

Frequently Asked Questions For Couriers

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1. General

1. What is Batch (Bulk) Submission?

Batch (Bulk) submission is the ability to submit bulk (multiple) declarations to Dubai Customs in a single request. You may submit batches via

- B2G, or
- File Upload

2. What is Batch Reference Number? What is the relevance of this number?

As the name indicates, it is a reference number against your batch submission with which you can track status' of your consignments and use other available functionalities such as searching, printing, etc...

3. What should I select as a User Role during my Business Registration process in order to submit courier declarations?

Sub Customs Broker (SCB) role is mandatory in order to submit courier declarations.

4. Do I need to submit everything through bulk?

It is the preferred way of submission. However, you may submit individual High Value declarations through M2 via Dubai trade.

5. Is it possible to submit Low Value as an individual declaration?

Yes, Low Value consignments can be submitted as individual declaration, however only as a File Upload or B2G to avail courier exemptions. Alternatively, you may use Dubai Trade User Interface to submit individual declarations using standard Declaration Types.

6. I cannot submit a specific declaration type through Courier Cargo Channel?

All Customs declaration types are not made available to courier cargo channels. You may use non-courier cargo channels via Dubai Trade UI to avail the specific declaration type that you may require.

7. Can I consolidate export declarations?

Export Declarations shall be declared at a HAWB level.

8. If the declaration is in the submission state, what does it mean?

It means that the declaration has been received by Dubai Customs and is being processed.

9. If the declaration status is in the suspended state, what does it mean?

It means that the declaration is undergoing detailed analysis by Dubai Customs. For example, we may request more documentary evidence related to the Declaration / Consignment.

10. Is there any rule with regards to Bulk Submission via Courier File Upload or Courier B2G?

At this point in time, Dubai Customs shall allow only 499 numbers of declarations per batch submission. Batch submissions should be segregated based on Outbound Carrier Number / Flight Date combination (if applicable wherein Imports & Transits are submitted in the same Batch).

11. How can I submit Declaration amendments / cancellations?

Amendments / Cancellations can be submitted by the following means:

- B2G, or
- File Upload, or
- Amendment / Cancellation Request via Dubai Trade

Note that the amendment / cancellation request means has to be same as the original submission channel. Example, if a declaration was submitted through File Upload – then the amendment / cancellation request has to be submitted via File Upload.

12. I have pre-cleared my shipments and only upon arrival, I've realized that the flight the shipments came from have come on another flight (due to circumstances beyond our control). Will I be charged for amendment once or for all the shipments in that flight?

Amendment Charges are against each Declaration. You may wish to pass the declaration once you are sure about the actual flight details to avoid/minimise incurring such charges.

13. I'd like to have a list of importer & exporter codes (including Freezone) for me to submit my declarations?

Dubai Customs shall be publishing this list on an ongoing basis. You could get the latest extract from www.dubaicustoms.ae

14. I'd like to have a list of the HS Codes along with their permit requirements?

Restricted & Prohibited Goods are published on www.dubaicustoms.ae as well as www.customs.ae. If the information contained therein is not sufficient, feel free to contact Tariff Department.

15. Do I have to declare UCB shipments?

Yes.

16. How can we clear shipments for companies who have duty exemptions like Emirates, Gamco, Jet Aviation, etc?

Based on Customs Notice 1/2006 we have an exemption type called "Civil Aircraft Spare Parts to be used in GCC States Airport Zones" under Mirsal2. You may use this exemption type provided the goods and the requirement match with the exemption claim. Any administrative exemptions will be routed to CDM for confirmation. We have not provided any company based exemptions so far in Mirsal2. You may please contact Client partnership or Tariff Department of Dubai Customs to know more about duty exemption criterions.

17. Do I require clearance authorization from the consignee?

Yes.

18. Do you have a User Manual which I can refer to?

The User Manual can be found at www.dubaicustoms.ae and/or www.dubaitrade.ae

2. Movements Related

19. Can I clear the GCC goods in Dubai?

Yes. As per GCC Customs Union, goods destined for GCC country shall complete all Customs formalities and clearance at the first point of entry.

20. Who can move goods under GCC Courier Facility Transfer (GCFT)?

GCC Courier Facility Transfer (GCFT) is available only to the courier companies who is having registered facilities under customs controlled areas of the importing and exporting GCC country and where the Outbound movement is via Land.

21. For goods destined for GCC country and moving via Dubai, can I move goods without paying duty in Dubai?

Yes, you may move the goods under declaration types and complete the Customs formalities at the GCC destination country

- GCFT HV
- GCFT LV

Subsequent to the declaration, you would have to process a Bonded Movement Request to cover the Land Movement between Dubai & GCC Destination.

22. If I don't have the facility in GCC can I transfer the goods? What are the methods of clearance if I don't have GCC facility?

No, you would have to complete all Customs formalities at the first point of entry by processing an Import Declaration.

23. How can I move shipments from Dubai based FZ to GCC?

You may complete Customs formalities by processing an "Import to Local from FZ" Bill in Dubai itself.

Alternatively, if you wish to complete the Customs formalities in the GCC destination, you can process a "FZ Transit Out" bill with Cargo Channel as "Courier Land" and clear the goods by claiming an exemption titled "Bonded Movement".

24. Please elaborate on the definitions of TS1 - Transit ROW to ROW and its relation to GCC destination?

Generally speaking, "TS1 – Transit ROW to ROW" Declaration Type should be used from a non-GCC to non-GCC movement. However, the courier companies may use this declaration type for GCC destination provided its outbound Cargo Channel is "Courier Air"

25. How can I move my cargo from CTO (DNATA, EK, etc.) to courier facility locations under Customs control?

Cargo transfer request should be made to Customs for clearance. Upon successful clearance of the request, the goods can be moved.

26. How Low Value goods are considered in FZ inventory?

FZ inventory should have the reference to the customs declaration number on which the goods were moved from time to time.

27. Is it necessary to prepare FZ declaration for Low Value import shipments?

Yes, it is necessary to declare all Low Value shipments individually coming for a FZ company. You may use the following declaration types:

- FZ Transit In
- Courier Import

28. Is it necessary to prepare FZ declaration for Low Value export shipments?

Yes, it is necessary to declare all Low Value shipments individually that are being exported from a FZ company. You may use the following declaration types:

- FZ Transit Out
- Courier Export

29. How do I clear shipments destined to other Emirates when the Customers are not registered with Dubai Customs?

Barring personal shipments, your customers have to be registered with Dubai Customs.

30. The Mandatory/Optional/Conditional Matrix specifies that Importer Code is Optional. Is this correct?

Barring personal shipments, importer code is mandatory. The absence of an Importer Code would imply that your declaration is consigned to a person and not for commercial use.

31. What declaration do I have to process for shipments originating from ROW-Sharjah-Dubai-ROW where the movement between Sharjah and Dubai is by Land?

A Transit declaration at a HAWB level should have been made in Sharjah. If a declaration (at a HAWB level) has not been made in Sharjah, one of the following declarations should be made using Port of Discharge as Dubai Land:

- Transit ROW-ROW (TS1)
- Courier Transit (TS7)

32. What declaration do I have to process for shipments originating from ROW-Dubai-Sharjah-ROW where the movement between Dubai and Sharjah is by Land?

You would have to process one of the following declarations.

- Transit ROW-ROW (TS1)
- Courier Transit (TS7)

Subsequent to the declaration, you would have to process a Bonded Movement Request to cover the Land Movement between Dubai & Sharjah.

33. How does to courier module cater to Ship Spares in Transit?

You can clear on a Transit Declaration by keeping deposit. Alternatively, you can process an Import for Re-Export declaration if the goods are consigned to a Shipping Agent. If the goods are consigned to a Ship, then a Transit Declaration with deposit must be made by providing HS Code details.

34. How do I cater to Transit Movements wherein the Outbound Movement is outsourced to another Courier Company

The existing process of manifest submission and sealed vehicle for transferring shipments from Dubai Cargo Village to the outsourced courier company (for the outbound journey) shall be continued.

35. I am a courier company and the importer wishes that the shipment is cleared by an appointed agent as opposed to by the courier company itself.

The concept of courier service is to handle the end-to-end lifecycle of parcels- ie collect, bring, handle, customs clearance, and deliver. Should another Broker wish to take over the Customs clearance and delivery, then that broker may clear the parcels as a normal consignment. In other words, this would not be considered as a courier movement.

36. For how long should I wait to receive a B2G Acknowledgement Message from Dubai Customs after I have submitted a B2G Batch Declaration?

Generally speaking, initial acknowledgement (Batch Reference Number) is sent instantaneously, however please wait for at least 15 minutes to receive the initial Acknowledgement (Batch Reference Number). In the unlikely event that you haven't received the initial Acknowledgement (Batch Reference Number) from Dubai Customs, please check on Dubai Trade UI if the submission has gone through by searching via MAWB / Flight Details / HAWB / etc... If you are able to view the Batch Details on Dubai Trade UI, there is a possibility of a technical glitch in either parties system that prevented the initial Acknowledgement to go through. If you are not able to view the Batch Details and are sure that Dubai Customs hasn't received the Batch, please resend it.

37. Can I use Customs Declaration information to generate reports / print outs for my customers?

Yes, Customs declaration information can be used for generating reports (including print outs) for your invoicing purposes. However it should not have any resemblance to an official Customs document. For example, the report / print out should not depict the design, Federal Customs Authority header / Dubai Customs header / Logo / etc...

38. I have successfully submitted & received an initial acknowledgement of a batch with 300 declarations. Subsequently, 297 declarations were accepted and 3 were rejected. How do I declare those 3 specific rejected declarations?

You will have to pass declarations for those 3 rejected declarations through either of the submission channels. You do not have to re-submit the entire batch having declarations that were already accepted as they will be considered as a new Declaration.

39. Do I require an M1 Declaration number?

No, however if you do require the number – you may visit Dubai Trade UI and view/print the corresponding Declaration by using the search / track facility.

3. Payment Related

19. What payment methods are available?

For Batch submission (B2G, File Upload), the following payment methods are available

- Credit
- Standing guarantee

For other submission channels along with above, e-payment also is available.

20. Is cash payment available as an option?

No. cash payment is not available through B2G, File upload or individual declaration submissions via Dubai Trade.

21. Do I have to provide a Standing Guarantee Account or a Credit Account?

For Courier File Upload & Courier B2G, Dubai Customs shall require both the account details irrespective of declaration type. Dubai Customs shall internally use the appropriate account for the applicable charges.

4. Help

1. Whom can I get in touch with for operational / technical assistance?

For such queries, you may reach us by customercare@dubaitrade.ae or 800 44 64