

ELECTRIC LUMINARIES	WASH MACHINES/DRYING MACHINES
DRY BATTERIES	HOUSEHOLD ELECTRIC IRONS
AC ADAPTORS, 220	FOOD PROCESSOR, HOUSEHOLD
MICROWAVE OVEN	MEAT CHOPPER/GRINDERS
ELECTRIC OVENS	LIFTS/ELEVATORS, INCLUDING MOTORS
PHOTOCOPY MACHINE	SWIMMING POOL LIGHTS
COMPUTERS	DRY BATTERY TERMINALS
POWER TRANSFORMERS	WATER PUMPS
REFRIGERATORS, HOUSEHOLD	TELEVISION SETS
TELEPHONE SETS, BASIC	WATT, HOUR METER
RADIO 39, CORDLESS PHONES	Computer Monitor & Telecommunication Eqpts

GROUP THREE - AUTOMOBILES AND ACCESSORIES.

1. AUTOMOBILES.
2. AUTO WINDSHIELDS 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 - MISCELLANEOUS

1. ALUMINUM PRODUCTS.
2. STEEL AND IRON ALLOY PIPES.
3. GOLD BULLIONS, 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.

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COUNTRY : SRI LANKA

CITY-: COLOMBO

PORT-: COLOMBO

OFFICE WORKING HOURS-:

08:30 – 17:30 MONDAY – FRIDAY.
09:00 – 13:00 SATURDAY.
CLOSED SUNDAY, HOLIDAYS.

NATIONAL HOLIDAYS-:

JAN 10th, FEB 04th, 09th, MAR 10th, APR 09th, 13th, 14th, MAY 01st, 08th, 09th, JUL 06th, AUG 05th, SEP 04th, OCT 3rd,
NOV 02nd, DEC 1st, 25th, 31st.

CONSOLIDATION-: ALLOWED.

CUSTOM CLEARANCE-: YES (THIRD PARTY).

CONTACT PERSONS-:

MR PRABU SELVARAJ - OPERATIONS TEAM LEADER - Prabu.selvaraj@aramex.com
MR ZAEEM BARRY - OPERATIONS SUPERVISOR - Zaeem.barry@aramex.com
MR WASANTHA SOYSA - MANAGER BUSINESS DEVELOPMENT - Wasantha.Soyso@aramex.com
MR KAUSHAL BADDEGAMA - COUNTRY / STATION MANAGER - Kaushal.baddegama@aramex.com

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Ocean Freight Operations Procedure

SERVICE INFORMATION-:

COLLECT- YES.

COD- NO.

FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERT MUST BE SENT MINIMUM 72 HOURS PRIOR TO VESSEL BERTH IN CMB PORT TO SUBMIT MANIFEST. IF NOT THERE WILL BE A PENELTY WHICH WILL BE BILLED BACK TO ORIGIN.

PRE-ALER TO BE SENT TO :

CMBFreightOPS@aramex.com

DOCUMENTATION REQUIRED.

HOUSE B/L – ORIGINALS or EXPRESS RELEASE.

MASTER B/L - EXPRESS RELEASE.

PACKING LIST – ORIGINAL MUST BE MANUALLY SIGNED.

CERTIFICATE OF ORIGIN – ORIGINAL MUST BE MANUALLY SIGNED & STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN. (NOT MANDATORY)

COMMERCIAL INVOICE - ORIGINAL. MUST BE MANUALLY SIGNED.

LEGALIZATION : NOT REQUIRED.

E-MAIL ATTACHMENTS TO:

CMBFreightOPS@aramex.com

CLEARANCE STANDARD-: OCEAN FREIGHT CLEARANCE AND DELIVERY FACILITY AVAILABLE. (3RD PARTY CLEARANCE)

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COUNTRY : SUDAN

CITY-: KHARTOUM

PORT-: PORT SUDAN (PZU)

OFFICE WORKING HOURS-:

09:00 – 17:00 SUNDAY – THURSDAY. CLOSED ON FRIDAY & SATURDAY.

NATIONAL HOLIDAYS-:

JAN 01, 09, 18 MAR 29 AUG 08 DEC 25

CUSTOM CLEARANCE-:

08:00 – 14:30 SUNDAY – THURSDAY.

NO CLEARANCE ON FRIDAY & SATURDAY.

CONTACT PERSONS-:

HUSAM SHAKHSHIR

- CUSTOMER ACCTS MANAGER

- Husam.shakhshir@aramex.com



Ocean Freight Operations Procedure

WAEI MOHAMEDSAEED - SALES MANAGER - Wael.mohamedsaeed@aramex.com
MOHAMED TAHSEEN - COUNTRY MANAGER - Mohamed.tahseen@aramex.com
HATEM NOUR - OPERATIONS MANAGER - Hatem.nour@aramex.com

SERVICE INFORMATION-:

COLLECT- YES.
COD- NO.
FREE DOMICILE- CHECK WITH DESTINATION.

GENERAL CONDITION :

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION :COMMODITY DESCRIPTION, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERTS :

FULL SET OF DOCUMENTS NEEDS TO BE SENT ONE WEEK PRIOR TO VESSEL ARRIVAL, OTHERWISE PENALTY OF US\$ 100.00 NEEDS TO BE PAID TO THE PORTS AUTHORITY.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Hatem.nour@aramex.com
Mohamed.tahseen@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS.

MASTER B/L - ORIGINALS.

COMMERCIAL INVOICE - ORIGINAL.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN

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COUNTRY: SYRIA

CITY-: DAMASCUS

PORT-: LATTAKIA

OFFICE WORKING HOURS-:

09:00 - 17:30 SATURDAY – THURSDAY.
CLOSED FRIDAY & HOLIDAYS.

NATIONAL HOLIDAYS- :

AN 01st, MAR 9th, APR 12th, 17th, 19th, MAY 01st, SEP 20th, 21st, 22nd, NOV 27th, 28th, 29th, 30th, DEC 18th, 25th.

CONSOLIDATION-: NOT ALLOWED

CUSTOM CLEARANCE-: AVAILABLE FROM SUNDAY – THURSDAY, EXCEPT HOLIDAYS. IF CLEARANCE IS REQUIRED FROM ARAMEX SYRIA THE ORIGIN MUST GET PRE APPROVAL FROM ARAMEX DAM FOR THE CLEARANCE.

CONTACT PERSONS-:



Ocean Freight Operations Procedure

MS LUBNA ALHOMSI
MR HANI AL HAFFAR

- OCEAN FREIGHT OPERATIONS
- OCEAN FREIGHT OPERATIONS

- Lubna.alhoms@aramex.com
- Hani.alhaffar@aramex.com

SERVICE INFORMATION-:

COLLECT- YES.
COD- NO.
FREE DOMICILE - CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBER.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:

Lubna.alhoms@aramex.com
Hani.alhaffar@aramex.com
damfreightops@aramex.com

PLEASE NOTE

DOCUMENTATION REQUIRED-:

MASTER B/L – ORIGINALS.

MASTER BILL OF LADING MUST BE CONSIGNED TO THE ULTIMATE CONSIGNEE (COMPLETE ADDRESS) WITHOUT ARAMEX SHOWN AS THE NOTIFY PARTY. IF MOVING ON AN L/C THE MASTER B/L IS TO BE CONSIGNED TO THE BANK'S FULL ADDRESS AS WELL AS THE CONSIGNEE'S FULL ADDRESS. IT MUST NOT SHOW C/O ARAMEX INTERNATIONAL IN ADDITION TO THE DESCRIPTION OF THE GOODS (IN THE DESCRIPTION OF PACKAGES FIELD), THE FOLLOWING MUST BE ALSO STATED:

1. LETTER OF CREDIT DATE AND NUMBER (IF ANY).
2. DATES AND NUMBER OF THE OFFER (IF ANY).
3. DATES AND NUMBER OF THE IMPORT LICENSE (IF KNOWN). (IT IS NOT A MUST TO SHOW THE IMPORT LICENSE DATE & NUMBER ON THE B/L, BUT IT IS REFERRED IF KNOWN.)

HOUSE B/L – IS NOT ACCEPTABLE FOR FCL, LCL SHIPMENTS

PACKING LIST – ORIGINAL. (MUST BE MANUALLY SIGNED).

CERTIFICATE OF ORIGIN – REQUIRED – MUST BE AN ORIGINAL*** MUST BE LEGALIZED BY THE SYRIAN CONSULATE AT ORIGIN. MUST ALSO BE NOTARIZED AND STAMPED BY AN ORIGIN CHAMBER OF COMMERCE.

COMMERCIAL INVOICE- ORIGINAL** ORIGINAL LEGALIZED INVOICES ARE REQUIRED (IN ARABIC WILL MAKE THE CLEARANCE EASIER).

LEGALIZATION-: REQUIRED.

THE BELOW INFORMATION SHOULD BE MENTIONED ON ANY ORIGINAL INVOICE:

WE HEREBY CERTIFY THAT THIS INVOICE IS AUTHENTIC AND IS THE ONLY INVOICE ISSUED FOR THE GOODS DESCRIBED THEREIN; THAT IT MENTIONS THE EXACT VALUE OF THE GOODS WITHOUT DEDUCTIONS OF ANY ADVANCE PAYMENT AND THAT THE ORIGIN OF GOODS IS (-----) AND THE NAME OF MANUFACTURING COMPANY.

WE DECLARE UNDER OWN RESPONSIBILITY THAT WE ARE NOT REPRESENTED IN SYRIA AND THAT SYRIA IS NOT INCLUDED IN THE TERRITORY OF ANY OTHER AGENT WHO WOULD BENEFIT WHATSOEVER FROM ANY COMMISSION ON OUR PRODUCTS EXPORTED TO SYRIA.



Ocean Freight Operations Procedure

WE DECLARE THAT NO RAW MATERIAL OF ANY ISRAELI ORIGIN HAS BEEN USED FOR THE PRODUCTION OR PREPARATION OF THE GOODS MENTIONED IN THIS INVOICE.

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COUNTRY : TURKEY

CITY--: ISTANBUL

PORT--: KUMPORT/AMBARLI & HAYDARPASA

OFFICE WORKING HOURS--:

09:00 – 18:00 MONDAY – FRIDAY.

09:00 – 13:00 SATURDAY.

CLOSED SUNDAY, HOLIDAYS.

NATIONAL HOLIDAYS--:

JAN 01st, APR 23rd, MAY 19th, AUG 30th, SEP 19th, 20th, 21st, 22nd, OCT 28th, 29th, NOV 26th, 27th, 28th, 29th, 30th.

CONSOLIDATION--: NOT ALLOWED.

CUSTOM CLEARANCE--: AVAILABLE FOR ISTANBUL PORT ONLY.

CONTACT PERSONS--:

MS DEFNE TEGMEN

- OCEAN FRT MANAGER - Defne.tegmen@aramex.com

- OCEAN FRT OPERATIONS - ISTFREIHGHTOPS@aramex.com

SERVICE INFORMATION--:

COLLECT- YES.

COD- NO.

FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBER.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Defne.tegmen@aramex.com

PLEASE NOTE

DOCUMENTATION REQUIRED--:

HOUSE B/L - ORIGINALS.

MASTER B/L - SHOULD BE CONSIGNED TO
ARAMEX INTL HAVA KARGO VE KURYE AS
MIRMAR SINAN CADDESI
SERHAT SOKAK
No. 35
IKITELLI
ISTANBUL , TURKEY
Phn : 212-4943636
Fax : 212-4943270

MASTER B/L - ORIGINALS.

MASTER B/L MUST BE CONSIGNED TO ARAMEX ISTANBUL ON PREPAID BASIS AND HBL TO FINAL CNEE.

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Ocean Freight Operations Procedure

ARAMEX IST CAN HANDLE SEA FRT SHPT ONLY FOR ISTANBUL PORTS. FOR OTHER DESTINATIONS (BEYONDS) THE GOODS NEEDS TO MOVE DIRECT TO FINAL CNEE'S.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN - ORIGINAL MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN.

COMMERCIAL INVOICE – ORIGINAL
=====

COUNTRY : UNITED ARAB EMIRATES

CITY--: ABU DHABI

PORT--: ABU DHABI

OFFICE WORKING HOURS--:
08:00 – 19:00 SUNDAY– THURSDAY.
08:00 – 16:00 ON SATURDAY.
CLOSED FRIDAYS, HOLIDAYS.

NATIONAL HOLIDAYS--:
JAN 01st, JAN 7th, MAR 09th, JUL 20th, 21st, SEPT 28th, NOV 2nd, DEC 18th.

CONSOLIDATION--: **NOT ALLOWED, ONLY BACK TO BACK IS ALLOWED.**
MULTI SUPPLIERS ARE ALLOWED, BUT CONSIGNEE SHOULD BE THE SAME ONE & ONLY ONE H/BL IS ALLOWED

CUSTOM CLEARANCE--: AVAILABLE ALL DAYS EXCEPT FRIDAYS AND HOLIDAYS.

CONTACT PERSONS--:
MR A. LABELLA JIZARI - OCEAN FREIGHT OPERATIONS - Abdulhamid.jizari@aramex.com
MR ALAA SAOUDI - COUNTRY MANAGER - Alaa.saoudi@aramex.com

SERVICE INFORMATION--:
COD- NO.
COLLECT- YES.

IF NOT DESTINATION SOLD THE TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD THE FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

DOOR DELIVERY & FREE DOMICILE- CHECK WITH DESTINATION.
CONTACT DESTINATION TO SEE IF DOOR DELIVERY /FREE DOMICILE SERVICE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:
COMMODITY DESCRIPTION, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

DOOR DELIVERY /FREE DOMICILE ARE NOT AVAILABLE FOR SHIPMENTS TO SCHOOLS.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO : Abdulhamid.jizari@aramex.com
AUHFreightOPS@aramex.com

DOCUMENTATION REQUIRED--:

HOUSE B/L - ORIGINALS. MUST INCLUDE THE CONSIGNEE'S COMPLETE NAME, COMPLETE ADDRESS, CONTACT PERSON, TELEPHONE AND FAX NUMBERS AND TERM OF THE SHPT (CC/PP-DDU / DDP)

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Ocean Freight Operations Procedure

MASTER B/L - ORIGINALS.

PACKING LIST-ORIGINAL. MUST SHOWS THE NO. OF PIECES & GROSS WEIGHT –AS SAME AS H/BL WITH THE CONCERNED COMMERCIAL INV NUMBER.

CERTIFICATE OF ORIGIN - ORIGINAL (FOR EUROPEAN COUNTRIES, ONLY INDIVIDUAL COUNTRIES CERTIFICATE OF ORIGIN IS VALID IN ABU DHABI). JUST EUROPEAN COMMUNITY COO NOT ALLOWED. 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.

COMMERCIAL INVOICE - ORIGINAL. MUST HAVE REASONABLE VALUE, HARMONIZED CODE , COUNTRY OF ORIGIN , NUMBER OF PIECES AND GROSS WEIGHT. LEGALIZATION NOT REQUIRED (FOR THE TIME BEING)- SUBJECT TO THE CONFIRMATION FROM CUSTOMS AUTHORITY/GOVERNMENT RULE(SEE BELOW).

LEGALIZATION-: LEGALIZATION IS REQUIRED OTHERWISE A PENALTY WILL BE IMPOSED AT DESTINATION. HOWEVER, ACCORDING TO ARAMEX ABU DHABI, IT IS USUALLY CHEAPER TO PAY THE PENALTY THAN TO PAY FOR LEGALIZATION AT ORIGIN SINCE THE U.A.E. CONSULATE CHARGES FOR LEGALIZATION BASED ON THE VALUE OF THE COMMERCIAL INVOICE.

FOR EXAMPLE-:

INVOICE VALUE	TOTAL PENALTY	CONSULATE LEGALIZATION CHG
\$.01 TO \$2,702.00	\$ 42.00	\$ 30.00
\$ 8108.01 TO \$16,216.00	\$122.00	\$120.00
\$16216.01 TO \$24,324.00	\$178.00	\$180.00

SINCE THE AMOUNT OF CONSULATE CHARGES IS ONLY A PORTION OF WHAT WE MUST PAY FOR LEGALIZATION AT ORIGIN (E.G. ADDITIONAL CHARGES FOR C/O LEGALIZATION, ARAB CHAMBER STAMP, COURIER SERVICE, ETC.) IT IS RECOMMENDED THAT FOR FREIGHT COLLECT SHIPMENTS THAT THE DOCUMENTS NOT BE LEGALIZED AT ORIGIN AND THE PENALTY SHOULD BE PAID AT DESTINATION INSTEAD. IF THE SHIPMENT IS FREIGHT PREPAID, IT IS RECOMMENDED THAT YOU DISCUSS THIS SITUATION WITH THE SHIPPER AND LET THEM DECIDE WHAT THEY WANT TO DO.

PENALTY COSTS PROVIDED BY ARAMEX ABU DHABI AS ON 9/2/98.
CONSULATE LEGALIZATION CHARGES PROVIDED BY EGGER AS OF 4/1/00.

CUSTOMS REGULATIONS-: WIRELESS COMMUNICATION EQUIPMENT-:
ALL WIRELESS COMMUNICATION EQUIPMENTS ARE NOT ALLOWED INTO THE U.A.E. UNLESS THE CONSIGNEE HAS ACQUIRED SPECIAL PERMISSION (FROM TRA) TO IMPORT SUCH EQUIPMENTS.
MOBILE TELEPHONES ARE NOT AFFECTED BY THIS REGULATION.

IF RESTRICTED ITEMS ARE IMPORTED WITHOUT PRE-APPROVAL, THEY WILL BE HELD AT CUSTOMS UNTIL THE APPROVAL IS OBTAINED FROM THE RELEVANT MINISTRY IN U.A.E.

AGRICULTURAL PRODUCTS-: AGRICULTURAL PRODUCTS (PLANTS, SEED, SEEDLINGS, FERTILIZERS, SOIL CONDITIONERS, PESTICIDE) ARE NOT ALLOWED INTO U.A.E. WITHOUT AN IMPORT LICENSE THAT HAS BEEN ISSUED BY THE MINISTRY OF AGRICULTURE & FISHERIES. IT IS THE RESPONSIBILITY OF THE CONSIGNEE IN U.A.E. TO MAKE ALL ARRANGEMENTS TO SECURE THE APPROPRIATE LICENSE.

AGRICULTURAL PRODUCTS (PLANTS AND NON-PROCESSED PRODUCE) ARE NOT ALLOWED IN TO U.A.E. WITHOUT A PHYTOSANITARY CERTIFICATE.

MEDICINES, COSMETICS & MEDICAL EQUIPMENTS -: SHOULD APPROVED BY THE "MINISTRY OF HEALTH", IT IS THE RESPONSIBILITY OF THE CONSIGNEE IN U.A.E. TO OBTAIN AND PROVIDE APPROVAL FROM MINISTRY OF HEALTH.

DGR GOODS-: DGR SHPTS and NON DG CHEMICALS, BATTERY, CARTRIDGES & OIL SHOULD BE APPROVED BY ENVIRONMENTAL RESEARCH AND WILDLIFE DEVELOPMENT AGENCY (ERWDA), IT IS THE RESPONSIBILITY OF THE CONSIGNEE IN U.A.E. TO GET/PROVIDE APPROVAL FROM "ERWDA".



Ocean Freight Operations Procedure

PLEASE NOTE IT IS THE SOLE RESPONSIBILITY OF THE SHIPPER AND CONSIGNEE TO ENSURE THE ABOVE REQUIREMENTS ARE MET. ARAMEX'S RESPONSIBILITY IS TO MAKE THE SHIPPER AWARE OF THE REGULATION.
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COUNTRY-: UNITED ARAB EMIRATES - CONTINUED

CITY: DUBAI

PORT: JEBEL ALI & PORT RASHID.

OFFICE WORKING HOURS-:
08:00-19:00 SUNDAY – THURSDAY.
CLOSED FRIDAY & HOLIDAYS.

NATIONAL HOLIDAYS:
JAN 01, 31 FEB 01, 21 MAY 01 AUG 06 SEP 12 NOV 13, 14 DEC 02.

CONSOLIDATION: ALLOWED FOR **FCL & LCL**

CUSTOM CLEARANCE: 08:00-16:00 SUNDAY-THURSDAY,
08:00 – 13:00HRS ON SATURDAYS

CONTACT PERSONS-:

MR RAMI MURAD	- PRODUCT MANAGER-SEA FREIGHT	- Rami.murad@aramex.com
MR JOHNSON ZACHARIA	- MANAGER SEA OPERATIONS	- Johnson.zacharia@aramex.com
MR HAZEM HZEIRINI	- SEA FREIGHT OPERATIONS	- Hazem.hzeirini@aramex.com
SEA FREIGHT RATES	- FOR ALL RATE INQUIRIES	- dxbseafreightrates@aramex.com

SERVICE INFORMATION-:
COLLECT- YES.
COD- NO.
FREE DOMICILE- CHECK WITH DESTINATION.

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION: COMMODITY DESCRIPTION, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO: Johnson.zacharia@aramex.com
& DXBFREIGHTOPS-SEA@ARAMEX.COM

DOCUMENTATION REQUIRED: (NOTE SPECIAL REQUIREMENTS SHOWN BELOW FOR SHIPMENTS DESTINED TO THE JEBEL ALI FREE ZONE.)

HOUSE B/L- ORIGINALS. MUST BE UNRATED. DO NOT INCLUDE FREIGHT CHARGES ON ORIGINAL HOUSE B/L'S AS THIS CAUSES PROBLEM DURING CLEARANCE. IF THE HOUSE BILL OF LADING IS COLLECT, INDICATE "FREIGHT COLLECT AS AGREED" IN THE BODY OF THE HOUSE BILL OF LADING & SEND AN ADDITIONAL RATED COPY TO ARAMEX FOR COLLECTION PURPOSES.

EXPRESS RELEASE: ACCEPTABLE

MASTER B/L – ORIGINALS TO BE CONSIGNED TO:

ARAMEX EMIRATES LLC,
P.O. BOX 3841



Ocean Freight Operations Procedure

A-5 DRY PORT CUSTOMS, RAS AL KHOR
DUBAI. U.A.E.
TEL # : 00971 4 3337440
FAX # : 00971 4 3336263

EXPRESS RELEASE : ACCEPTABLE.

PACKING LIST - ORIGINAL. MUST BE 'ON COLOR LETTER HEAD' & STAMPED WITH **BLUE INK** BY THE SHIPPER/SUPPLIER & SHOULD CONTAIN # OF PACKAGES TALLYING WITH BL DESCRIPTION.

CERTIFICATE OF ORIGIN - ORIGINAL. MUST BE LEGALIZED ONLY FOR THE DUTY EXEMPTED DOCUMENTS (SEE LEGALIZATION PART) AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN.

COMMERCIAL INVOICE- ORIGINAL. MUST BE 'ON COLOR LETTER HEAD' STAMPED WITH **BLUE INK** BY THE SHIPPER/SUPPLIER & **SHOULD CONTAIN CURRENCY DETAILS AND INCO TERMS**.

LEGALIZATION IS ONLY REQUIRED FOR DUTY EXEMPTED SHIPMENTS (E.G. RAW MATERIALS FOR INDUSTRIAL PURPOSES, SHIPMENTS FOR GOVERNMENT DEPARTMENTS EITHER DIRECT OR AS END USER).

VERY IMPORTANT - **THE APPROPRIATE HARMONIZED CUSTOMS CODE MUST BE SHOWN ON THE INVOICE FOR EACH ITEM LISTED ON THE INVOICE.**

HEALTH CERTIFICATE- ORIGINAL. REQUIRED ONLY FOR SHIPMENTS OF FOODSTUFFS. MUST BE ISSUED BY THE APPROPRIATE GOVERNMENT AUTHORITY AT ORIGIN.

ARAMEX MUST HAVE ALL ORIGINAL DOCUMENTS PRIOR TO THE VESSEL'S ARRIVAL FOR PRE ARRIVAL CLEARANCE.

LEGALIZATION: ONLY FOR THE DUTY EXEMPTED DOCUMENTS (SEE LEGALISATION PART).

CUSTOMS REGULATIONS-:

ALL WIRELESS COMMUNICATION EQUIPMENT IS NOT ALLOWED INTO THE U.A.E. UNLESS THE CONSIGNEE HAS OBTAINED SPECIAL PERMISSION TO IMPORT SUCH EQUIPMENT. MOBILE TELEPHONES DO NOT FALL UNDER THIS CATEGORY.

IF RESTRICTED ITEMS ARE IMPORTED WITHOUT PRIOR APPROVAL, THEY WILL BE HELD AT CUSTOMS UNTIL THE APPROVAL IS OBTAINED FROM THE RELEVANT MINISTRY IN THE U.A.E.

A PRIOR -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 SHOULD OBTAIN A FAX COPY OF THE IMPORT PERMIT FROM THE CONSIGNEE AND IS REQUIRED TO ATTACH A COPY TO EACH PIECE OF THE SHIPMENT. IF THE CARGO ARRIVES WITHOUT THE PERMIT ATTACHED, IT WILL BE HELD BY THE MINISTRY OF HEALTH UNTIL THE PERMIT IS OBTAINED.

ADDITIONAL INFORMATION:

SHIPMENTS DESTINED TO THE JEBEL ALI FREE ZONE REQUIRES AN ORIGINAL PACKING LIST IN ADDITION TO AN ORIGINAL COMMERCIAL INVOICE. BOTH THESE DOCUMENTS MUST SHOW THE COUNTRY OF ORIGIN OF THE GOODS AND MUST SHOW THE HARMONIZED CUSTOMS CODE FOR EACH ITEM. THESE DOCUMENTS DO NOT NEED TO BE LEGALIZED.

FOR IN BOUND TAX EXEMPTED FREIGHT SHIPMENTS TO THE U.A.E :

IF THE SHIPMENT IS TAX EXEMPTED AND THE CONSIGNEE'S ADDRESS IS NOT SHOWING DUBAI, THEN THE SHIPMENT IS TO BE HELD AT ORIGIN AND A MESSAGE SHOULD BE SENT TO DXBOC, REQUESTING SHIPPING INSTRUCTIONS. YOU MUST INCLUDE IN YOUR MESSAGE, SHIPPER DETAILS, CONSIGNEE DETAILS, PIECES, WEIGHT, CUBIC METER OR CONTAINER SIZE, COMMODITY DESCRIPTION AND VALUE OF THE SHIPMENT.

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Ocean Freight Operations Procedure

COUNTRY : UNITED KINGDOM

CITY-: MANCHESTER

PORTS-:

FELIXSTOWE /SOUTHAMPTON /TILBURY/THAMESPORT/LIVERPOOL/HUMBERSIDE/TEESPORT/GRANGEMOUTH

OFFICE WORKING HOURS-:

09:00 – 17:30 MONDAY – FRIDAY.

NATIONAL HOLIDAYS-:

JAN 01st, APR 10th, 13th, MAY 04th, 25th, AUG 31st, DEC 25th, 28th.

CUSTOM CLEARANCE-:

CONTACT PERSONS-:

ANDREW SMITH	- MANAGER OCEAN FREIGHT	- Andrew.smith@aramex.com
WAYNE SMITH	- OCEAN FREIGHT OPERATIONS	- Wayne.smith@aramex.com
JEROME MCDERMOTT	- OCEAN FREIGHT OPERATIONS	- Jerome.mcdermott@aramex.com

SERVICE INFORMATION-:

MANCHESTER OFFICE NOW COVERS ALL CLEARANCE / HANDLING FOR THE WHOLE OF THE UK.

COLLECT- YES.

COD- YES

FREE DOMICILE YES

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TEL #, NUMBER OF PIECES, WEIGHT, CUBE OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION :

COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBE OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

Manoceanimports@aramex.com
Andrew.smith@aramex.com
Wayne.smith@aramex.com
Jerome.mcdermot@aramex.com

FULL SET OF DOCUMENTS NEEDS TO BE SENT ONE WEEK PRIOR TO VESSEL ARRIVAL.

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS.

MASTER B/L - ORIGINALS.

COMMERCIAL INVOICE - ORIGINAL.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN –

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COUNTRY : UNITED KINGDOM - CONTINUED

aramex

Ocean Freight Operations Procedure

CITY-: BIRMINGHAM

PORTS-:

FELIXSTOWE /SOUTHAMPTON /TILBURY/THAMESPORT/LIVERPOOL/HUMBERSIDE/TEESPORT/GRANGEMOUTH

OFFICE WORKING HOURS-:

09:00 – 17:30 MONDAY – FRIDAY.

NATIONAL HOLIDAYS-:

JAN 01st, APR 10th, 13th, MAY 04th, 25th, AUG 31st, DEC 25th, 28th.

CUSTOM CLEARANCE-:

CONTACT PERSONS-:

MATTHEW VERRALL	- REGIONAL MANAGER	- Matthew.Verrall@aramex.com
CHARLES (VIC) HEMUS	- OCEAN FREIGHT OPERATIONS	- Charles.Hemus@aramex.com
PAUL BEARDES	- OCEAN FREIGHT OPERATIONS	- Paul.Beardes@aramex.com

SERVICE INFORMATION-:

DESTINATION POSTCODES HANDLED :- B , CV , DY , LE , ST , TF , WR , WS , WV

COLLECT- YES.

COD- YES

FREE DOMICILE YES

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TEL #, NUMBER OF PIECES, WEIGHT, CUBE OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION :

COMMODITY DESCRIPTION, NUMBER OF PIECES, WEIGHT, CUBE OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :

BHXsales@aramex.com

FULL SET OF DOCUMENTS NEEDS TO BE SENT ONE WEEK PRIOR TO VESSEL ARRIVAL.

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS.

MASTER B/L - ORIGINALS.

COMMERCIAL INVOICE - ORIGINAL.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN –

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COUNTRY : UNITED STATES

CITY-: NEW YORK

PORT-: ALL USA PORTS



Ocean Freight Operations Procedure

OFFICE WORKING HOURS-:

09:00 – 17:00 MONDAY – FRIDAY.
CLOSED SATURDAYS, SUNDAYS AND HOLIDAYS.

CUSTOM CLEARANCE-: AVAILABLE ALL DAYS EXCEPT SATURDAY, SUNDAYS AND HOLIDAYS.

CONTACT PERSONS-:

MR SANDY SANDLER - **MANAGER OCEAN FREIGHT** - Sandy.sandler@aramex.com
MR KEVIN GRIMES - **MANAGER OPERATIONS** - Kevin.grimes@aramex.com

SERVICE INFORMATION-:

COLLECT- YES.

COD- NO.

FREE DOMICILE- CHECK WITH DESTINATION - **ORIGIN MUST GET AIC JFK's APPROVAL BEFORE SHIPPING.**

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION: COMMODITY DESCRIPTION, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, INVOICE VALUE AND COMPLETE CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:

Sandy.sandler@aramex.com
Kevin.grimes@aramex.com

DOCUMENTATION REQUIRED-:

HOUSE B/L - ORIGINALS. MUST INCLUDE THE CONSIGNEE'S COMPLETE NAME, COMPLETE ADDRESS, CONTACT PERSON, TELEPHONE AND FAX NUMBERS.

MASTER B/L - ORIGINALS.

PACKING LIST - ORIGINAL.

COMMERCIAL INVOICE- ORIGINAL.

Some commodities like garments need a very detailed invoice and visa might be required.

CLEARANCE AND DELIVERY CHARGES : ON CASE BY CASE.

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