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:
1st MAY, 5th July, 1st Nov,

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

CONTACT PERSONS:
MR FOUAD BOUKABOUYA - OPERATIONS SEA FREIGHT - ALRFreightOps@aramex.com
MR YACINE AZEMOUR - FREIGHT OPERATIONS - Yacine.azemour@aramex.com
MS MOUNIA BOUTOUS - CUSTOMER SERVICE - Mounia.boutouis@aramex.com

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 SEALER, 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>

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.
PACKING LIST - ORIGINAL. ON LETTER HEAD OF THE COMPANY 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 1st, DEC 16th, 17th

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

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 Bah.freightops@aramex.com

DOCUMENTATION REQUIRED:
HOUSE B/L - ORIGINALS.
MASTER B/L - ORIGINALS.
COMMERCIAL INVOICE - ORIGINAL.
PACKING LIST - ORIGINAL.
CERTIFICATE OF ORIGIN – REQUIRED (IF NOT A PAYMENT OF US$ 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, DEC 16, 25.

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

CONTACT PERSON: MR STEVEN ROZARIO - FREIGHT OPERATIONS EXECUTIVE - Steven.Rozario@aramex.com
MR MEHEDI RIAD - FREIGHT SALES EXECUTIVE - Mechedi.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: EXP® 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 COPIED TO SAMAN GUNAWARDENA, (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:
- 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 DOCUMENTS:
- 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 THE 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 01ST, MAR 03RD, 08TH, APR 16TH, MAY 1ST, 06TH, 24TH, JUN 17TH, SEP 06TH, 22ND, NOV 01ST, DEC 24TH, 25TH, 26TH
JAN 1ST, MAR 03RD, 08TH, APR 16TH, MAY 1ST, 06TH, 24TH, JUN 17TH, SEP 06TH

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

**CONTACT PERSONS:**
SOFFREIGHTOPS@aramex.com

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

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES.
BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND 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: SOFFREIGHTOPS@aramex.com

DOCUMENTATION REQUIRED:-

TELEX RELEASE - ACCEPTED
HOUSE B/L - ORIGINALS
MASTER B/L - ORIGINALS
COMMERCIAL INVOICE - ORIGINAL
PACKING LIST - ORIGINAL
CERTIFICATE OF ORIGIN - 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 1st, FEB 20th, March 29th, MAY 20th, JUL 1st, AUG 5th, SEP 2nd, OCT 14th, DEC 25th, DEC 26th.

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

CONTACT PERSONS ::
MS SHANNON THOMPSON - COUNTRY MANAGER - Shannon.thompson@aramex.com
MS SUZETTE BLAKE - OPERATIONS SUPERVISOR / EXP - Suzette.blake@aramex.com
MS KIM O’TOOLE - IMPORT OPERATIONS - Kim.Otoole@aramex.com
MR MOHD HATAMLEH - FINANCIAL MANAGER - Mohd.hatmleh@aramex.com
MS CAROL KOSICK - BUSINESS DEVELOPMENT - Carol.kosick@aramex.com
MR MOHD SNOBAR - BUSINESS DEVELOPMENT - Mohamed.snobar@aramex.com

SERVICE INFORMATION ::
COLLECT - YES, ACCEPTABLE.
COD - YES, ACCEPTABLE.
FREE DOMICILE - CHECK WITH DESTINATION.
AIR-SEA SHIPMENTS - ACCEPTED.

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

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

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

GATEWAYS PORTS: MONTREAL, HALIFAX, VANCOUVER

MASTER BILLS OF LADING TO BE CONSIGNED TO:
ARAMEX CANADA INC,
5810 AMBLER DRIVE, UNIT 14 & 15
MISSISAUGA, 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 / YYR / 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: Kim.toole@aramex.com OR VIA FAX #: 00 905 238 0990.
Suzette.blake@aramex.com

DOCUMENTATION REQUIRED:

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

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

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

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

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

FAILURE TO PROVIDE THESE DOCUMENTS COULD RESULT IN DELAYS IN CUSTOMS CLEARANCE, STORAGE, INSPECTION FEES AND FINES WHICH WILL BE CHARGED TO THE ORIGIN STATION IF CONSIGNEE REFUSES TO PAY THESE CHARGES.
TCN (Time consignee notified): DAY WHEN SHIPMENTS ARRIVES. WE WILL HANDBOVER 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

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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 1ST, FEB 22RD –28TH, APR 5TH, MAY 1ST –May 3RD, JUN 23RD, SEP 30TH, OCT 1ST –7TH

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 - Yousef.kamhawi@aramex.com
MR DENNIS DONG - CHINA INBOUND - Dennis.dong@aramex.com
MS LINDA CHEN - CARGO COMMUNICATOR - Linda.chen@aramex.com
MR JASON HU - OPERATIONS SUPERVISOR / SEA - Jason.hu@aramex.com
MS YOYO QIAN - OPERATIONS DOCUMENTATION - Yoyo.qian@aramex.com

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
MAOU 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.
Ocean Freight Operations Procedure

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. Please 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 need 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 CONSIGNEE 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
CONSIGN THE MAWB.
PLEASE DON'T CONSIGN TO ARAMEX CHINA SINCE WE HAVE DIFFERENT AGENTS IN DIFFERENT CITIES. ALSO
ARAMEX CHINA DOES NOT HOLD BROKERAGE LICENSE.

PLEASE ADEHRDE 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 - Dennis.dong@aramex.com
MS LINDA CHEN - COMMUNICATOR FRT - linda.chen@aramex.com
MR JASON HU - SUPERVISOR SEA FRT - Jason.hu@aramex.com
MS YOYO QIAN - OPS DOCUMENTATION - Yoyo.qian@aramex.com

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 REFFRING TO THOSE THAT HAVE NOT BEEN
   PROCESSED OR BOILED OFF ... 5069090.19 TIGER BONES THAT HAVE NOT BEEN BOILED OFF REFFRING TO
   THOSE THAT HAVE NOT BEEN PROCESSED OR BOILED OFF ...
02 - 5071000.10 RHINOCEROS HORNS ...
03 - 13021100 OPIUM FLUIDS AND OPIUM EXTRACTORS
29031400.90 CARBON TETRACHLORIDE UNLESS USED FOR MAKING CLEANING AGENTS
   29034300.90 TRIFLUOROTRICHLOROETHANE USED FOR CLEANING AGENTS (CFC -113) PROMULGATED BY THE
   MINISTRY OF FOREIGN TRADE AND ECONOMIC COOPERATION ON 2001-12-20
04 - 0501.0000 UNPROCESSED HUMAN HAIR, NO MATTER WASHED OR NOT; WASTED HUMAN HAIR
   05 - 0502.1030 BRISTLES AND WASTED BRISTLES
   06 - 0502.9020 BADGER HAIR AND OTHER WASTED ANIMAL HAIR USED FOR MAKING BRUSHES
   07 - 1703.1000 SUGARCANE MOLASSES
   08 - 1703.9000 OTHER MOLASSES
   09 - 2517.2000 SCORIA, SCRUFF AND SIMILAR INDUSTRIAL DRAFF
   10 - 2517.3000 ASPHALT MACADAM
   11 - 2620.2900 OTHER CALX AND DRAFF WHOSE MAJOR INGREDIENT IS LEAD
   12 - 2620.9990.90 CALX AND DRAFF WHOSE MAJOR INGREDIENT IS OTHER METAL OR COMPOUND EXCEPT FOR
   13 - 4004.0000.10 WASTED TIRE AND ITS DICES
   14 - 4115.2000.10 LEATHER WASTE RESIDUE, ASH, SLUDGE AND ITS POWDER
<table>
<thead>
<tr>
<th>NO.</th>
<th>CODE NO.</th>
<th>TITLE OF COMMODITY</th>
<th>REMARKS</th>
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</thead>
<tbody>
<tr>
<td>15</td>
<td>6309.0000</td>
<td>OLD CLOTHING</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>8548.1000</td>
<td>WASTED CRUSHED AGGREGATES OF BATTERIES AND WASTED BATTERIES</td>
<td>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.)</td>
</tr>
</tbody>
</table>

**CATALOGUE OF COMMODITIES FORBIDDEN TO IMPORT (THE FIFTH BATCH)**

<table>
<thead>
<tr>
<th>NO.</th>
<th>CODE NO.</th>
<th>TITLE OF COMMODITY</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>8415.1010_8415.9090</td>
<td>AIR-CONDITIONER</td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>8417.8020</td>
<td>INCINERATOR FOR RADWASTE</td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>8418.1010_8418.9999</td>
<td>REFRIGERATOR</td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>8471.1000_8471.5090</td>
<td>CYBER-EQUIPMENT</td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>8471.6010</td>
<td>DISPLAY</td>
<td></td>
</tr>
<tr>
<td>06</td>
<td>8471.6031_8471.6039</td>
<td>PRINTER</td>
<td></td>
</tr>
<tr>
<td>07</td>
<td>8471.6040_8471.9000</td>
<td>OTHER INPUT-OUTPUT PARTS FOR COMPUTERS AND OTHER COMPONENTS OF AUTOMATIC DATA PROCESSING EQUIPMENT</td>
<td></td>
</tr>
<tr>
<td>08</td>
<td>8516.5000</td>
<td>MICROWAVE</td>
<td></td>
</tr>
<tr>
<td>09</td>
<td>8516.6030</td>
<td>ELECTRIC COOKER</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>8517.1100_8517.1990</td>
<td>WIRED PHONE</td>
<td>NEED TO BE USED FOR PICKING UP OR PRODUCING ANTIMONY, MERCURY, OR COMPOUNDS THEREOF</td>
</tr>
<tr>
<td>11</td>
<td>8517.2100_8517.2200</td>
<td>ELECTROGRAPH AND TAPE MACHINE</td>
<td>NEED TO BE USED FOR PICKING UP OR PRODUCING ANTIMONY, MERCURY, OR COMPOUNDS THEREOF</td>
</tr>
<tr>
<td>12</td>
<td>8521.1011_8521.9090</td>
<td>VIDEO TAPE RECORDER, RECORD PLAYER AND LASER VIDEO CASSETTE RECORDER</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>8525.2022_8525.2029</td>
<td>MOBILE COMMUNICATION EQUIPMENT</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>8525.3010_8525.4050</td>
<td>VIDICON, VIDEO CAMERA RECORDER AND DIGITAL CAMERA</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>8528.1210_8528.3020</td>
<td>TV SET</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>8534.0000</td>
<td>PRINTING CIRCUIT</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>8540.1100_8540.9990</td>
<td>THERMIonic TUBE, COLD CATHODE TUBE, LIGHT CATHODE TUBE</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>8542.1000_8542.9000</td>
<td>INTEGRATE CIRCUIT AND MICROELECTRONIC COMPONENTS</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>9009.1110_9009.9990</td>
<td>Duplicating machine</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>9018.1100_9018.9090</td>
<td>MEDICAL APPLIANCE</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>9022.1200_9022.9090</td>
<td>RADIAL APPLICATION EQUIPMENT</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODENO. OFCOMMODITY</th>
<th>TITLE OF COMMODITY</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2620.2100</td>
<td>SLUDGE FROM LEADED GASOLINE</td>
</tr>
<tr>
<td>2</td>
<td>2620.6000</td>
<td>CALXES AND RESIDUES CONTAINING ARSENIC, MERCURY OR THALLIUM OR COMPOUNDS THEREOF</td>
</tr>
<tr>
<td>3</td>
<td>2620.9100</td>
<td>CALXES AND RESIDUES CONTAINING ANTIMONY, BERYLLIUM, CADMIUM OR COMPOUNDS THEREOF</td>
</tr>
<tr>
<td>4</td>
<td>2621.1000</td>
<td>ASHES OR RESIDUES FROM THE BURNING OF MUNICIPAL GARBAGE</td>
</tr>
</tbody>
</table>
### INTENDED PURPOSES

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3825.1000</td>
<td>MUNICIPAL GARBAGE</td>
</tr>
<tr>
<td>3825.2000</td>
<td>SILT FROM SEWERS</td>
</tr>
<tr>
<td>3825.3000</td>
<td>MEDICAL WASTES</td>
</tr>
<tr>
<td>3825.4100</td>
<td>ORGANIC SOLVENTS CONTAINING WASTE HALIDES</td>
</tr>
<tr>
<td>3825.4900</td>
<td>OTHER WASTE SOLVENTS</td>
</tr>
<tr>
<td>3825.5000</td>
<td>WASTE METAL SOUR WASHING LIQUORS, HYDRAULIC OILS AND BRAKE OILS INCLUDIND WASTE ANTIFREEZE</td>
</tr>
<tr>
<td>3825.6100</td>
<td>CHEMICAL WASTES MAINLY CONTAINING ORGANIC ELEMENTS</td>
</tr>
<tr>
<td>3825.6900</td>
<td>OTHER CHEMICAL WASTES</td>
</tr>
<tr>
<td>3825.9000</td>
<td>CHEMICAL BY-PRODUCTS AND THE WASTES THEREOF WHOSE CODE NUMBER IS NOT SPECIFIED</td>
</tr>
<tr>
<td>7112.3010</td>
<td>ASHES CONTAINING ARGENT OR ARGENT COMPOUNDS</td>
</tr>
<tr>
<td>7112.3090</td>
<td>ASHES CONTAINING OTHER PRECIOUS METALS</td>
</tr>
</tbody>
</table>

### CYPRUS

**CITY:** NICOSIA

**PORT:** LIMASSOL

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

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

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

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

**CONTACT PERSONS:**
- MR AHMAD HIBRI - COUNTRY MANAGER - Ahmade.hibri@aramex.com
- MR PANTELIS SYMEOU - OCEAN FREIGHT OPERATIONS - Pantelis.symeou@aramex.com

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

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

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

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

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

CZECH REPUBLIC

CITY: PRAGUE

PORT: PRAHA

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

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

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

CONTACT PERSONS:

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

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

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

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

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

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:
PRGFreightOPS@aramex.com

DOCUMENTATION REQUIRED:

PLEASE CHECK WITH PRG ON CASE TO CASE BASIS

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

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 - Hossam elseidi@aramex.com
MR RADWA EL RAWSH - OCEAN FREIGHT IMPORT - Radwa.iewersh@aramex.com
MR AHMED EBRAHIM - OCEAN FREIGHT EXPORT - Ahmed.ebrahim@aramex.com
MR AMAL ALY - LCL OPERATIONS - Amal.aly@aramex.com
MR MOHAMED SHAABAN - LCL DOCUMENTATION - Mohamed.shaaban@aramex.com
MR TAREQ ALHOURANI - SALES & MARKETING - Tareq.alhourani@aramex.com
MR Ehab Aziz - CUSTOMS CLEARANCE ALEXANDRIA & PORT SAID - Ehab.aziz@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.

**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 COMMERCIAL INVOICE & CERTIFICATE OF ORIGIN WITH THE EXCEPTION OF:

a) SAMPLES,
b) BOOKS & OTHER PRINTED MATTER,
c) TEMPORARY IMPORT SHPTS.
d) EXHIBITION SHIPMENTS.

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

CAIFREIGHTOPSSEAimport@aramex.com
CAIFreightOPSSeaAlex@aramex.com
Hossam.elseidi@aramex.com

**DOCUMENTS REQUIRED FOR CUSTOMS:-**:

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

FRANCE

CITY:- PARIS

PORT:- ANY FRENCH SEAPORT
OFFICE WORKING HOURS:
09:00 – 18:00 MONDAY – FRIDAY.
CLOSED SATURDAYS, SUNDAYS & HOLIDAYS.

NATIONAL HOLIDAYS:
JAN 01ST, APR 13TH, MAY 01ST, 08TH, 21ST, JUN 01ST, JUL 14TH, AUG 15TH, NOV 11TH, DEC 25TH.

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

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

CONTACT PERSONS:
MS FATIMA RIYAD - FREIGHT MANAGER - Fatima.riyad@aramex.com
- PAR FREIGHT COMMUNICATIONS - parfreightcommunications@aramex.com

SERVICE INFORMATION:
COLLECT- YES BUT ON PRIOR APPROVAL FROM CONSIGNEE.
COD- YES BUT ON PRIOR APPROVAL FROM CONSIGNEE.
FREE DOMICILE & 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

IT IS MANDATORY, THE ORIGIN SHOULD CONSULT DESTINATION PRIOR TO DO THEIR VESSEL BOOKING TO LET DESTINATION CHECK AND ADVICE 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 INCURES ADDITIONAL EXPENSES BY WAY OF DEMURRAGE AND STORAGE.

DOCUMENTATION REQUIRED:

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

MASTER B/L – ORIGINALS [IT IS COMPULSARY TO ADD THE CONTAINER NUMBER IN THE B/L FOR FCL SHIPMENTS].

PACKING LIST - ORIGINAL.

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 1 BY GOVERNMENT OFFICE.

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

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

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

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

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

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

CONTACT PERSONS:
MR YOUSEF KAMHAWI - GENERAL MANAGER - Yousef.kamhawi@aramex.com
MS YUKI HO - CARGO MANAGER - Yuki.ho@aramex.com
MR PASU TANG - CARGO SUPERVISOR - Pasu.tang@aramex.com
MS ALLY CHAN - ASSISTANT CARGO SUPERVISOR - Ally.chan@aramex.com
MS JOYCE CHOW - OPERATIONS TEAM MEMBER (SR) - Joyce.chow@aramex.com
MS ANGEL HUI - OPERATIONS TEAM MEMBER - Angel.hui@aramex.com

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

INBOUND SHIPMENTS INTO HONG KONG:
SOME MATERIALS NEEDS LICENSE TO IMPORT INTO HONG KONG [MENTIONED IN THE BELOW CUSTOMS REGULATIONS]. ACCORDINGLY BEFORE ACCEPTING ANY SHIPMENT FROM THE SHIPPER AT YOUR END, PLEASE SEND US THE CONSIGNEE FULL DETAILS IN ORDER TO CHECK WITH THEM IF THEY HAVE THE RIGHT TO IMPORT SUCH ITEMS. AFTER WE CONFIRM TO FORWARD THE SHIPMENT, WE NEED PROPER PRE-ALERT BEFORE THE ETA, FULL INFORMATION ABOUT THE SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE. ALSO, COPY OF MASTER BILL OF LADING, HOUSE BILL OF LADING IS REQUIRED BEFORE ETA.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:
HKGFRTOPSInbound@aramex.com
Yuki.ho@aramex.com
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-COMMUNICATORS.
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 MEDICATIONS (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).
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: AS STATED.

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 - joji.johny@aramex.com
MR SANDEEP BEHL - SEA FREIGHT MANAGER – INDIA - Sandeep.behr@aramex.com
MS RENU ARORA - COUNTRY MANAGER OPERATIONS - Renu.arora@aramex.com

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:
Joji.johny@aramex.com
blrintlfrt@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 - Shilpa.sawardkar@aramex.com
MR SANDEEP BEHL - SEA FREIGHT MANAGER – INDIA - Sandeep.behr@aramex.com
MS RENU ARORA - COUNTRY MANAGER OPS - Renu.arora@aramex.com
PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:
Shilpa.swar сочета@aramex.com
BOMfreightoffice@aramex.com

FOR SHIP’S TO BE CONSIGNED TO CHENNAI (MADRAS) -
ARAMEX INDIA PVT LTD.
PLOT NO 1, POOMAGAL STREET,
EKATUTHANGAL (behind Olympia Tech Park)
[Opp to Decon Chronicle]
CHENNAI - 600 097, INDIA.
TEL #: 0091 44 39419900 EXT 312
FAX #: 0091 44 22253892

CONTACT PERSON:
MR. RAVI KUMAR - MANAGER - FREIGHT OPERATIONS
MR SANDEEP BEHL - SEA FREIGHT MANAGER – INDIA
MS RENU ARORA - COUNTRY MANAGER OPS

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:
Ravi.kumarv@aramex.com
MAAFreightops@aramex.com

FOR SHIP’S TO BE CONSIGNED TO COCHIN OFFICE -
ARAMEX INDIA PVT LTD.
AMBANATT, 39/2085,
OPP LOTUS CLUB,
WARRIAM ROAD,
COCHIN – 16.
TEL #: 00910484–39419900
FAX #: 00910484 – 2368269

CONTACT PERSON:
MR ABYEY GEORGE - ASST MANAGER-FREIGHT
MR SANDEEP BEHL - SEA FREIGHT MANAGER, INDIA
MS RENU ARORA - COUNTRY MANAGER OPS

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:
Abey.george@aramex.com
Sandeep.behl@aramex.com
Renu.arora@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
MR SANDEEP BEHL - SEA FREIGHT MANAGER, INDIA
MS RENU ARORA - COUNTRY MANAGER OPS

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:
Sarita.kumari@aramex.com
Sandeep.behl@aramex.com
Renu.arora@aramex.com

FOR SHIP’S TO BE CONSIGNED TO HYDERABAD OFFICE -
Delinternationalcargo@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, CUBICAL MEASUREMENT AND PAYMENT TERMS HAS TO BE MENTIONED CORRECTLY.

THE M/BL & H/BL ISSUING DATE HAS TO TALLY - THE REASON BEING WHILE MANIFESTING THE IGM, SHIPPING LINE ALSO ADDS BILL OF LADING ISSUING DATE AND IN CASE IF THE IGM HAS FILED AS PER M/BL INSTEAD OF H/BL, THEN, WHILE AMENDING THE IGM MOST OF THE TIMES SHIPPING LINES OVERSIGHTS TO AMEND THE B/L DATE AND THIS CAUSES LOTS OF PROBLEMS TO CONSIGNEE DURING CLEARANCE.
PRE-ALERT : TO BE SEND TO THE RESPECTIVE EMAIL ID IN THE APPROPRIATE STATIONS AND COPIES HAS TO BE FAXED TO US ON THE DAY OF VESSEL DEPARTURE AT ORIGIN TO AVOID AMENDMENTS – (OUR FAX NUMBER IS 0091 22 28248760/002. ONCE FAXED, PLEASE INTIMATE THE SAME ON E-MAIL) AS THE DOC 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/B/L. 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:
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 1st & 24th, MAR 12th & 29th, MAY 09th & 25th, JUN 06th, AUG 08th, 09th & 17th, OCT 15th, NOV 05th, DEC 25th.

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

CONTACT PERSONS:
MR UWAISY ALQURNI - OPERATIONS MANAGER - Mohammad.Alqurni@aramex.com
MRS TRI HANDAYANI - OPERATIONS MEMBER - 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 DESCRIPTION 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 BHAKTI 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 AT LEAST 72 HOURS.
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 JKFreightOpsImport@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 - THRFFREIGHTOPS@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-EXPORTATION 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 CONSIGNEED TO ARAMEX DXB. MENTIONING IN THE HANDLING INFORMATION ‘DXB IN TRANSIT’.
2. THE ORIGIN WILL SEND THE SHPT WITH A HBL CONSIGNEED 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.
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 FREEN DOMICILE- 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
Robab.beheshli@aramex.com

DOCUMENTATION REQUIRED:-

HOUSE B/L - ORIGINALS.
SHOULD BE CONSIGNEED TO ACTUAL CONSIGNEE OR THE BANK.

MASTER B/L - ORIGINALS.
M/BL SHOULD BE CONSIGNEED 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 1ST, MAR 17TH, APR 25TH, MAY 22ND, JUN 6TH, AUG 1ST, OCT 31ST, DEC 25TH, DEC 26TH.

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

CONTACT PERSONS-:
MR PHILIP PEDRESCHI - FREIGHT OPERATIONS - Philip.pedreschi@aramex.com
MS ELIZABETH WOOD - FREIGHT OPERATIONS - Elizabeth.wood@aramex.com
MS GRACE MC MAHON - FREIGHT OPERATIONS - Grace.mcMahon@aramex.com
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 
                                        Elizabeth.wood@aramex.com
                                        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 1ST, MAR 17TH, APR 9TH, MAY 7TH, JUN 4TH, AUG 6TH, OCT 29TH, DEC 25TH, DEC 26TH.

CUSTOM CLEARANCE-:
24 HOURS

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

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

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

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

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

DOCUMENTATION REQUIRED:

HOUSE B/L - ORIGINALS OR COPIES.
MASTER B/L - ORIGINALS / COPY IF B/L IS ON "EXPRESS RELEASE"
COMMERCIAL INVOICE - ORIGINAL OR COPIES.
PACKING LIST - ORIGINAL OR COPIES.
CERTIFICATE OF ORIGIN – OPTIONAL BUT ORIGINAL REQUIRED IF NECESSARY.

IRELAND - CONTINUED

CITY: SHANNON
PORT: SHANNON

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

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

CUSTOM CLEARANCE:
APPROX 24 HOURS

CONTACT PERSONS:
MR DENISE KING - AIR/SEA/EXPRESS MANAGER - Denise.king@aramex.com
MS SINEAD HENNESSY - FREIGHT ADMINISTRATOR - Sinead.hennessy@aramex.com
MS JENNIFER SHEEHAN - FREIGHT ADMINISTRATOR - Jennifer.sheehan@aramex.com

SERVICE INFORMATION:
COLLECT - YES.
COD - NO.
FREE DOMICILE - CHECK WITH DESTINATION.
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
Sinead.hennessy@aramex.com
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 01ST, 30TH, FEB 22ND, MAY 01ST, 02ND, 25TH, JUN 09TH, 10TH, SEP 12TH, NOV 14TH, DEC 25TH.

**CONSOLIDATION**:
ALLOWED

**CUSTOMS CLEARANCE**:
AVAILABLE

**CONTACT PERSONS**:

MR ALAA SAOUDEI - COUNTRY MANAGER - Alaa.Saoudi@aramex.com
MS REEM AL JABARI - OCEAN FREIGHT SUPERVISOR - Reem.ajabari@aramex.com

**SERVICE INFORMATION**:

COLLECT – YES.
COD – CASE BY CASE.
FREE DOMICILE – CHECK WITH DESTINATION.

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

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

PROCEDURES:

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

CONSEQUENTLY, AFTER 48 HOURS OF VESSEL DEPARTURE FROM THE LOADING PORT, THE BOOKING OFFICE MUST SEND A SCANNED COPY OF HOUSE AND 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 CONSIGNEED 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 CONSIGNEED TO ARAMEX.

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:
AMMSeaFreight@aramex.com
Reem.aljabari@aramex.com

DOCUMENTATION REQUIRED:

HOUSE B/L - FULL SET OF ORIGINAL B/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.
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 24TH, FEB 25TH, 26TH, JUN 4TH AUG 7TH, 8TH, 9TH, OCT 14TH, 15TH, 16TH, 17TH, NOV 4TH.

CONSOLIDATION:
NOT ALLOWED

CUSTOM CLEARANCE:
AVAILABLE FROM SUNDAY TO THURSDAY

CONTACT PERSONS:-

MR ABDULHAQUE - FREIGHT MANAGER - Abdulhaque.badshahkhan@aramex.com
MS SHYMAA IBRAHIM - FREIGHT OPERATIONS - Shaymaa.ibrahim@aramex.com
MR FADI KIKOLOFF - COUNTRY MANAGER - 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
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

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 CHANDELEIERS
- 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 MILITRY (PLEASE REFER TO US MILITRY 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.
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 - Jihad.fanous@aramex.com
- MR ABBAS HAZIMEH - CARGO OPS TEAM LEADER - Abbas.Hazimeh@aramex.com
- MR ELIE IBRIKJI - PRODUCT MANAGER - Elie.ibrikji@aramex.com
- MS NISRINE ROUHAYEM - OPERATIONS SUPERVISOR - Nisrine.rouhayem@aramex.com

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

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

PREALERTS:
PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO: 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:
• 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 PALLETTIZED
• 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 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.
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) WHETHER BE IT LAND/SEA OR AIR, KINDLY ABIDE BY THE BELOW SET PROCEDURES FOR ALL YOUR PERSONAL EFFECTS SHIPMENTS INTO LEBANON:

ORIGIN PROCEDURES:

1) ORIGIN STAFF SHOULD CHECK THE PACKING, IF EACH COMMODITY IS PROPERLY PACKED AND ACCORDING TO INTERNATIONAL PROCEDURES (SPECIAL 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
EFFECTIVE 15 FEBRUARY 2006, THE LEBANESE MINISTRY OF AGRICULTURE STARTED REQUIRING ALL REGULATED WOOD PACKAGING MATERIAL (WPM) IMPORTED INTO LEBANON TO COMPLY WITH THE INTERNATIONAL PLANT PROTECTION CONVENTION (IPPC) STANDARD ISPM#15.

THE NEW REGULATION STATES THAT FOR IMPORTS INTO LEBANON AS WELL AS FOR TRANSIT GOODS: WPM IN USE IN INTERNATIONAL TRADE MUST BE ACCOMPANIED BY A PHYTOSANITARY CERTIFICATE UNLESS IT WAS TREATED BY HEAT OR BY FUMIGATION WITH METHYL BROMIDE. PAPER CERTIFICATION (TREATMENT CERTIFICATES) WILL NOT BE REQUIRED IF WPM (WITH A THICKNESS EXCEEDING 6MM) WAS MARKED WITH THE IPPC LOGO; THE 2-LETTER INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO) CODE FOR THE COUNTRY THAT TREATED THE WPM, THE NUMBER ASSIGNED TO THE TREATMENT COMPANY AND THE ABBREVIATION HT (HEAT TREATMENT) OR MB ( METHYL BROMIDE).

IN CASE OF NON-COMPLIANCE TO THE ABOVE AND THE STANDARDS OF ISPM # 15, THE WPM WILL NOT BE ALLOWED TO ENTER THE COUNTRY AND WILL BE RE-EXPORTED BACK TO ORIGIN OR DESTROYED BY LEBA NESE 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.

   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

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LIBYA

CITY: TRIPOLI

PORT: TRIPOLI / AL KHOMS / MISURATA / BENGHAZI

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

NATIONAL HOLIDAYS:

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

CUSTOM CLEARANCE:
AVAILABLE ALL DAYS EXCEPT FRIDAY AND HOLIDAYS.

CONTACT PERSONS: -
MR TARIQ HAJEER - STATION MANAGER - Tariq.Hajeer@aramex.com
MR MOHAMMAD QAYET - FREIGHT OPERATIONS - Mohammad.qayet@aramex.com - Tipfreightops@aramex.com

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

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES.
BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING: SHIPPER, CONSIGNEE NAME, 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
- Tariq.Hajeer@aramex.com
- Mohammad.qayet@aramex.com

DOCUMENTATION REQUIRED:
MASTER B/L- ORIGINALS.
Packing List- ORIGINAL.
Certificate of Origin- ORIGINAL MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN. LEGALIZATION IS REQUIRED (SEE BELOW).
Commercial Invoice- MUST BE NOTARIZED AND STAMPED BY A CHAMBER OF COMMERCE AT ORIGIN. LEGALIZATION IS REQUIRED (SEE BELOW).
Legalization: Invoice and Certificate of Origin should be legalized by the Libyan Embassy at Origin.
Customs Regulations: PLEASE CHECK ON CASE BY CASE BASIS.
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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 1ST, 24TH, 28TH, FEB 11TH, MAY 1ST, 24TH, JUN 1ST, JUL 26TH, AUG 8TH, 9TH, 31ST, SEP 16TH, OCT 15TH, NOV 2ND, 5TH, DEC 11TH AND 25TH.
CUSTOM CLEARANCE:
08.30 – 18.00 MON – SAT
NO CLEARANCE ON SATURDAY.

CONTACT PERSONS:
MR ANDREW NATHAN - OPERATIONS MANAGER
- Andrew.nathan@aramex.com
- Kul.freight@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 3RD 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.

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.abiad@aramex.com
MR ZOUHAI AMOUDI - CLEARANCE MANAGER
- Zouhair.amoudi@aramex.com
- 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
Copying the above contacts
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.

THE NETHERLAND

CITY: ROTTERDAM

PORT: ROTTERDAM - Main Port

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

NATIONAL HOLIDAYS:
APR 1St, APR 30Th, MAY 9Th, MAY 20Th, DEC 25Th, 26Th

CUSTOM CLEARANCE:
YES (FISCAL REPRESENTATION LIMITED)

CONTACT PERSONS:

MR LEEN RAS - BRANCH MANAGER - Leen.ras@aramex.com
MR CÉES KETTING - SALES MANAGER - Cees.ketting@aramex.com
MR RAYMOND VANLENT - TEAMLEADER IMPORTS/EXPORTS - Raymond.vanlent@aramex.com
MR RAYMOND RAMLAL - OPERATIONS IMPORTS - Raymond.ramlal@aramex.com
MRS DESIREE VERWOERT - OPERATIONS IMPORTS - Desiree.verwoert@aramex.com
MRS CILLA ROTERS-KRAAN - OPERATIONS EXPORTS - Cilla.roters-kraan@aramex.com
MR MICHEL VAN ES - OPERATIONS IMPORTS - Michel.vanes@aramex.com
MRS BRENDA JONGENEEL - INSIDE SALES / ISO / ADMIN - Brenda.jongeneel@aramex.com

SERVICE INFORMATION:

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

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM WHETHER THEY WILL BE ABLE TO COLLECT CHARGES. BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, NUMBER OF PIECES, WEIGHT, CUBIC MEASUREMENT OR CONTAINER SIZE, COMMODITY DESCRIPTION AND INVOICE VALUE.
CONTACT DESTINATION TO SEE IF FREE DOMICILE IS AVAILABLE FOR YOUR PARTICULAR SHIPMENT. YOU MUST PROVIDE ALL OF THE FOLLOWING INFORMATION:

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

**PRE-ALERTS**: IS A MUST AND AT LEAST 5 DAYS PRIOR TO VESSELS ARRIVAL.
PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO: rtm.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.

**OMAN**

**CITY**: MUSCAT.

**PORT**: SULTAN QABOOS PORT.

**OFFICE WORKING HOURS**: 08:00 – 19:00 SATURDAY – Wednesday,
CLOSED Thursday, FRIDAYS.

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

**CONSOLIDATION**: ALLOWED.

**CUSTOM CLEARANCE**: AVAILABLE.

**CONTACT PERSONS**: - COUNTRY MANAGER - Dinesh.hinduja@aramex.com
- OPERATIONS MANAGER - Ifthikar.burki@aramex.com
- CUSTOMER ACCOUNTS MANAGER - Houssam.khatab@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 CAN NOT BE ACCEPTED FOR THE FOLLOWING CONSIGNEES:
ROYAL OMAN POLICE, ROYAL FLIGHT, ROYAL AIRFORCE, DIWAN OF ROYAL COURT OMAN AVIATION,
PETROLEUM DEVELOPMENT OF OMAN,
OMAN MINISTRIES.
ANY GOVERNMENT ORGANIZATION

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

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:
Ifitkhar.burki@aramex.com
Dinesh.hinduja@aramex.com

DOCUMENTATION REQUIRED:-

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

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

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


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

PALESTINE

CITY: JERUSALEM

PORT: ASHDOD/HAIFA

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

NATIONAL HOLIDAYS:-
JAN 1ST, MAY 1ST, NOV 15TH.

CONSOLIDATION:-
ALLOWED BUT THERE SHOULD BE A MANIFEST DETAILING EACH AND EVERY H/BL.
CUSTOM CLEARANCE:
AVAILABLE ALL DAYS EXCEPT FRIDAYS, SATURDAYS AND HOLIDAYS.

CONTACT PERSONS:
MR WAEL KASSESS - STATION MANAGER - Wael.kassess@aramex.com
MR OSAMA MUSLEH - CARGO MANAGER - Osama.musleh@aramex.com

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

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

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


PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO:
Osama.musleh@aramex.com
Wael.kasses@aramex.com

DOCUMENTATION REQUIRED:

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

MASTER B/L - ORIGINALS.

PACKING LIST - ORIGINAL.

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

COMMERCIAL INVOICE - ORIGINAL. MUST INCLUDE PIECES, WEIGHT AND VALUE. LEGALIZATION IS REQUIRED (SEE BELOW). ISRAEL WILL NOT ACCEPT ANY INVOICE FROM THE COUNTRIES THAT DOESN’T HAVE A PEACE AGREEMENT WITH ISRAEL, UNLESS THERE IS A SPECIAL PERMISSION WITH THE IMPORTER. FOR EXAMPLE : SYRIA AND LEBANON.

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

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

LEGALIZATION: IN ISRAEL IT IS VERY DIFFICULT TO TALK ABOUT THE LEGALIZATION AND THE CUSTOMS, ALL THE OFFICIAL THINGS RELATED TO EACH OTHER. IF THE IMPORTER DIDN’T PREPARE ALL THE PERMISSIONS AND ALL THE DOCUMENTS THAT THE SHIPMENT NEEDS, THE SHPT WILL NOT BE CLEARED AND IT WILL INCUR STORAGE AND ADDITIONAL FEES BUT THERE IS NO PENALTIES. THE CONSIGNEE MUST PREPARE ALL THE DOCUMENTS AND THE PERMISSIONS OBTAINED FROM A TO Z IN ORDER TO CLEAR THE SHPT SMOOTHLY OTHERWISE HE/SHE IS LIABLE TO PAY THE STORAGE TILL THE LAST MOMENT.
CUSTOMS REGULATIONS: WIRELESS COMMUNICATION EQUIPMENT:
ALL WIRELESS COMMUNICATION EQUIPMENTS ARE NOT ALLOWED INTO ISRAEL UNLESS THE CONSIGNEE HAS OBTAINED SPECIAL PERMISSION TO IMPORT SUCH EQUIPMENTS. IF RESTRICTED ITEMS ARE IMPORTED WITHOUT PRIOR APPROVAL, THEY WILL BE HELD AT CUSTOMS UNTIL THE APPROVAL IS OBTAINED FROM THE RELEVANT MINISTRY IN ISRAEL. IN GENERAL, ALL THE ELECTRONIC ITEMS NEEDS SPECIAL PERMISSION. ALL THE ITEMS THAT A HUMAN BEING NEEDS, TO EAT, TOUCH, OR PUT ON HIS/HER BODY NEEDS SPECIAL PERMISSION.

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

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

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

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QATAR
CITY: DOHA
PORT: DOHA

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

NATIONAL HOLIDAYS:
18TH 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
MR A ELTANTAWI - FREIGHT PRODUCT MANAGER
MR ANTHONY FERNANDES - FREIGHT OPERATIONS MANAGER
- Walid.fawaz@aramex.com
- Abdelmonaim.eltantawi@aramex.com
- Anthony.fernandes@aramex.com

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

CONSIGNEE: ARAMEX INTERNATIONAL,
AL-ALI BUILDING, WHOLESALE MARKET STREET, NEXT TO REGENCY SIGNAL
P.O.BOX:23151, DOHA,QATAR
TEL# +974 44200100, FAX# +974 44506622.

NOTIFY: FINAL CONSIGNEE NAME & ADDRESS
AS PER THE NEW PROCEDURE, IF THE MBL CONSIGNEED 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

SAUDI ARABIA

CITY: DHAHRAN

PORT: DAMMAAM PORT

CUSTOMS WORKS: SATURDAY TO WEDNESDAY
CUSTOMS OFFICE WORKING HOURS:
07:00 - 14:00 - SATURDAY-WEDNESDAY
CLOSED THURSDAY & FRIDAY

NATIONAL HOLIDAYS:
SEP 23rd, 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
- SEA FREIGHT SALES - dhasalesleaders@aramex.com
- SEA FREIGHT OPS TEAM - 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-ALARMS NEEDS TO BE SENT BY EMAIL TO: Mohammed.mujeeb@aramex.com
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.
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 OF CONSIGNEE TO ADVISE ARAMEX OF THE DUTY-EXEMPT STATUS. THESE SHIPMENTS MUST BE CONSIGNED EXACTLY AS INSTRUCTED BY THE SHIPPER OR CONSIGNEE.

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

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

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

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

FOR MORE INFORMATION REFER TO TACT BOOK REGULATIONS ON COMMODITIES.

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

PLANTS & PLANT RELATED AGRICULTURAL MATERIALS:
ONLY IF ACCOMPANIED BY HEALTH CERTIFICATE PROVING THEY ARE FREE FROM PESTS AND OTHER AGRICULTURAL DISEASES. HOWEVER FRESH FRUITS, VEGETABLES AND COOKED FOODSTUFF FROM CHOLERA-INFESTED AREAS ARE PROHIBITED UNLESS THESE ARE STERILIZED AND PRIOR CLEARANCE IS OBTAINED FROM SAUDI QUARANTINE AUTHORITIES.
ARMS, AMMUNITION & EXPLOSIVES, SPORTING GOODS, RADIOACTIVE MATERIALS, & ALL COMMUNICATION EQUIPMENT:
PRIOR IMPORT PERMIT FROM THE GOVERNOR OF DHAIHRAN, 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:

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/RIH/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.

<table>
<thead>
<tr>
<th>Item</th>
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<td>TEA</td>
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<td>SUGAR</td>
</tr>
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<td>RICE</td>
<td>CIGARETTES</td>
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GROUP TWO – ELECTRICAL PRODUCTS

<table>
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<tbody>
<tr>
<td>ROOM AIR CONDITIONERS</td>
<td>WATER HEATER 40, PRESS COOKER</td>
</tr>
<tr>
<td>CASSETTE TAPE RECORDER</td>
<td>ELECT CABLES UP TO 1000 V</td>
</tr>
</tbody>
</table>
### Ocean Freight Operations Procedure

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

### GROUP THREE - AUTOMOBILES AND ACCESSORIES

<table>
<thead>
<tr>
<th>AUTOMOBILES</th>
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</thead>
<tbody>
<tr>
<td>AUTOMOBILES WINDSHIELDS AND GLASS SHEETS</td>
</tr>
<tr>
<td>BREAK FLUIDS</td>
</tr>
<tr>
<td>RADIO 39, CORDLESS PHONES</td>
</tr>
<tr>
<td>CAR TIRES</td>
</tr>
</tbody>
</table>

### 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. |

===============================================================================
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 20th July TILL 18th August IS VERY LIMITED.

NATIONAL HOLIDAYS:
EID AL-FITR: AUGUST, 18th TO AUGUST 22nd, NATIONAL DAY, SEPTEMBER 23rd, EID AL-ADHA FROM OCTOBER 25th TO OCTOBER 28th.

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
MR AHMED HUSSEIN - CARGO SUPERVISOR - 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:
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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 PRIOR TO SHIPPING TO GET FULL, DETAILED INSTRUCTIONS REGARDING YOUR COMMODITY.

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

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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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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.

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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.**

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**GROUP TWO - ELECTRICAL PRODUCTS.**

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</tr>
<tr>
<td>PLUGS AND SOCKETS</td>
</tr>
<tr>
<td>ELECTRIC LUMINARIES</td>
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<tr>
<td>DRY BATTERIES</td>
</tr>
<tr>
<td>AC ADAPTORS, 220</td>
</tr>
<tr>
<td>MICROWAVE OVEN</td>
</tr>
<tr>
<td>ELECTRIC OVENS</td>
</tr>
<tr>
<td>PHOTOCOPY MACHINE</td>
</tr>
<tr>
<td>COMPUTERS</td>
</tr>
<tr>
<td>POWER TRANSFORMERS</td>
</tr>
<tr>
<td>REFRIGERATORS, HOUSEHOLD</td>
</tr>
<tr>
<td>TELEPHONE SETS, BASIC</td>
</tr>
<tr>
<td>RADIO 39, CORDLESS PHONES</td>
</tr>
</tbody>
</table>

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.

SAUDI ARABIA - CONTINUED

CITY: RYADH

PORT: RYADH 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, 25TH, NOV 07TH, 08TH, 09TH, 10TH.

CONSOLIDATION: NOT ALLOWED.

CUSTOM CLEARANCE: NOT ALLOWED.
AVAILABLE.

CONTACT PERSONS:-
MR EMRAN EWIMER - COUNTRY MANAGER - Emran.Ewimer@aramex.com
MR HUSSEIN DOKARLI - FREIGHT OPERATIONS - 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
Riyaz.Kotty@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 1ST OF
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 QURA’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 CONFI SCATED 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
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.

SHIPPIERS CAN OBTAIN ([CONFORMITY CERTIFICATE FOR GOODS EXPORTED TO SAUDI ARABIA – SASO PREVIOUSLY] CERTIFICATES FROM THE FOLLOWING LOCATIONS:
INTEK, 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.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHICKEN, WHOLE (CHILLED/ FROZEN)</td>
<td>VEGETABLE OIL AND FATS</td>
</tr>
<tr>
<td>TEA</td>
<td>BABY FOOD, CANNED</td>
</tr>
<tr>
<td>MEAT AND MEAT PRODUCTS</td>
<td>NON ALCOHOLIC BEVERAGES</td>
</tr>
<tr>
<td>BEEF, OTHER MEATS (CHILLED/ FROZEN)</td>
<td>SUGAR</td>
</tr>
<tr>
<td>RICE</td>
<td>CIGARETTES</td>
</tr>
</tbody>
</table>

GROUP TWO - ELECTRICAL PRODUCTS.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROOM AIR CONDITIONERS</td>
<td>WATER HEATER 40, PRESS COOKER</td>
</tr>
<tr>
<td>CASSETTE TAPE RECORDER</td>
<td>ELECT CABLES UP TO 1000 V</td>
</tr>
<tr>
<td>COMPACT DISC PLAYERS</td>
<td>VACUUM CLEANERS</td>
</tr>
<tr>
<td>VIDEO CASSETTE RECORDER</td>
<td>ELECTRIC HEATERS</td>
</tr>
<tr>
<td>MOTORS UP TO 12 KW</td>
<td>WATER COOLER</td>
</tr>
<tr>
<td>ELECTRIC HEATING UNIT</td>
<td>EVAPORATIVE AIR COOLER</td>
</tr>
<tr>
<td>LAMP HOLDER</td>
<td>ELECTRIC FANS</td>
</tr>
<tr>
<td>SWITCHES UP TO 3 A</td>
<td>COOLING UNIT, HOUSEHOLD</td>
</tr>
<tr>
<td>FLORESCENT LAMP</td>
<td>GENERATORS UP TO 1000 KW</td>
</tr>
<tr>
<td>BALLAST FOR LAMP</td>
<td>RUBBER INSULATED CABLES UP TO 450/750V.</td>
</tr>
<tr>
<td>STARTERS FOR LAMP</td>
<td>COOKING HEATER</td>
</tr>
<tr>
<td>PLUGS AND SOCKETS</td>
<td>HOUSEHOLD ELECT CLOTHES</td>
</tr>
<tr>
<td>ELECTRIC LUMINARIES</td>
<td>WASH MACHINES/DRYING MACHINES</td>
</tr>
<tr>
<td>DRY BATTERIES</td>
<td>HOUSEHOLD ELECTRIC IRONS</td>
</tr>
<tr>
<td>AC ADAPTORS, 220</td>
<td>FOOD PROCESSOR, HOUSEHOLD</td>
</tr>
<tr>
<td>MICROWAVE OVEN</td>
<td>MEAT CHOPPER/GRINDERS</td>
</tr>
<tr>
<td>ELECTRIC OVENS</td>
<td>LIFTS/ELEVATORS, INCLUDING MOTORS</td>
</tr>
<tr>
<td>PHOTOCOPY MACHINE</td>
<td>SWIMMING POOL LIGHTS</td>
</tr>
<tr>
<td>COMPUTERS &amp; ALL IT PRODUCTS</td>
<td>DRY BATTERY TERMINALS</td>
</tr>
<tr>
<td>POWER TRANSFORMERS</td>
<td>WATER PUMPS</td>
</tr>
<tr>
<td>REFRIGERATORS, HOUSEHOLD</td>
<td>TELEVISION SETS</td>
</tr>
<tr>
<td>TELEPHONE SETS, BASIC</td>
<td>WAIT, HOUR METER</td>
</tr>
<tr>
<td>RADIO 39, CORDLESS PHONES</td>
<td>Computer Monitor &amp; Telecommunication Eqpts</td>
</tr>
</tbody>
</table>
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, TELECOMMUNICATION, WIRELESS, WIFI….ETC
============================================================================
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 1ST, MAR 21ST, 29TH, APR 1ST, 27TH, MAY 1ST, JUN 16TH, 17TH, AUG 9TH, SEP 24TH, DEC 16TH, 25TH AND 26TH
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
MS LEANNE CILLIERS - OPERATIONS TEAM MEMBER SNR - Leanne.cilliers@aramex.com
GENERAL OPERATIONS
GENERAL ESTIMATES
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.
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_inb_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

==================================

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

**CONSOLIDATION:-**
ALLOWED.

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

**CONTACT PERSONS:-**
Mr Daham Kandanarrachchi - Ops Team Leader - Daham.Kandanarrachchi@aramex.com
Ms Dilini Perera - Ops Supervisor - Dilini.perera@aramex.com
Mr Rasika Perera - Manager Business Dev - Rasiika.perera@aramex.com
Mr Wasantha Soysa - Operations Manager - Wasantha.soysa@aramex.com
Mr Kaushal Baddegama - Country Manager - Kaushal.baddegama@aramex.com

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

IF NOT DESTINATION SOLD TRAFFIC, AND THE CONSIGNEE DOES NOT HAVE AN ACCOUNT NUMBER, HOLD FREIGHT AT ORIGIN AND CHECK WITH DESTINATION TO CONFIRM THEY WILL BE ABLE TO COLLECT CHARGES.
BE SURE TO INCLUDE ALL SHIPMENT DETAILS INCLUDING, SHIPPER, CONSIGNEE NAME, ADDRESS AND TELEPHONE NUMBERS, 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-ALERT TO BE SENT TO: 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

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

SUDAN

CITY: KHARTOUM

PORT: PORT SUDAN (PZU)

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

NATIONAL HOLIDAYS: JAN 01ST, JAN 07TH, FEB 15TH, APR 25TH, JUN 25TH, AUG 30TH to 2ND, NOV 06TH to 08TH, NOV 28TH, DEC 25TH

CUSTOM CLEARANCE: 08:00 – 14:30 SUNDAY – THURSDAY.

NO CLEARANCE ON FRIDAY & SATURDAY.

CONTACT PERSONS:

KRT FREIGHT
MR MUAYAD OTHMAN - OPS TEAM MEMBER - Muayad.othman@aramex.com
MR WAEL MOHAMEDSAEED - IND SOLUTIONS MGR - Wael.mohamedsaeed@aramex.com
MS HIND HUSEIN - BUSINESS SOLUTIONS MGR - Hind.Hussein@aramex.com
MR MOHAMED TAHSEEN - COUNTRY MANAGER - Mohamed.tahseen@aramex.com

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

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

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

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

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

COMMERCIAL INVOICE - ORIGINAL.

PACKING LIST - ORIGINAL.

CERTIFICATE OF ORIGIN

ID TAX NUMBER

IM FORM

========

SYRIA

CITY:- DAMASCUS

PORT:- LATTAKIA

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

NATIONAL HOLIDAYS:-
JAN 01st, 24th, MAR 08th, 21st, 31st, APR 17th, MAY 01st, 05th, 06th, AUG 8th, 9th, 10th, OCT 6th, 15th, 16th, 17th, 18th, NOV 5th, DEC 25th.

CONSOLIDATION:-
NOT ALLOWED

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

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

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**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**:  
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  
- DAreightops@aramex.com  
- 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 : 
DAreightops@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 CLEARED).

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**TURKEY**

**CITY**: ISTANBUL

**PORT**: KUMPOR/AMBARLI & HAYDARPASA

**OFFICE WORKING HOURS**:  
09:00 – 18:00 MONDAY – FRIDAY.  
09:00 – 13:00 SATURDAY.
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:
AVAILABLE 09:00 - 17:00 MONDAY – FRIDAY.
13:00 - 17:00 SATURDAY.
NO CLEARANCE ON SUNDAY.

CONTACT PERSONS:
MS ELIF SAMARA - FREIGHT OPERATIONS MANAGER - Elif.samara@aramex.com
MR TOLGAHAN BULUT - STATION MANAGER - Tolgaahan.bulut@aramex.com
- FREIGHT OPERATIONS - 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 - ORIGINAL. 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 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.
NATIONAL HOLIDAY
JAN 01ST, FEB 4TH, 17TH JUN., AUG 19 & 20TH, OCT 25, 26 & 27TH, NOV 15TH, DEC 02ND.

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
MR SANJEEV SASIDHARAN - OCEAN FREIGHT OPERATIONS - Sanjeev.Sasidharan@aramex.com
MR YASSER ZAHR - STATION MANAGER - 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
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/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.
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.

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

CONSOLIDATION:
ALLOWED FOR FCL & LCL

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

CONTACT PERSONS:-
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 & DXBFreightOPSImportS-F@aramex.com

DOCUMENTATION REQUIRED:
(Note special requirements shown below for shipments destined to the JEBEL ALI FREE ZONE.)

HOUSE B/L: ORIGINALES. 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 – ORIGINALES TO BE CONSIDERED 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
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).
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 SEPARATELY 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.


ATA CARNET / CARNET DE PASSAGE IS ACCEPTABLE FOR EXHIBITION GOODS OR TOURIST VEHICLES, NOTIFICATION SHOULD BE SENT 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 DXBC, 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.

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 1ST, MAR 29TH, APR 1ST, MAY 6TH, MAY 27TH, AUG 26TH, DEC 25TH, 26TH.
CUSTOM CLEARANCE-

CONTACT PERSONS-

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

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

COLLECT - YES.
COD - YES
FREE DOMICILE YES

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

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

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

PRE-ALERT NEEDS TO BE SENT BY E-MAIL TO :
Manoceanimports@aramex.com
Andrew.smith@aramex.com
Wayne.smith@aramex.com
Jerome.mcdermott@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 –

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 01ST, 02ND APR 06TH, 09TH, MAY 07TH, JUN 04TH, 05TH, AUG 27TH, DEC 25TH, 26TH.

CUSTOM CLEARANCE:

CONTACT PERSONS:
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

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 –

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
MS SUZETTE BLAKE - OPERATIONS SUPERVISOR / EXP - Suzette.blake@aramex.com
JFK IMPORTS - IMPORTS/CUSTOMS - JFKImports@aramex.com

SERVICE INFORMATION:
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

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.