

**OCEAN FREIGHT OPERATIONS PROCEDURE - 2013**

**ALGERIA**

**CITY-: ALGIERS**

**PORT-:** ALGIERS SEA PORT.

**OFFICE WORKING HOURS-:**

08:30 – 17:00 SUNDAY – THURSDAY. CLOSED ON FRIDAY AND SATURDAY

**NATIONAL HOLIDAYS-:**

1<sup>st</sup> MAY, 5<sup>th</sup> July, 1<sup>st</sup> Nov,

**CUSTOM CLEARANCE-:**

08:30 – 17:00 SUNDAY – THURSDAY.  
NO CLEARANCE ON FRIDAY & SATURDAY.

**CONTACT PERSONS-:**

MR FOUAD BOUKABOUYA	- OPERATIONS SEA FREIGHT	- <a href="mailto:ALRFreightOps@aramex.com">ALRFreightOps@aramex.com</a>
MR YACINE AZEMOUR	- FREIGHT OPERATIONS	- <a href="mailto:Yacine.azemour@aramex.com">Yacine.azemour@aramex.com</a>
MS MOUNIA BOUTOUIS	- CUSTOMER SERVICE	- <a href="mailto:Mounia.boutouis@aramex.com">Mounia.boutouis@aramex.com</a>

**SERVICE INFORMATION-:**

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

BY LAW TRADE IN ALGERIA FOR VALUE OVER US\$ 1,300.00 IS ALWAYS SUBJECT TO A LETTER OF CREDIT WHICH MEANS YOU SHOULD ALWAYS CHECK WITH ALGERIA OFFICE FOR INFORMATION AND ABIDE BY THE LETTER OF CREDIT TERMS AND CONDITIONS PRIOR TO EXECUTE YOUR SHIPMENTS.

PLEASE BE CONTACT ALGERIA OFFICE EVEN FOR SOME EXCEPTIONS SUCH AS PROMOTIONAL MATERIALS WHICH IS NOT FOR RE-SALE BEFORE YOU EXECUTE THE SHIPMENTS.

LCL CONSOLIDATION IS ALLOWED . PLEASE REFER TO ALGERIA OFFICE BEFORE YOU EXECUTE THE SHIPMENT.

FOR ANY COLLECT OR PREPAID SHIPMENTS PRE-ALERT IS A MUST IN ADVANCE TO INFORM CONSIGNEE AND SEALINER. OTHERWISE THERE WILL BE A PENALTY OF US\$ 250.00 IMPOSED. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

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

**PRE-ALERTS :**

FULL SET OF DOCUMENTS NEEDS TO BE SENT ONE WEEK PRIOR TO VESSEL ARRIVAL, OTHERWISE PENALTY OF US\$ 250.00 NEEDS TO BE PAID TO THE PORTS AUTHORITY.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO : ALR Freight Ops <[ALRFreightOps@aramex.com](mailto:ALRFreightOps@aramex.com)>

**DOCUMENTATION REQUIRED-PER THE L/C CONDITIONS THIS IS VERY IMPORTANT**

**HOUSE B/L** - ORIGINALS.

**MASTER B/L** - ORIGINALS.

**COMMERCIAL INVOICE** - ORIGINAL.ON LETTER HEAD OF THE EXPORTER STAMPED AND SIGNED COPY IS NOT ALLOWED AT ALL

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## *Ocean Freight Operations Procedure*

**PACKING LIST** - ORIGINAL. ON LETTER HEAD OF THE COMPAGNY STAMPED AND SIGNED COPY IS NOT ALLOWED AT ALL

**CERTIFICATE OF ORIGIN** – IS A MUST OTHERWISE WE CANNOT CLEAR SHIPMENTS.

**CERTIFICATE OF CONFORMITY** - FROM THE MANUFACTURE'S ORIGINAL STAMPED AND SIGNED.

### **BAHRAIN**

**CITY-: MANAMA**

**PORT-: SHAIK KHALIFA SEA PORT.**

**OFFICE WORKING HOURS-:**

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

**NATIONAL HOLIDAYS-:**

MAY 1<sup>st</sup>, DEC 16<sup>th</sup>, 17<sup>th</sup>

**CUSTOM CLEARANCE-:**

07:00 – 13:30 SUNDAY – THURSDAY.

NO CLEARANCE ON FRIDAY & SATURDAY.

**CONTACT PERSONS-:**

MR HUSSAIN OMRAN - OPERATIONS TEAM LEADER SEA - [Hussain.Mohsin@aramex.com](mailto:Hussain.Mohsin@aramex.com)  
- [Bah.freightops@aramex.com](mailto:Bah.freightops@aramex.com)

**SERVICE INFORMATION-:**

COLLECT- YES.

COD - NO.

FREE DOMICILE - CHECK WITH DESTINATION.

LCL CONSOLIDATION IS NOT ALLOWED BUT FCL CONSOLIDATION IS ACCEPTED. PLEASE REFER TO BAHRAIN OFFICE BEFORE YOU EXECUTE THE SHIPMENT. IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

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

**PRE-ALERTS :**

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

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

[Mustafa.alhashimi@aramex.com](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.

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## *Ocean Freight Operations Procedure*

**CERTIFICATE OF ORIGIN** – REQUIRED (IF NOT A PAYMENT OF US\$ 133.00 WILL BE IMPOSED & THE CNEE IS RESPONSIBLE TO SUBMIT AN ORIGINAL B/L WITHIN 90 DAYS).

### **BANGLADESH**

#### **CITIES: DHAKA AND CHITTAGONG**

**PORT-:** CHITTAGONG & DHAKA.

#### **OFFICE WORKING HOURS-:**

09:00 – 18:00 SUNDAY – THURSDAY. CLOSED ON FRIDAY AND SATURDAY.

#### **NATIONAL HOLIDAYS-:**

Jan 21, FEB 21, MAR 17 & 26, APR 14, MAY 01 & 23, JUN 25,, AUG 02, 06, 08 , 09, 10, 15 & 28 OCT, 14, 15, 16, & 17 NOV 14, DEC16, 25.

#### **CUSTOM CLEARANCE-:**

09:00 – 16:00 SUNDAY – THURSDAY.  
NO CLEARANCE ON FRIDAY & SATURDAY.

#### **CONTACT PERSON-:**

MR STEVEN ROZARIO - FREIGHT OPERATIONS EXECUTIVE - [Steven.Rozairo@aramex.com](mailto:Steven.Rozairo@aramex.com)  
MR MEHEDI RIAD - FREIGHT SALES EXECUTIVE - [Mehedi.Riad@aramex.com](mailto:Mehedi.Riad@aramex.com)

#### **SERVICE INFORMATIONS-:**

**CONSOLIDATION:** YES ALLOWED AND WILL BE HANDLED WITH NO PROBLEMS. CC'S/COD'S ARE ACCEPTABLE BUT A PRE-ALERT IS A MUST IN THESE CASES TO ENSURE THE MONEY IS COLLECTABLE FROM CONSIGNEE(S) CONCERNED. FOR ALL SUCH SHIPMENTS, A BREAK-BULK (B/B) FEE OF BDT 2200/- PER HAWB PLUS 2.5% OF THE "COLLECT FEE" WILL BE CHARGED TO CONSIGNEE. IF CONSIGNEE REFUSES, THEN SAME WILL BE BILLED ORIGIN OR WILL BE DEDUCTED FROM THE CC REMITTANCE DUE.

**COLLECT SHIPMENTS** FOR SEA SHIPMENTS, PLEASE FORWARD MBL PREPAID AND HBL COLLECT WITH YOUR DEBIT NOTE.

**GATEWAY:** CHITTAGONG PORT (CGP)

#### **MBL CONSIGNED TO:**

EXPO EXPRESS SERVICES LTD.  
GROUND FLOOR, AL-MADINA TOWER,  
88-89, AGRABAD C/A,  
CHITTAGONG 4000.  
BANGLADESH.  
CTC - SAYEM KASHEM  
TEL - +880 31 727006

#### **NATURE OF THE GOODS ON MBL :**

**CONSOLIDATION** AS PER MANIFEST

**PRE ALERTS:** MUST BE SENT TO ARAMEX DAC CARGO ATTN: [DACFREIGHT@ARAMEX.COM](mailto:DACFREIGHT@ARAMEX.COM) COPIED TO SAMAN GUNAWARDENA ([saman.gunawardena@aramex.com](mailto:saman.gunawardena@aramex.com)) , AT LEAST 48 HOURS PRIOR TO SHIPMENT ARRIVAL. COPIES OF MAWB, HAWB, CARGO MANIFEST AND INVOICES SHOULD BE SCANNED AND EMAIL ALONG WITH THE PRE-ALERT DETAILS.

**TCN (TIME CONSIGNEE NOTIFIED):** D/O WILL BE RELEASED WITH RELEVANT DOCS TO CONSIGNEE WITHIN TWO DAYS OF VESSEL ARRIVED. (UPON COLLECTING CC FEE [IF ANY])

### **IN GENERAL**

#### **DOCUMENTS REQUIRED AND ACCEPTABLE:**

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## ***Ocean Freight Operations Procedure***

- CERTIFICATE OF ORIGIN
- INVOICE/PACKING LIST
- \*\*LEGALIZATION TO BE DONE ONLY IF REQUIRED BY SHIPPER OR CONSIGNEE.

### **IMPORTANT REMARKS MUST COMPLY:**

ALL IMPORT SHIPMENTS MUST BE ACCOMPANIED WITH THE FOLLOWING DOC  
ORIGINAL INVOICES PLUS 4 COPIES.  
ORIGINAL PACKING LIST PLUS 2 COPIES.  
ORIGINAL CERTIFICATE OF ORIGIN PLUS 2 COPIES.

CONSOL SHIPMENTS MUST BE ACCOMPANIED WITH ORIGINAL HBL AS FOLLOWS. (FAILING WHICH SUBJECT TO PENALTY)

HBL – ORIGINAL-1, ORIGINAL-2, ORIGINAL-3.

ULTIMATE CONSIGNEE MUST POSSESS AN IMPORT PERMIT (IP), THE IMPORT REGISTRATION CERTIFICATE (IRC) AND VALUE ADDED TAXES/VAT CERTIFICATE.

FOR PRESCRIPTION DRUGS, ORIGINAL CONSIGNEE MUST HAVE AN IMPORT PERMIT FROM THE MINISTRY OF HEALTH IN ADDITION TO DOCUMENTS MENTIONED IN D3.

LIVE ANIMALS, CONTROLLED DRUGS, ARMS AND AMMUNITIONS REQUIRE SPECIAL PERMISSION FROM GOVERNMENT OF BANGLADESH "BEFORE" IMPORTING.

PERSONAL EFFECTS ARE ACCEPTED UNDER CERTAIN AND SPECIFIC CONDITIONS. PLEASE CONTACT AIC/DAC FOR MORE DETAILS "PRIOR" TO DISPATCH.

NON LC AIR/SEA FREIGHT IMPORT IS SUSPENDED AT DAC/CGP CUSTOMS UNTIL FURTHER NOTICE DUE TO NEW REGULATION IS COMING UP FROM NBR (NATIONAL BOARD OF REVENUE) AND CENTRAL BANK. (FAILING WHICH SUBJECT TO NON L/C PENALTY)

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### **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<sup>ST</sup>, MAR 03<sup>RD</sup>, 08<sup>TH</sup>, APR 16<sup>TH</sup>, MAY 1<sup>ST</sup>, 06<sup>TH</sup>, 24<sup>TH</sup>, JUN 17<sup>TH</sup>, SEP 06<sup>TH</sup>, 22<sup>ND</sup>, NOV 01<sup>ST</sup>, DEC 24<sup>TH</sup>, 25<sup>TH</sup>, 26<sup>TH</sup>  
JAN 1<sup>ST</sup>, MAR 03<sup>RD</sup>, 08<sup>TH</sup>, APR 16<sup>TH</sup>, MAY 1<sup>ST</sup>, 06<sup>TH</sup>, 24<sup>TH</sup>, JUN 17<sup>TH</sup>, SEP 06<sup>TH</sup>

#### **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.

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## ***Ocean Freight Operations Procedure***

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-:**

<b>TELEX RELEASE -</b>	ACCEPTED
<b>HOUSE B/L -</b>	ORIGINALS
<b>MASTER B/L -</b>	ORIGINALS
<b>COMMERCIAL INVOICE -</b>	ORIGINAL
<b>PACKING LIST -</b>	ORIGINAL
<b>CERTIFICATE OF ORIGIN -</b>	NOT A MUST
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### **CANADA**

**CITIES -:** TORONTO (main office), OTTAWA, VANCOUVER, CALGARY, EDMONTON, WINNIPEG, HALIFAX. (WE ALSO HANDLE MONTREAL SEA FREIGHT)

**PORTS-:** MONTREAL, HALIFAX, VANCOUVER

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

**NATIONAL HOLIDAYS-:**  
JAN 1<sup>ST</sup>, FEB 20<sup>TH</sup>, March 29<sup>TH</sup>, MAY 20<sup>TH</sup>, JUL 1<sup>ST</sup>, AUG 5<sup>TH</sup>, SEP 2<sup>ND</sup>, OCT 14<sup>TH</sup>, DEC 25<sup>TH</sup>, DEC 26<sup>TH</sup>.

**CUSTOM CLEARANCE-:**  
AVAILABLE ALL DAYS WITH DESIGNATED TIMES ON SATURDAY AND SUNDAY.

<b>CONTACT PERSONS-:</b>		
MS SHANNON THOMPSON	- COUNTRY MANAGER	- <a href="mailto:Shannon.thompson@aramex.com">Shannon.thompson@aramex.com</a>
MS SUZETTE BLAKE	- OPERATIONS SUPERVISOR / EXP	- <a href="mailto:Suzette.blake@aramex.com">Suzette.blake@aramex.com</a>
MS KIM O'TOOLE	- IMPORT OPERATIONS	- <a href="mailto:Kim.Otoole@aramex.com">Kim.Otoole@aramex.com</a>
MR MOHD HATMLEH	- FINANCIAL MANAGER	- <a href="mailto:Mohd.hatmleh@aramex.com">Mohd.hatmleh@aramex.com</a>
MS CAROL KOSICK	- BUSINESS DEVELOPMENT	- <a href="mailto:Carol.kosick@aramex.com">Carol.kosick@aramex.com</a>
MR MOHD SNOBAR	- BUSINESS DEVELOPMENT	- <a href="mailto:Mohamed.snobar@aramex.com">Mohamed.snobar@aramex.com</a>

**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

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## ***Ocean Freight Operations Procedure***

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TELEPHONE NUMBERS, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, PO#, COMMODITY DESCRIPTION AND INVOICE VALUE.

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

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

**GATEWAYS PORTS:** MONTREAL, HALIFAX, VANCOUVER

**MASTER BILLS OF LADING TO BE CONSIGNED TO :**

ARAMEX CANADA INC,  
5810 AMBLER DRIVE, UNIT 14 & 15  
MISSISSAUGA, ON, CA L4W 4J5  
TEL # : 00 (905) 238 0440  
FAX # : 00 (905) 238 0990

**HOUSE BILLS OF LADING TO BE CONSIGNED TO :**

ULTIMATE CONSIGNEE SHOWING FULL ADDRESS & TELEPHONE NUMBERS.

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

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

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

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

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

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :  
OR VIA FAX # : 00 905 238 0990.

[Kim.otoole@aramex.com](mailto:Kim.otoole@aramex.com)  
[Suzette.blake@aramex.com](mailto:Suzette.blake@aramex.com)

**DOCUMENTATION REQUIRED-:**

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

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

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

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

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

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

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## Ocean Freight Operations Procedure

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

**IMPORTANT REMARKS -**

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

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

### CHINA

**COUNTRY-: CHINA**  
**CITY-: SHANGHAI**

**PORTS -:** SHANGHAI, NINGBO, TIANJIN, QINGDAO, DALIAN, GUANGZHOU, SHENZHEN, XIAMEN

**OFFICE WORKING HOURS-:**

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

**NATIONAL HOLIDAYS-:**

JAN 1<sup>ST</sup>, FEB 22<sup>ND</sup> -28<sup>TH</sup>, APR 5<sup>TH</sup>, MAY 1<sup>ST</sup> -MAY 3<sup>RD</sup>, JUN 23<sup>RD</sup>, SEP 30<sup>TH</sup>, OCT 1<sup>ST</sup> -7<sup>TH</sup>

**CONSOLIDATION-:**

ALLOWED BUT THERE SHOULD BE A DETAILED MANIFEST ON EACH AND EVERY HOUSE B/L.

**CUSTOM CLEARANCE-:**

AVAILABLE ALL DAYS EXCEPT SUNDAY AND NATIONAL HOLIDAYS.

**CONTACT PERSONS-:**

MR YOUSEF KAMHAWI	- COUNTRY MANAGER	- <a href="mailto:Yousef.kamhawi@aramex.com">Yousef.kamhawi@aramex.com</a>
MR DENNIS DONG	- CHINA INBOUND	- <a href="mailto:Dennis.dong@aramex.com">Dennis.dong@aramex.com</a>
		- <a href="mailto:Chinafirtopsinbound@aramex.com">Chinafirtopsinbound@aramex.com</a>
MS LINDA CHEN	- CARGO COMMUNICATOR	- <a href="mailto:Linda.chen@aramex.com">Linda.chen@aramex.com</a>
MR JASON HU	- OPERATIONS SUPERVISOR / SEA	- <a href="mailto:Jason.hu@aramex.com">Jason.hu@aramex.com</a>
MS YOYO QIAN	- OPERATIONS DOCUMENTATION	- <a href="mailto:Yoyo.qian@aramex.com">Yoyo.qian@aramex.com</a>

**SERVICE INFORMATION-:**

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

**EXPORT TO CAI :**

PRE-INSPECTION IS A MUST FOR SHIPMENTS EX CHINA MAINLAND, WHICH WILL TAKES 2 WEEKS.  
IN ORDER TO EXPEDITE THE EXPORT PROCEDURE, PLEASE NOTE THAT SHANGHAI COMMODITY INSPECTION AND QUARANTINE(SCIQ) HAS BELOW PROCEDURES THAT REQUIRES YOU ATTENTION AND ACTION. BELOW ARE THE IMPORTANT ISSUES.  
SCIQ WILL CHECK ALL THE SALES CONTRACT/ ORIGINAL COMMERCIAL INVOICE/ORIGINAL PACKING LIST/ ORIGINAL CIQ FROM SHIPPER.

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- 1) CHECK IF THE SHIPPER/SELLING TITLE MATCH ALL DOCS
- 2) CHECK IF CONTRACT NO AND ORIGIN MATCH ALL DOCS
- 3) CHECK IF ALL COMMODITY NAME MATCH ALL DOCS
- 4) CHECK IF MARKS MATCH ALL DOCS.

ANY DIFFERENCE WILL CAUSE SECOND ROUND INSPECTION WHICH WILL REQUIRE ADDITIONAL TIME AND DELAY.

**DG HANDLING:** BESIDES NORMAL EXPORT CLEARANCE DOCS, MSDS, CHEMICAL REPORT(MATCHING OCEAN MODE) IS A MUST TO CARRIERS AND CUSTOMS. DG CONTAINER BOOKING NEED 10-14 DAYS BOOKING IN ADVANCE. WE SHOULD ADHERE TO SHIPPING LINERS REQUIREMENTS FOR PACKING AND OTHER NECESSARY CERTIFICATE.

**ENS REQUIREMENT FOR EXPORT TO EU**

ENS (**ENTRY SUMMARY DECLARATION**) GO INTO EFFECT MIDNIGHT DECEMBER 31, 2010 FOR CARGO TRANSITING TO OR THROUGH THE EUROPEAN COMMUNITY.

PLEASE ALSO NOTE WITHIN THE SCOPE OF THIS EU REGULATION, NORWAY AND SWITZERLAND HAVE THE SAME STATUS AS AN EU MEMBER STATE.

OCEAN AND AIR CARRIERS ARE RESPONSIBLE FOR THE TIMELY ELECTRONIC TRANSMISSION OF THE ENS. OCEAN CARRIERS MUST TRANSMIT NO LATER THAN **24 HOURS PRIOR TO LOADING OF ANY VESSEL**, AND AIR CARRIERS MUST TRANSMIT NO LATER THAN **4 HOURS PRIOR TO ARRIVAL AT THE FIRST PORT OF ENTRY** IN THE EU

**FOLLOWING DATA REQUIREMENTS ARE NEEDED FOR EN FILING.**

- FULL NAME AND ADDRESS OF SHIPPER (OR EORI - ECONOMIC OPERATOR REGISTRATION AND IDENTIFICATION NUMBER)
- FULL NAME AND ADDRESS OF CONSIGNEE (OR EORI)
- FULL NAME AND ADDRESS OF NOTIFY PARTY WHERE GOODS ARE CARRIED UNDER A NEGOTIABLE "TO ORDER" B/L (OR EORI)
- CONTAINER NUMBER (IF FCL)
- SEAL NUMBER (IF FCL)
- MARKS AND NUMBERS (IF LCL OR AIR FREIGHT)
- FULL DESCRIPTION OF GOODS
- HS CODE AT THE 6-DIGIT LEVEL (FOR AES PURPOSES THE FULL 10-DIGIT SCHEDULE B NUMBER IS REQUIRED) NUMBER, TYPE OF PACKAGE(S) AND GROSS WEIGHT PER PACKAGE
- UN DANGEROUS GOODS CODE (WHERE APPLICABLE)

**OCEAN FREIGHT OPERATIONS PROCEDURE**

**DOCUMENTATION REQUIRED:-**

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

**MB/L** - ORIGINALS. PLS READ THE OPERATIONAL PROCEDURE REGARDING MAWB.

**PACKING LIST** - ORIGINALS.

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

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

**LEGALIZATION**:- NOT REQUIRED

**IMPORTANT REMARKS:**

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

**INBOUND SHIPMENTS INTO CHINA** : SOME MATERIALS NEEDS LICENSE TO IMPORT INTO CHINA (MENTIONED IN THE BELOW CUSTOMS REGULATIONS). ACCORDINGLY BEFORE ACCEPTING ANY SHIPMENT FROM THE SHIPPER AT YOUR END, PLEASE SEND US THE CONSIGNEE FULL DETAILS IN ORDER TO CHECK WITH THEM IF THEY HAVE THE APPROPRIATE DOCS AND LICENSES REQUIRED BY CUSTOMS AND BUREAUS TO IMPORT SUCH ITEMS. AFTER WE CONFIRM TO FORWARD THE SHIPMENT, WE NEED PROPER PRE-ALERT BEFORE THE ETA. FULL INFORMATION ABOUT THE SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT, COMMODITY DESCRIPTION AND INVOICE VALUE. ALSO, COPY OF MAWB, AND HAWB IS REQUIRED BEFORE ETA.

**PACKING:**

PLEASE ARRANGE FUMIGATION IF THE SHIPMENT IS IN WOODEN PACKING, OTHERWISE THERE WILL BE PENALTY AND ADDITIONAL CHARGE ALSO DELAY IN CLEARANCE.

**MAWB CONSIGNED TO:**



**MUST BE CHECKED CASE BY CASE**

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

**PLEASE DON'T CONSIGN TO ARAMEX CHINA SINCE WE HAVE DIFFERENT AGENTS IN DIFFERENT CITIES. ALSO ARAMEX CHINA DOES NOT HOLD BROKERAGE LICENSE.**

**PLEASE ADHERE TO THE ABOVE PROCEDURE OTHERWISE HUGE STORAGE AND PENALTY BY LOCAL CUSTOMS AND FREIGHT AUTHORITIES WILL INCUR.**

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

MR DENNIS DONG	- CHINA INBOUND	- <a href="mailto:Dennis.dong@aramex.com">Dennis.dong@aramex.com</a>
		- <a href="mailto:chinaftrtopsinbound@aramex.com">chinaftrtopsinbound@aramex.com</a>
MS LINDA CHEN	- COMMUNICATOR FRT	- <a href="mailto:linda.chen@aramex.com">linda.chen@aramex.com</a>
MR JASON HU	- SUPERVISOR SEA FRT	- <a href="mailto:Jason.hu@aramex.com">Jason.hu@aramex.com</a>
MS YOYO QIAN	- OPS DOCUMENTATION	- <a href="mailto:Yoyo.qian@aramex.com">Yoyo.qian@aramex.com</a>

**C+D: CASE BY CASE BASIS**

REGARDING THE AIR FREIGHT INBOUND INTO CHINA, AND IN ORDER TO QUOTE TO YOU THE C & D CHARGES AND HANDLING PROCEDURES, THE FOLLOWING INFORMATION IS A MUST:

1. FULL ADDRESS OF THE CONSIGNEE PROVIDING THE FINAL CITY, AND THE PROVINCE. (MAKE SURE IT IS CORRECT SPELLING)
2. FULL DESCRIPTION OF THE SHIPMENT ( BY ITEM). WHAT KIND OF GOODS, IS IT ELECTRONICS (WHAT KIND OF ELECTRONICS, SUCH AS WASHING MACHINE, TRANSFORMER), HI TECH, GARMENTS, TEXTILE. FOOD..ETC. IT IS A MUST TO PROVIDE A FULL DESCRIPTION ABOUT THE CONTENT.
3. IN ORDER TO HANDLE, WE ALSO NEED TO CHECK IF THE CONSIGNEE IS AUTHORIZED TO IMPORT SUCH ITEMS.
4. ROUTING OF THE SHIPMENT INTO CHINA WILL BE ADVISED TO YOU CASE BY CASE BASIS. ARAMEX SHA (AFTER OBTAINING THE ABOVE DETAILS) WILL COORDINATE WITH THE BROKER AND WILL UPDATE YOU HOW TO ROUTE THIS SHIPMENT.
5. COPY OF THE MAWB, HAWB, COMMERCIAL INVOICE, AND PACKING LIST SHOULD BE SENT TO ARAMEX CHINA TEAM BEFORE THE ETA ALONG WITH PROPER ALERT

**CUSTOMS REGULATIONS:**

**Below mentioned are most of china import prohibitions**

NO. COMMODITY CODE COMMODITY NAME NOTES

- 01 - 5069090.11 TIGER BONES THAT HAVE BEEN BOILED OFF REFERRING TO THOSE THAT HAVE NOT BEEN PROCESSED OR BOILED OFF ... 5069090.19 TIGER BONES THAT HAVE NOT BEEN BOILED OFF REFERRING TO THOSE THAT HAVE NOT BEEN PROCESSED OR BOILED OFF ...
- 02 - 5071000.10 RHINOCEROS HORNS ...
- 03 - 13021100 OPIUM FLUIDS AND OPIUM EXTRACTORS  
29031400.10 CARBON TETRACHLORIDE UNLESS USED FOR MAKING CLEANING AGENTS
- 04 - 29031400.90 CARBON TETRACHLORIDE UNLESS USED FOR MAKING CLEANING AGENTS  
29034300.90 TRIFLUOROTRICHOROETHANE USED FOR CLEANING AGENTS (CFC-113) PROMULGATED BY THE MINISTRY OF FOREIGN TRADE AND ECONOMIC COOPERATION ON 2001-12-20

NO. COMMODITY CODE COMMODITY NAME NOTES

- 01 - 0501.0000 UNPROCESSED HUMAN HAIR, NO MATTER WASHED OR NOT; WASTED HUMAN HAIR
- 02 - 0502.1030 BRISTLES AND WASTED BRISTLES
- 03 - 0502.9020 BADGER HAIR AND OTHER WASTED ANIMAL HAIR USED FOR MAKING BRUSHES
- 04 - 0 503.0090.10 WASTED HORSE HAIR
- 05 - 1703.1000 SUGARCANE MOLASSES
- 06 - 1703.9000 OTHER MOLASSES
- 07 - 2517.2000 SCORIA, SCRUFF AND SIMILAR INDUSTRIAL DRAFF
- 08 - 2517.3000 ASPHALT MACADAM
- 09 - 2620.2900 OTHER CALX AND DRAFF WHOSE MAJOR INGREDIENT IS LEAD
- 10 - 2620.3000 CALX AND DRAFF WHOSE MAJOR INGREDIENT IS COPPER
- 11 - 2620.9910 CALX AND DRAFF WHOSE MAJOR INGREDIENT IS TUNGSTEN
- 12 - 2620.9990.90 CALX AND DRAFF WHOSE MAJOR INGREDIENT IS OTHER METAL OR COMPOUND EXCEPT FOR 2620.9990.10, THE CALX OR DRAFF WHOSE MAJOR INGREDIENT IS VANADIUM PENTEXIDE MORE THAN 10%
- 13 - 4004.0000.10 WASTED TIRE AND ITS DICES
- 14 - 4115.2000.10 LEATHER WASTE RESIDUE, ASH, SLUDGE AND ITS POWDER

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- 15 - 6309.0000 OLD CLOTHING
- 16 - 8548.1000 WASTED CRUSHED AGGREGATES OF BATTERIES AND WASTED BATTERIES CATALOGUE OF COMMODITIES FORBIDDEN TO IMPORT (THE FIFTH BATCH) CATALOGUE OF JUNKED ELECTROMECHANICAL PRODUCTS (INCLUDING COMPONENTS AND PARTS, DISMANTLED ARTICLES, BROKEN ARTICLES, SMASHED ARTICLES UNLESS IT IS OTHER PROVIDED BY LAW.)
- NO. COMMODITY CODE COMMODITY NAME
- 01 - 8415.1010\_ 8415.9090 AIR-CONDITIONER
- 02 - 8417.8020 INCINERATOR FOR RADWASTE
- 03 - 8418.1010\_ 8418.9999 REFRIGERATOR
- 04 - 8471.1000\_ 8471.5090 CYBER-EQUIPMENT
- 05 - 8471.6010 DISPLAY
- 06 - 8471.6031\_ 8471.6039 PRINTER
- 07 - 8471.6040\_ 8471.9000 OTHER INPUT-OUTPUT PARTS FOR COMPUTERS AND OTHER COMPONENTS OF AUTOMATIC DATA PROCESSING EQUIPMENT
- 08 - 8516.5000 MICROWAVE
- 09 - 8516.6030 ELECTRIC COOKER
- 10 - 8517.1100\_ 8517.1990 WIRED PHONE
- 11 - 8517.2100\_ 8517.2200 ELECTROGRAPH AND TAPE MACHINE
- 12 - 8521.1011\_ 8521.9090 VIDEO TAPE RECORDER, RECORD PLAYER AND LASER VIDEO CASSETTE RECORDER
- 13 - 8525.2022\_ 8525.2029 MOBILE COMMUNICATION EQUIPMENT
- 14 - 8525.3010\_ 8525.4050 VIDICON, VIDEO CAMERA RECORDER AND DIGITAL CAMERA
- 15 - 8528.1210\_ 8528.3020 TV SET
- 16 - 8534.0010\_ 8534.0090 PRINTING CIRCUIT
- 17 - 8540.1100\_ 8540.9990 THERMIONIC TUBE, COLD CATHODE TUBE, LIGHT CATHODE TUBE
- 18 - 8542.1000\_ 8542.9000 INTEGRATE CIRCUIT AND MICROELECTRONIC COMPONENTS
- 19 - 9009.1110\_ 9009.9990 DUPLICATING MACHINE
- 20 - 9018.1100\_ 9018.9090 MEDICAL APPLIANCE
- 21 - 9022.1200\_ 9022.9090 RADIAL APPLICATION EQUIPMENT

	<b>CODENO.OFCOMMODITY</b>	<b>TITLE OF COMMODITY</b>	<b>REMARKS</b>
1	2620.2100	SLUDGE FROM LEADED GASOLINE	INCLUDING SLUDGE FROM LEADED ANTIDETONATORS
2	2620.6000	CALXES AND RESIDUES CONTAINING ARSENIC, MERCURY OR THALLIUM OR COMPOUNDS THEREOF	TO BE USED FOR PICKING UP OR PRODUCING ARSENIC, MERCURY OR THALLIUM OR COMPOUNDS THEREOF
3	2620.9100	CALXES AND RESIDUES CONTAINING ANTIMONY, BERYLLIUM, CADMIUM OR CHROMIUM OR COMPOUNDS THEREOF	TO BE USED FOR PICKING UP OR PRODUCING ANTIMONY, BERYLLIUM, CADMIUM OR CHROMIUM OR COMPOUNDS THEREOF
4	2621.1000	ASHES OR RESIDUES FROM THE BURNING OF MUNICIPAL GARBAGE	
5	2710.9100	WASTE OILS CONTAINING POLYCHLORINATED BIPHENYL OR POLYBROMINATED DIPHENYL	INCLUDING THE WASTE OILS CONTAINING POLYCHLORINATED TERPHENYLS
6	2710.9900	INCLUDING THE WASTE OILS CONTAINING POLYCHLORINATED TERPHENYLS	
7	3006.8000	WASTE MEDICINES	THE MEDICINES WHOSE VALID TERM FOR PRESERVATION HAS EXPIRED AND THUS NOT SUITABLE FOR THE



## Ocean Freight Operations Procedure

			INTENDED PURPOSES
8	3825.1000	MUNICIPAL GARBAGE	
9	3825.2000	SILT FROM SEWERS	
10	3825.3000	MEDICAL WASTES	
11	3825.4100	ORGANIC SOLVENTS CONTAINING WASTE HALIDES	
12	3825.4900	OTHER WASTE SOLVENTS	
13	3825.5000	WASTE METAL SOUR WASHING LIQUORS, HYDRAULIC OILS AND BRAKE OILS	INCLUDING WASTE ANTIFREEZE
14	3825.6100	CHEMICAL WASTES MAINLY CONTAINING ORGANIC ELEMENTS	WASTES OF OTHER CHEMICAL INDUSTRY AND RELEVANT INDUSTRIES
15	3825.6900	OTHER CHEMICAL WASTES	WASTES OF OTHER CHEMICAL INDUSTRY AND RELEVANT INDUSTRIES
16	3825.9000	CHEMICAL BY-PRODUCTS AND THE WASTES THEREOF WHOSE CODE NUMBER IS NOT SPECIFIED	
17	7112.3010	ASHES CONTAINING ARGENT OR ARGENT COMPOUNDS	MAINLY FOR TAKING BACK SILVER
18	7112.3090	ASHES CONTAINING OTHER PRECIOUS METALS OR COMPOUNDS OF PRECIOUS METALS	MAINLY FOR TAKING BACK PRECIOUS METALS

### CYPRUS

**CITY-:** NICOSIA

**PORT-:** LIMASSOL

**OFFICE WORKING HOURS-:**

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

**NATIONAL HOLIDAYS-:**

JAN 01<sup>ST</sup>, 06<sup>TH</sup>, FEB 23<sup>RD</sup>, MAR 25<sup>TH</sup>, APR 01<sup>ST</sup>, 09<sup>TH</sup>, 11<sup>TH</sup>, 12<sup>TH</sup>, 13<sup>TH</sup>, MAY 31<sup>ST</sup>, OCT 01<sup>ST</sup>, 28<sup>TH</sup>.

**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 AHMAD HIBRI

- COUNTRY MANAGER

- [Ahmad.hibri@aramex.com](mailto:Ahmad.hibri@aramex.com)

MR PANTELIS SYMEOU

- OCEAN FREIGHT OPERATIONS

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

**SERVICE INFORMATION-:**

COLLECT- YES.

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## *Ocean Freight Operations Procedure*

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)  
[Ahmad.hibri@aramex.com](mailto:Ahmad.hibri@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.

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### **CZECH REPUBLIC**

**CITY-: PRAGUE**

**PORT-: PRAHA**

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

**NATIONAL HOLIDAYS-:**  
JAN 1<sup>ST</sup>, APR 25<sup>TH</sup>, MAY 1<sup>ST</sup>, 8<sup>TH</sup>, JUL 5<sup>TH</sup>, 6<sup>TH</sup>, SEP 28<sup>TH</sup>, OCT 28<sup>TH</sup>, NOV 17<sup>TH</sup>, DEC 24<sup>TH</sup>, 25<sup>TH</sup>, 26<sup>TH</sup>.

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

**CONTACT PERSONS-:**  
MR JAN ZDOBINSKY - OPERATIONS MANAGER - [Jan.zdobinsky@aramex.com](mailto:Jan.zdobinsky@aramex.com)  
MR YASAR ZAZA - COUNTRY MANAGER - [Yasar.zaza@aramex.com](mailto:Yasar.zaza@aramex.com)

**SERVICE INFORMATION-:**  
**IT IS MANDATORY TO INFORM PRAGUE OFFICE PRIOR TO SEND ANY SEA FREIGHT SHIPMENTS TO CZECH REPUBLIC.**  
COLLECT- YES.  
COD- YES  
FREE DOMICILE – ON CASE BY CASE

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## Ocean Freight Operations Procedure

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

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

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

### PRE-ALERTS :

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

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

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

### DOCUMENTATION REQUIRED-:

PLEASE CHECK WITH PRG ON CASE TO CASE BASIS

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### EGYPT

CITY-: CAIRO

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

### OFFICE WORKING HOURS-:

09:00 - 17:00 SATURDAY.

09:00 - 16:00 THURSDAY.

CLOSED ON FRIDAYS.

### NATIONAL HOLIDAYS-:

JAN 7<sup>TH</sup>, 25<sup>TH</sup>, APR 24<sup>TH</sup>, 25<sup>TH</sup>, MAY 1<sup>ST</sup>, JUL 23<sup>RD</sup>, AUG 7<sup>TH</sup>, 8<sup>TH</sup>, 9<sup>TH</sup>, SEP 15<sup>TH</sup>, 16<sup>TH</sup>, 17<sup>TH</sup>, 18<sup>TH</sup>, OCT 6<sup>TH</sup>,

### CONSOLIDATION-:

ALLOWED ONLY TO ALEXANDRIA and west port said.

### CUSTOM CLEARANCE-:

09:00 - 14:00 SATURDAY

09:00 - 14:00 THURSDAY.

NO CLEARANCE ON FRIDAY.

### CONTACT PERSONS-:

MR HOSSAM EL SEIDI	- COUNTRY FREIGHT MANAGER	- <a href="mailto:Hossam.elseidi@aramex.com">Hossam.elseidi@aramex.com</a>
MR RADWA EL RAWSH	- OCEAN FREIGHT IMPORT	- <a href="mailto:Radwa.elwersh@aramex.com">Radwa.elwersh@aramex.com</a>
MR AHMED EBRAHIM	- OCEAN FREIGHT EXPORT	- <a href="mailto:Ahmed.ebrahim@aramex.com">Ahmed.ebrahim@aramex.com</a>
MR AMAL ALY	- LCL OPERATIONS	- <a href="mailto:Amal.aly@aramex.com">Amal.aly@aramex.com</a>
MR MOHAMED SHAABAN	- LCL DOCUMENTAION	- <a href="mailto:Mohamed.shaaban@aramex.com">Mohamed.shaaban@aramex.com</a>
MR TAREQ ALHOURANI	- SALES & MARKETING	- <a href="mailto:Tareq.alhourani@aramex.com">Tareq.alhourani@aramex.com</a>
MR EHAB AZIZ	- CUSTOMS CLEARANCE ALEXANDRIA & PORT SAID	- <a href="mailto:Ehab.aziz@aramex.com">Ehab.aziz@aramex.com</a>

### SERVICE INFORMATION-:

COLLECT- YES.

COD- NO.

FREE DOMICILE- CHECK WITH DESTINATION.

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## ***Ocean Freight Operations Procedure***

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

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

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

### **DOCUMENTATION REQUIRED-:**

**HOUSE B/L** – ORIGINALS OR ON EXPRESS RELEASE.

**MASTER B/L** – ORIGINALS OR ON EXPRESS RELEASE.

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

**ARAMEX INTERNATIONAL EGYPT,**

31 MOSSADEK ST. EL DOKKI,  
ETYPT.

PHONE #: +202 16996

FAX # : +20 (2) 37482990

MR. HOSSAM EL SEIDI

**COMMERCIAL INVOICE** - ORIGINAL. LEGALIZATION IS REQUIRED FOR MOST SHIPMENTS. THE COMMERCIAL INVOICE, IF REQUIRED TO BE LEGALIZED AS PER THE ABOVE, MUST BE AN ORIGINAL.

A LEGALIZED PRO-FORMA INVOICE OR LEGALIZED COPY OF THE INVOICE WILL NOT BE ACCEPTED BY EGYPTIAN CUSTOMS.

**PACKING LIST** - REQUIRED. COPIES ARE ACCEPTABLE.

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

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

**Fumigation Certificate:** REQUIRED ONLY FOR WOODEN PALLETS SHIPMENTS

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

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

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

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

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

[Hossam.elseidi@aramex.com](mailto:Hossam.elseidi@aramex.com)

### **DOCUMENTS REQUIRED FOR CUSTOMS-:**

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

**CITY-:** PARIS

**PORT-:** ANY FRENCH SEAPORT

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## ***Ocean Freight Operations Procedure***

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### **OFFICE WORKING HOURS-:**

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

### **NATIONAL HOLIDAYS-:**

JAN 01<sup>ST</sup>, APR 13<sup>TH</sup>, MAY 01<sup>ST</sup>, 08<sup>TH</sup>, 21<sup>ST</sup>, JUN 01<sup>ST</sup>, JUL 14<sup>TH</sup>, AUG 15<sup>TH</sup>, NOV 11<sup>TH</sup>, DEC 25<sup>TH</sup>.

### **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 - FREIGHT MANAGER - [Fatima.riyad@aramex.com](mailto:Fatima.riyad@aramex.com)  
- PAR FREIGHT COMMUNICATIONS - [parfreightcommunications@aramex.com](mailto:parfreightcommunications@aramex.com)

### **SERVICE INFORMATION-:**

COLLECT- YES BUT ON PRIOR APPROVAL FROM CONSIGNEE.  
COD- YES BUT ON PRIOR APPROVAL FROM CONSIGNEE.  
FREE DOMICILE & DAP- YES BUT ON PRIOR APPROVAL FROM CONSIGNEE.  
FOR ANY KIND OF IMPORT SEA FREIGHT SHIPMENT TO FRANCE, ORIGIN NEEDS TO HAVE ARAMEX FRANCE APPROVAL & OFFER BEFORE MOVING GOODS. IF NOT ORIGIN WILL BE RESPONSIBLE FOR ANY LOCAL CHARGES INCURRED (DEMURRAGE, STORAGE, PENALTY ETC...).

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

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

### **DOCUMENTATION REQUIRED-:**

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

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

**PACKING LIST** - ORIGINAL.

**FUMIGATION CERTIFICATE**: REQUIRED FOR ANY WOOD PACKING

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

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

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

**CUSTOMS REGULATIONS-:** ALWAYS CHECK WITH PARIS CARGO DEPT BEFORE SENDING ANY SEA FREIGHT

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## Ocean Freight Operations Procedure

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.

### HONG KONG

**CITY-:** HONG KONG

**PORT-:** HONG KONG

**OFFICE WORKING HOURS-:**

09:30 – 18:30 MONDAY – FRIDAY.

09:30 – 13:30 SATURDAY.

CLOSED SUNDAYS & PUBLIC HOLIDAYS.

**NATIONAL HOLIDAYS-:**

JAN 1<sup>ST</sup>, FEB 11<sup>TH</sup>, 12<sup>TH</sup>, 13<sup>TH</sup>, MAR 29<sup>TH</sup> 30<sup>TH</sup>, APR 1<sup>ST</sup>, 4<sup>TH</sup>, MAY 1<sup>ST</sup>, 17<sup>TH</sup>, JUN 12<sup>TH</sup>, JUL 1<sup>ST</sup>, SEP 20<sup>TH</sup>, OCT 1<sup>ST</sup>, DEC 25<sup>TH</sup>. AND 26<sup>TH</sup>.

**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	- GENERAL MANAGER	- <a href="mailto:Yousef.kamhawi@aramex.com">Yousef.kamhawi@aramex.com</a>
MS YUKI HO	- CARGO MANAGER	- <a href="mailto:Yuki.ho@aramex.com">Yuki.ho@aramex.com</a>
MR PASU TANG	- CARGO SUPERVISOR	- <a href="mailto:Pasu.taang@aramex.com">Pasu.taang@aramex.com</a>
MS ALLY CHAN	- ASSISTANT CARGO SUPERVISOR	- <a href="mailto:Ally.chan@aramex.com">Ally.chan@aramex.com</a>
MS JOYCE CHOW	- OPERATIONS TEAM MEMBER (SR)	- <a href="mailto:Joyce.chow@aramex.com">Joyce.chow@aramex.com</a>
MS ANGEL HUI	- OPERATIONS TEAM MEMBER	- <a href="mailto:Angel.hui@aramex.com">Angel.hui@aramex.com</a>

**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 :

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

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

[Brendon.chiu@aramex.com](mailto:Brendon.chiu@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 colouring matter, metal, artificial sweeteners mineral oil, all toxins, erucic acid &/or other prohibited substances; preservatives &/or antioxidants, etc).
- 7) FROZEN CONFECTIONS.
- 8) FROZEN OR CHILLED MEAT AND POULTRY.
- 9) GAME & PROHIBITED MEAT.
- 10) LIVE FOOD ANIMALS (Other than Poultry).
- 11) LIVE FOOD POULTRY.
- 12) MILK, MILK BEVERAGES & CREAM.
- 13) MOTOR VEHICLES.
- 14) NON-MANUFACTURED WOOD PACKING MATERIALS.
- 15) OPTICAL DISC MASTERING & REPLICATION EQUIPMENT.
- 16) OUTBOARD ENGINES EXCEEDING 111.9 KILOWATTS (150 Horsepower).
- 17) OZONE DEPLETING SUBSTANCES.
- 18) PESTICIDES.
- 19) PHARMACEUTICAL PRODUCTS, MEDICINES AND DANGEROUS DRUGS.
- 20) PLANTS, PLANT PESTS & SOIL -(except cut flowers, fruits & vegetables for consumption).
- 21) POULTRY CARCASSES AND POULTRY PRODUCTS.
- 22) PROTECTED WILD ANIMALS, OR PARTS OF PROTECTED WILD ANIMALS, KILLED OR TAKEN IN HONG KONG, OR NESTS OR EGGS OF PROTECTED WILD ANIMALS TAKEN IN HONG KONG.
- 23) RADIO TRANSMITTING EQUIPMENT.
- 24) RADIOACTIVE SUBSTANCES / IRRADIATING APPARATUS.
- 25) REFRIGERATORS.
- 26) RICE.
- 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).

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## Ocean Freight Operations Procedure

- 32) TELEVISION SETS, VIDEO CASSETTE RECORDERS AND VIDEO CASSETTE PLAYERS.
  - 33) TEXTILES.
  - 34) VEHICLES (Left Hand Drive).
  - 35) VEHICLES AND VEHICLE PARTS.
  - 36) WASTES.
- =====

### INDIA

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

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

**OFFICE WORKING HOURS-:**

09:30 - 18:00 MONDAY – FRIDAY.  
09:30 - 13:30 SATURDAY.

**CONSOLIDATION-:**

ALLOWED IN INDIA.

**CUSTOM CLEARANCE-:**

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

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

**MASTER BILLS OF LADING -:**

**CONSIGNING M/BL-:**

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

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

TEL # : 0091 80 39419900  
FAX # : 0091 80 25210878  
MOBILE : 0091 9663244111 (Joji Johny)

**CONTACT PERSON :**

MR JOJI JOHNY	- ASST MANAGER-FREIGHT OPS	- <a href="mailto:Joji.johny@aramex.com">Joji.johny@aramex.com</a>
MR SANDEEP BEHL	- SEA FREIGHT MANAGER – INDIA	- <a href="mailto:Sandeep.behl@aramex.com">Sandeep.behl@aramex.com</a>
MS RENU ARORA	- COUNTRY MANAGER OPERATIONS	- <a href="mailto:Renu.arora@aramex.com">Renu.arora@aramex.com</a>

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

[Joji.johny@aramex.com](mailto:Joji.johny@aramex.com)  
[brinifrt@aramex.com](mailto:brinifrt@aramex.com)

**FOR SHIP'S TO BE CONSIGNED TO BOMBAY OFFICE –**

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

TEL # : 0091 22 39419900  
FAX # : 0091 22 28248760

**CONTACT PERSON :**

MR VIJAYANAND TULVE	- SR FREIGHT EXECUTIVE	- <a href="mailto:Shilpa.sawardekar@aramex.com">Shilpa.sawardekar@aramex.com</a>
MR SANDEEP BEHL	- SEA FREIGHT MANAGER – INDIA	- <a href="mailto:Sandeep.behl@aramex.com">Sandeep.behl@aramex.com</a>
MS RENU ARORA	- COUNTRY MANAGER OPS	- <a href="mailto:Renu.arora@aramex.com">Renu.arora@aramex.com</a>

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**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 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 39419900 EXT 312  
FAX # : 0091 44 22253892

**CONTACT PERSON :**

**MR. RAVI KUMAR** - **MANAGER - FREIGHT OPERATIONS** - [Ravi.Kumarv@aramex.com](mailto:Ravi.Kumarv@aramex.com)  
**MR SANDEEP BEHL** - **SEA FREIGHT MANAGER – INDIA** - [Sandeep.behl@aramex.com](mailto:Sandeep.behl@aramex.com)  
**MS RENU ARORA** - **COUNTRY MANAGER OPS** - [Renu.arora@aramex.com](mailto:Renu.arora@aramex.com)

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

[Ravi.kumarv@aramex.com](mailto:Ravi.kumarv@aramex.com)  
[MAAFreightops@aramex.com](mailto:MAAFreightops@aramex.com)

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

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

TEL # : 00910484 –39419900  
FAX # : 00910484 – 2368269

**CONTACT PERSON :**

**MR ABEY GEORGE** - **ASST MANAGER-FREIGHT** - [Abey.george@aramex.com](mailto:Abey.george@aramex.com)  
**MR SANDEEP BEHL** - **SEA FREIGHT MANAGER, INDIA** - [Sandeep.behl@aramex.com](mailto:Sandeep.behl@aramex.com)  
**MS RENU ARORA** - **COUNTRY MANAGER OPS** - [Renu.arora@aramex.com](mailto:Renu.arora@aramex.com)

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

[Abey.george@aramex.com](mailto:Abey.george@aramex.com)  
[COKFreightOps@aramex.com](mailto:COKFreightOps@aramex.com)

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

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

Tel: 0091 11-39815800  
Fax: 0091 11-42005399

**CONTACT PERSONS :**

**MS SARITA KUMARI** - **SENIOR SEA FREIGHT EXECUTIVE** - [Sarita.kumari@aramex.com](mailto:Sarita.kumari@aramex.com)  
**MR SANDEEP BEHL** - **SEA FREIGHT MANAGER, INDIA** - [Sandeep.behl@aramex.com](mailto:Sandeep.behl@aramex.com)  
**MS RENU ARORA** - **COUNTRY MANAGER OPS** - [Renu.arora@aramex.com](mailto:Renu.arora@aramex.com)

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

[Sarita.kumari@aramex.com](mailto:Sarita.kumari@aramex.com)  
[Sandeep.behl@aramex.com](mailto:Sandeep.behl@aramex.com)  
[Delinternationalcargo@aramex.com](mailto:Delinternationalcargo@aramex.com)

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

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## Ocean Freight Operations Procedure

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

TEL # : 0091 40 39419900-  
FAX # : 0091 40 30934050

**CONTACT PERSON:**

MR BACHI BAZALAL	- FREIGHT SALES MANAGER	- <a href="mailto:Bachi.bazalal@aramex.com">Bachi.bazalal@aramex.com</a>
MS VEMPATI GAYATHRI	- FREIGHT OPERATIONS	- <a href="mailto:Vempati.Gayathri@aramex.com">Vempati.Gayathri@aramex.com</a>
MS HASEENA BANU	- FREIGHT OPERATIONS	- <a href="mailto:Haseena.Banu@aramex.com">Haseena.Banu@aramex.com</a>
MR SANDEEP BEHL	- SEA FREIGHT MANAGER – INDIA	- <a href="mailto:Sandeep.behl@aramex.com">Sandeep.behl@aramex.com</a>
MS RENU ARORA	- COUNTRY MANAGER OPS	- <a href="mailto:Renu.arora@aramex.com">Renu.arora@aramex.com</a>

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

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

**SERVICE INFORMATION-:**

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

**FREE DOMICILE** - CHECK WITH DESTINATION.

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

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

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

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

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

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

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

**HOUSE BILLS OF LADING-:**

**CONSIGNING H/BL-:**

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

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

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

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**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 NHAVA 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.

**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 :**

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Aramex India -  
Holiday List 2013.pub

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**INDONESIA**

**CITY:- JAKARTA**

**PORT:- TANJUNG PRIOK**

**OUR OFFICE WORKING HOURS:**

08:30 – 17:00 MONDAY - FRIDAY  
08:30 – 12.00 SATURDAY (HALF DAY)  
SUNDAY IS NOT A WORKING DAY IN INDONESIA.

**NATIONAL HOLIDAYS (Tentative):**

JAN 1<sup>ST</sup> & 24<sup>th</sup>, MAR 12<sup>rd</sup> & 29<sup>th</sup>, MAY 09<sup>TH</sup> & 25<sup>th</sup>, JUN 06<sup>TH</sup>, AUG 08<sup>TH</sup>, 09<sup>th</sup> & 17<sup>th</sup>, OCT 15<sup>th</sup>, NOV 05<sup>TH</sup>, DEC 25<sup>th</sup>.

**CUSTOMS CLEARANCE:**

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

**CONTACT PERSONS:**

MR UWAI SY ALQURNI - OPERATIONS MANAGER - [Mohammad.Alqurni@aramex.com](mailto:Mohammad.Alqurni@aramex.com)  
MRS TRI HANDAYANI - OPERATIONS MEMBER - [Tri.Handayani@aramex.com](mailto:Tri.Handayani@aramex.com)

**SERVICE INFORMATION:**

PREPAID - YES  
COLLECT - YES  
COD - NO  
FREE DOMICILE - NO

FOR COLLECT SHIPMENTS, THE ORIGIN MUST ALWAYS GET JKT CARGO TEAM'S CONFIRMATION BEFORE MOVING ANY SHIPMENTS TO INDONESIA. WHILE SENDING US THE EMAIL, THE ORIGIN MUST 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.

**CONSIGNMENT OF DOCUMENTS:**

**MASTER B/L:**

SHIPPER : ARAMEX OR AGENT ADDRESS (TO BE ADVISED)  
CONSIGNEE : ULTIMATE CONSIGNEE – COMPLETE ADDRESS IN INDONESIA IS REQUIRED  
NOTIFY PARTY : PT. PERMATA BHAKTY UTAMA,  
JL. RAYA BEKASI TIMUR KM 18 NO. 99 KLENDER,  
JAKARTA 13930 INDONESIA.  
TEL : 021 47881759 , Fax : 021 47881760

**HOUSE B/L:**

SHIPPER : ULTIMATE SHIPPER ADDRESS  
CONSIGNEE : ULTIMATE CONSIGNEE - COMPLETE ADDRESS IN INDONESIA IS REQUIRED

WE CAN ALSO ACCEPT TELEX RELEASE. IN THIS CASE, ORIGIN WILL HAVE TO PROVIDE US WITH THE ORIGINAL HOUSE B/L "COPY NON NEGOTIABLE" TO BE USED BY CUSTOMS AUTHORITY AT SEA PORT FOR 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) MUST BE SENT TO JKT CARGO TEAM ATLEAST 72 HOURS



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## ***Ocean Freight Operations Procedure***

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PRIOR VESSEL ARRIVAL OTHERWISE A PENALTY OF US\$ 150.00 (no official receipt) WILL HAVE TO BE PAID TO PORT AUTHORITIES FOR THE DELAY IN SUBMISSION OF DOCUMENTS AND THE SAME WILL BE BILLED BACK TO ORIGIN.

### **EMAIL PRE-ALERT:**

PLEASE SEND EMAIL TO [JKTFreightOpsImport@aramex.com](mailto:JKTFreightOpsImport@aramex.com), JKT CARGO TEAM MUST SUBMIT THE INWARD MANIFEST TO SHIPPING LINE AT LEAST 3 DAYS PRIOR VESSEL ARRIVAL. SO AN EMAIL PRE ALERT MUST BE RECEIVED FROM THE ORIGIN AT LEAST 4 DAYS PRIOR VESSEL ARRIVAL AND IT MUST INCLUDE A COPY OF THE FOLLOWING

**DOCUMENTS:** MASTER B/L, HOUSE B/L, COMMERCIAL INVOICE, PACKING LIST AND CERTIFICATE OF ORIGIN (if required). SUBMITTING LATE THE INWARD MANIFEST TO CUSTOMS WILL RAISE HIGH CHARGES (penalty) TO DO THE AMENDMENT MANIFEST (penalty amount could be more than USD 1000, With no official receipt) AND THE SAME WILL BE BILLED BACK TO ORIGIN. ALSO IT WILL TAKE 2 TO 3 WEEKS AND SOMETIMES LONGER TO DO SUCH AMENDMENT. BY THAT TIME, DEMURAGE AND STORAGE CHARGES WILL ALSO GET ACCUMULATED.

FAILING TO FOLLOW THE ABOVE INSTRUCTIONS, ARAMEX INDONESIA WILL NOT BE RESPONSIBLE FOR ANY PENALTY THAT MIGHT OCCUR AT TIME OF CLEARANCE AND THE SAME WILL BE BILLED BACK TO THE ORIGIN. USUALLY, THE PENALTY IMPOSED BY CUSTOMS AUTHORITIES IS VERY HEAVY.

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### **IRAN**

#### **CITY:- TEHRAN**

**PORT:-** BANDAR ABBAS

#### **OFFICE WORKING HOURS:-**

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

#### **NATIONAL HOLIDAYS:-**

LEFT FOR UPDATE.

#### **CUSTOM CLEARANCE:-**

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

#### **CONTACT PERSONS:-**

**MS ROBAB BEHESHTI** - CARGO TEAM LEADER - [Robab.beheshti@aramex.com](mailto:Robab.beheshti@aramex.com)  
- [THRFREIGHTOPS@aramex.com](mailto:THRFREIGHTOPS@aramex.com)

#### **SERVICE INFORMATION:-**

**SHIPMENTS TO IRAN IS ONLY ALLOWED TO BE SENT TO DXB AND/OR JEBEL ALI WHERE ARAMEX DXB WILL HANDLE THE RE-EXPORTING OF THESE SHIPMENTS ONCE THE THOROUGH SECURITY CHECK IS COMPLETED. THE PROCEDURE IS AS FOLLOWS :**

1. THE ORIGIN WILL SEND THE SHPT WITH A MBL CONSIGNED TO ARAMEX DXB, MENTIONING IN THE HANDLING INFORMATION 'DXB IN TRANSIT'.
2. THE ORIGIN WILL SEND THE SHPT WITH A HBL CONSIGNED TO THE ULTIMATE CNEE IN IRAN.
3. ONCE THE SHPT ARRIVES TO DXB AND IS HANDED OVER TO ARAMEX DXB, IT WILL BE PROCESSED FOR RE-EXPORTATION. THIS PROCEDURE MIGHT TAKE A DAY OR TWO AND IS CONTROLLED BY DXB CUSTOMS.
4. THE DOCUMENTS TO BE SENT ALONG WITH THE SHIPMENT:
  - ORIGINAL INVOICE
  - PACKING LIST
  - ATTESTED CERTIFICATE OF ORIGIN
  - A CATALOGUE DESCRIBING THE COMMODITY COULD BE REQUESTED BY THE CUSTOMS.
5. KNOWING THAT THIS WOULD MEAN AN EXTRA COST AND A LONGER TRANSIT TIME, ARAMEX DXB WILL OFFER A COMPETITIVE STANDARD RE-EXPORTATION FEE THAT WILL BE DEBITED TO THE ORIGINS.

IN CASE A SHIPMENT IS HELD BY DXB CUSTOMS FOR ANY REASON, OR ARAMEX DXB WAS ASKED TO RE-EXPORT IT BACK TO THE ORIGIN, PLEASE NOTE THAT THE RELATED CHARGES WOULD BE DEBITED BACK TO THE ORIGIN STATION.

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## ***Ocean Freight Operations Procedure***

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

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

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

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

[THRFREIGHTOPS@aramex.com](mailto:THRFREIGHTOPS@aramex.com)  
[Robab.beheshti@aramex.com](mailto:Robab.beheshti@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 224 , MOLLASADRA AVE.,  
TEHRAN,  
IRAN.  
TEL # : 0098 21 89720  
FAX # : 0098 21 88617393

**COMMERCIAL INVOICE** - ORIGINAL.

**PACKING LIST** - ORIGINAL.

**CERTIFICATE OF ORIGIN** – REQUIRED  
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### **IRELAND**

**CITY-: DUBLIN**

**PORT-: DUBLIN**

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

**NATIONAL HOLIDAYS-:**  
JAN 1<sup>ST</sup>, MAR 17<sup>TH</sup>, APR 25<sup>TH</sup>, MAY 2<sup>ND</sup>, JUN 6<sup>TH</sup>, AUG 1<sup>ST</sup>, OCT 31<sup>ST</sup>, DEC 25<sup>TH</sup>, DEC 26<sup>TH</sup>.

**CUSTOM CLEARANCE-:**  
APX 24 HOURS – UPTO 72 HOURS IF CALLED FOR CUSTOMS EXAMINATION

### **CONTACT PERSONS-:**

MR PHILIP PEDRESCHI	- FREIGHT OPERATIONS	- <a href="mailto:Philip.pedreschi@aramex.com">Philip.pedreschi@aramex.com</a>
MS ELIZABETH WOOD	- FREIGHT OPERATIONS	- <a href="mailto:Elizabeth.wood@aramex.com">Elizabeth.wood@aramex.com</a>
MS GRACE MC MAHON	- FREIGHT OPERATIONS	- <a href="mailto:Grace.mcMahon@aramex.com">Grace.mcMahon@aramex.com</a>

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## ***Ocean Freight Operations Procedure***

### **SERVICE INFORMATION-:**

COLLECT- YES.

COD- Yes

FREE DOMICILE CHARGES - CHECK WITH DESTINATION.

PERSONAL EFFECTS – YOU MUST REQUEST PERMISSION FROM DUBLIN STATION IN ORDER TO SEND SUCH SHIPMENTS FORWARD

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,

FULL SHIPMENT DETAILS REQUIRED – NUMBER OF PIECES, WEIGHT, DIMENSIONS, CUBIC MEASUREMENT & FOR FCL 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 WITHIN ONE WEEK OF VESSEL DEPARTURE FROM ORIGIN – LCL & FCL

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

[Philip.pedreschi@aramex.com](mailto:Philip.pedreschi@aramex.com)

[Elizabeth.wood@aramex.com](mailto:Elizabeth.wood@aramex.com)

[Grace.mcmahon@aramex.com](mailto:Grace.mcmahon@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** – ORIGINAL REQUIRED IF NECESSARY .

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### **IRELAND - CONTINUED**

**CITY-:** CORK

**PORT-:** CORK

### **OFFICE WORKING HOURS-:**

09:00 – 17:30 MONDAY – FRIDAY.

### **NATIONAL HOLIDAYS-:**

JAN 1<sup>ST</sup>, MAR 17<sup>TH</sup>, APR 9<sup>TH</sup>, MAY 7<sup>TH</sup>, JUN 4<sup>TH</sup>, AUG 6<sup>TH</sup>, OCT 29<sup>TH</sup>, DEC 25<sup>TH</sup>, DEC 26<sup>TH</sup>.

### **CUSTOM CLEARANCE-:**

24 HOURS

### **CONTACT PERSONS-:**

MS REBECCA MULCAHY - FREIGHT ADMINISTRATOR

- [Rebecca.mulcahy@aramex.com](mailto:Rebecca.mulcahy@aramex.com)

MS DEBORAH O'SULLIVAN - AIR & OCEAN MANAGER

- [Deborah.osullivan@aramex.com](mailto:Deborah.osullivan@aramex.com)

### **SERVICE INFORMATION-:**

COLLECT - YES.

COD - YES.

FREE DOMICILE- CHECK WITH DESTINATION.

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

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

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

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

**DOCUMENTATION REQUIRED-:**

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

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

**COMMERCIAL INVOICE** - ORIGINAL OR COPIES.

**PACKING LIST** - ORIGINAL OR COPIES.

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

**CITY-:** SHANNON

**PORT-:** SHANNON

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

**NATIONAL HOLIDAYS-:**  
JAN 1<sup>ST</sup>, MAR 17<sup>TH</sup>, APR 9<sup>TH</sup>, MAY 7<sup>TH</sup>, JUN 4<sup>TH</sup>, AUG 6<sup>TH</sup>, OCT 29<sup>TH</sup>, DEC 25<sup>TH</sup>, DEC 26<sup>TH</sup>.

**CUSTOM CLEARANCE-:**  
APPROX 24 HOURS

**CONTACT PERSONS-:**

MR DENISE KING	- AIR/SEA/EXPRESS MANAGER	- <a href="mailto:Denise.king@aramex.com">Denise.king@aramex.com</a>
MS SINEAD HENNESSY	- FREIGHT ADMINISTRATOR	- <a href="mailto:Sinead.hennessy@aramex.com">Sinead.hennessy@aramex.com</a>
MS JENNIFER SHEEHAN	- FREIGHT ADMINISTRATOR	- <a href="mailto:Jennifer.sheehan@aramex.com">Jennifer.sheehan@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

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## ***Ocean Freight Operations Procedure***

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

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

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

**PRE-ALERTS** : FULL SET OF DOCUMENTS NEEDS TO BE SENT ONE WEEK PRIOR TO VESSEL ARRIVAL.

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

[Denise.king@aramex.com](mailto:Denise.king@aramex.com)

[Sinead.hennessy@aramex.com](mailto:Sinead.hennessy@aramex.com)

[Jennifer.Sheehan@aramex.com](mailto:Jennifer.Sheehan@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.

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### **JORDAN**

**CITY** : AMMAN

**PORT** : AQABA

#### **OFFICE WORKING HOURS-:**

08:30-14:00 & 14:30-17:30 SUNDAY – THURSDAY

09:00-14:00 SATURDAY

FRIDAY CLOSED (WEEKEND HOLIDAY)

#### **NATIONAL HOLIDAYS-:**

JAN 01<sup>ST</sup>, 30<sup>TH</sup>, FEB 22<sup>ND</sup>, MAY 01<sup>ST</sup>, 02<sup>ND</sup>, 25<sup>TH</sup>, JUN 09<sup>TH</sup>, 10<sup>TH</sup>, SEP 12<sup>TH</sup>, NOV 14<sup>TH</sup>, DEC 25<sup>TH</sup>.

#### **CONSOLIDATION-:**

ALLOWED

#### **CUSTOMS CLEARANCE-:**

AVAILABLE

#### **CONTACT PERSONS-:**

MR ALAA SAOUDI

- COUNTRY MANAGER

- [Alaa.Saoudi@aramex.com](mailto:Alaa.Saoudi@aramex.com)

MS REEM AL JABARI

- OCEAN FREIGHT SUPERVISOR

- [Reem.aliabari@aramex.com](mailto:Reem.aliabari@aramex.com)

#### **SERVICE INFORMATION-:**

COLLECT – YES.

COD – CASE BY CASE.

FREE DOMICILE - CHECK WITH DESTINATION.

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

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## ***Ocean Freight Operations Procedure***

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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 : [AMMSeaFreight@aramex.com](mailto:AMMSeaFreight@aramex.com)  
[Reem.aljabari@aramex.com](mailto:Reem.aljabari@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.

IN CASE OF LC - LETTER OF CREDIT " ALL REQUIRED DOCUMENTS MUST BE PROVIDED.

### **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.

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**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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**KUWAIT**

**CITY:-** KUWAIT

**PORT:-** SHUWAIKH .

**OFFICE WORKING HOURS:**

08:30 – 17:00 SUNDAY-THURSDAY  
08:30 – 14:00 SATURDAY

**NATIONAL HOLIDAYS:-**

JAN 1ST, JAN 24<sup>TH</sup>, FEB 25<sup>TH</sup>, 26<sup>TH</sup>, JUN 4<sup>TH</sup> AUG 7<sup>TH</sup>, 8<sup>TH</sup>, 9<sup>TH</sup>, OCT 14<sup>TH</sup>, 15<sup>TH</sup>, 16<sup>TH</sup>, 17<sup>TH</sup>, NOV 4<sup>TH</sup>.

**CONSOLIDATION:-**

NOT ALLOWED

**CUSTOM CLEARANCE:-**

AVAILABLE FROM SUNDAY TO THURSDAY

**CONTACT PERSONS:-**

MR ABDULHAQUE  
MS SHYMAA IBRAHIM  
MR FADI KIKOLOFF

- FREIGHT MANAGER  
- FREIGHT OPERATIONS  
- COUNTRY MANAGER

- [Abdulhaque.badshahkhan@aramex.com](mailto:Abdulhaque.badshahkhan@aramex.com)  
- [Shaymaa.Ibrahim@aramex.com](mailto:Shaymaa.Ibrahim@aramex.com)  
- [Fadi.kikoloff@aramex.com](mailto:Fadi.kikoloff@aramex.com)

**SERVICE INFORMATION:-**

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



FOR IMPORT SHIPMENTS COMING ON 'CHARGES COLLECT' OR 'CASH ON DELIVERY' BASIS, THE ORIGIN SHOULD SEND A PRE-ALERT TO THE DESTINATION FOR TO CONTACT THE CONSIGNEE AND ENSURE THE MONEY IS COLLECTABLE. DO NOT MOVE THE SUCH SHIPMENTS WITHOUT PRE-APPROVAL.

**CONSIGNING MBLs:**

**MBL SHOULD BE CONSIGNED TO THE CNEE DIRECTLY AND NOTIFY ARAMEX KUWAIT**

**PRE-ALERT**

MBL, HBL, INVOICE SHOULD BE EMAILED TO [KWI.FREIGHTOPS@ARAMEX.COM](mailto:KWI.FREIGHTOPS@ARAMEX.COM)  
CONSIGNEE CONTACT # ETA AND THE SHIPPING AGENT DETAILS SHOULD BE SENT ALONG WITH THE PRE ALERTS

**DOCUMENTS FOR CLEARANCE:-**

- ORIGINAL INVOICE, IT MUST GIVE AN ITEMIZED LISTING WITH THE COMPLETE DESCRIPTION OF THE CONTENTS, HS CODES, QUANTITY, UNIT PRICE, TOTAL PRICE, TOTAL GROSS WEIGHT, NUMBER OF CARTONS/BOXES, TOTAL VALUE AND THE COUNTRY OF ORIGIN.
- PACKING LIST
- CERTIFICATE OF ORIGIN, IT MUST BE CERTIFIED BY THE ORIGIN CHAMBER OF COMMERCE
- STATISTICAL EXPORT DECLARATION FOR SHIPMENTS FROM GCC
- RADIATION CERTIFICATE FOR ANY SHIPMENTS FROM JAPAN
- BRAND LETTER IF THE ITEMS ARE BRANDED.

**DDP AIR FREIGHT INTO KUWAIT :**

FOR DDP SHIPMENTS BELOW CHARGES WILL BE AUTOMATICALLY DEBITED BACK TO ORIGIN AGAINST OFFICIAL RECEIPT:-

PORT CHARGES  
PWC  
CUSTOMS DUTIES  
STORAGE, DEMURRAGES OR ANY OTHER OFFICIAL FEE

**DUTY EXEMPTED SHIPMENTS TO KUWAIT:-**

- DIRECT KUWAIT CUSTOMS DUTY EXEMPT SHIPMENTS MUST BE CONSIGNED AS PER SENDER/CONSIGNEE INSTRUCTIONS EXACTLY.
- DOCUMENTATION REQUIREMENTS AS INSTRUCTED BY SENDER AND ARAMEX CARGO KUWAIT'S NAME SHOULD NOT APPEAR ON ANY OF THE DOCUMENTS.
- FOR CUSTOMS CLEARANCE EXEMPT SHIPMENTS, REQUEST KWI FREIGHT FOR CLEARANCE AND DELIVERY AND OTHER HANDLING CHARGES AND REQUIREMENTS.
- SEND MESSAGE TO KUWAIT TO HAVE ARAMEX CARGO OBTAIN ACCEPTANCE OF CHARGES FROM THE CONSIGNEE AND TO ENSURE CLEARANCE.

**IN CASE IF THE CONSIGNEE; FOR ANY REASON CANNOT CLEAR THE SHIPMENT OR CANNOT PAY DESTINATION CHARGES TO THE LINER, DEMURRAGE, DETENTION AND OTHER RELATED CHARGES, SUCH AS PENALTIES, CUSTOMS DUTIES, PORT HANDLING WILL BE AUTOMATICALLY DEBITED BACK TO THE ORIGIN TILL THE CONSIGNMENT'S DISPOSAL**

**PERSONAL SHIPMENT:**

ARAMEX KUWAIT WILL NOT HANDLE ANY CONSIGNMENT FOR AN INDIVIDUAL /PERSON. HOWEVER, YOU CAN MENTION ARAMEX AS NOTIFY PARTY ON SUCH MBL'S

**CLEARANCE DOCUMENTS REQUIRED FROM CONSIGNEE SIDE:-**

- DECLARATION (IQRAR) – ORIGINAL
- CUSTOMS VERIFIED SIGNATURE FOR THE CURRENT YEAR (ETEMAD TAWQIA).
- ORIGINAL IMPORT LICENSE.
- CIVIL I.D COPY OF AUTHORIZED PERSON.



- OFFICE LICENSE (RUKSAT MAHAL).
- DRIVER AUTHORIZED LETTER TO BE SIGNED BY THE CUSTOMS VERIFIED SIGNATORY.

**RELEASE APPROVALS:**

- MOC (MINISTRY OF COMMUNICATIONS) REQUIRED ON ALL TELECOMMUNICATION PRODUCTS THAT RANGE FROM (PHONES, COMPUTERS, LAPTOPS, GATEWAYS ETC).
- MOH (MINISTRIES OF HEALTH) REQUIRED ON COSMETICS, PERFUMES, MEDICAL ITEMS/MACHINES ETC.
- MOI (MINISTRY OF INFORMATION) REQUIRED ON PRINTED MATTERS, CDS, ETC
- EPA (ENVIRONMENT PUBLIC AUTHORITY) REQUIRED ON CHEMICALS, PAINTS, INK CARTRIDGE (**CNEE SHOULD HAVE CHEMICAL IMPORT LICENSE TO GET THE APPROVAL**)
- MINISTRY OF INTERIOR - REQUIRED ON SECURITY SYSTEMS, SECURITY CAMERAS, ETC.
- MUNICIPALITY APPROVAL - REQUIRED ON ALL KIND OF FOODSTUFF.
- FIRE STATION APPROVAL - REQUIRED FOR FIRE EXTINGUISHER AND RELATED PRODUCTS.
- RADIATION APPROVAL - REQUIRED FOR LASER PRODUCTS, RADIATION CERTIFICATE SHOULD BE AVAILABLE FOR ANY SHIPMENT FROM JAPAN.
- AUTHORITY OF INDUSTRY APPROVAL - REQUIRED ON ALL ELECTRICAL ITEMS AND SOME INDUSTRIAL ITEMS AND ALL KIND TOYS. IT CAN BE OVERLOOKED IF A CERTIFICATE OF CONFORMITY COC IS AVAILABLE.

**CERTIFICATE OF CONFORMITY (COC)**

CUSTOMS IN KUWAIT HAVE STARTED RE-ENFORCING THE INTERNATIONAL CONFORMITY CERTIFICATION PROGRAM (ICCP), TO ENSURE THE COMPLIANCE OF CERTAIN (REGULATED) IMPORTED PRODUCTS, WITH APPLICABLE KUWAITI STANDARDS (KSS) AND TECHNICAL REGULATIONS, (I.E. MANDATORY REQUIREMENTS).

HERE IS THE LINK APPROVED CERTIFICATION / INSPECTION BODIES.

[HTTPS://WWW.PAI.GOV.KW/PORTAL/PAGE/PORTAL/PAI/KUCAS/CIB](https://www.pai.gov.kw/portal/page/portal/pai/kucas/cib)

**PRODUCTS REQUIRED COC:-**

- RADIO AUDIO AND/OR VIDEO ITEMS
- HOUSEHOLD MICROWAVE OVENS
- POWER TRANSFORMERS AND VOLTAGE STABILIZERS (INCLUDING ANY ITEM THAT ALSO USE POWER CHARGERS LIKE LAPTOPS AND NOTEBOOKS)
- INTERCOMS, PHONE SETS (INCLUDING MOBILES, CORDLESS TELEPHONES)
- ELECTRIC POWER CABLES, EXTENSION CABLE CORDS AND CABLE REELS
- APPLIANCES FOR HEATING LIQUIDS
- INCANDESCENT LAMP HOLDERS WHETHER SEPARATE OR FORMING PART OF LUMINARIES AND CHANDELIERS
- RADIO RECEIVERS AND ELECTRIC CLOCKS
- ALL KIND OF TOYS

DAY AFTER DAY, THE CUSTOMS ARE RE-ENFORCING THE CONFORMITY REQUIREMENT FOR MORE ITEMS FROM THE LIST. PLEASE ALWAYS COORDINATE WITH KWI FREIGHT OPS TEAM FOR UPDATES FOR ABOVE LIST.

**LIMITATIONS**

NO MBL SHOULD BE CONSIGNED TO ARAMEX KUWAIT FOR BELOW AS WE ARE NOT AUTHORIZED TO ENDORSE OR CLEAR THESE SHIPMENTS)

- A) IF THE CONSIGNEE IS US MILITARY (PLEASE REFER TO US MILITARY INSTRUCTION BELOW)
- B) IF THE CONSIGNEE IS LOCATED AT KUWAIT FREE TRADE ZONE.
- C) IF THE CONSIGNEE IS NATIONAL EXPRESS CO OR NATIONAL EXPRESS C/O CUSTOMS PUBLIC WARE HOUSE.
- D) IF THE CONSIGNEE IS KUWAIT DUTY FREE.
- E) IF THE CONSIGNEE IS CUSTOMS GENERAL WARE HOUSE.

**GENERAL NOTES:**

1. 0 VALUE OR NO COMMERCIAL VALUE IS NOT ACCEPTED IN KUWAIT
2. GROSS WEIGHT & NUMBER OF PIECES ON THE MBL SHOULD ALWAYS MATCH THAT MENTIONED ON INVOICE, PACKING LIST AND CERTIFICATE OF ORIGIN.

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3. PRE-ALERT MUST ALSO BE SENT TO ARAMEX KUWAIT.
4. ALL DOCUMENTS SHOULD BE TYPED AND NOT HANDWRITTEN
5. KUWAIT CUSTOMS PROHIBITS SHIPMENTS TO BE DESTROYED OR RE-EXPORTED TO ORIGIN WITHOUT COMPLETING THE CUSTOMS CLEARANCE PROCESS FIRST.
6. ALL MINISTRY APPROVALS AS REQUIRED BY KUWAIT CUSTOMS WILL HAVE TO BE PROCURED BY THE CONSIGNEE OR HIS REPRESENTATIVE ONLY.
7. THE COUNTRY OF ORIGIN SHOULD BE STAMPED OR ENGRAVED ON ANY ITEM (NO STICKERS ALLOWED).
8. LEGALIZATION IS REQUIRED BUT IT CAN BE DONE IN KUWAIT
  
9. IF CONSIGNEE FOR ANY REASON CANNOT CLEAR THE SHIPMENT OR CANNOT PAY THE DESTINATION CHARGES TO THE LINER, DEMURRAGE, DETENTION AND OTHER RELATED CHARGES WILL BE DEBITED BACK TO THE ORIGIN TILL THE CONSIGNMENT IS DISPOSAL.

**US MILITARY SHIPMENTS TO KUWAIT:**

MBL AND ALL DOCUMENTS FOR ALL US MILITARY SHIPMENTS MUST BE CONSIGNED TO BELOW EXACTLY AND NOTIFY ARAMEX CARGO

**US MILITARY  
CENTRAL RECEIVING & SHIPPING & POINT,  
CAMP ARIFJAN,  
KUWAIT.  
VALID POC NAME -  
VALID POC TEL NO**

**DOCUMENTS REQUIRED FOR US MILITARY SHIPMENTS:**

- ORIGINAL COMMERCIAL INVOICE, IT MUST GIVE AN ITEMIZED LISTING WITH THE COMPLETE DESCRIPTION OF THE CONTENTS, HS CODES, QUANTITY PER ITEM, UNIT PRICE PER ITEMS, TOTAL PRICE, TOTAL GROSS WEIGHT, NUMBER OF CARTONS/BOXES, TOTAL VALUE MUST AND THE COUNTRY OF ORIGIN.
- INVOICE MUST SHOW US MILITARY, VALID POC NAME AND VALID POC TEL NO.
- ORIGINAL CERTIFICATE OF ORIGIN REQUIRED FOR ALL SHIPMENTS WITH INVOICE VALUE OVER USD 1500.00.
- PACKING LIST DETAILED (COPY WILL DO).

**GENERAL NOTES FOR US MILITARY SHIPMENTS:**

- ALL US MILITARY SHIPMENTS ARE ALWAYS FREE DOMICILE AND ALL LOCAL CHARGES ARE ALWAYS BILLED BACK TO SHIPPER. LOCAL CHARGES SUCH AS, DEMURRAGES, KAC CHARGES, PWC CHARGES LEGALIZATION, AND OR ANY OTHER OFFICIAL TAX/DUTIES IMPLEMENTED AT THE TIME OF CLEARANCE, ALL THESE CHARGES WILL BE AT ACTUAL AGAINST OFFICIAL RECEIPTS.
- CLEARANCE AND DELIVERY CHARGES FOR SUCH SHIPMENTS ARE TO BE PRE AGREED ON CASE TO CASE BASIS, IT'S NOT FALLING UNDER NORMAL CLEARANCE AND DELIVERY.
- ALWAYS SENT DRAFT COPIES FOR ALL DOCUMENT INCLUDING BL TO PRE CHECK AND APPROVE, ONCE PRE ALERTS ARE RECEIVED ALL DOCUMENT WILL BE SENT TO THE VALID POC TO ARRANGE FOR AK 302 FORM, THIS FORM TO BE PROCESSED BY THE MILITARY AND APPROVED BY KUWAIT CUSTOMS  
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**LEBANON**

**CITY-: BEIRUT**

**PORT-: BEIRUT**

**OFFICE WORKING HOURS-:**

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



**CONSOLIDATION-:**  
ALLOWED.

**CUSTOM CLEARANCE-:**  
AVAILABLE.

**CONTACT PERSON:**

MR JIHAD FANOUS	- CARGO MANAGER	- <a href="mailto:Jihad.fanou@aramex.com">Jihad.fanou@aramex.com</a>
MR ABBAS HAZIMEH	- CARGO OPS TEAM LEADER	- <a href="mailto:Abbas.Hazimeh@aramex.com">Abbas.Hazimeh@aramex.com</a>
MR ELIE IBRIKJI	- PRODUCT MANAGER	- <a href="mailto:Elie.ibrikji@aramex.com">Elie.ibrikji@aramex.com</a>
MS NISRINE ROUHAYEM	- OPERATIONS SUPERVISOR	- <a href="mailto:Nisrine.rouhayem@aramex.com">Nisrine.rouhayem@aramex.com</a>

**SERVICE INFORMATION:**

COLLECT- YES.

COD- YES.

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

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

**PREALERTS:**

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

\*\*THE FULL TELEPHONE NUMBER OF THE CONSIGNEE MUST APPEAR ON THE HAWB/MAWB/PREALERT FOR ALL YOUR FREIGHT SHIPMENTS TO BEY. IF THE PHONE NUMBER IS NOT ON THE PAPERWORK IT CAUSES MAJOR DELAYS AND ARAMEX BEY IS NOT RESPONSIBLE ON THE STORAGE AMOUNT THAT MAY OCCUR DUE TO THIS. \*\*\*\*

**DOCUMENTATION REQUIRED:**

**HOUSE B/L** - ORIGINALS.OR EXPRESS RELEASE

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

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

**PACKING LIST** - ORIGINAL.

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

**FOR EXPORT:**

- 2 ORIGINAL INVOICES
- 2 ORIGINAL PACKING LISTS
- ORIGINAL CERTIFICATE OF ORIGIN (IF REQUIRED BY DESTINATION COUNTRY)
- SHIPPER'S LEGAL DOCUMENTS:
  - CONSIGNEE'S ID CARD OF AUTHORIZED PERSON TO SIGN AS PER COMMERCIAL CIRCULAR.
  - COMMERCIAL REGISTER CERTIFICATE. (FOR COMPANIES).
  - VALID CLEARANCE CERTIFICATE FROM NATIONAL SOCIAL SECURITY FUND (NSSF) (FOR COMPANIES)
  - COMMERCIAL CIRCULAR. (FOR COMPANIES).
  - FINANCIAL REGISTER CERTIFICATE FROM MINISTRY OF FINANCE (FOR BOTH INDIVIDUALS & COMPANIES)

**FOR IMPORT:**

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- ORIGINAL BILL OF LADING
- ORIGINAL INVOICE – **NOT A PROFORMA** SHOWING THE FOLLOWING DETAILS:
  - CLEAR DESCRIPTION OF GOODS (NOT CODED)
  - QUANTITY OF EACH
  - UNIT PRICE
  - TOTAL VALUE (HONEST & LOGICAL VALUE MUST SHOW)
  - CURRENCY
  - TOTAL NUMBER OF PACKAGES
  - GROSS WEIGHT (THE SAME MENTIONED ON AWB)
  - COUNTRY OF ORIGIN OF GOODS (IF THERE IS MORE THAN ONE COO THEN YOU HAVE TO MENTION NEXT TO EACH ITEM ITS COUNTRY OF ORIGIN)
  - SHIPPER'S SIGNATURE & STAMP
  - IT SHOULDN'T INCLUDE SENTENCES SUCH AS: "NO COMMERCIAL VALUE" OR "VALUE FOR CUSTOMS PURPOSES ONLY" AS THEY ARE NOT ACCEPTABLE BY LEBANESE CUSTOMS.
- ORIGINAL DETAILED PACKING LIST CLARIFYING THE CONTENTS OF EACH PACKAGE AND THE NUMBER OF CARTONS INSIDE EACH PALLET IF GOODS ARE PALLETIZED
- PROOF OF PAYMENT IF REQUIRED
- CONSIGNEE'S LEGAL DOCUMENTS:
  - CONSIGNEE'S ID CARD OF AUTHORIZED PERSON TO SIGN AS PER COMMERCIAL CIRCULAR.
  - COMMERCIAL REGISTER CERTIFICATE. (FOR COMPANIES).
  - VALID CLEARANCE CERTIFICATE FROM NATIONAL SOCIAL SECURITY FUND (NSSF) (FOR COMPANIES)
  - COMMERCIAL CIRCULAR. (FOR COMPANIES).
  - CUSTOMS VALUE CONFIRMATION DECLARATION FORM / DECLARATION OF ELEMENT'S VALUE DEV (SIGNED & STAMPED BY CNEE)
  - FINANCIAL REGISTER CERTIFICATE FROM MINISTRY OF FINANCE (FOR BOTH INDIVIDUALS & COMPANIES)

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

FOR SHIPMENTS TO BE SENT ON TEMPORARY BASIS - PLEASE REFER TO BEY SEA FREIGHT FOR HANDLING, RATES & PROCEDURES.

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

N.B – FOR PERSONAL EFFECTS SHIPMENTS - PLEASE REFER TO: [BEY.SeaFreightTeam@aramex.com](mailto:BEY.SeaFreightTeam@aramex.com) FOR THE REQUIREMENTS ESPECIALLY IF CUSTOMS EXEMPTION IS NEEDED.

THE FOLLOWING ARE REGULATIONS AND DOCUMENTS NECESSARY **TO CLEAR PERSONAL EFFECTS SHIPMENTS** FROM LEBANESE NATIONALS PERMANENTLY RETURNING TO LEBANON.

1. MUST BE A LEBANESE NATIONAL.
2. MUST HAVE RESIDED OUTSIDE LEBANON FOR AT LEAST 3 CONSECUTIVE YEARS.
3. INCLUDE A LETTER OF PERMANENT LEAVE, PREPARED AND LEGALIZED BY THE LEBANESE EMBASSY.
4. INCLUDE A DETAILED LIST OF ALL ITEMS, PREPARED AND LEGALIZED BY THE LEBANESE EMBASSY. THIS LIST MUST INCLUDE THE NUMBER OF PIECES, CONTENTS OF EACH PIECE AND THE GROSS AND NET WEIGHTS.
5. CONSIGNEE MUST BE IN BEIRUT WHEN THE GOODS ARRIVE BECAUSE WE NEED TO HAVE THE \*ORIGINAL\* PASSPORT IN HAND WITH A NEW ENTRY SEAL TO LEBANON.
6. NEW ITEMS WILL \*NOT\* BE EXEMPTED FROM CUSTOMS. THE SHIPPER SHOULD PROVIDE RECEIPTS FOR ALL PERSONAL EFFECTS THAT MAY APPEAR TO BE NEW TO PROVE THAT THEY ARE REALLY USED ITEMS.
7. BASIC ELECTRICAL APPLIANCES (SUCH AS REFRIGERATORS, MICROWAVES, ETC.) MUST BE SHIPPED AS ONE PIECE EACH SINCE ADDITIONAL PIECES WILL BE CONSIDERED ADDITIONAL ITEMS AND WILL NOT BE EXEMPTED.
8. CONSIGNEE MUST HAVE IN LEBANON A VALID APARTMENT RENTAL LEASE OR APARTMENT OWNER REGISTER.
9. CONSIGNEE MUST PROVIDE A CERTIFICATE FROM HIS LOCAL MAYOR IN LEBANON CERTIFYING THAT HE IS OR WILL BE LIVING AT THE ADDRESS SPECIFIED IN ITEM #8.
10. A COMMITMENT ENDORSED TO LEBANESE CUSTOMS MUST BE SIGNED BY THE CONSIGNEE STATING THAT HIS PERSONAL EFFECTS BEING SHIPPED WILL DEFINITELY BE USED AT HIS ADDRESS SPECIFIED IN ITEM #8, AND THAT HE WILL NOT IMPORT ANY OTHER PERSONAL EFFECTS WITHIN A MINIMUM OF 3 YEARS.

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NON-LEBANESE CITIZENS MAY ALSO BENEFIT FROM CUSTOM EXEMPTION PROVIDING THEY HAVE IN ADDITION TO ITEMS #4 - #9 ABOVE, A VALID WORK PERMIT, A VALID RESIDENCE AND A WORK CONTRACT.

PLEASE TAKE NOTE OF ALL THE ABOVE MAKING SURE THAT THEY ARE FOLLOWED AND PROPERLY PREPARED.

\*\* RULES AND REGULATIONS IMPORTING USED CARS:

1. CAR MUST NOT BE MORE THAN 8 YEARS OLD.
2. MUST PROVIDE ORIGINAL CAR REGISTRATION BOOK.
3. MUST PROVIDE A LEGALIZED INVOICE (FROM CHAMBER OF COMMERCE & INDUSTRY AND THE LEBANESE COUNCIL OR EMBASSY).

**IN LINE WITH OUR CONTINUOUS EFFORTS TO DEVELOP, AUDIT AND CARE FOR ALL CUSTOMERS AND CLIENT'S (PERSONAL EFFECT SHIPMENTS) WHETEHR BE IT LAND/SEA OR AIR, KINDLY ABIDE BY THE BELOW SET PROCEDURES FOR ALL YOUR PERSONAL EFFECTS SHIPMENTS INTO LEBANON:**

**ORIGIN PROCEDURES:**

- 1) ORIGIN STAFF SHOULD CHECK THE PACKING, IF EACH COMMODITY IS PROPERLY PACKED AND ACCORDING TO INTERNATIONAL PROCEDURES (SPECIALLY GLASSWARE'S /PAINTINGS & ANTIQUES)
- 2) IN CASE OF ANY WEAK PACKING, PIECE SHOULD BE OPENED /INSPECTED AND IF IT NEEDS TO BE REPACKED THEN WE SHOULD DO IT AFTER INFORMING CLIENT
- 3) ORIGIN STAFF SHOULD TAKE PHOTOS OF ALL PIECES BEFORE LOADING
- 4) ORIGIN STAFF SHOULD TAKE ANOTHER PHOTO OF THE CONTAINER AFTER LOADING
- 5) ORIGIN STAFF SHOULD LEAVE SPACE FOR THE CUSTOMS INSPECTOR TO GO INSIDE THE CONTAINER IN CASE OF INSPECTION NEEDED
- 6) ORIGIN STAFF SHOULD PUT THE FRAGILE BOXES ON TOP OF ALL PIECES AND MARK THEM WELL

**LEBANON PROCEDURES AND RESPONSIBILITIES :**

- 1) LEBANON STAFF MUST TAKE PHOTOS UPON THE OPENING OF THE CONTAINER AND BEFORE INSPECTION
- 2) LEBANON STAFF SHOULD TAKE PHOTOS AFTER THE INSPECTION
- 3) CONSIGNEE MUST BE AVAILABLE UPON INSPECTION LOADING / UNLOADING OF HIS/HER STUFF
- 4) CONSIGNEE SHOULD BE AWARE THAT NO TIPS TO BE PAID TO ANY PORTERS OR ARAMEX STAFF WITHOUT INFORMING ARAMEX LEBANON
- 5) ARAMEX LEBANON, SHOULD HAVE THEIR OWN STAFF UPON INSPECTION IN THE PRESENCE OF CLIENT, AND ALSO UPON UNLOADING AT CONSIGNEE'S PREMISES TO MAKE SURE THAT EVERYTHING WAS DONE ACCORDING TO PROCEDURES AND CLIENTS' NEEDS

**LEGALIZATION FOR PERSONAL EFFECTS: FOR EXEMPTION INQUIRY, PACKING LIST IN DETAILS SHOULD BE LEGALIZED FROM LEBANESE EMBASSY AT ORIGIN. A SUPPORTED LETTER AS WELL STAMPED AND SIGNED FROM THE EMBASSY STATING THAT CNEE HAS STAYED MORE THAN 3 YEARS AT SUBJECT COUNTRY AND WANTS TO LEAVE TOTALLY TO LEBANON .**

**ADDITIONAL INFO:**

- EFFECTIVE FEB 1ST, 2002, ALL INCOMING SHPTS INTO BEY ARE SUBJECT TO 10% VAT APPLIED ON CIF VALUE (COST OF GOODS, INSURANCE, FREIGHT CHARGES, PICKUP CHARGES IF SHPT ON CC BASIS), ON CUSTOMS DUTIES, ON CLEARANCE & DELIVERY, FORMALITIES, PORTAGE. VAT DOES NOT APPLY ON LEGAL STAMPS HOWEVER.
- CUSTOMS DUTIES IN LEBANON IS CALCULATED BASED ON THE CIF VALUE AS WELL AND NOT ONLY THE VALUE OF GOODS STATED ON THE COMMERCIAL INVOICE FOR FCA/FOB SHPTS
- ELECTRICAL ITEMS, CHEMICALS, COSMETICS, CERAMIC TILES, ETC...ARE SUBJECT TO THE INSPECTION AND APPROVAL OF THE IRI (INDUSTRIAL RESEARCH INSTITUTE) THAT WORKS AND IS BACKED UP WITH A TECHNICAL ASSISTANCE AGREEMENT OF BUREAU VERITAS WORLDWIDE AND THAT APPROVES OR REJECTS GOODS CONFORMITY TO LEBANESE CODE OF STANDARDS.  
THE LIST OF ITEMS SUBJECT TO IRI IS NOT YET FINALIZED SO KINDLY CHECK WITH BEY SEA FREIGHT IN REGARD TO THAT SUBJECT.  
CHARGES WOULD BE ON CASE BY CASE BASIS.
- FOR THE IMPORT / EXPORT OF FOOD ITEMS, PLEASE REFER TO BEY SEA FREIGHT FOR THE REQUIRED DOCUMENTS

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- EFFECTIVE 15 FEBRUARY 2006, THE LEBANESE MINISTRY OF AGRICULTURE STARTED REQUIRING ALL REGULATED WOOD PACKAGING MATERIAL (WPM) IMPORTED INTO LEBANON TO COMPLY WITH THE INTERNATIONAL PLANT PROTECTION CONVENTION (IPPC) STANDARD ISPM#15. THE NEW REGULATION STATES THAT FOR IMPORTS INTO LEBANON AS WELL AS FOR TRANSIT GOODS: WPM IN USE IN INTERNATIONAL TRADE MUST BE ACCOMPANIED BY A PHYTOSANITARY CERTIFICATE UNLESS IT WAS TREATED BY HEAT OR BY FUMIGATION WITH METHYL BROMIDE. PAPER CERTIFICATION (TREATMENT CERTIFICATES) WILL NOT BE REQUIRED IF WPM (WITH A THICKNESS EXCEEDING 6MMM) WAS MARKED WITH THE IPPC LOGO; THE 2-LETTER INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO) CODE FOR THE COUNTRY THAT TREATED THE WPM, THE NUMBER ASSIGNED TO THE TREATMENT COMPANY AND THE ABBREVIATION HT (HEAT TREATMENT) OR MB (METHYL BROMIDE). IN CASE OF NON-COMPLIANCE TO THE ABOVE AND THE STANDARDS OF ISPM # 15, THE WPM WILL NOT BE ALLOWED TO ENTER THE COUNTRY AND WILL BE RE-EXPORTED BACK TO ORIGIN OR DESTROYED BY LEBANESE AUTHORITIES.

**THE IMPLEMENTATION OF THIS DECREE HAS BEEN SUSPENDED BY THE LEBANESE GOVERNMENT UNTIL FURTHER NOTICE**

**CHARGES:**

**1. PORT FEES-:**

20' CONTAINER: US\$ 375.00 AS PER OFFICIAL TARIFF, WHICH IS CHANGING.  
40' CONTAINER: US\$ 650.00 AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

GENERAL CARGO: US\$ 25.00 / TON AS PER OFFICIAL TARIFF, WHICH IS CHANGING.  
ROLLING STOCK: US\$ 200 UNIT AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

**2. STORAGE FEES-:**

20' CONTAINER: US\$ 50.00 / EACH 6 DAY PERIOD AS PER OFFICIAL TARIFF , WHICH IS CHANGING.  
40' CONTAINER: US\$ 75.00 / EACH 6 DAY PERIOD AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

GENERAL CARGO:

US\$ 3.00 / TON FOR THE 2ND 6 DAY PERIOD AS PER OFFICIAL TARIFF, WHICH IS CHANGING.  
US\$ 4.00 / TON FOR THE 3RD 6 DAY PERIOD AS PER OFFICIAL TARIFF, WHICH IS CHANGING.  
US\$ 8.00 / TON AFTER THE 3RD PERIOD & FOR EACH ADDITIONAL 6 DAYS MINIMUM CHARGE IS US\$ 50 / SHIPMENT AS PER OFFICIAL TARIFF, WHICH IS CHANGING.

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

- 3. FIO PER 20' CONTAINER : US\$ 250.  
FIO PER 40' CONTAINER : US\$ 350.  
FIO FOR GENERAL CARGO : B/B US\$ 25 / CBM / W/M.
- 4. DELIVERY ORDER : US\$ 55 PER B/L.
- 5. PORT SURCHARGE  
20' FCL : US\$ 15.00 / PER CONTAINER  
40' FCL : US\$ 20.00 / PER CONTAINER  
LCL : US\$ 2.00 / CBM

**LIBYA**

**CITY: TRIPOLI**

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

**OFFICE WORKING HOURS-:**

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

**NATIONAL HOLIDAYS:**

**CONSOLIDATION:**



## Ocean Freight Operations Procedure

**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-:**

**MR TARIQ HAJEER** - STATION MANAGER - [Tariq.Hajeer@aramex.com](mailto:Tariq.Hajeer@aramex.com)  
**MR MOHAMMAD QAYET** - FREIGHT OPERATIONS - [Mohammad.qayet@aramex.com](mailto:Mohammad.qayet@aramex.com)  
- [Tipfreightops@aramex.com](mailto:Tipfreightops@aramex.com)

### **SERVICE INFORMATION-:**

COLLECT – YES (CASE TO CASE) PRIOR APPROVAL IS REQUIRED FROM [Tipfreightops@aramex.com](mailto:Tipfreightops@aramex.com)  
COD – YES (CASE TO CASE) PRIOR APPROVAL IS REQUIRED FROM [Tipfreightops@aramex.com](mailto:Tipfreightops@aramex.com)  
FREE DOMICILE -YES (CASE TO CASE).PRIOR APPROVAL IS REQUIRED FROM [Tipfreightops@aramex.com](mailto:Tipfreightops@aramex.com)

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

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

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

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

- [Tipfreightops@aramex.com](mailto:Tipfreightops@aramex.com)  
- [Tariq.Hajeer@aramex.com](mailto:Tariq.Hajeer@aramex.com)  
- [Mohammad.qayet@aramex.com](mailto:Mohammad.qayet@aramex.com)

### **DOCUMENTATION REQUIRED:**

**MASTER B/L**- ORIGINALS.

**PACKING LIST**- ORIGINAL.

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

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

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

**CUSTOMS REGULATIONS:** PLEASE CHECK ON CASE BY CASE BASIS.

### **MALAYSIA**

**CITY-:** KUALA LUMPUR

**PORT-:** PORT KLANG / PENANG / PASIR GUDANG

### **OFFICE WORKING HOURS-:**

08:30 – 18:00 MON – FRIDAY . CLOSED ON SAT / SUN

### **NATIONAL HOLIDAYS-:**

JAN 1<sup>ST</sup>, 24<sup>TH</sup>, 28<sup>TH</sup>, FEB 11<sup>TH</sup>, MAY 1<sup>ST</sup>, 24<sup>TH</sup>, JUN 1<sup>ST</sup>, JUL 26<sup>TH</sup>, AUG 8<sup>TH</sup>, 9<sup>TH</sup>, 31<sup>ST</sup>, SEP 16<sup>TH</sup>, OCT 15<sup>TH</sup>, NOV 2<sup>ND</sup>, 5<sup>TH</sup>, DEC 11<sup>TH</sup> AND 25<sup>TH</sup>.

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**CUSTOM CLEARANCE-:**

08.30 – 18.00 MON – SAT  
NO CLEARANCE ON SATURDAY.

**CONTACT PERSONS-:**

MR ANDREW NATHAN - OPERATIONS MANAGER - [Andrew.nathan@aramex.com](mailto:Andrew.nathan@aramex.com)  
- [KulFreight@aramex.com](mailto:KulFreight@aramex.com)

**SERVICE INFORMATION-:**

EXPORT – ROUTED ORDER – YES  
IMPORT – PREPAID – PLEASE SEE BELOW

PLEASE BE INFORMED THAT ARAMEX MALAYSIA IS NOT LINKED TO A K4 ( SHIPPING MANIFEST SYSTEM ) AND WILL NOT BE ABLE TO RECEIVE INBOUND LCL OR FCL SHIPMENTS BY OCEANFREIGHT . ALL STATIONS MUST SEND THE CARGO ON DTC BASIS IF PREPAID.  
IF ON COLLECT OR LC ( LETTER OF CREDIT ) BASED EXPORT PLEASE PROVIDE US THE DETAILS IN ADVANCE IN ORDER FOR US TO ADVISE ON HOW TO CONSIGN THE MBL ( OBL )  
DO BE ADVISED THAT AS WE ARE USING A 3<sup>RD</sup> PARTY TO ISSUE THE K4 MANIFEST TO THE SHIPPING LINE AND THERE WILL BE A COST OF USD 50.00 APPLICABLE FOR THE SAID JOB.

FOR CUSTOMS CLEARANCE – WE MUST BE APPOINTED BY THE CLIENT TO PROCESS THE CUSTOMS PAPER WORK .  
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**MOROCCO**

**CITY: CASABLANCA**

**PORT: CASABLANCA**

**OFFICE WORKING HOURS (port and airport) :**

08:30 – 12:00 & 13:30 - 18:00 MONDAY – THURSDAY.  
08:30 – 11:00 & 15:00 - 18:00 FRIDAY.  
SATURDAY no formalities only aramex operates from 0830am till 1300pm  
SUNDAY HOLIDAY.

**NATIONAL HOLIDAYS-**

COULD BE CHANGED ACCORDING TO THE HIGRY CALENDER

**CONSOLIDATION-:**

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

**CUSTOM CLEARANCE-:**

DURING WORKING DAYS FROM 08:30 AM TILL 16:30 PM

**CONTACT PERSONS-:**

MR CYRIL ABI AAD - PRODUCT CONSULTANT - [Cyril.abiaad@aramex.com](mailto:Cyril.abiaad@aramex.com)  
MR ZOUHAIR AMOUDI - CLEARANCE MANAGER - [Zouhair.amoudi@aramex.com](mailto:Zouhair.amoudi@aramex.com)  
- CAS SEA FREIGHT OPS - [casseafreightops@aramex.com](mailto:casseafreightops@aramex.com)

**SERVICE INFORMATION-:**

COLLECT - YES. PRIOR APPROVAL IS REQUIRED  
COD - NO.  
FREE DOMICILE - YES. PRIOR APPROVAL IS REQUIRED  
RATES ARE TO BE APPROVED CASE BY CASE

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

[Casseafreightops@aramex.com](mailto:Casseafreightops@aramex.com)  
Copying the above contacts



## Ocean Freight Operations Procedure

### DOCUMENTATION REQUIRED-:

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

**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:** ALL GOODS ORIGINATED FROM ISRAEL ARE PROHIBITED FOR IMPORTS.  
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### THE NETHERLAND

**CITY-:** ROTTERDAM

**PORT-:** ROTTERDAM- Main Port

#### **OFFICE WORKING HOURS-:**

08:30 – 17:30 HOURS MONDAY – FRIDAY

#### **NATIONAL HOLIDAYS-:**

APR 1<sup>ST</sup>, APR 30<sup>TH</sup>, MAY 9<sup>TH</sup>, MAY 20<sup>TH</sup>, , DEC 25<sup>TH</sup>, 26<sup>TH</sup>

#### **CUSTOM CLEARANCE-:**

YES (FISCAL REPRESENTATION LIMITED)

#### **CONTACT PERSONS-:**

MR LEEN RAS	- BRANCH MANAGER	- <a href="mailto:Leen.ras@aramex.com">Leen.ras@aramex.com</a>
MR CEES KETTING	- SALES MANAGER	- <a href="mailto:Cees.ketting@aramex.com">Cees.ketting@aramex.com</a>
MR RAYMOND VANLENT	- TEAMLEADER IMPORTS/EXPORTS	- <a href="mailto:Raymond.vanlent@aramex.com">Raymond.vanlent@aramex.com</a>
MR RAYMOND RAMLAL	- OPERATIONS IMPORTS	- <a href="mailto:Raymond.ramlal@aramex.com">Raymond.ramlal@aramex.com</a>
MRS DESIREE VERWOERT	- OPERATIONS IMPORTS	- <a href="mailto:Desiree.verwoert@aramex.com">Desiree.verwoert@aramex.com</a>
MR MICHEL MELBOURNE	- OPERATIONS EXPORTS	- <a href="mailto:Michel.melbourne@aramex.com">Michel.melbourne@aramex.com</a>
MRS.CILLA ROTERS-KRAAN	- OPERATIONS EXP ORTS	- <a href="mailto:Cilla.roters-kraan@aramex.com">Cilla.roters-kraan@aramex.com</a>
MR.MICHEL VAN ES	- OPERATIONS IMPORTS	- <a href="mailto:Michel.vanes@aramex.com">Michel.vanes@aramex.com</a>
MRS BRENDA JONGENEEL	- INSIDE SALES / ISO / ADMIN	- <a href="mailto:Brenda.jongeneel@aramex.com">Brenda.jongeneel@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 WHETHER THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

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## ***Ocean Freight Operations Procedure***

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

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

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

**PRE-ALERT** NEEDS TO BE SENT BY E-MAIL TO : [rfm.oceanimport@aramex.com](mailto:rfm.oceanimport@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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### **OMAN**

**CITY-:** MUSCAT.

**PORT-:** SULTAN QABOOS PORT.

#### **OFFICE WORKING HOURS-:**

08:00 – 19:00 SATURDAY – Wednesday,  
CLOSED Thursday,FRIDAYS.

#### **NATIONAL HOLIDAYS-:**

FEB 13<sup>TH</sup>, 24<sup>TH</sup>, 25<sup>TH</sup>, NOV 5<sup>TH</sup>, 6<sup>TH</sup>, 7<sup>TH</sup>, 18<sup>TH</sup>, 28<sup>TH</sup>, DEC 05<sup>TH</sup>, 07<sup>TH</sup>, 08<sup>TH</sup>.

#### **CONSOLIDATION-:**

ALLOWED.

#### **CUSTOM CLEARANCE-:**

AVAILABLE.

#### **CONTACT PERSONS-:**

MR DINESH HINDUJA	- COUNTRY MANAGER	- <a href="mailto:Dinesh.hinduja@aramex.com">Dinesh.hinduja@aramex.com</a>
MR IFTIKHAR BURKI	- OPERATIONS MANAGER	- <a href="mailto:iftikhar.burki@aramex.com">iftikhar.burki@aramex.com</a>
MR HOUSSAM KHATAB	- CUSTOMER ACCOUNTS MANAGER	- <a href="mailto:Houssam.khatab@aramex.com">Houssam.khatab@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, ROYAL FLIGHT, ROYAL AIRFORCE, DIWAN OF ROYAL COURT  
OMAN AVIATION,

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## ***Ocean Freight Operations Procedure***

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PETROLEUM DEVELOPMENT OF OMAN,  
OMAN MINISTRIES.  
ANY GOVERNMENT ORGANIZATION

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

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

[Ifthikhar.burki@aramex.com](mailto:Ifthikhar.burki@aramex.com)  
[Dinesh.hinduja@aramex.com](mailto:Dinesh.hinduja@aramex.com)

### **DOCUMENTATION REQUIRED-:**

**MASTER B/L**- ORIGINALS.  
**TO BE CONSIGNED TO CONSIGNEE ONLY.**

**HOUSE B/L**- ORIGINALS.  
**TO BE CONSIGNED TO FINAL CONSIGNEE.**

**NOTIFY : ARAMEX MUSCAT LLC,**  
P.O. BOX 1642, P. CODE 114 MUTTRAH,  
MUSCAT, SULTANATE OF OMAN.  
CONTACT: IFTIKHAR BURKI OR DINESH HINDUJA  
TEL: 968-24473000 / FAX: 00968-24473001

**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 & H.S. CODE WITH EACH CONTENT . THE COMMERCIAL INVOICE MUST BE IN THE CURRENCY OF THE COUNTRY OF ORIGIN OF THE SHIPMENT. CIF VALUE MUST BE SHOWN ON THE INVOICE & CERTIFICATE OF ORIGIN ALSO REQUIRED FOR ALL SHIPMENTS.

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

### **CUSTOMS REGULATIONS-:**

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

**NOTE:- CONSIGNEE MUST HAVE VALID CUSTOM CODE. WITHOUT CUSTOM CODE, SHIPMENT CANNOT CLEARED THROUGH CUSTOM**

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### **PALESTINE**

**CITY-: JERUSALEM**

**PORT-: ASHDOUD/HAIFA**

**OFFICE WORKING HOURS-:**  
0800 – 1600 SATURDAY – THURSDAY.  
CLOSED FRIDAYS, HOLIDAYS.

**NATIONAL HOLIDAYS-:**  
JAN 1<sup>ST</sup>, MAY 1<sup>ST</sup>, NOV 15<sup>TH</sup>.

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

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**CUSTOM CLEARANCE-:**

AVAILABLE ALL DAYS EXCEPT FRIDAYS, SATURDAYS AND HOLIDAYS.

**CONTACT PERSONS-:**

MR WAEL KASSESS - STATION MANAGER - [Wael.kassess@aramex.com](mailto:Wael.kassess@aramex.com)  
MR OSAMA MUSLEH - CARGO MANAGER - [Osama.musleh@aramex.com](mailto:Osama.musleh@aramex.com)

**SERVICE INFORMATION-:**

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

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

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

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

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

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**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.

**QATAR**

**CITY-: DOHA**

**PORT-: DOHA**

**OFFICE WORKING HOURS-:**

08:00 – 18:00 SUNDAY – THURSDAY.  
CLOSED FRIDAYS  
SATURDAYS (Skeleton Staff)

**NATIONAL HOLIDAYS-:**

18<sup>TH</sup> DEC, QATAR NATIONAL DAY

**CONSOLIDATION-:**

ALLOWED

**CUSTOM CLEARANCE-:**

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

**CONTACT PERSONS-:**

MR WALID FAWAZ	- COUNTRY / STATION MANAGER	- <a href="mailto:Walid.fawaz@aramex.com">Walid.fawaz@aramex.com</a>
MR A ELTANTAWI	- FREIGHT PRODUCT MANAGER	- <a href="mailto:Abdelmonqim.eltantawi@aramex.com">Abdelmonqim.eltantawi@aramex.com</a>
MR ANTHONY FERNANDES	- FREIGHT OPERATIONS MANAGER	- <a href="mailto:Anthony.fernandes@aramex.com">Anthony.fernandes@aramex.com</a>

**SERVICE INFORMATION-:**

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

**SINGLE WINDOW REGISTRATION AT SEA PORT**

CUSTOMS AT SEA PORT HAS INTRODUCED NEW SYSTEM FOR CUSTOMS CLEARANCE CALLED "SINGLE WINDOW".

**CONSIGNEE & NOTIFY ON MBL**

<b>CONSIGNEE</b>	: ARAMEX INTERNATIONAL, AL-ALI BUILDING. WHOLESALE MARKET STREET. NEXT TO REGENCY SIGNAL P.O.BOX:23151, DOHA,QATAR TEL# +974 44200100, FAX# +974 44506622.
<b>NOTIFY</b>	: FINAL CONSIGNEE NAME & ADDRESS

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AS PER THE NEW PROCEDURE, IF THE MBL CONSIGNED TO THE FREIGHT FORWARDER, FREIGHT FORWARDER HAS TO INFORM THE FINAL CONSIGNEE DETAILS TO THE LINER AND THE LINER HAS TO FILE THE MANIFEST BEFORE ARRIVING THE SHIPMENT AT DOHA SEA PORT OTHERWISE THE CONSIGNEE ON THE MBL SHOULD BE FINAL CONSIGNEE.

**DG SHIPMENT**

CONSIGNEE HAS TO ARRANGE THE APPROVAL FROM ENVIRONMENT PROTECTION COMMITTEE & DOHA SEA PORT (QATAR NAVIGATION) AND WE HAVE TO PROVIDE THESE DOCUMENTS TO THE CO-LOADER BEFORE ARRIVING THE SHIPMENT AT JEBEL ALI. CO-LOADER WILL LOAD THE SHIPMENT FROM JEBEL ALI TO DOHA ONLY AFTER GETTING THESE APPROVALS. THERE WILL STORAGE CHARGES IF WE COULDN'T PROVIDE THESE APPROVALS BEFORE ARRIVING THE SHIPMENT AT JEBEL ALI.

**THE REQUIRED DOCUMENTS FOR CLEARANCE SEA FREIGHT SHPTS ARE AS FOLLOWS:**

1. MBL
2. HBL
3. ORIGINAL INVOICE SIGNED/STAMPED BY THE SHIPPER, AND ATTESTED FROM THE CHAMBER OF COMMERCE, FOLLOWING DETAILS ARE MANDATORY ON THE INVOICE TO EASE SHIPMENT PROCESSING:
  - WEIGHT
  - NO OF PIECES
  - COUNTRY OF ORIGIN
  - H.S. CODE
  - UNIT PRICE
  - CURRENCY
4. ORIGINAL CERTIFICATE OF ORIGIN ATTESTED FROM THE CHAMBER OF COMMERCE.
5. PACKING LIST MENTIONING TOTAL NO. OF PACKAGES AND GROSS WEIGHT ON IT.

**IMPORTANT NOTES:**

- 1) CONSIGNEE SHOULD HAVE VALID COMMERCIAL REGISTRATION & IMPORT LICENSE IN QATAR (THEY HAVE TO UPDATE THE VALIDITY OF C/R ON CUSTOMS SYSTEM **AT CUSTOMS MAIN OFFICE** AFTER RENEWAL OF THE C/R)
- 2) CONSIGNEE HAS TO COMPLETE **THE SINGLE WINDOW** REGISTRATION & AUTHORIZE THEIR CLEARING AGENTS ON CUSTOMS SYSTEM **AT SEAPORT** BY THEMSELVES. NO BROKERS ARE ALLOWED TO DO THE SINGLE WINDOW REGISTRATION ON BEHALF OF CONSIGNEE, ONCE THE CONSIGNEE FINALIZED THE REGISTRATION & AUTHORIZATION, THEIR CLEARING AGENTS WILL GET AN AUTHORIZATION MESSAGE FROM THE CUSTOMS. THEIR CLEARING AGENTS CAN ARRANGE THE CLEARANCE ONLY AFTER GETTING THIS AUTHORIZATION MESSAGE FROM THE CUSTOMS.
- 3) CONSIGNEE HAS TO PROVIDE ALL THE APPROVALS REQUIRED FROM THE CONCERNED AUTHORITY, IF CUSTOMS ASKED FOR IT.

**DEMURRAGE & OTHER CHARGES.**

AS PER OFFICIAL RECEIPTS  
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**SAUDI ARABIA**

**CITY:- DHAHRAN**

**PORT:- DAMMAM PORT**

**CUSTOMS WORKS:-**  
SATURDAY TO WEDNESDAY



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## ***Ocean Freight Operations Procedure***

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### **CUSTOMS OFFICE WORKING HOURS-:**

07:00 -14.00 - SATURDAY-WEDNESDAY  
CLOSED THURSDAY & FRIDAY

### **NATIONAL HOLIDAYS-:**

SEP 23<sup>RD</sup>, NATIONAL DAY AND RAMADAN EID AND ZILHAJ HOLIDAYS

### **CONSOLIDATION-:**

**NOT ALLOWED.**

### **CUSTOM CLEARANCE-:**

AVAILABLE.

### **CONTACT PERSONS-:**

**MR MOHAMMED MUJEEB** - **PRODUCT MANAGER** - [Mohammed.mujeeb@aramex.com](mailto:Mohammed.mujeeb@aramex.com)  
- **SEA FREIGHT SALES** - [dhasalesleaders@aramex.com](mailto:dhasalesleaders@aramex.com)  
- **SEA FREIGHT OPS TEAM** - [DHAfreightOPS@aramex.com](mailto:DHAfreightOPS@aramex.com)

### **SERVICE INFORMATION-:**

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

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

COLLECT SHIPMENTS TO GOVERNMENTAL AGENCIES, SAUDI AIRLINES AND BANKS ARE NEVER ALLOWED. CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:

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

### **PLEASE NOTE**

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

PRE-ALERTS NEEDS TO BE SENT BY EMAIL TO : [Mohammed.mujeeb@aramex.com](mailto:Mohammed.mujeeb@aramex.com)  
[DHAfreightOPS@aramex.com](mailto:DHAfreightOPS@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.

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

**PROOF OF PAYMENT FOR IMPORT AND EXPORT**

**CUSTOMS DUTY EXEMPT SHIPMENTS TO SAUDI ARABIA:-**

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

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

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

**PROHIBITED COMMODITIES:-**

- DRINKING ALCOHOL AND PRODUCTS CONTAINING DRINKING ALCOHOL.
- ALL KINDS OF LIVE PARROTS.
- TOYS OR STATUETTES REPRESENTING ANIMALS OR MEN.
- FILMS.
- ARTIFICIAL PEARLS.
- ARTICLES INJURIOUS TO HEALTH.
- ADULTERATED GHEE.
- OIL & FOODSTUFFS (UNLESS SPECIFICALLY EXEMPTED).
- ARMS & AMMUNITIONS FOR WAR PURPOSES.
- FIREARMS.
- FIREWORKS.
- ARTICLES REPRESENTING AND/OR DEPICTING MEMBERS OF THE ROYAL FAMILY OR THE SAUDI ARABIAN ARMED FORCES.
- ALL KINDS OF HOLLY QARA'AN.
- DIAMONDS FROM HONG KONG.
- CHRISTMAS TREES.
- FROG'S MEAT.
- OLD MAGAZINES & NEWSPAPERS.
- PASTEURIZED MILK (LONG LIFE) MORE THAN 1 LITRE CONTENTS.
- NIGHT VISION BINOCULARS.
- DRUGS OF ALL KINDS AND SHAPES.
- PORK MEAT IN ANY KIND, SHAPE OR FORM.
- SATELLITE RECEIVERS, LNB, DECODERS OR ANY PART RELATED TO SATELLITES.
- RELIGIOUS & PRAYER BOOKS OF ANY SORT (ALL KINDS OF HOLY QARA'AN).
- CALENDARS.

(THE SLIGHTEST VIOLATION OF THE ABOVE 24 PROHIBITIONS WILL MEAN A FISCAL PENALTY OF \$20,000 MINIMUM! BOTH SENDER AND RECEIVER OF THE CONFISCATED PROHIBITED ITEMS WILL BE BLACKLISTED IN SAUDI ARABIA).

FOR MORE INFORMATION REFER TO TACT BOOK REGULATIONS ON COMMODITIES.

**RESTRICTED COMMODITIES:-**

(IMPORT ALLOWED IF CERTAIN PREREQUISITES ARE MET):

ALL GOODS ARRIVING FROM A NUMBER OF DISEASE-INFESTED COUNTRIES (REFER TO ABC OR TACT BOOK IN FORCE FOR THEIR LISTING). DISEASES LIKE CHOLERA, YELLOW FEVER & PLAGUE REQUIRE AUTHENTIC IMMUNIZATION CERTIFICATE, DULY LEGALIZED, TO ACCOMPANY GOODS.

**PLANTS & PLANT RELATED AGRICULTURAL MATERIALS:**

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.

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**ARMS, AMMUNITION & EXPLOSIVES, SPORTING GOODS, RADIOACTIVE MATERIALS, & ALL COMMUNICATION EQUIPMENT:**

PRIOR IMPORT PERMIT FROM THE GOVERNOR OF DHAHRAN, JEDDAH OR RIYADH MUST BE OBTAINED.

THE CARRIER OFFICE AT POINT OF ORIGIN MUST HAVE THE WRITTEN CONFIRMATION THAT CONSIGNEE HAS THE NECESSARY IMPORT PERMIT(S) PRIOR TO SHIPPING.

**PHARMACEUTICAL & CHEMICAL PRODUCTS (ONLY IF REGISTERED IN THE HEALTH MINISTRY OF SAUDI ARABIA) :** CERTIFICATE FROM THE HEALTH AUTHORITIES IN THE COUNTRY OF EXPORT STATING THAT THE ARTICLES IMPORTED ARE USED IN THE COUNTRY ORIGIN UNDER THE SAME TRADE NAME AND COMPOSITION, STATING ALSO THE NAME OF EACH PRODUCT, ITS FORMULA, DATE OF MANUFACTURE, AND THE PERMIT NUMBER OF ITS MANUFACTURER.

**AGRICULTURAL INSECTICIDES:**

IMPORT PERMIT REQUIRED AND PROPER PACKING THAT MUST INDICATE "AGRICULTURAL INSECTICIDE & TYPE OF PRODUCT" IN THE ARABIC LANGUAGE VERY CLEARLY.

ALSO THE FOLLOWING INFORMATION MUST BE INDICATED: TRADE NAME, DATE OF MANUFACTURE, DURATION OF ACTIVITY, AND NET WEIGHT OF THE PRODUCT.

NON-COMPLIANCE WITH ALL THESE REQUIREMENTS MEANS THE SAUDI ARABIAN CUSTOMS WILL REFUSE TO ALLOW ITS ENTRY INTO THE COUNTRY.

**OTHERS - DANGEROUS GOODS:**

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

**For more Information of Custom Regulations Saudi Arabia:**  
[http://www.ameinfo.com/saudi\\_arabia/](http://www.ameinfo.com/saudi_arabia/) and [www.ports.gov.sa/](http://www.ports.gov.sa/)

FOR MORE INFORMATION REFER TO TACT BOOK REGULATIONS ON COMMODITIES.

**SHIPPERS CAN OBTAIN SASO CERTIFICATES FROM THE FOLLOWING LOCATIONS:**

**CALIFORNIA: 818-293-8649.**  
**FLORIDA: 305-593-7455, FAX 305-593-1528.**  
**TEXAS: 713-475-2082, FAX 713-475-2083.**

**SAUDI ARABIAN STANDARDS ORGANIZATION (SASO)  
IN ACTION AT DHA/RUH/JED AIRPORTS.**

FOLLOWING ITEMS MUST HAVE SASO APPROVAL PRIOR TO SHIPPING.  
IF ANY OF THESE ARRIVE WITHOUT SASO CERTIFICATE, SHIPMENT WILL SUFFER DELAY.

**GROUP ONE - AUTOMOBILES AND ACCESSORIES.**

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

**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.	

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**SAUDI ARABIA - CONTINUED**

**CITY-: JEDDAH**

**PORT-:** JEDDAH ISLAMIC PORT

**OFFICE WORKING HOURS-:**

STRAIGHT SHIFT :0830-1730 HOURS SATURDAY – WEDNESDAY.

THURSDAY : 09.00 - 14.00 HOURS

FRIDAY: CLOSED

WORKING HOURS IN RAMADAN HOLY MONTH WHICH IS BETWEEN 20<sup>th</sup> July TILL 18<sup>th</sup> August IS VERY LIMITED.

**NATIONAL HOLIDAYS-:**

EID AL-FITR: AUGUST,18<sup>TH</sup> TO AUGUST 22<sup>ND</sup> , NATIONAL DAY, SEPTEMBER 23<sup>RD</sup>, EID AL-ADHA FROM OCTOBER 25<sup>TH</sup> TO OCTOBER 28<sup>TH</sup>.

**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 MAROUF JABER

- CARGO MANAGER

- [Marouf.Jaber@aramex.com](mailto:Marouf.Jaber@aramex.com)

MR AHMED HUSSEIN

- CARGO SUPERVISOR

- [Ahmed.Hussain@aramex.com](mailto:Ahmed.Hussain@aramex.com)

**SERVICE INFORMATION-:**

COLLECT- YES.

COD- NO.

FREE DOMICILE - CHECK WITH DESTINATION.

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

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

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

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

PLEASE NOTE SPECIAL INSTRUCTIONS AND NOTES ARE TOO NUMEROUS AND CHANGE FREQUENTLY TO LIST COMPLETELY. PENALTIES FOR VIOLATING SAUDI PORT LAWS ARE VERY HARSH. FOR ALL FIRST TIME USERS, PLEASE COORDINATE WITH [JEDSeaFreightOPS@aramex.com](mailto:JEDSeaFreightOPS@aramex.com) PRIOR TO SHIPPING TO GET FULL, DETAILED INSTRUCTIONS REGARDING YOUR COMMODITY.

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

**COUNTRY OF ORIGIN**

THE COUNTRY OF ORIGIN/MADE IN .... MUST BE MENTIONED (engraved, or affixed - non-removable sticker) ON EACH ITEM OF PRODUCT. THE COUNTRY OF ORIGIN/MADE IN ... MUST ALSO BE PRINTED ON THE BOXES/CARTONS. FAILURE TO COMPLY WILL RESULT IN CARGO BEING RETURNED TO ORIGIN AT THE SHIPPERS/CONSIGNEES EXPENSE.

**DOCUMENTATION REQUIRED-:**

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**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** – **ULTIMATE CONSIGNEE**

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 WITH THE SERIAL NUMBERS OF EACH ITEM.

COMMERCIAL INVOICE SHOULD BE TRANSLATED IN ARABIC LANGUAGE BY THE SHIPPER OR THE CONSIGNEE.

**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.

FREE DAYS : 7 DAYS FROM THE VESSEL ARRIVAL, THEN DEMURRAGE CHARGES WILL BE CONSIDERED.

**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.)

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## Ocean Freight Operations Procedure

FOR MORE INFORMATION REFER TO TACT BOOK REGULATIONS ON COMMODITIES.

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

ALL GOODS ARRIVING FROM A NUMBER OF DISEASE-INFESTED COUNTRIES (REFER TO ABC OR TACT BOOK IN FORCE FOR THEIR LISTING). DISEASES LIKE CHOLERA, YELLOW FEVER & PLAGUE REQUIRE AUTHENTIC IMMUNIZATION CERTIFICATE, DULY LEGALIZED, TO ACCOMPANY GOODS.

PLANTS & PLANT RELATED AGRICULTURAL MATERIALS: ONLY IF ACCOMPANIED BY HEALTH CERTIFICATE PROVING THEY ARE FREE FROM PESTS AND OTHER AGRICULTURAL DISEASES. HOWEVER FRESH FRUITS, VEGETABLES AND COOKED FOODSTUFF FROM CHOLERA-INFESTED AREAS ARE PROHIBITED UNLESS THESE ARE STERILIZED AND PRIOR CLEARANCE IS OBTAINED FROM SAUDI QUARANTINE AUTHORITIES.

ARMS, AMMUNITION & EXPLOSIVES, SPORTING GOODS, RADIOACTIVE MATERIALS, & ALL COMMUNICATION EQUIPMENT: PRIOR IMPORT PERMIT FROM THE GOVERNOR OF DHAHRAN, JEDDAH OR RIYADH MUST BE OBTAINED. THE CARRIER OFFICE AT POINT OF ORIGIN MUST HAVE THE WRITTEN CONFIRMATION THAT CONSIGNEE HAS THE NECESSARY IMPORT PERMIT(S) PRIOR TO SHIPPING.

HUMAN REMAINS.

PHARMACEUTICAL & CHEMICAL PRODUCTS (ONLY IF REGISTERED IN THE HEALTH MINISTRY OF SAUDI ARABIA): CERTIFICATE FROM THE HEALTH AUTHORITIES IN THE COUNTRY OF EXPORT STATING THAT THE ARTICLES IMPORTED ARE USED IN THE COUNTRY ORIGIN UNDER THE SAME TRADE NAME AND COMPOSITION, STATING ALSO THE NAME OF EACH PRODUCT, IT'S FORMULA, DATE OF MANUFACTURE, AND THE PERMIT NUMBER OF ITS MANUFACTURER. FOR MORE INFORMATION REFER TO TACT BOOK REGULATIONS ON COMMODITIES.

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

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

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

**GROUP ONE - FOOD AND AGRICULTURAL PRODUCTS.**

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

**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

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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.

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**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-:**

AUG, 25<sup>TH</sup>, NOV 07<sup>TH</sup>, 08<sup>TH</sup>, 09<sup>TH</sup>, 10<sup>TH</sup>.

**CONSOLIDATION-:**

NOT ALLOWED.

**CUSTOM CLEARANCE-:**



AVAILABLE.

**CONTACT PERSONS-:**

MR EMRAN EWIMER - COUNTRY MANAGER - [Emran.Ewimer@aramex.com](mailto:Emran.Ewimer@aramex.com)  
MR HUSSEIN DOKARLI - FREIGHT OPERATIONS - [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, PUBLIC AGENCIES **AND ROYAL FAMILY MEMBERS** ARE NOT ALLOWED.

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

**PLEASE NOTE**

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

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

**COUNTRY OF ORIGIN**

THE COUNTRY OF ORIGIN/MADE IN .... MUST BE MENTIONED (**engraved, or affixed - non-removable sticker**) ON EACH ITEM OF PRODUCT **PHYSICALLY**. ALWAYS ORIGINAL ATTESTED INVOICE & CERTIFICATE OF ORIGIN ARE REQUIRED. FAILURE TO COMPLY WILL RESULT IN EITHER :

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

**DOCUMENTATION REQUIRED-:**

**HOUSE B/L** - ORIGINALS.

**MASTER B/L** – ORIGINALS **OR EXPRESS RELEASE**. (**MUST BE CONSIGNED TO ARAMEX**)  
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. IMPORTERS SHOULD PROVIDE MINISTRY OF TRADE & INDUSTRY EXEMPTION CERTIFICATE OR APPROVAL PRIOR TO SHIPPING.

IT PRODUCTS, MOBILE PHONES AND MANY OTHER ITEMS ARE DUTY EXEMPTED WITH EFFECT FROM 1<sup>ST</sup> OF

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JANUARY 2007. ALWAYS PLEASE REFER TO **RUH FREIGHT OPS** TO HAVE A LIST OF HS CODES EXEMPTED.  
**SHIPMENTS TO ROYAL FAMILY MEMBERS MUST BE ADDRESSED TO THEM DIRECTLY.**

**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 QURA'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, **COSMETICS** & CHEMICAL PRODUCTS ALONG WITH IMPORTERS COMPANIES **(ARE TO BE REGISTERED IN SAUDI FOOD & DRUG AUTHORITY) PRIOR TO SHIPPING**: CERTIFICATE FROM THE HEALTH AUTHORITIES IN THE COUNTRY OF EXPORT STATING THAT THE ARTICLES IMPORTED ARE USED IN THE COUNTRY ORIGIN UNDER

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## Ocean Freight Operations Procedure

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 **PRIOR TO SHIPPING** 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:

**INTERTEK, BVQ, SGS..**

FOLLOWING ITEMS MUST HAVE SASO ATTACHED TO SHPG DOCS AND SHPT. IF ANY OF THESE ARRIVE WITHOUT SASO CERTIFICATE, SHIPMENT WILL **NOT BE CLEARED**. 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 & <b>ALL IT PRODUCTS</b>	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

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**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.

CITC (COMMUNICATION & INFORMATION TECHNOLOGY COMMISSION)  
APPROVAL IS REQUIRED BY CNEE AT DESTINATION FOR FOLLOWING ITEMS;  
ALL NETWORK STATIONS & EQUIPMENTS, SERVERS, TELECOMMUNCAITION, WIRELESS, WIFI....ETC  
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**SOUTH AFRICA**

**CITY-:** JOHANNESBURG, DURBAN, CAPE TOWN, PORT ELIZABETH

**PORT-:** JOHANNESBURG, DURBAN, RICHARDS BAY, CAPE TOWN, PE, COEGA

**OFFICE WORKING HOURS-:**  
08:00 – 17:00 MONDAY TO FRIDAY. CLOSED SATURDAY AND SUNDAY.

**NATIONAL HOLIDAYS-:**  
JAN 1<sup>ST</sup>, MAR 21<sup>ST</sup>, 29<sup>TH</sup>, APR 1<sup>ST</sup>, 27<sup>TH</sup>, MAY 1<sup>ST</sup>, JUN 16<sup>TH</sup>, 17<sup>TH</sup>, AUG 9<sup>TH</sup>, SEP 24<sup>TH</sup>, DEC 16<sup>TH</sup>, 25<sup>TH</sup> AND 26<sup>TH</sup>

**CUSTOM CLEARANCE-:**  
08:00 – 17:00 MONDAY TO FRIDAY. CLOSED SATURDAY AND SUNDAY.  
NO CLEARANCE ON SATURDAY & SUNDAY.

**CONTACT PERSONS-:**  
MS NATALIE GREENWOOD - OPERATIONS MANAGER - [Natalie.greenwood@aramex.com](mailto:Natalie.greenwood@aramex.com)  
MS LEANNE CILLIERS - OPERATIONS TEAM MEMBER SNR - [Leanne.cilliers@aramex.com](mailto:Leanne.cilliers@aramex.com)  
GENERAL OPERATIONS - [all\\_jnb\\_freight@aramex.com](mailto:all_jnb_freight@aramex.com)  
GENERAL ESTIMATES - [all\\_jnb\\_accounting\\_estimates@aramex.com](mailto:all_jnb_accounting_estimates@aramex.com)

**SERVICE INFORMATION-:**  
COLLECT- YES.  
FREE DOMICILE - CHECK WITH DESTINATION.

**LCL CONSOLIDATION** IS ALLOWED BUT **FCL CONSOLIDATION IS NOT ALLOWED**. IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, THIS MUST BE ADDRESS WITH THE IMPORTER PRIOR TO MOVEMENT OR ALTERNATIVELY ON APPROVAL WE WILL 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.



## ***Ocean Freight Operations Procedure***

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

### **PRE-ALERTS :**

FULL SET OF DOCUMENTS NEEDS TO BE SENT ONE WEEK PRIOR TO VESSEL ARRIVAL, ANY STORAGE CHARGES DUE TO LATE RECEIPT OF DOCUMENTS WILL BE CHARGED BACK TO THE ORIGIN STATION

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

- [all\\_jnb\\_freight@aramex.com](mailto:all_jnb_freight@aramex.com)

### **DOCUMENTATION REQUIRED-:**

**HOUSE B/L** – ORIGINALS/EXPRESS

**MASTER B/L** – ORIGINALS/EXPRESS

**COMMERCIAL INVOICE** - ORIGINAL.

**PACKING LIST** - ORIGINAL.

**CERTIFICATE OF ORIGIN** – ON REQUEST  
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### **SRI LANKA**

**CITY-:** COLOMBO

**PORT-:** COLOMBO

### **OFFICE WORKING HOURS-:**

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

### **NATIONAL HOLIDAYS 2013-:**

JAN 14<sup>th</sup> , JAN 25<sup>th</sup> , JAN 26<sup>th</sup> , FEB 04<sup>th</sup> , FEB 25<sup>th</sup> , MAR 26<sup>th</sup> , APRIL 13<sup>th</sup> , APRIL 25<sup>th</sup> , MAY 01<sup>st</sup> , MAY 24<sup>th</sup> , MAY 25<sup>th</sup> , JULY 22<sup>nd</sup> , AUG 20<sup>th</sup> , SEP 19<sup>th</sup> , OCT 18<sup>th</sup> , DEC 16<sup>th</sup> , DEC 25<sup>th</sup>

### **CONSOLIDATION-:**

ALLOWED.

### **CUSTOM CLEARANCE-:**

YES (THIRD PARTY).

### **CONTACT PERSONS-:**

MR DAHAM KANDANARRACHCH	- OPS TEAM LEADER	- <a href="mailto:Daham.Kandanarrachchi@aramex.com">Daham.Kandanarrachchi@aramex.com</a>
MS DILINI PERERA	- OPS SUPERVISOR	- <a href="mailto:Dilini.perera@aramex.com">Dilini.perera@aramex.com</a>
MR RASIKA PERERA	- MANAGER BUSINESS DEV	- <a href="mailto:Rasika.perera@aramex.com">Rasika.perera@aramex.com</a>
MR WASANTHA SOYSA	- OPERATIONS MANAGER	- <a href="mailto:Wasantha.soyso@aramex.com">Wasantha.soyso@aramex.com</a>
MR KAUSHAL BADDEGAMA	- COUNTRY MANAGER	- <a href="mailto:Kaushal.baddegama@aramex.com">Kaushal.baddegama@aramex.com</a>

### **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.

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## *Ocean Freight Operations Procedure*

BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

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

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

**PRE-ALERTS** MUST BE SENT **MINIMUM 4 WORKING DAYS** PRIOR TO VESSEL BERTH IN CMB PORT TO SUBMIT MANIFEST. IF NOT THERE WILL BE A PENALTY WHICH WILL BE BILLED BACK TO ORIGIN.

**PRE-ALER TO BE SENT TO :** [CMBFreightOPS@aramex.com](mailto:CMBFreightOPS@aramex.com)

### **DOCUMENTATION REQUIRED.**

**HOUSE B/L** – ORIGINALS or EXPRESS RELEASE.

**MASTER B/L** - EXPRESS RELEASE. OR SEAWAY

**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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### **SUDAN**

**CITY-:** KHARTOUM

**PORT-:** PORT SUDAN (PZU)

**OFFICE WORKING HOURS-:**  
09:00 – 17:00 SUNDAY – THURSDAY. CLOSED ON FRIDAY & SATURDAY.

**NATIONAL HOLIDAYS-:**  
JAN 01<sup>ST</sup>, JAN 07<sup>TH</sup>, FEB 15<sup>TH</sup>, APR 25<sup>TH</sup>, JUN 25<sup>TH</sup>, AUG 30<sup>TH</sup> to 2<sup>TH</sup>, NOV 06<sup>TH</sup> to 08<sup>TH</sup>, NOV 28<sup>TH</sup>, DEC 25<sup>TH</sup>

**CUSTOM CLEARANCE-:**  
08:00 – 14:30 SUNDAY – THURSDAY.  
NO CLEARANCE ON FRIDAY & SATURDAY.

### **CONTACT PERSONS-:**

KRT FREIGHT

MR MUAYAD OTHMAN

MR WAEL MOHAMEDSAEED

MS HIND HUSEIN

MR MOHAMED TAHSEEN

- OPS TEAM MEMBER

- IND SOLUTIONS MGR

- BUSINESS SOLUTIONS MGR

- COUNTRY MANAGER

- [KRTFreight@aramex.com](mailto:KRTFreight@aramex.com)

- [Muayad.othman@aramex.com](mailto:Muayad.othman@aramex.com)

- [Wael.mohamedsaeed@aramex.com](mailto:Wael.mohamedsaeed@aramex.com)

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

- [Mohamed.tahseen@aramex.com](mailto:Mohamed.tahseen@aramex.com)

### **SERVICE INFORMATION-:**

COLLECT- YES.

COD- NO.

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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 :

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

**DOCUMENTATION REQUIRED-:**

**HOUSE B/L** - ORIGINALS.

**MASTER B/L** - ORIGINALS.DIRECT TO CONSIGNEE  
MASTER B/L SHOULD BE DIRECT TO CONSIGNEE ,IF HBL INVOLVE A USD 100/HBL IS APPLY IN CASE USED ARAMEX-  
KRT NAME ON MBL FOR MANFEST CORRECTION

**COMMERCIAL INVOICE** - ORIGINAL.

**PACKING LIST** - ORIGINAL.

**CERTIFICATE OF ORIGIN**

**ID TAX NUMBER**

**IM FORM**

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**SYRIA**

**CITY-: DAMASCUS**

**PORT-: LATTAKIA**

**OFFICE WORKING HOURS-:**

09:00 - 17:30 SATURDAY – THURSDAY.

CLOSED FRIDAY & HOLIDAYS.

**NATIONAL HOLIDAYS-:**

JAN 01<sup>st</sup>, 24<sup>th</sup>, MAR 08<sup>th</sup>, 21<sup>st</sup>, 31<sup>st</sup>, APR 17<sup>th</sup>, MAY 01<sup>st</sup>, 05<sup>th</sup>, 06<sup>th</sup>, AUG 8<sup>th</sup>, 9<sup>th</sup>, 10<sup>th</sup>, OCT 6<sup>th</sup>, 15<sup>th</sup>, 16<sup>th</sup>, 17<sup>th</sup>, 18<sup>th</sup>,  
NOV 5<sup>th</sup>, DEC 25<sup>th</sup>.

**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-:**

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MR HANI AL HAFFAR  
DAM FREIGHT OPS

- OCEAN FREIGHT OPERATIONS  
- OCEAN FREIGHT OPERATIONS

- [Hani.alhaffar@aramex.com](mailto:Hani.alhaffar@aramex.com)  
- [Damfreightops@aramex.com](mailto:Damfreightops@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:

[Hani.alhaffar@aramex.com](mailto:Hani.alhaffar@aramex.com)  
[damfreightops@aramex.com](mailto:damfreightops@aramex.com)

**PLEASE NOTE**

**DOCUMENTATION REQUIRED-:**

**MASTER B/L – ORIGINALS.**

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

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

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

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

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

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

**LEGALIZATION-:** REQUIRED.

THE BELOW INFORMATION SHOULD BE MENTIONED ON ANY ORIGINAL INVOICE:

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

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

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## Ocean Freight Operations Procedure

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

### TANZANIA

**CITY-:** DAR ESSALAM

**PORT-:** DAR ESSALAM

**OFFICE WORKING HOURS-:**

08:00 – 17:00 MONDAY – FRIDAY.  
SATURDAY 08:00 – 13:00, CLOSED ON SUNDAY.

**NATIONAL HOLIDAYS-:**

**CUSTOM CLEARANCE-:**

08:00 – 17:00 MONDAY – FRIDAY.  
SATURDAY 08:00 – 13:00

CLOSED ON SUNDAY .

**CONTACT PERSONS-:**

MR ALHUSSEIN - CUSTOMER ACCOUNT TEAM LEADER

- [Alhussein.Rezk@aramex.com](mailto:Alhussein.Rezk@aramex.com)  
- [DARFREIGHTOPS@aramex.com](mailto:DARFREIGHTOPS@aramex.com)  
- [DARCustomerService@aramex.com](mailto:DARCustomerService@aramex.com)

**SERVICE INFORMATION-:**

COLLECT- YES.  
COD - NO.  
FREE DOMICILE – NO  
LCL : NO

**PRE-ALERTS :**

FULL SET OF DOCUMENTS NEEDS TO BE SENT 10 days PRIOR TO VESSEL ARRIVAL,

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

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

**DOCUMENTATION REQUIRED-:**

HOUSE B/L - ORIGINALS.

MASTER B/L - ORIGINALS.

COMMERCIAL INVOICE - ORIGINAL.

PACKING LIST - ORIGINAL.

PVOC CERTIFICATE – REQUIRED (IF NOT A PAYMENT OF 15% of the invoice value PENALTY WILL BE APPLIED TO BE CLEAED ).

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### TURKEY

**CITY-:** ISTANBUL

**PORT-:** KUMPORT/AMBARLI & HAYDARPASA

**OFFICE WORKING HOURS-:**

09:00 – 18:00 MONDAY – FRIDAY.  
09:00 – 13:00 SATURDAY.

**aramex**

## Ocean Freight Operations Procedure

CLOSED SUNDAY, HOLIDAYS.

### NATIONAL HOLIDAYS:-

1 JAN , 23 APR , 1 MAY , 19 MAY , 30 AUG , 19 AUG , 28 OCT - 29 OCT , 28 NOV ,

### CONSOLIDATION:-

ALLOWED ONLY TO KUMPORT/AMBARLI & HAYDARPASA

### CUSTOM CLEARANCE:-

AVAILAVLE 09:00 - 17:00 MONDAY – FRIDAY.

13:00 - 17:00 SATURDAY.

NO CLEARANCE ON SUNDAY.

### CONTACT PERSONS:-

MS ELIF SAMARA

MR TOLGAHAN BULUT

- FREIGHT OPERATIONS MANAGER

- STATION MANAER

- FREIGHT OPERATIONS

- [Elif.samara@aramex.com](mailto:Elif.samara@aramex.com)

- [Tolgahan.bulut@aramex.com](mailto:Tolgahan.bulut@aramex.com)

- [istfreightops@aramex.com](mailto:istfreightops@aramex.com)

### SERVICE INFORMATION:-

COLLECT- YES.

### DOCUMENTATION REQUIRED:-

HOUSE B/L – ORIGINALS OR ON EXPRESS RELEASE.

MASTER B/L – ORIGINALS OR ON EXPRESS RELEASE.

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

ARAMEX INTL HAVA KARGO VE KURYE AS

MIMAR SINAN CAD. SERHAT SOK. NO:35

IKITELLI – ISTANBUL

TURKIYE

TEL : 212-494 36 36

FAX: 212-494 37 84

### HAWB MUST INCLUDE:

ULTIMATE CONSIGNEE'S FULL NAME.

COMPLETE ADDRESS/CONTACT NAME.

PHONE NUMBER; FAX NUMBER.

COMMERCIAL INVOICE - ORIGINAL. ( PROFORMA INVOICES AND COPIES ARE NOT ACCEPTABLE FOR CLEARANCE )

PACKING LIST -

REQUIRED. COPIES ARE ACCEPTABLE.

CERTIFICATE OF ORIGIN -

ORIGINAL LEGALIZATION IS REQUIRED FOR MOST SHIPMENTS.

PRE-ALERT:

PRE-ALERT NEEDS TO BE SENT TO ATTN OF [istfreightops@aramex.com](mailto:istfreightops@aramex.com) TWO DAYS BEFORE PRIOR TO VESSEL ARRIVAL, OTHERWISE POSSIBLE DEMURRAGE CHARGES WILL BE CHARGED AS PENALTY TO THE ORIGIN WITHOUT CONFIRMATION.

IN CASE RECEIVER DOESN'T CLEAR THE SHIPMENT FROM CUSTOMS DUE TO VARIOUS REASON AND LEFT TO CUSTOMS ALL POSSIBLE CHARGES WHICH OCCURRED FOR THIS SHIPMENT WILL BE DEBITED TO ORIGIN.

### UNITED ARAB EMIRATES

CITY:- ABU DHABI

PORT:- ABU DHABI

### OFFICE WORKING HOURS:-

08:00 – 19:00 SUNDAY– THURSDAY.

08:00 – 17:00 ON SATURDAY.

CLOSED FRIDAYS, HOLIDAYS.

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## Ocean Freight Operations Procedure

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### NATIONAL HOLIDAY

JAN 01<sup>ST</sup>, FEB 4<sup>TH</sup>, 17<sup>TH</sup> JUN.,, AUG 19&20<sup>TH</sup>, OCT 25,26 & 27<sup>TH</sup> , NOV15<sup>TH</sup> ,DEC 02<sup>ND</sup>, .

### CONSOLIDATION-:

NOT ALLOWED, ONLY BACK TO BACK IS ALLOWED.

MULTI SUPPLIERS ARE ALLOWED, BUT CONSIGNEE SHOULD BE THE SAME ONE & ONLY ONE

H/BL IS ALLOWED

### CUSTOM CLEARANCE-:

AVAILABLE ALL DAYS EXCEPT FRIDAYS AND HOLIDAYS.

### CONTACT PERSONS-:

MR A. LABELLA JISSARI

- OCEAN FREIGHT OPERATIONS

- [Alavudeen.Jissari@aramex.com](mailto:Alavudeen.Jissari@aramex.com)

MR SANJEEV SASIDHARAN

- OCEAN FREIGHT OPERATIONS

- [Sanjeev.Sasidharan@aramex.com](mailto:Sanjeev.Sasidharan@aramex.com)

MR YASSER ZAHR

- STATION MANAGER

- [Yasser.zahr@aramex.com](mailto:Yasser.zahr@aramex.com)

### SERVICE INFORMATION-:

COD- NO.

COLLECT- YES.

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

DOOR DELIVERY & FREE DOMICILE- CHECK WITH DESTINATION.

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

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

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

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

[Alavudeen.Jissari@aramex.com](mailto:Alavudeen.Jissari@aramex.com)

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

### DOCUMENTATION REQUIRED-:

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

### EXPRESS RELEASE/SURRENDERED :

ACCEPTABLE.

SEAWAY BILL -NOT ALLOWED.

**MASTER B/L** - ORIGINALS TO BE CONSIGNED TO

ARAMEX

P.O.BOX # 27449

Abu Dhabi, UAE.

Tel # 00971 2 5025 816 /817

Fax# 00971 2 5551922

**COMMERCIAL INVOICE** - ORIGINAL. MUST HAVE REASONABLE VALUE, HARMONIZED CODE , COUNTRY OF ORIGIN , NUMBER OF PIECES AND GROSS WEIGHT.

LEGALIZATION NOT REQUIRED (FOR THE TIME BEING)- SUBJECT TO THE CONFIRMATION FROM CUSTOMS AUTHORITY/GOVERNMENT RULE.

**CERTIFICATE OF ORIGIN** - ORIGINAL (FOR EUROPEAN COUNTRIES, ONLY INDIVIDUAL COUNTRIES

CERTIFICATE OF ORIGIN IS VALID IN ABU DHABI). JUST EUROPEAN COMMUNITY COO NOT ALLOWED.

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## ***Ocean Freight Operations Procedure***

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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.

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

**CUSTOMS REGULATIONS-:** WIRELESS COMMUNICATION EQUIPMENT-:

ALL WIRELESS COMMUNICATION EQUIPMENTS ARE NOT ALLOWED INTO THE U.A.E. UNLESS THE CONSIGNEE HAS ACQUIRED SPECIAL PERMISSION ( FROM TRA) TO IMPORT SUCH EQUIPMENTS.

MOBILE TELEPHONES ARE NOT AFFECTED BY THIS REGULATION.

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

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

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

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

**FOOD STUFFS** : SHOULD APPROVED BY THE MUNICIPALITY HEALTH SECTION & "MINISTRY OF HEALTH", IT IS THE RESPONSIBILITY OF THE CONSIGNEE IN U.A.E. TO OBTAIN AND DO THE SELF CLEARANCE.

**DGR GOODS**-: DGR SHPTS and NON DG CHEMICALS, BATTERY, CARTRIDGES & OIL SHOULD BE APPROVED BY ENVIRONMENTAL RESEARCH AND WILDLIFE DEVELOPMENT AGENCY (ERWDA), IF CNEE HAVE THE "IMPORT PERMIT" FOR THIS COMMODITY, ARAMEX CAN TAKE APPROVAL FROM ERWDA ON BEHALF OF CNEE" (MSDS IS A MUST ON THIS CASE) . SO PLEASE MAKE SURE MATERIAL SAFETY DATA SHEET ALSO SHOULD BE WITH THE SHPT, IN ADDITION TO THE COMMERCIAL DOCS. If MSDS IS NOT AVAILABLE, THEN 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 & CNEE AWARE OF THE REGULATION.  
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### **UNITED ARAB EMIRATES - CONTINUED**

**CITY:** DUBAI

**PORT:** JEBEL ALI PORT, UAE

**OFFICE WORKING HOURS-:**

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

**NATIONAL HOLIDAYS:**

JAN 01<sup>ST</sup>, 31<sup>ST</sup>, FEB 01<sup>ST</sup>, 21<sup>ST</sup>, MAY 01<sup>ST</sup>, AUG 06<sup>TH</sup>, SEP 12<sup>TH</sup>, NOV 13<sup>TH</sup>, 14<sup>TH</sup>, DEC 02<sup>ND</sup>.

**CONSOLIDATION:**

ALLOWED FOR **FCL & LCL**

**CUSTOM CLEARANCE:**

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

**CONTACT PERSONS-:**

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## Ocean Freight Operations Procedure

MR NIZAR ZOUHAIRI - PRODUCT MANAGER-SEA FREIGHT - [Nizar.zouhairi@aramex.com](mailto:Nizar.zouhairi@aramex.com)  
MR JOHNSON ZACHARIA - MANAGER - SEA FREIGHT - [Johnson.zacharia@aramex.com](mailto:Johnson.zacharia@aramex.com)  
MR NIYAS ABDULKADER - TEAM LEADER - SEA OPERATIONS - [Niyas.abdulkader@aramex.com](mailto:Niyas.abdulkader@aramex.com)  
SEA FREIGHT RATES - FOR ALL RATE INQUIRIES - [dxbseafreightrates@aramex.com](mailto:dxbseafreightrates@aramex.com)

### SERVICE INFORMATION-:

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

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, FULL STYLE 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: [Niyas.abdulkader@aramex.com](mailto:Niyas.abdulkader@aramex.com)  
& [DXBFreightOPSImportS-F@aramex.com](mailto:DXBFreightOPSImportS-F@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,**  
PLOT WF 07,  
DUBAI LOGISTIC CITY,  
DUBAI.  
UNITED ARAB EMIRATES.  
TEL # : 00971 4 8707344  
FAX # : 00971 4 8707735.  
E mail: [DXBFreightOPSImportS-F@aramex.com](mailto:DXBFreightOPSImportS-F@aramex.com)  
Attn : Niyas Abdulkader

**EXPRESS RELEASE :** ACCEPTABLE.

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

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

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

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

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**VERY IMPORTANT - THE APPROPRIATE HARMONIZED CUSTOMS CODE MUST BE SHOWN ON THE INVOICE FOR EACH ITEM LISTED ON THE INVOICE. COUNTRY OF ORIGIN, QUANTITY, WEIGHT AND VALUE SHOULD BE SEPERATELY PROVIDED FOR EACH HS CODE**

**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.

ATA CARNET / CARNET DE PASSAGE IS ACCEPTABLE FOR EXHIBITION GOODS OR TOURIST VEHICLES, NOTIFICATION SHOULD SEND TO DXB IN THIS REGARD PRIOR TO DEPARTURE OF THE VESSEL WITH THE COPY OF CARNET DE PASSAGE / ATA CARNET

**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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**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 1<sup>ST</sup>, MAR 29<sup>TH</sup>, APR 1<sup>ST</sup>, MAY 6<sup>TH</sup>, MAY 27<sup>TH</sup>, AUG 26<sup>TH</sup>, DEC 25<sup>TH</sup>, 26<sup>TH</sup>.



**CUSTOM CLEARANCE-:**

**CONTACT PERSONS-:**

MR ANDREW SMITH	- MANAGER OCEAN FREIGHT	- <a href="mailto:Andrew.smith@aramex.com">Andrew.smith@aramex.com</a>
MR WAYNE SMITH	- OCEAN FREIGHT OPERATIONS	- <a href="mailto:Wayne.smith@aramex.com">Wayne.smith@aramex.com</a>
MR JEROME MCDERMOTT	- OCEAN FREIGHT 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 #, NUMBER OF PIECES, WEIGHT, CUBE OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.

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

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

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

[Manoceanimports@aramex.com](mailto:Manoceanimports@aramex.com)  
[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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**UNITED KINGDOM - CONTINUED**

**CITY-: BIRMINGHAM**

**PORTS-:**

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

**OFFICE WORKING HOURS-:**

09:00 – 17:30 MONDAY – FRIDAY.

**NATIONAL HOLIDAYS-:**

JAN 01<sup>ST</sup>, 02<sup>ND</sup>, APR 06<sup>TH</sup>, 09<sup>TH</sup>, MAY 07<sup>TH</sup>, JUN 04<sup>TH</sup>, 5<sup>TH</sup>, AUG 27<sup>TH</sup> , DEC 25<sup>TH</sup>, 26<sup>TH</sup>.

**CUSTOM CLEARANCE-:**

**CONTACT PERSONS-:**

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## Ocean Freight Operations Procedure

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MR NIAZ PANHWAR - STATION MANAGER - [Niaz.panhwar@aramex.com](mailto:Niaz.panhwar@aramex.com)  
MS SARAH TAYLOR - OCEAN FREIGHT OPERATIONS - [Bhx.sales@aramex.com](mailto:Bhx.sales@aramex.com)  
MR CHARLES (VIC) HEMUS - OCEAN FREIGHT OPERATIONS - [Bhx.sales@aramex.com](mailto:Bhx.sales@aramex.com)

### SERVICE INFORMATION-:

DESTINATION POST CODES HANDLED :- B , CV , DY , LE , ST , TF , NG, WR , WS , WV

COLLECT - YES.  
COD - YES  
FREE DOMICILE - YES

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

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

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

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

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

### DOCUMENTATION REQUIRED-:

HOUSE B/L – ORIGINALS/EXPRESS RELEASE.

MASTER B/L – ORIGINALS/EXPRESS RELEASE.

COMMERCIAL INVOICE – ORIGINAL/COPY.

PACKING LIST – ORIGINAL/COPY.

CERTIFICATE OF ORIGIN –  
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### 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.

### NATIONAL HOLIDAYS-:

LEFT FOR UPDATE

### CONTACT PERSONS-:

MR MARCUS SHEHADA - OPERATIONS OCEAN FREIGHT - [Marcus.Shehada@aramex.com](mailto:Marcus.Shehada@aramex.com)  
MS SUZETTE BLAKE - OPERATIONS SUPERVISOR / EXP - [Suzette.blake@aramex.com](mailto:Suzette.blake@aramex.com)  
JFK IMPORTS - IMPORTS/CUSTOMS - [JFKImports@aramex.com](mailto:JFKImports@aramex.com)

### SERVICE INFORMATION-:

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***Ocean Freight Operations Procedure***

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ALL OCEAN EXPORT SHIPMENTS MUST BE ALERTED TO YYZ STATION

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: [JFKImports@aramex.com](mailto:JFKImports@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.

ALL BUSINESS UNDERTAKEN OR PERFORMED HEREUNDER SHALL BE SUBJECT FURTHERMORE TO THE -STANDARD TRADING CONDITIONS - OF THE CANADIAN INTERNATIONAL FREIGHT FORWARDERS ASSOCIATION INC. - WHICH COMPLETE THE PROVISIONS AND ARE HEREBY INCORPORATED BY REFERENCE. A COPY OF THE SAID -STANDARD TRADING CONDITIONS - IN FRENCH OR IN ENGLISH ARE AVAILABLE UPON REQUEST. WHERE AN INCONSISTENCY OR CONFLICT EXISTS BETWEEN THE SAID - STANDARD TRADING CONDITIONS - AND THE SPECIFIC PROVISIONS OF THIS DOCUMENT EXISTS, THE SPECIFIC PROVISIONS OF THIS DOCUMENT WILL PREVAIL.

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