



### **Standard Process for Shipments to Emirates In-flight Services (Alcohol)**

The below process applies to suppliers who are located outside the United Arab Emirates (UAE) and who supply goods to Emirates In-Flight Services based on either EXW, FCA or FOB terms:

1. Emirates will request for deliveries against call-off orders or standard orders that are auto-transmitted by the Emirates ERP system or sent via email by the Buyer. Contractor to:
  - a) Confirm the receipt of the purchase order within 1 working day,
  - b) Confirm the delivery schedule within 3 working days,
  - c) Advise Emirates of any delays in the first instance.
  - d) All confirmations are to be sent to:
    - [pervin.jilla@emirates.com](mailto:pervin.jilla@emirates.com)
    - [shafali.sarkar@emirates.com](mailto:shafali.sarkar@emirates.com)
  
2. At least 10 working days before the goods are ready for handover, Contractor to send Shipper's Letter of Instruction (SLI) to the local representative of Emirates' nominated logistics provider. However, this depends on the local regulations and timelines that may change as required. The SLI must include:
  - a) Date when the goods are ready to be handed over (FCA/FOB) or pick up (EXW)
  - b) Emirates Purchase Order Number or the Call of Order number (Format to be maintained as provided by Emirates)
  
3. Dubai Ports and Customs have very strict rules and regulations in clearing all products into the UAE. Therefore it is necessary that all documentations fit the following criteria as stated on the PO & email confirming the order. Any discrepancy in documents will lead to delay in the clearing process with Dubai Customs.
  - a) **VIA SEAFREIGHT (Freight Forwarder- JFH)**
    - Commercial Invoice
    - Packing List
    - Certificate of Origin
    - Sea Way Bill of Lading (B/L); or the -Express Release. (This is handled by freight forwarder)
  
  - b) **VIA AIRFREIGHT (Freight Forwarder- DHL Global forwarding)**
    - Commercial Invoice (must indicate the COUNTRY OF ORIGIN of the goods)
    - Packing List. (must indicate weight, pallets, cases to be mentioned matching AWB)
    - Airway Bill (AWB). (This is handled by the freight forwarder)

#### **IMPORTANT:**

1. Booking delays are to be escalated to Emirates in the first instance.
2. Original Invoice and Packing List should be prepared in the company letterhead with original stamp (common seal) and signature.
3. Documents are to be issued in the following manner:
  - a) **Sea Freight (BL Express Release):**
    - i. Provide original documents (Commercial Invoice & Packing List) to nominated freight forwarder upon handover of goods
    - ii. Bill of Lading must be Seaway Bill/Telex Release done at origin for quicker clearance at Dubai upon arrival.
    - iii. Clear legible copies of the Commercial invoice, Packing List, Certificate of Origin and Bill of Lading are to be emailed to the Emirates contact with a copy to the logistics contact at JF Hillebrand within 5 days after vessel departure



- b) **Air Freight:**
- i. Provide original documents (Commercial Invoice & Packing List) to nominated freight forwarder upon handover of goods.
  - ii. Clear legible copies emailed to Emirates Contact along with a copy to the logistics contact at JFH/DHL 2 days prior to departure
4. All documents should be consigned to **EMIRATES AIRLINE** in the first line of the address.
5. Ship to Address may have the delivery location if provided.
6. Need-by date in the PO is when the order is required in Dubai.
7. PRO- FORMA Invoice is NOT accepted for customs clearance, must be termed as COMMERCIAL INVOICE OR INVOICE.
- a) Invoice and Packing List MUST be issued in English version. It is to include:
    - Invoice Number
    - Invoice Date
    - Invoice Currency
    - Invoice Amount (unit cost, number of pieces and total amount)
    - Purchase Order Number &/or Release/Call Off Number (as per the corresponding Purchase Order from Emirates)
    - Shipment Line Number (as per the corresponding Purchase Order from Emirates)
    - Shipment Number (as per the corresponding Purchase Order from Emirates)
    - Country of Manufacture /Origin should be mentioned for each line item mainly for airfreight with multiple items must have detailed breakdown. For Sea Freight the certificate of Origin must have this clearly mentioned.
    - Product description is clearly outlined
    - Correct Harmonized (H.S) Code for Dubai Customs Purposes must be mentioned for each line item.
  - b) Number of Packages, Gross Weight and product description should be the same with all the documents and Unit of Measure (UOM) to be mentioned.
  - c) Country of Origin must specify actual country. E.G. Dubai Customs does not accept EU as origin.
8. Printed or Electronic stamps and signatures are not accepted.
9. Certificate of Origin must be attested by the local Chamber of Commerce. Actual country of origin must be mentioned in the document
10. All documents must be PRINTED, handwritten is not accepted by U.A.E customs
11. INCOMPLETE/INCORRECT documents will result in customs clearance delays. Emirates Airline reserves the right to on-pass charges attributing from incomplete documents back to the supplier.
12. A surcharge of USD 300 is payable to U.A.E customs in the event of FAILURE in submission of correct documents at the time of customs clearance. Emirates Airline reserves the right to on-pass charges attributing from incomplete documents back to the supplier.
13. Bill Of Lading/Airway Bill, Invoice, Packing List, COO should have the same Shipper and Consignee details. In case for any third party Supplier, this clause can be added - On behalf of "party who issue the Invoice/Packing List"

**All document copies must be sent via email to:**

**For Sea freight: Viddy Kibbe ([V.Kibbe@ifhillebrand.com](mailto:V.Kibbe@ifhillebrand.com))**

**For Airfreight: Emirates-Inflight ([ekifs.ae@dhl.com](mailto:ekifs.ae@dhl.com))**

**Cc the following:**

**Pervin Jilla ([Pervin.jilla@emirates.com](mailto:Pervin.jilla@emirates.com))**

**1x complete set of shipment documents to be attached per email. Do not attach multiple shipping documents per email.**

**The combined size of all attachments to one email must not exceed 2.0 MB**