

**OCEAN FREIGHT OPERATIONS PROCEDURE - 2008**

**COUNTRY : BAHRAIN**

**CITY-: MANAMA**

**PORT-: MINA SALMAN SEA PORT.**

**OFFICE WORKING HOURS-:**

07:30 – 18:30 SATURDAY – THURSDAY. CLOSED ON FRIDAYS.

**NATIONAL HOLIDAYS-:**

JAN 1, 10, 11, 12, 31 FEB 9, 10, APR 10, MAY 1, OCT 23, 24, 25 DEC 16, 17, 30, 31.

**CUSTOM CLEARANCE-:**

07:00 – 13:30 SUNDAY – THURSDAY.

NO CLEARANCE ON FRIDAY & SATURDAY.

**CONTACT PERSONS-:**

**MR MUSTAFA AL HASHIMI - OPERATIONS MANAGER OCEAN FREIGHT.**  
**BAHFreightOps**

**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-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](mailto:Mustafa.alhashimi@aramex.com) / [Bah.freightops@aramex.com](mailto: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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**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 01, MAR 03, APR 08, 09 MAY 01, SEP 06, 22 DEC 25, 26, 31

**CUSTOM CLEARANCE-:**

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

**CONTACT PERSONS-:**

[SOFFREIGHTOPS@aramex.com](mailto: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](mailto: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-:**

**OFFICE WORKING HOURS-:**  
09:00 – 17:00 MONDAY – FRIDAY

**NATIONAL HOLIDAYS-:**

**CUSTOM CLEARANCE-:**

**CONTACT PERSONS-:**

MS SHANNON THOMPSON	- DIRECTOR	- <a href="mailto:Shannon.thompson@aramex.com">Shannon.thompson@aramex.com</a>
MS JAIME CRUZ	- FREIGHT MANAGER	- <a href="mailto:Jaime.cruz@aramex.com">Jaime.cruz@aramex.com</a>
MS SUZETTE BLAKE	- OCEAN EXPORT OPERATIONS	- <a href="mailto:Suzette.blake@aramex.com">Suzette.blake@aramex.com</a>
MS JEREMY ESPIRITU	- IMPORT OPERATIONS	- <a href="mailto:JeremyE@aramex.com">JeremyE@aramex.com</a>

MR RICHARD ODY - AIR EXPORT OPERATIONS - [Richard.ody@aramex.com](mailto:Richard.ody@aramex.com)  
MS RUTH BAUGE - SALES MANAGER - [Ruth.bauge@aramex.com](mailto:Ruth.bauge@aramex.com)  
MR MOHD HATMALEH - FINANCIAL MANAGER - [Mohd.hatmleh@aramex.com](mailto: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, 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.

**GATEWAYS :** TORONTO, VANCOUVER, CALGARY, WINNIPEG, HALIFAX

**-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.

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

**PRE-ALERT** NEEDS TO BE SENT BY E-MAIL TO : [Jaime.cruz@aramex.com](mailto:Jaime.cruz@aramex.com) / [Jeremy.espiritu@aramex.com](mailto:Jeremy.espiritu@aramex.com)  
OR VIA FAX # : 00 905 405 6263.

**DOCUMENTATION REQUIRED-:**

**-HOUSE B/L** - ORIGINALS.

**-MASTER B/L** - ORIGINALS.

**-COMMERCIAL INVOICE** - ORIGINAL.

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.

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.

**-PACKING LIST - ORIGINAL.**

PACKING LIST AND CERTIFICATE OF ORIGIN (for countries that have preferential treatment) WOULD ALSO BE PREFERRED.

**-CERTIFICATE OF ORIGIN –**

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.

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):** NEXT WORKING DAY FROM WHEN SHIPMENTS ARRIVES. WE WILL HANDOVER DOCUMENTS TO THE CONSIGNEE'S BROKER AND COLLECT ANY CHARGES IF REQUIRED.

**-IMPORTANT REMARKS :**

TO AVOID STORAGE FEES (2 days free storage) AND SPEED UP CLEARANCE, SEND COPIES OF MASTER BILLS OF LADING / HOUSE BILLS OF LADING, COMMERCIAL INVOICE & PACKING LIST 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 : CYPRUS**

**CITY-: NICOSIA**

**PORT-: LIMASSOL**

**OFFICE WORKING HOURS-:**

08:00 – 18:00 MONDAY – FRIDAY / CLOSED SATURDAY, HOLIDAYS.

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

**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 CONSTANTINOU

- STATION MANAGER

- [Costas.constantinou@aramex.com](mailto:Costas.constantinou@aramex.com)

MR PANTELIS SYMEOU

- OCEAN FREIGHT OPERATIONS

- [Pantelis.symeou@aramex.com](mailto:Pantelis.symeou@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.

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](mailto:Pantelis.symeou@aramex.com) / [Costas.constantinou@aramex.com](mailto: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.

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**COUNTRY : CZECH REPUBLIC**

**CITY-:** PRAGUE

**PORT-:**

**OFFICE WORKING HOURS-:**

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

**NATIONAL HOLIDAYS-:**

JAN 1 APR 9 MAY 1 , 8 JULY 5, 6 SEP 28 DEC 24, 25, 26

**CUSTOM CLEARANCE-:**

08:00 – 16:30 MONDAY - FRIDAY

NO CLEARANCE ON SATURDAY AND SUNDAY

**CONTACT PERSONS-:**

MR JAN HYNEK

- OPERATIONS SUPERVISOR

- [Jan.hynek@aramex.com](mailto:Jan.hynek@aramex.com)

MR YASAR ZAZA

- STATION MANAGER

- [Yasar.zaza@aramex.com](mailto:Yasar.zaza@aramex.com)

**SERVICE INFORMATION-:**

COLLECT- YES.

COD- YES

FREE DOMICILE- case to 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, 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](mailto: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

**CUSTOM CLEARANCE-:**

09:00 - 14:00 SATURDAY – WEDNESDAY.

09:00 - 14:00 THURSDAY.

NO CLEARANCE ON FRIDAY.

**CONTACT PERSONS-:**

MR IHAB ELAZAB	- FRT OPERATIONS MANAGER	- <a href="mailto:Ihab.elazab@aramex.com">Ihab.elazab@aramex.com</a>
MR SAED DAOUD	- REGIONAL FRT MANAGER	- <a href="mailto:Saed.daoud@aramex.com">Saed.daoud@aramex.com</a>
MR EHAB AZIZ	- SALES – ALEX /OCEAN COORD	- <a href="mailto:Ehab.aziz@aramex.com">Ehab.aziz@aramex.com</a>
MS MONA HUSSEIN	- IMP OCEAN FRT MANAGER – CAI	- <a href="mailto:Mona.hussein@aramex.com">Mona.hussein@aramex.com</a>
MR ALAA SHAABAN	- OCEAN FRT CLEARANCE – ALY	- <a href="mailto:Alaa.shaaban@aramex.com">Alaa.shaaban@aramex.com</a>
MS ASMAA ABDEL AZIZ	- OCEAN FRT EXP – CAI	- <a href="mailto:Asmaa.abdelaziz@aramex.com">Asmaa.abdelaziz@aramex.com</a>
MS NOHA ABDEL SADEK	- OCEAN FRT EXP – CAI	- <a href="mailto:Noha.abdelsadek@aramex.com">Noha.abdelsadek@aramex.com</a>
MS SHEREEN NASIF	- OCEAN FRT EXP COORD – ALY	- <a href="mailto:Shereen.nassif@aramex.com">Shereen.nassif@aramex.com</a>

**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.

**DOCUMENTATION REQUIRED-:**

-HOUSE B/L - ORIGINALS.

-MASTER B/L - ORIGINALS. OR UNDER EXPRESS RELEASE.

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

24 ISKANDER AL AKBAR STREET,  
AZARITA,  
ALEXANDRIA,  
EGYPT.  
TEL # : 00 203 4811022 / 080  
FAX # : 00 203 4811977 ext 3215

**-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.

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

- a) SAMPLES,
- b) BOOKS & OTHER PRINTED MATTER,
- c) TEMPORARY IMPORT SHIPMENTS,
- d) EXHIBITION SHIPMENTS,
- e) PERSONAL EFFECTS.

**PRE-ALERT** NEEDS TO BE SENT BY E-MAIL TO : [Caifreightopssea@aramex.com](mailto:Caifreightopssea@aramex.com)

**DOCUMENTS REQUIRED FOR CUSTOMS-:**

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

**COUNTRY : FRANCE**

**CITY-: PARIS**

**PORT-:** ANY FRENCH SEAPORT

**OFFICE WORKING HOURS-:**

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

**NATIONAL HOLIDAYS-:** JAN 01 APR 17 MAY 01, 08, 25 JUN 05 JUL 14 AUG 15 NOV 01, 11 DEC 25.

**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	- CARGO MANAGER	- <a href="mailto:Fatima.riyad@aramex.com">Fatima.riyad@aramex.com</a>
PAR CARGO DEPT	- OCEAN FREIGHT OPERATIONS	- <a href="mailto:PARFreightOps@aramex.com">PARFreightOps@aramex.com</a>
MR ELIE SLIM	- STATION MANAGER	- <a href="mailto:Elie.slim@aramex.com">Elie.slim@aramex.com</a>

**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](mailto:Fatima.riyad@aramex.com) / [PARCARGO@aramex.com](mailto:PARCARGO@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.

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

**-LEGALIZATION-**: PLEASE CHECK WITH PARIS CARGO DEPT BEFORE SENDING ANY SHIPT, 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 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 1 FEB 7, 8, 9 MAR 21, 22, 24 APR 4 MAY 1, 12 JUN 9 JUL 1 SEP 15 OCT 1, 7 DEC 25, 26

**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

MS YUKI HO

MR BRENDON CHIU

MS ALLY CHAN

MS YVONNE IP

MR RICE CHU

MR JIMMY LAI

- COUNTRY MANAGER

- CARGO SUPERVISOR

- ASSISTANT CARGO SUPERVISOR

- CARGO ASSISTANT SENIOR

- CARGO ASSISTANT SENIOR

- CARGO ASSISTANT

- SHIPPING CLERK

- [Yousef.kamhawi@aramex.com](mailto:Yousef.kamhawi@aramex.com)

- [Yuki.ho@aramex.com](mailto:Yuki.ho@aramex.com)

- [Brendon.chiu@aramex.com](mailto:Brendon.chiu@aramex.com)

- [Ally.chan@aramex.com](mailto:Ally.chan@aramex.com)

- [Yvonne.ip@aramex.com](mailto:Yvonne.ip@aramex.com)

- [Rice.chu@aramex.com](mailto:Rice.chu@aramex.com)

- [Jimmy.lai@aramex.com](mailto:Jimmy.lai@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 : [Yuki.ho@aramex.com](mailto:Yuki.ho@aramex.com) / [Brendon.chiu@aramex.com](mailto:Brendon.chiu@aramex.com)  
[Yousef.kamhawi@aramex.com](mailto:Yousef.kamhawi@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** - 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 coloring 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.
  - 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:- BOMBAY/ DELHI/ CHENNAI/ HYDERABAD/ BANGALORE/ COCHIN**

**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 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

**CONTACT PERSON :**

**MS SHILPA SAWARDEKAR**

**- FREIGHT COORDINATOR**

**- [Shilpa.sawardekar@aramex.com](mailto:Shilpa.sawardekar@aramex.com)**

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

**- [Shilpa.sawardekar@aramex.com](mailto:Shilpa.sawardekar@aramex.com)**

**- [BOMFreightoffice@aramex.com](mailto:BOMFreightoffice@aramex.com)**

**FOR SHIP'S TO BE CONSIGNED TO DELHI OFFICE -**

**ARAMEX INDIA PVT LTD,**  
A-63/NEAR SHANTI PALACE,  
MAHIPALPUR EXTENSION 1,  
NATIONAL HIGHWAY # 08,  
NEAR HOTEL RADISSONS,  
**NEW DELHI - 110 037, INDIA.**

TEL # : 0091 11-52005300  
FAX # : 0091 11-52005399

**CONTACT PERSONS :**

**MS KOMAL ARORA** - CUSTOMER ACCOUNTS EXECUTIVE - [Komal.arora@aramex.com](mailto:Komal.arora@aramex.com)  
**MR SUSHIL PATEL** - CUSTOMER ACCOUTNS EXECUTIVE - [Sushil.patel@aramex.com](mailto:Sushil.patel@aramex.com)  
**MR CHANDANA PERERA** - REGIONAL MANAGER - [Chandana.perera@aramex.com](mailto:Chandana.perera@aramex.com)

**PRE-ALERT** NEEDS TO BE SENT BY E-MAIL TO : - [Sushil.patel@aramex.com](mailto:Sushil.patel@aramex.com) / - [Komal.arora@aramex.com](mailto:Komal.arora@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 RADHAKRISHNAN** - SR FRT COORDINATOR - [Vasanthi.radhakrishnan@aramex.com](mailto:Vasanthi.radhakrishnan@aramex.com)

**PRE-ALERT** NEEDS TO BE SENT BY E-MAIL TO :  
- [Vasanthi.radhakrishnan@aramex.com](mailto:Vasanthi.radhakrishnan@aramex.com)  
- [MAAFreightops@aramex.com](mailto:MAAFreightops@aramex.com)

**FOR SHIP'S TO BE CONSIGNED TO HYDERABAD OFFICE -**

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

TEL # : 0091 4040163340 ( 8 lines)  
FAX # : 0091 4040163348.

**CONTACT PERSON :**

**MR BALAKRISHNA** - FREIGHT OPERATIONS - [Bala.krishn@aramex.com](mailto:Bala.krishn@aramex.com)

**PRE-ALERT** NEEDS TO BE SENT BY E-MAIL TO : - [Bala.krishn@aramex.com](mailto:Bala.krishn@aramex.com)

**FOR SHIP'S TO BE CONSIGNED TO BANGALORE OFFICE -**

**ARAMEX INDIA PVT LTD,**  
# 31/1-80 FEET ROAD,  
MICHAEL PALAYAM,  
INDIRANAGAR,  
**BANGALORE - 560 038.**

TEL # : 0091 80 25295892  
FAX # : 0091 80 25295165

**CONTACT PERSON :**

**MR JOJI JOHNY** - FREIGHT OPERATIONS - [Joji.johny@aramex.com](mailto:Joji.johny@aramex.com)

**PRE-ALERT** NEEDS TO BE SENT BY E-MAIL TO : - [Joji.johny@aramex.com](mailto:Joji.johny@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** - SALES EXECUTIVE FREIGHT - [Abey.george@aramex.com](mailto:Abey.george@aramex.com)

**PRE-ALERT** NEEDS TO BE SENT BY E-MAIL TO : - [Abey.george@aramex.com](mailto:Abey.george@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.

**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 :**



HOLIDAY LIST  
2008.xls (42 KB)

**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 1, 10 FEB 7 MAR 7, 20, 21 MAY 1, 20 JUL 30 AUG 18 OCT 1 2 DEC 8, 25, 29

**CUSTOM CLEARANCE:**

09:00 – 13:30 MONDAY TILL FRIDAY  
SATURDAY & SUNDAY NO CLEARANCE AT THE PORT

**CONTACT PERSONS:**

UWAISY ALQURNI	OPERATIONS SUPERVISOR	<a href="mailto:Uwaisy.alqurni@aramex.com">Uwaisy.alqurni@aramex.com</a>
HERMAWAN SUYAD	OPERATIONS MEMBER	<a href="mailto:Hermawan.suyadi@aramex.com">Hermawan.suyadi@aramex.com</a>
PAUL BASSIL	COUNTRY MANAGER	<a href="mailto:Paul.bassil@aramex.com">Paul.bassil@aramex.com</a>

**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 DISCRPTION 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.

**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.

=====

**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-:**

MS NAGHMEH KOSHNEVIS  
MS GOLARA MOUSAVIAN

- SENIOR ACCOUNTS MANAGER  
- CARGO TEAM LEADER

- [Naghmeh.koshnevis@aramex.com](mailto:Naghmeh.koshnevis@aramex.com)  
- [Golara.mousavian@aramex.com](mailto:Golara.mousavian@aramex.com)  
- [THRFREIGHTOPS@aramex.com](mailto: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 : [Naghmeh.koshnevis@aramex.com](mailto:Naghmeh.koshnevis@aramex.com)  
[Golara.mousavian@aramex.com](mailto:Golara.mousavian@aramex.com)

**DOCUMENTATION REQUIRED-:**

**-HOUSE B/L** - ORIGINALS.  
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 :7, 10<sup>th</sup> ST, GANDHI AVE,  
TEHRAN,  
IRAN.  
TEL # : 0098 21 88872830  
FAX # : 0098 21 88771994

**-COMMERCIAL INVOICE** - ORIGINAL.

**-PACKING LIST** - ORIGINAL.

**-CERTIFICATE OF ORIGIN** – REQUIRED  
=====

**COUNTRY : IRELAND**

**CITY-: DUBLIN**

**PORT-: DUBLIN**

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

**NATIONAL HOLIDAYS-:** JAN 1, MAR 17, APR 9, MAY 7, JUNE 4 , AUG 6 , OCT 29, DEC 25, DEC 26

**CUSTOM CLEARANCE-:** 4 HOURS

**CONTACT PERSONS-:**  
PHILIP PEDRESCHI - FREIGHT OPERATIONS  
GEORGINA GRIFFIN - FREIGHT OPERATIONS

**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@twoway-aramex.com](mailto:Philip.pedreschi@twoway-aramex.com)  
[Georgina.griffin@twoway-aramex.com](mailto:Georgina.griffin@twoway-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.
  - CERTIFICATE OF ORIGIN – OPTIONAL BUT ORIGINAL REQUIRED IF NECESSARY.
- =====

**COUNTRY : IRELAND - CONTINUED**

**CITY-:** CORK

**PORT-:** CORK

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

**NATIONAL HOLIDAYS-:** JAN 1, MAR 17, APR 9, MAY 7, JUNE 4, AUG 6, OCT 29, DEC 25, DEC 26

**CUSTOM CLEARANCE-:** 4 HOURS

**CONTACT PERSONS-:**  
REBECCA MULCAHY - FREIGHT ADMINISTRATION.

**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-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@twoway-aramex.com](mailto:Rebecca.mulcahy@twoway-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.
  - CERTIFICATE OF ORIGIN – OPTIONAL BUT ORIGINAL REQUIRED IF NECESSARY.
- =====

**COUNTRY : JORDAN**

**CITY : AMMAN**

**PORT : AQABA**

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

**NATIONAL HOLIDAYS-:**  
JAN 01, 30 FEB 22 MAY 01, 02, 25 JUN 09, 10 SEP 12 NOV 14 DEC 25.

**CONSOLIDATION-:** ALLOWED  
**CUSTOMS CLEARANCE-:** AVAILABLE

**CONTACT PERSONS-:**

MR SALAH ZIQLAM	- SEA FREIGHT PRODUCT MANAGER	- <a href="mailto:Salah.ziqlam@aramex.com">Salah.ziqlam@aramex.com</a>
MR KAMAL ZEIN	- SALES MANAGER	- <a href="mailto:Kamal.zein@aramex.com">Kamal.zein@aramex.com</a>
MR FARAJ BASSIL	- COUNTRY MANAGER	- <a href="mailto:Faraj.bassil@aramex.com">Faraj.bassil@aramex.com</a>

**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 MASTER 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 NOT 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](mailto:Salah.ziqlam@aramex.com) / [Kamal.zein@aramex.com](mailto:Kamal.zein@aramex.com)

**DOCUMENTATION REQUIRED:-**

**-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**

**CITY:- KUWAIT**

**PORT:- SHUWAIKH & SHUAIBA.**

**OFFICE WORKING HOURS:**

08:30 – 17:00 SUNDAY-THURSDAY

08:30 – 14:00 SATURDAY

**NATIONAL HOLIDAYS:-**

FEB 25, 26 MAR 30, AUG 10, OCT 12, 13, 14

**CONSOLIDATION:-** ALLOWED.

**CUSTOM CLEARANCE:-** AVAILABLE FROM SUNDAY TO THURSDAY

**CONTACT PERSONS:-**

MR ABDULHAQUE

- FREIGHT MANAGER

- [Abdulhaque.badshahkhan@aramex.com](mailto:Abdulhaque.badshahkhan@aramex.com)

MS SHYMAA IBRAHIM

- FREIGHT OPERATIONS

- [Shaymaa.Ibrahim@aramex.com](mailto:Shaymaa.Ibrahim@aramex.com)

MR BASHAR KIKOLOFF

- COUNTRY MANAGER

- [Bashar.Kikoloff@aramex.com](mailto: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, 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](mailto:Abdul.haque@aramex.com) / [Shaymaa.Ibrahim@aramex.Com](mailto: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 **ARAMEX KUWAIT** AS CONSIGNEE. THE WEIGHT SHOWN ON THE HOUSE BILL OF LADING AND MASTER BILL OF LADING MUST MATCH EXACTLY.

**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.

-**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 THE SHIPMENT, AND THE WEIGHT, VALUE AND CONTENTS OF EACH PIECE. ALL VALUES SHOWN MUST STATE WHAT CURRENCY THE VALUE IS IN.

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

**CONSOLIDATION--:** ALLOWED.

**CUSTOM CLEARANCE--:** AVAILABLE.

**CONTACT PERSONS--:**

MR RAFIC BAZ	- CUSTOMS CLEARANCE MANAGER	- <a href="mailto:Rafic.baz@aramex.com">Rafic.baz@aramex.com</a>
MR JIHAD FANOUS	- CARGO MANAGER	- <a href="mailto:Jihad.fanous@aramex.com">Jihad.fanous@aramex.com</a>
MS RITA CHOUERY	- CARGO OPS TEAM LEADER	- <a href="mailto:Rita.chouery@aramex.com">Rita.chouery@aramex.com</a>
MR ELIE IBRIKJI	- PRODUCT MANAGER	- <a href="mailto:Eie.ibrikji@aramex.com">Eie.ibrikji@aramex.com</a>
MS NISRINE ROUHAYEM	- OPERATIONS TEAM MEMBER	- <a href="mailto:Nsrine.rouhayem@aramex.com">Nsrine.rouhayem@aramex.com</a>

**SERVICE INFORMATION--:**

COLLECT- YES.

COD- YES.

FREE DOMICILE- NO.

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](mailto: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.**

**LEGALIZATION--:** IS NOT REQUIRED FOR ANY DOCUMENTS.

**1. PORT FEES--:**

20' CONTAINER: US\$ 300.00 AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

40' CONTAINER: US\$ 500.00 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 15 DAY PERIOD AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

40' CONTAINER: US\$ 75.00 / EACH 15 DAY PERIOD AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

**GENERAL CARGO:**

US\$ 3.00 / TON FOR THE 2ND 15 DAY PERIOD AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

US\$ 4.00 / TON FOR THE 3RD 15 DAY PERIOD AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

US\$ 6.00 / TON AFTER THE 3RD PERIOD & FOR EACH ADDITIONAL 15 DAYS MINIMUM CHARGE IS US\$ 50 / SHIPMENT AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

ROLLING STOCK: US\$ 50.00 / UNIT FOR THE 2ND 15 DAY PERIOD MINIMUM CHARGE IS US\$ 50 / SHIPMENT AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

- 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\$ 25 PER B/L.  
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**COUNTRY : LIBYA**

**CITY: TRIPOLI**

**PORT: TRIPOLI / AL KHOMS / MISURATA / BENGHAZI**

**OFFICE WORKING HOURS:-**  
08:30 – 17:00 SATURDAY – THURSDAY. CLOSED FRIDAY & HOLIDAYS.

**NATIONAL HOLIDAYS:** SEP 1.

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

**CUSTOM CLEARANCE:** AVAILABLE ALL DAYS EXCEPT FRIDAY AND HOLIDAYS.

**CONTACT PERSONS:-**

<b>MR FADI KIKOLOFF</b>	- STATION MANAGER	- <a href="mailto:Fadi.kikoloff@aramex.com">Fadi.kikoloff@aramex.com</a>
<b>MR MOHAMED GHANY</b>	- CARGO MANAGER	- <a href="mailto:Mohamed.ghany@aramex.com">Mohamed.ghany@aramex.com</a>
		- <a href="mailto:Tipfreightops@aramex.com">Tipfreightops@aramex.com</a>

**SERVICE INFORMATION:-**

COLLECT – YES (Case to Case) Prior Approval is Required from	<a href="mailto:Tipfreightops@aramex.com">Tipfreightops@aramex.com</a>
COD – YES (Case to Case) Prior Approval is Required from	<a href="mailto:Tipfreightops@aramex.com">Tipfreightops@aramex.com</a>
FREE DOMICILE - YES (Case to Case).Prior Approval is Required from	<a href="mailto:Tipfreightops@aramex.com">Tipfreightops@aramex.com</a>

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 AVAILABLE AFTER TAKING THE GREEN LIGHT FROM THE DESTINATION.

**PRE-ALERT** NEEDS TO BE SENT BY E-MAIL TO : [Tipfreightops@aramex.com](mailto:Tipfreightops@aramex.com) / [Mohamed.ghany@aramex.com](mailto:Mohamed.ghany@aramex.com)

**DOCUMENTATION REQUIRED:**

- HOUSE B/L- ORIGINALS.
- 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-:**

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 01, 30 FEB 10 APR 21 MAY 01 JULY 31 AUG 14, 20, 21 NOV 6, 18.

**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](mailto:Jihad.chidiac@aramex.com)

MR ILHAM SFIRAR

- OCEAN FREIGHT OPERATIONS

- [Ilham.sfirar@aramex.com](mailto:Ilham.sfirar@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](mailto:Jihad.chidiac@aramex.com) / [Ilham.sfirar@aramex.com](mailto:Ilham.sfirar@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**

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

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

**NATIONAL HOLIDAYS-:** MAR 24, APR 30, MAY 1, 12 DEC 25, 26

**CUSTOM CLEARANCE-:** YES (Fiscal representation limited)

**CONTACT PERSONS-:**

MR LEEN RAS	- BRANCH MANAGER	- <a href="mailto:Leen.ras@twoway-aramex.com">Leen.ras@twoway-aramex.com</a>
MR CEES KETTING	- SALES MANAGER	- <a href="mailto:Cees.ketting@twoway-aramex.com">Cees.ketting@twoway-aramex.com</a>
MS SANDRA SCHOT	- SALES COORDINATOR	- <a href="mailto:Sandra.schot@twoway-aramex.com">Sandra.schot@twoway-aramex.com</a>
MR RAYMOND VANLENT	- OPERATIONS IMP/EXP	- <a href="mailto:Raymond.vanlent@twoway-aramex.com">Raymond.vanlent@twoway-aramex.com</a>
MS MONIQUE LAMERS	- OPERATIONS EXP/IMP	- <a href="mailto:Monique.lamers@twoway-aramex.com">Monique.lamers@twoway-aramex.com</a>
MR JACO VANDERKOOIJ	- OPERATIONS ASSISTANT	- <a href="mailto:Jaco.vanderkooij@twoway-aramex.com">Jaco.vanderkooij@twoway-aramex.com</a>

**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 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 :** 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](mailto:Jaco.vanderkooij@twoway-aramex.com)  
[Raymond.vanlent@twoway-aramex.com](mailto:Raymond.vanlent@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.**

**PORT-:** SULTAN QABOOS PORT.



**OFFICE WORKING HOURS-:**

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

**NATIONAL HOLIDAYS-:** FEB 13, 24, 25 NOV 5, 6, 7, 18, 28 DEC 05, 07, 08.

**CONSOLIDATION-:** ALLOWED.

**CUSTOM CLEARANCE-:** AVAILABLE.

**CONTACT PERSONS-:**

MR SALIM A KHOURY	- COUNTRY MANAGER	- <a href="mailto:Salim.elkhoury@aramex.com">Salim.elkhoury@aramex.com</a>
MR IFTIKHAR BURKI	- OPERATIONS MANAGER	- <a href="mailto:iftikhar.burki@aramex.com">iftikhar.burki@aramex.com</a>
MR IRFAN DADARKAR	- CUSTOMER ACCOUNTS MANAGER	- <a href="mailto:irfan.dadarkar@aramex.com">irfan.dadarkar@aramex.com</a>

**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,
- OMAN AVIATION,
- PETROLEUM DEVELOPMENT OF OMAN,
- OMAN MINISTRIES.

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 : [iftikhar.burki@aramex.com](mailto:iftikhar.burki@aramex.com) / [Salim.khoury@aramex.com](mailto:Salim.khoury@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: 968-24563668 / FAX: 00968-24563231

**-COMMERCIAL INVOICE** - ORIGINAL IF THE CIF VALUE SHOWN ON THE INVOICE IS OVER US\$2,500 THE INVOICE 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.  
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**COUNTRY : PALESTINE**

**CITY-: JERUSALEM**

**PORT-: ASHDOUD/HAIFA**

**OFFICE WORKING HOURS-:**

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

**NATIONAL HOLIDAYS-:** JAN 1 FEB XX, XX MAY 1, AUG XX OCT XX NOV 15 DEC XX.

**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	- <a href="mailto:Wael.kassess@aramex.com">Wael.kassess@aramex.com</a>
MR OSAMA MUSLEH	- CARGO MANAGER	- <a href="mailto:Osama.musleh@aramex.com">Osama.musleh@aramex.com</a>
MR KOSTY TANNOUS	- OPERATIONS MANAGER	- <a href="mailto:Kosty.tannous@aramex.com">Kosty.tannous@aramex.com</a>

**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.

**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 : [Kosty.tannous@aramex.com](mailto:Kosty.tannous@aramex.com) / [Osama.musleh@aramex.com](mailto:Osama.musleh@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).  
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 REGULATIONS 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  
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 MGR	- <a href="mailto:Fadi.rayes@aramex.com">Fadi.rayes@aramex.com</a>
MR NABIL FAWAZ	- SEA FREIGHT OPS MGR	- <a href="mailto:Nabil.fawaz@aramex.com">Nabil.fawaz@aramex.com</a>
MR KHALED EZZEDDINE	- CUSTOMER ACCTS MGR	- <a href="mailto:Khaled.ezzeddine@aramex.com">Khaled.ezzeddine@aramex.com</a>
MR MOHAMMAD FIRAS ABDO	- CUSTOMER ACCTS MGR	- <a href="mailto:MohammadFiras.abco@aramex.com">MohammadFiras.abco@aramex.com</a>
MR HEMANTHA GUNAWARDENA	- CUSTOMER ACCTS MGR	- <a href="mailto:Hemantha.gunawardena@aramex.com">Hemantha.gunawardena@aramex.com</a>

**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 [Dohfreightops@aramex.com](mailto:Dohfreightops@aramex.com) / [Doh.teams@aramex.com](mailto: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**

**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 23, RAMADAN, EID AND ZILHAJ HOLIDAYS.**

**CONSOLIDATION-: NOT ALLOWED.**

**CUSTOM CLEARANCE-: AVAILABLE.**

**CONTACT PERSONS-:**

MR MOHAMMED MUJEEB	- CARGO OPERATIONS MANAGER	- <a href="mailto:Mohammed.mujeeb@aramex.com">Mohammed.mujeeb@aramex.com</a>
JALAL ABDULKADER	- FREIGHT TEAM MEMBER	- <a href="mailto:Jalal.abdulkader@aramex.com">Jalal.abdulkader@aramex.com</a>
SHERMAN MENDIOLA	- FREIGHT TEAM MEMBER	- <a href="mailto:Sherman.mendiola@aramex.com">Sherman.mendiola@aramex.com</a>
SHAHJAHAN HANEefa	- FREIGHT TEAM MEMBER	- <a href="mailto:Shahjahan@haneefa@aramex.com">Shahjahan@haneefa@aramex.com</a>

**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, 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](mailto:Mohammed.mujeeb@aramex.com)  
[Jalal.abdulkader@aramex.com](mailto:Jalal.abdulkader@aramex.com)  
[Sherman.mediola@aramex.com](mailto: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.**

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 OF 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:**

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 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. CONTACT DESTINATION FOR MORE INFORMATION IF NEEDED.

**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

**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.	
9. TISSUE PAPER.	

**For more Information of Custom Regulations Saudi Arabia:**

[http://www.ameinfo.com/saudi\\_arabia/](http://www.ameinfo.com/saudi_arabia/) and [www.ports.gov.sa/](http://www.ports.gov.sa/)

**COUNTRY - SAUDI ARABIA - CONTINUED**

**CITY-: JEDDAH**

**PORT-: JEDDAH ISLAMIC PORT**

**OFFICE WORKING HOURS-:**

08:00-15:00 SATURDAY – WEDNESDAY.

THURSDAY : 08.00 - 12.00

FRIDAY: CLOSED

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

**NATIONAL HOLIDAYS-:** SEP 23 OCT 1, 2, 3, 4, 5 DEC 7, 8, 9, 10, 11

**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 NIDAL DAKAK

- STATION MANAGER

- [Nidal.dakak@aramex.com](mailto:Nidal.dakak@aramex.com)

MR SAEED HAMDAN

- CARGO MANAGER

- [Saeed.hamdan@aramex.com](mailto:Saeed.hamdan@aramex.com)

MR MIR MIR MURTAZA ALI

- SALES MANAGER

- [Mirmurtuza.ali@aramex.com](mailto:Mirmurtuza.ali@aramex.com)

MR MOHAMMED HANACH

- CARGO SUPERVISOR

- [Mohammed.hannach@aramex.com](mailto:Mohammed.hannach@aramex.com)

MR AHMED RAFATH

- CARGO OFFICER

- [Ahmed.rafath@aramex.com](mailto: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, 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 : [Mohamed.hanach@aramex.com](mailto:Mohamed.hanach@aramex.com) / [Ahmed.rafath@aramex.com](mailto:Ahmed.rafath@aramex.com)

**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 OF 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 HOLLY QURA'AN (HOLY MOSLEMS BOOK)

DIAMONDS FROM HONG KONG.

CHRISTMAS TREES.

FROG'S MEAT.

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, ITS FORMULA, DATE OF MANUFACTURE, AND THE PERMIT NUMBER OF ITS MANUFACTURER. FOR MORE INFORMATION REFER TO TACT BOOK REGULATIONS ON COMMODITIES.

AGRICULTURAL INSECTICIDES: IMPORT PERMIT REQUIRED AND PROPER PACKING THAT MUST INDICATE "AGRICULTURAL INSECTICIDE & TYPE OF PRODUCT" IN THE ARABIC LANGUAGE VERY CLEARLY. ALSO THE FOLLOWING INFORMATION MUST BE INDICATED: TRADE NAME, DATE OF MANUFACTURE, DURATION OF ACTIVITY, AND NET WEIGHT OF THE PRODUCT. NON-COMPLIANCE WITH ALL THESE REQUIREMENTS MEANS THE SAUDI ARABIAN CUSTOMS WILL REFUSE TO ALLOW ITS ENTRY INTO THE COUNTRY.

**OTHERS** - DANGEROUS GOODS: PRIOR PERMISSION FROM THE SAUDI CUSTOMS IS REQUIRED BEFORE FORWARDING OF GOODS. THE WRITTEN APPROVAL OF SAUDI CUSTOMS MUST ACCOMPANY SHIPMENT. HOWEVER, PRIOR TO SHIPPING, CONSIGNEE MUST SUBMIT TO CUSTOMS AND TO CARRIER, THE IMPORT PERMIT SHOWING HIS CORRECT NAME, ADDRESS, TELEPHONE NUMBER AND ALSO THE EXACT DESCRIPTION OF ITEM(S), NUMBER OF PIECES AND WEIGHT OF THE CONSIGNMENT, PLUS A COPY OF THE CARRIER'S B/L THAT TALLIES IDENTICALLY WITH THE IMPORT PERMIT. 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. 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
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.

**REMARKS :** SASO CERTIFICATE HAD BEEN REPLACED WITH ANOTHER CERTIFICATE UNDER NAME OF:  
**CONFORMITY CERTIFICATE FOR GOODS EXPORTED TO THE KINGDOM OF SAUDI ARABIA.**  
**IT IS APPLY FOR ALL ABOVE GOODS AND MUST CERTIFY BY THE MINISTRY OF INDUSTRY AT THE ORIGIN COUNTRY.**

**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.  
 CLOSED FRIDAYS.

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

**CONSOLIDATION--:** NOT ALLOWED.

**CUSTOM CLEARANCE--:** AVAILABLE.

**CONTACT PERSONS--:**

MR ALAA SAOUDI  
MR HUSSEIN DOKARLI

- STATION MANAGER  
- FREIGHT OPS

- [Alaa.saoudi@aramex.com](mailto:Alaa.saoudi@aramex.com)  
- [Hussein.dokarli@aramex.com](mailto: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, 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](mailto:Hussein.dokarli@aramex.com) / [RUHFreightOps@aramex.com](mailto:RUHFreightOps@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.)

-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 1<sup>ST</sup> 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.

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
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 15, 22, FEB 04, 20, MAR 06, 20, 21 APR 12, 19, MAY 01, 19, 20 JUN 18 JUL 17 AUG 16, OCT 1, 14, 27 NOV 12, DEC 9, 12, 25.

**CONSOLIDATION-:** ALLOWED.

**CUSTOM CLEARANCE-:** YES (THIRD PARTY).

**CONTACT PERSONS-:**

MR ZAEEM BARRY	- OPERATIONS SUPERVISOR	- <a href="mailto:Zaeem.barry@aramex.com">Zaeem.barry@aramex.com</a>
MR PRABU SELVARAJ	- OPERATIONS TEAM LEADER	- <a href="mailto:Prabu.selvaraj@aramex.com">Prabu.selvaraj@aramex.com</a>
MR MOHAMED NISTHAR	- MANAGER CARGO	- <a href="mailto:Mohamed.nisthar@aramex.com">Mohamed.nisthar@aramex.com</a>
MR KAUSHAL BADDEGAMA	- COUNTRY / STATION MANAGER	- <a href="mailto:Kaushal.baddegama@aramex.com">Kaushal.baddegama@aramex.com</a>

**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** 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](mailto:CMBFreightOPS@aramex.com) / [Mohamed.nisthar@aramex.com](mailto:Mohamed.nisthar@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](mailto:CMBFreightOPS@aramex.com)

**CLEARANCE STANDARD-**: OCEAN FREIGHT CLEARANCE AND DELIVERY FACILITY AVAILABLE. ( 3<sup>RD</sup> 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-:**

ABBAS DAWALBAIT	- FRT OPERATIONS SUPERVISOR	- <a href="mailto:Abbas.dawalbait@aramex.com">Abbas.dawalbait@aramex.com</a>
HUSAM SHAKHSHIR	- CUSTOMER ACCTS MANAGER	- <a href="mailto:Husam.shakhshir@aramex.com">Husam.shakhshir@aramex.com</a>
WAEI MOHAMEDSAEED	- SALES MANAGER	- <a href="mailto:Wael.mohamedsaheed@aramex.com">Wael.mohamedsaheed@aramex.com</a>
OSAMA SHARRIF	- COUNTRY MANAGER	- <a href="mailto:Osama.sharrif@aramex.com">Osama.sharrif@aramex.com</a>

**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 : [Abbas.dawalbait@aramex.com](mailto:Abbas.dawalbait@aramex.com) / [Osama.sharrif@aramex.com](mailto:Osama.sharrif@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- :** JAN 01, 28 MAR 19, 23 APR 17, 27 MAY 01 OCT 13, 14, 15 DEC 8, 9,10,11,25

**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:-**

MS LUBNA ALHOMSI  
MR HANI AL HAFAR

- OCEAN FREIGHT OPERATIONS  
- OCEAN FREIGHT OPERATIONS

- [Lubna.alhoms@aramex.com](mailto:Lubna.alhoms@aramex.com)  
- [Hani.alhaffar@aramex.com](mailto: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](mailto:Lubna.alhoms@aramex.com) / [hani.alhaffar@aramex.com](mailto:hani.alhaffar@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.

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 & HAYDARPASA**

**OFFICE WORKING HOURS-:**

09:00 – 18:00 MONDAY – FRIDAY.

09:00 – 13:00 SATURDAY.

CLOSED SUNDAY, HOLIDAYS.

**NATIONAL HOLIDAYS-:**

JAN 01 APR 23 MAY 19 AUG 30 SEP 29, 30 OCT 01, 2, 29 DEC 07, 08, 09, 10, 11

**CONSOLIDATION-:** NOT ALLOWED.

**CUSTOM CLEARANCE-:** AVAILABLE FOR ISTANBUL PORT ONLY.

**CONTACT PERSONS-:**

MS DEFNE TEGMEN

- C / SERVICE & OCEAN FRT MANAGER

- [Defne.tegmen@aramex.com](mailto:Defne.tegmen@aramex.com)

MS SINEM SAYLAM

- OCEAN FREIGHT OPERATIONS

- [Sinem.saylam@aramex.com](mailto:Sinem.saylam@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, 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](mailto:Defne.tegmen@aramex.com) / [Sinem.saylam@aramex.com](mailto:Sinem.saylam@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 CADDESİ  
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.  
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**

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**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 01, 31 FEB 01, 02, 03, 21 MAY 1 AUG 6 SEP 12 NOV 14, 5 DEC 2.

**CONSOLIDATION:- NOT ALLOWED, ONLY BACK TO BACK IS ALLOWED.**

**MULTI SUPPLIERS ARE ALLOWED, BUT CONSIGNEE SHOULD BE THE SAME ONE.**

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

**CONTACT PERSONS:-**

MR ALAVUDEEN LABELLA JIZARI

- OCEAN FREIGHT OPERATIONS

- [Abdulhamid.jizari@aramex.com](mailto:Abdulhamid.jizari@aramex.com)

MR HUSSEIN WEHBE

- STATION MANAGER

- [Hussein.wehbe@aramex.com](mailto:Hussein.wehbe@aramex.com)

**SERVICE INFORMATION:-**

COD- NO.

COLLECT- 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  
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](mailto:Abdulhamid.jizari@aramex.com) / [Hussein.wehbe@aramex.com](mailto:Hussein.wehbe@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)

**-MASTER B/L** - ORIGINALS.

**-PACKING LIST** - ORIGINAL. MUST SHOWS THE NO OF PIECES & GROSS WEIGHT -as same as H/BL.

**-CERTIFICATE OF ORIGIN** - ORIGINAL (FOR EUROPEAN COUNTRIES, ONLY INDIVIDUAL COUNTRIES CERTIFICATE OF ORIGIN IS VALID IN ABU DHABI).  
LEGALIZATION NOT REQUIRED (FOR THE TIME BEING)- SUBJECT TO THE CONFIRMATION FROM CUSTOMS AUTHORITY/GOVERNMENT RULE(SEE BELOW). MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN.

**-COMMERCIAL INVOICE** - ORIGINAL. MUST HAVE REASONABLE VALUE, HARMONIZED CODE , CONTRY OR 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 THE 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 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 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 :-** 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".

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, SATURDAYS & HOLIDAYS.

**NATIONAL HOLIDAYS:**

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

**CONSOLIDATION:** ALLOWED.

**CUSTOM CLEARANCE:** 08:00-19:00 SUNDAY-THURSDAY,  
08:00 – 1900HRS.

**CONTACT PERSONS:-**

MR AZIZ ALSAMAWI	- REGIONAL SEA FREIGHT MANAGER	- <a href="mailto:Aziz.alsamawi@aramex.com">Aziz.alsamawi@aramex.com</a>
MR JOHNSON ZACHARIA	- MANAGER SEA FREIGHT OPERATIONS	- <a href="mailto:Johnson.zacharia@aramex.com">Johnson.zacharia@aramex.com</a>
MS LIBIN LIVINGSTON	- OCEAN OPERATIONS	- <a href="mailto:Libin.livingston@aramex.com">Libin.livingston@aramex.com</a>

**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](mailto:Johnson.zacharia@aramex.com) / [DXBFREIGHTOPS-SEA@ARAMEX.COM](mailto: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  
DUBAI. U.A.E.  
TEL # : 00971 4 3337447  
FAX # : 00971 4 3337334

**-EXPRESS RELEASE :** ACCEPTABLE.

**-PACKING LIST -** ORIGINAL. MUST BE 'ON COLOR LETTER HEAD' & STAMPED WITH **BLUE INK** BY THE

SHIPPER/SUPPLIER.

**-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.

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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**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 01 APR 06, 09 MAY 07, 28 AUG 27, DEC 25, 26

**CUSTOM CLEARANCE-:**

**CONTACT PERSONS-:**

ANDREW SMITH	- MANAGER OCEAN FREIGHT IMPORT	- <a href="mailto:Andrew.smith@aramex.com">Andrew.smith@aramex.com</a>
WAYNE SMITH	- OCEAN FREIGHT OPERATIONS	- <a href="mailto:Wayne.smith@aramex.com">Wayne.smith@aramex.com</a>
JEROME MCDERMOTT	- OCEAN FREIGHT IMPORT OPERATIONS	- <a href="mailto:Jerome.mcdermott@aramex.com">Jerome.mcdermott@aramex.com</a>

**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 #, 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, 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 : [Andrew.smith@aramex.com](mailto:Andrew.smith@aramex.com) / [Wayne.smith@aramex.com](mailto:Wayne.smith@aramex.com)  
[Jerome.mcdermot@aramex.com](mailto: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 STATES**

**CITY-: NEW YORK**

**PORT-: ALL USA PORTS**

**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 MIKE ABUFARIS	- STATION MANAGER	- <a href="mailto:Mike.abufaris@aramex.com">Mike.abufaris@aramex.com</a>
MR PEDRO FREIRE	- SEA FRT MANAGER/OPERATIONS	- <a href="mailto:Pedro.freire@aramex.com">Pedro.freire@aramex.com</a>
MS DIONNE PERSAUD	- SEA FRT TEAM MEMBER	- <a href="mailto:Dionne.persaud@aramex.com">Dionne.persaud@aramex.com</a>

**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 : [Pedro.freire@aramex.com](mailto:Pedro.freire@aramex.com) / [Moe.faris@aramex.com](mailto:Moe.faris@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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