

United Arabi Emirates cities

ABU\_DHABI

DUBAI

Jebel\_Ali

# aramex Air Freight Operationl Procedure: United Arab Emirates

**City: Abu Dhabi**

**Working Days and Timings:**

- Working Days: Saturday to Thursday
- Working Hours: 08:00 till 19:00
- Customs Working Hours : SUN - THU : 8:00-16:00  
SAT: 08:00-12:00

**Gateway(s):**

- Abu Dhabi International Airport Code: **AUH**

**Contact Person(s):**

- Alavudeen Labella Jissari
- Sanjeev Sasidharan
- Hassan Ellabban

**Services:**

- Consolidations: Yes (Export and Import)
- Charges Collect: Yes
- Cash on Delivery: Yes

For import shipments coming on 'Charges Collect' or 'Cash on Delivery' basis, the origin should send a pre-alert to the destination for the latter to contact the consignee and ensure the money is collectable.

For all such shipments, a break-bulk (B/B) fee of US\$21.00 per MAWB plus a 2% collection fee are applicable and should be paid to Aramex. The 2% is calculated based on the charges collect amount. These fees will be directly deducted from the remittance sent to the origin.

In case any of these fees are to be collected from the consignee, this should be notified to Aramex along with the initial pre-alert for Aramex to get the approval from the consignee.

**Alerting and Consigning AWBs:**

- ❖ MAWBs should be consigned to:

ARAMEX -ABU DHABI  
P.O. BOX 27449  
ABU DHABI, UNITED ARAB EMIRATES  
TEL: 9712 555 1911, 9712 5025 816/817/818  
FAX: 9712 555 1922

## Notes:

- Any MAWB consigned to ARAMEX ABU DHABI should have a HAWB (MAWB must clearly state: "CONSOLIDATION "AS PER ATTACHED MANIFEST", other than PERISHABLE SHIPMENT), the HAWB must state the actual commodity. Failing to do so there will be heavy delays in clearing shipments.
- "HAWB" MUST INCLUDE:
  - Ultimate Consignee's full name.
  - Complete address/contact name.
  - Phone number; Fax number.
- PERISHABLE CARGO should be executed with "REAL COMMDOTIY" and special Instructions (If any required- Like Temperature control etc.).
- Do not accept consignments on DDP (free domicile) or DDU (to door) basis to any schools in Abu Dhabi. Clearing companies are not allowed to clear consignments if the consignee is a school.

**Pre-alerts\*\*:** should be sent to Aramex either on:

- Email: AUHFreightOPS@aramex.com
- Fax: (971) 2- 555 1922
- TEL: (971) 2-555 1911

**\*\*Pre-alerts must be sent, at least 24 hours prior to consolidation's arrival, to ARAMEX ABU Dhabi/cargo.**

## **Documentation:**

- ❖ Documents needed for Air Import Shipments:
  - Certificate Of Origin\*\* - Required for Air Freight shipments valued over US\$1362.00.  
*\*\* If certificate of origin is not available an additional of USD 272.50 will be charged as deposit with maximum validity of 60 days and upon presenting the original certificate of origin it may be refunded back subject to customs authorities' approval.*
  - Legalization - \*NOT\* required for airfreight shipments.
  - Commercial Invoice\*\* - 1 Original and 2 Copies  
*\*\*If not available, USD 272.50 will be charged as deposit which maximum validity 60 days and upon presenting the Original Commercial Invoice it may be refunded back subject to customs authority's approval.*
  - Packing list \*\* - 1 Original and 2 Copies  
Number of pieces & Gross Weight must be stated (Exactly same as HAWB) with the Commercial Invoice number.

*\*\*If not available, USD 272.50 will be charged as deposit which maximum validity 60 days and upon presenting the Original Packing List it may be refunded back subject to customs authority's approval.*

- Effective 13 AUG 2010 onwards, all the Freight shipments through AUH APT Customs must accompanied Original Commercial Invoice, Packing list and Certificate of Origin. All should state the H.S Code of each and every item with Country of Origin. If shipment is of multi country products, all Country names should be mentioned separately -against HS code.

*\*\*In short, customs needs the itemized Commercial Invoice with Harmonized Code, Packing List and Certificate of Origin & Reasonable Value, Failing to do so; there would be delay on clearance and Deposits (of USD 272.50 per docs as mentioned above) imposed by the Custom Authorities.*

❖ Requirements for shipments to U.A.E:

1. All shipments to be accompanied with original Invoices, Packing list & Certificate of Origin. (Copies will not be accepted)
2. All consol shipments to be accompanied with original HAWB and 4 copies of the same for all freight inbound shipments to AUH. AUH customs and Airport authorities will impose a penalty of US\$ 25.00 per consignment in case if at least 4 copies and one original HAWB is not attached.
3. 3 copies of the shipping manifest should be attached to all consolidation shipments.
4. Customs duty at 5 % levied on C.I.F. (cost, insurance, @ freight) of goods.
5. Used Personal effects are exempted. Only the service charge will be applied (which will be around 47.00 USD).
6. All demurrages/Penalties if any will be debited back to the Origin Station.

❖ Requirements for Special Shipments Types:

- A pre-approval must be given by the U.A.E. Department of health before Pharmaceuticals Cosmetics & Food Stuffs can be imported to the U.A.E. The import permit must be attached to the freight upon the freight's arrival to the U.A.E. The Permit is issued by the U.A.E. Ministry of health. Shipments cannot be cleared if the permit is not attached to shipments of pharmaceuticals, cosmetics & Food Stuffs.
- All wireless communication equipment is not allowed into the U.A.E. unless the consignee has acquired special permission (from TRA & CID) to import such equipment. Mobile telephones do not fall under this category.

- All live animals to AUH are subject to prior written approval from the Department of Animal Wealth. The shipper or consignee can obtain this permission by contacting the following department:  
Department Of Animal Wealth  
P.O. Box 1509  
Abu Dhabi, U.A.E.
- All food items are subject to the Ministry of Health and municipality approval. The health certificate, invoices and packing (box) should all show both the manufacture and expiration dates.
- Agricultural products:
  1. Plants and non-processed produce are not allowed into the UAE without a phytosanitary Certificate.
  2. Plants, seed, seedlings, fertilizers, soil conditioners and pesticides are not allowed into the UAE without an import license issued by the ministry of agriculture & fisheries (UAE).

#### ❖ Customs:

- If restricted items are imported without pre-approval, they will be held at Customs until the approval is obtained from the Concerned Ministry of the U.A.E.
- Shipments destined to any location in the United Arab Emirates must clear customs at the airport of arrival in the U.A.E. Once customs clearance has taken place the shipment can move to its destination/Locations by domestics service/trucking.
- For all freight imports into the United Arab Emirates, the value for customs on the HAWB must match the total of the commercial invoices. Discrepancies between the two amounts will cause a delay in clearance and U.A.E. Customs always assesses duties on the higher value. To Amend this discrepancy; Abu Dhabi customs will need the following:
  1. Letter from the shipper clarifying the correct value. Letter must be addressed to Abu Dhabi customs.
  2. Letter from origin station clarifying the correct value. Letter must be addressed to Abu Dhabi customs.

**City: Dubai**

**Working Days and Timings:**

- Working Days: Saturday to Thursday
- Working Hours: 08:00 till 19:00

**Gateway(s):**

- Dubai International Airport Code: **DXB**
- Gateway Dubai services the Emirates of Ajman, Dubai, Fujairah, Ras Al Khaimah, Sharjah, Um al Quwain and Al Ain. Airport of entry for these Emirates is DXB. Pls note that shipments for the Emirate of Abu Dhabi (AUH) should be consigned to Abu Dhabi airport and not Dubai airport".

**Contact Person(s):**

- Tareq Alali - Cargo Operations Manager
- Augustine Anthony - Air freight Operations Manager

**Services:**

- Consolidations: Yes (Export and Import)
- Charges Collect: Yes
- Cash on Delivery: Yes

For import shipments coming on 'Charges Collect' or 'Cash on Delivery' basis, the origin should send a pre-alert to the destination for the latter to contact the consignee and ensure the money is collectable.

For all such shipments, a break-bulk (B/B) fee of US\$21.00 per MAWB plus a 2% collection fee are applicable and should be paid to Aramex. The 2% is calculated based on the charges collect amount. These fees will be directly deducted from the remittance sent to the origin.

In case any of these fees are to be collected from the consignee, this should be notified to Aramex along with the initial pre-alert for Aramex to get the approval from the consignee.

## Alerting and Consigning AWBs:

- MAWBs should be consigned to:  
ARAMEX EMIRATES LLC.  
P.O. BOX 3841  
DUBAI CARGO VILLAGE  
DUBAI, U.A.E.  
ATTN: Augustine Anthony  
TEL #: (9714) 2820890.  
FAX #: (9714) 2820424.

**HAWB must be consigned to final consignee with Valid import code & trade/commercial license**

- If a shipment is tax exempt and the consignee's address is not showing Dubai, hold the shipment at origin and request shipping instructions from Dxbft. Be sure to include the following details in your instruction Request: shipper, consignee, pieces, weight, commodity, and shipment value.
- All inbound airfreight shipments into Dubai, whether single-line or consolidation, must have the shipping manifest attached to the MAWB or DXB customs will \*not\* issue a delivery order. To avoid delays, please ensure a shipping manifest is included with every MAWB.
- DDU\*\*- Standard clearance and delivery charges are included in the airfreight rate.
- DDP - Send a message to destination for accurate pricing of all destination charges to be billed to the shipper include the following: shipment description, harmonized number, value,
- Pieces, weight and the consignee's complete address.
- COD - Only after consignee's agreement (spot requests).
- \*\*DDU - to Dubai Only
- \*\*\*\*\*The official customs duty is 5%**C.I.F**

## Pre-alerts\*\*:

should be sent to Aramex either on:

- Attention: DXBFreightOPS
- Email: [DXBFreightOPS-exportA-F@aramex.com](mailto:DXBFreightOPS-exportA-F@aramex.com)
- Email: [DXBFreightOPS-importA-F@aramex.com](mailto:DXBFreightOPS-importA-F@aramex.com)
- Fax (9714) 2820424
- Tel (9714) 2820890.

## TCN (Time Consignee Notified):

- Next working day from when shipment arrives to Dubai. We will hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance, if required.

## Documents Required & Acceptable:

- Certificate Of Origin - Only Required If Consignee Is A Manufacturing Company & **dangerous cargo**
- Commercial Invoice - 1 Original And 2 Copies

## REQUIREMENTS FOR SHIPMENTS TO U.A.E:

- All freight import shipments destined to U.A.E must be accompanied with the following documents:
  - 1.Original commercial Invoices (Authentic Color Letter head with shipper stamp and signature). **Country of manufacture,HS( tariff )code ,unit price per product**
  - 2.**Detailed** Packing list weight & pieces should tally with the HAWB.
  - 3.HAWB consigned to the proper consignee.
  - 4.Country of origin should be mentioned on the invoice.
  - 5.Proper description of goods on the AWB.
  - 6.Description of goods should not show personal effects unless it's used personal effects.
  - 7.Individuals cannot import goods to Dubai unless it's used personal effects or personal effects.
  8. Shipments cannot be cleared under Aramex Name for local market.
- Failing to submit any of the above documents, will require ARAMEX to post a deposit of USD 280 to clear the shipments. (The amount of USD 200 is refundable, only if the originals are submitted to the customs within 21 days from date of arrival)
- Since we face regular problems pertaining to above documentation, effective immediately, Dubai will, by default debit the origin station USD 280, In case shipments arrive without the stipulated documents.
- The amount of USD 200 (NOT USD 280) will be credit to the origin, if and only if the original documents are sent to us with in 21 days)  
For shipments out of USA an original signed copy of the invoice, along with the country of the origin of the goods with **unit price per product**
- and a detailed packing list is enough (No need of a stamp).



- All consol shipments to be accompanied with original HAWB and 3 copies of the same.
- 3 copies of the shipping manifest should be attached to all consolidation shipments.
- Customs duty at 5 % levied on C.I.F. (cost, insurance, @ freight) of goods.
- All charges shown on air waybills for shipments originating in the European Union be determined in Euros only.
- Personal effects/food stuff/live animals/human remains/medicines are exempted. Only 1% applied to these shipments.
  
- If the shipment is destined to Jebel Ali Free Zone: (as above)
  1. Include original invoice mentioning country of origin of the goods.
  2. Include original packing list containing country of origin and harmonized customs codes for each item.
  3. Legalized documents are not required.
  4. All originals should be on supplier's letterhead.
  5. For sea freight shipments, certificate of origin is required.
  
- Refer to the ABC or TACT rules in force.

## REQUIREMENTS FOR SHIPMENTS TO Dubai participating in fairs and exhibitions:

- Original Invoice  
colored shipper letter head and Company rubber stamp  
**Country of manufacture, HS( tariff )code ,unit price per product.**
- (if there is no original invoice , **1000** AED deposit in case no original invoices , that can be refund within 30 days) **The amount of USD 200 (NOT USD 280) will be credit to the origin, if and only if the original documents are sent to DXB with in 21 days)**
  
- **Detailed Packing list with appropriate Gross weight tallying with HAWB**
- If commodity is food stuff then original health certificate , is required.
- **Product must have a non erasible Production & expiry date in English & Arabic only**
- Invitation letter from the Exhibition Authorities for Participation in the Exhibition addressed **to DXB customs**
- HAWB should show the exhibition Name, Hall number and Stand Number and contact person.
- Descriptions of goods on the HAWB show Exhibition material &the exact goods
- All exhibition shipments can be cleared with a deposit of 5% of the CIF.
- Deposit amount will be debited to the consignee or origin station amount will be refund within 30 days once goods is re export from UAE, if part of the shipment was distributed or sold during the exhibition , the deposit will be forfeited , to avoid such situation the Origin must send 2 invoices with

details of return goods & distribution goods with exact weight & cost per unit , enabling to refund the deposit for returned goods.

- The entire exhibition has a nominated site handling agent that will take care of transfer the goods to the exhibitor hall.
- All charges will either be paid by the participant or debited to the origin station.

## Important Remarks Must Comply:

- All live animals to DXB are subject to prior written approval from the Dept of Animal Health. The shipper or consignee can obtain this permission by contacting the following dept:
  - o A pre-approval must be given by the U.A.E. Department of Health before pharmaceuticals can be imported to the U.A.E. the import permit must be attached to the freight upon the freight's arrival to the U.A.E. the permit is issued by the U.A.E. Ministry of Health. Shipments cannot be cleared if the permit is not attached to shipments of pharmaceuticals.
  - o \*\*The consignee must secure the import permit and the product should be listed/registered with the Ministry of Health . The shipper can have the consignee fax this permit to them, and also provide the same copy to agent/station at origin to be attached to the export documents. If the shipment arrives without the permit, the Ministry of Health will hold it until the permit is obtained. \*\*
  - o **Only consignee having acquired special permission or valid License specifying the nature of goods imported are allowed to import wireless communication equipment is allowed into the U.A.E. Mobile telephones do not fall under this category.**
  - o If restricted items are imported without pre-approval, they will be held at customs until the approval is obtained from the **relevant** Ministry of the U.A.E.
  - o Note: shipments destined to any location in the United Arab Emirates must clear customs at the airport of arrival in the U.A.E. once customs clearance has taken place the shipment can move to its destination.
  - o Shipments for Sharjah Free Trade Zone must be sent to final destination Sharjah airport "SHJ".
  - o All shipments coming into Dubai should have the Intl Commodity code i.e. the harmonized system commodity code number mentioned against each item on each and every invoice.
  - o All export airfreight shipments out of DXB will incur an additional charge of US\$10.00 per airway bill, which will be shown on the AWB as "due carrier" under code CHC.
  - o When cutting a MAWB on GF (Gulf Air) book it with GF and not vs (virgin). VS and GF systems aren't tied together, thus GF doesn't find out about shipments until they're handed over by VS.

- For all freight imports into the United Arab Emirates, the value for customs on the HAWB must match the total of the commercial invoices. Discrepancies between the two amounts will cause a delay in clearance and U.A.E. Customs always assesses duties on the higher value. To amend this discrepancy, Dubai customs will need the following:
  1. Letter from the shipper clarifying the correct value. Letter must be addressed to Dubai customs.
  2. Letter from origin station clarifying the correct value. Letter must be addressed to Dubai customs.
- For all freight imports into Dubai & Jebel-Ali, in the absence of original copies of the Air Waybill & original invoice, a deposit of usd **280** will be kept with Dxb customs refundable only after presenting the original copies.
- **The amount of USD 200 (NOT USD 280) will be credit to the origin, if and only if the original documents are sent to DXB with in 21 days)**

## Dubai Freight SRN Team Updates for Routed order shipments (also applicable to Jebel Ali)

- ALL SRN's requests sent to Dubai SRN Team will be actioned and updated within a timeframe of 2 hours maximum.
- ALL SRN updates must be informed within ARAMEX stations through FTS only and e mail communication between stations shall not be entertained
- Cut off time for SRN action will be 1530hrs (if any SRN received after cut off time, it will be actioned & updated on next business day before 1000hrs)
- Priorities for previous day pending SRN's shall be actioned & updated in the FTS before 1000hrs by the next business day
- If SRN details are incomplete, SRN shall not be actioned. It is responsibility of origin entity / SRN creator to update accurate information on the SRN prior to sending request
- SRN's shall be actioned on first come first serve basis.
- In case of further assistance or clarifications, kindly contact:
  - **George Mani - SRN Team Leader**

**City: Jebel Ali****Working Days and Timings:**

- Working Days: Saturday to Thursday
- Working Hours: 08:00 till 18:00

**Gateway(s):**

- Dubai International Airport Code: UAE

**Contact Person(s):**

- Email: [DXBFreightOPS-exportA-F@aramex.com](mailto:DXBFreightOPS-exportA-F@aramex.com)
- Email: [DXBFreightOPS-importA-F@aramex.com](mailto:DXBFreightOPS-importA-F@aramex.com)

**Services:**

- Consolidations: Yes (Export and Import)
- Charges Collect: Yes
- Cash on Delivery: Yes

For import shipments coming on 'Charges Collect' or 'Cash on Delivery' basis, the origin should send a pre-alert to the destination for the latter to contact the consignee and ensure the money is collectable.

For all such shipments, a break-bulk (B/B) fee of US\$21.00 per MAWB plus a 2% collection fee are applicable and should be paid to Aramex. The 2% is calculated based on the charges collect amount. These fees will be directly deducted from the remittance sent to the origin.

In case any of these fees are to be collected from the consignee, this should be notified to Aramex along with the initial pre-alert for Aramex to get the approval from the consignee.

**Alerting and Consigning AWBs:**

- MAWBs should be consigned to:  
ARAMEX EMIRATES LLC.  
P.O. BOX 3841  
DUBAI CARGO VILLAGE  
DUBAI, U.A.E.  
ATTN: Augustine Anthony  
Tel #: (9714) 2820890.  
Fax #: (9714) 2820424.
- If a consol shpt HAWB should be consigned to a company in Jebel Ali.
- If direct shpt then MAWB must be consigned to a company listed with Jebel Ali free zone.

**Pre-alerts\*\*:** should be sent to Aramex Jebel Ali team on:

- Fax: (9714) 8810118

## TCN (Time Consignee Notified):

- Next working day from when shipment arrives to Jebel Ali. We will hand over delivery order and shipment documents to consignee, collect the CC (if any), and assist consignee in customs clearance, if required.

## Documents Required & Acceptable:

- Once the goods arrive airport by cargo mode, We get the delivery order and then the goods are put for inspection before a Jebel Ali free zone Bill of Entry is issued by the Dubai customs. The goods are later trucked to Free zone customs for an inspection. The following is needed for a shipment going to Free zone.
- Original commercial invoice: this should be on supplier letter head, stamped and signed by the supplier, **Country of manufacture,HS( tariff )code ,unit price per product**
- Detailed Packing list : Details of boxes or pallets should be mentioned in details.
- Invoices, packing list and airwaybills should be addressed to a free zone co register in Jebel Ali free zone.
- For Sea freight , it is the same as above in DXB.
- If copies arrive with the shipments, A customs deposit of Dhs 1000 has to be kept for customs clearance.
- The same will be refunded within 60 days if originals are submitted in 3 weeks to customs.
- **The amount of USD 200 (NOT USD 280) will be credit to the origin, if and only if the original documents are sent to DXB with in 21 days)**

## Important Remarks Must Comply:

- All live animals to JEBEL ALI are subject to prior written approval from the Dept of Animal Health. The shipper or consignee can obtain this permission by contacting the following dept:
- A pre-approval must be given by the U.A.E. Department of Health before pharmaceuticals can be imported to the U.A.E. the import permit must be attached to the freight upon the freight's arrival to the U.A.E. the permit is issued by the U.A.E. Ministry of Health. Shipments cannot be cleared if the permit is not attached to shipments of pharmaceuticals.
- **\*\*The consignee must secure the import permit and the product should be listed/registered with the Ministry of Health Abu Dhabi. The shipper can have the consignee fax this permit to them, and also provide the same copy to agent/station at origin to be attached to the export documents. If the shipment arrives without the permit, the Ministry of Health will hold it until the permit is obtained. \*\***

- All wireless communication equipment is not allowed into the U.A.E. unless the consignee has acquired special permission to import such equipment. Mobile telephones do not fall under this category.
- If restricted items are imported without pre-approval, they will be held at customs until the approval is obtained from the Ministry of the U.A.E.
  
- Note: shipments destined to any location in the United Arab Emirates must clear customs at the airport of arrival in the U.A.E. once customs clearance has taken place the shipment can move to its destination.
- Shipments for Sharjah Free Trade Zone must be sent to Sharjah airport "SHJFT".
- All shipments coming into Dubai should have the Intl Commodity code i.e. the harmonized system commodity code number mentioned against each item on each and every invoice.
- All export airfreight shipments out of JEBEL ALI will incur an additional charge of US\$10.00 per airway bill, which will be shown on the AWB as "due carrier" under code CHC.
- Effective April 2nd, 2005, the Ex-FTZ Import bill for all cargo destined to GCC countries by all modes of transport (except sea-freight) will be processed and issued only upon payment of applicable customs duty.
- When cutting a MAWB on GF (Gulf Air) book it with GF and not vs (virgin). VS and GF systems aren't tied together, thus GF doesn't find out about shipments until they're handed over by VS.
  
- For all freight imports into the United Arab Emirates, the value for customs on the HAWB must match the total of the commercial invoices. Discrepancies between the two amounts will cause a delay in clearance and U.A.E. Customs always assesses duties on the higher value. To amend this discrepancy, Jebel Ali customs will need the following:
  1. Letter from the shipper clarifying the correct value. Letter must be addressed to Jebel Ali customs.
  2. Letter from origin station clarifying the correct value. Letter must be addressed to Jebel Ali customs.

## Document Requirements For Clearance of Dangerous Goods - DUBAI

- To ensure and avoid any delays in Importation and Clearance of Dangerous Goods into Dubai, DXB Air Freight requests all stations to verify the following credentials are provided from the customer.

### Document requirements:

- Original Commercial Invoice
- Bill of lading/Airway bill
- DGD ( Dangerous goods Declaration / Shippers declaration)
- Packing List
- Certificate of Origin
- MSDS ( Material Safety Data Sheet)

- Trade License of Industrial License Copy
- No Objection Certificate from Civil Defense (in case of fire extinguishers or chemicals or extinguishing products or equipments)
- No Objection Certificate from Ministry of Environment and Water (in case of pesticides and fertilizers)
- B S E N ISO 9994/Lighter safety Specification in case of Lighters
  
- Note: Additional certificates might be a requirement according to diverse class of chemical and toxic substances such as chemical analysis certificate and hazardous certificate and so on.
  
- In case of further assistance or clarifications, kindly contact:
  - Harold Dias - Air Freight Import Team Leader - Aramex Dubai
  - Eliyas Ahmed - Air Freight Export Team Leader - Aramex Dubai
  - Augustine Anthony - Air Freight Operations Manager - Aramex Dubai