Shipping Instructions for Shipments by Sea, Air and Land

JORDAN

May 2023
1. General:

This document provides instructions to UNRWA suppliers regulating shipment and transport procedures applying to the corresponding type of shipments and all documents necessary for deliveries to UNRWA delivery destinations as stated in the relevant Purchase Order(s)

INCOTERMS 2020 shall govern shipment terms of UNRWA contracts so long as this requirement is stipulated in the contract. The most frequently INCOTERMS used at UNRWA are:

- Airfreight: CPT, FCA
- Sea freight: CFR, FOB
- Delivery to UNRWA warehouses: DAP

2. Modes of Shipment and Delivery Destinations to UNRWA Jordan:

<table>
<thead>
<tr>
<th>Mode of Shipment (as per PO)</th>
<th>Delivery Destination (as per PO)</th>
<th>Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sea</td>
<td>Aqaba Port, Jordan</td>
<td>All categories; Medicines, Pharmaceuticals, Equipment, Spare Parts, Vehicles, General Cargo</td>
</tr>
<tr>
<td>Air</td>
<td>Queen Alia Int’l Airport, Amman</td>
<td></td>
</tr>
<tr>
<td>Land</td>
<td>&lt;Named delivery location as in PO&gt;</td>
<td></td>
</tr>
</tbody>
</table>

3. Timing

a) Shipping documents are to be sent in advance, which should be received by UNRWA 10 days prior shipment arrival of shipments with shipping distance of four days or more. For shipments with shipping distance of three days or less, a telex release and a scan shipping document are required. All documents including copies must be readable and clear.

b) For land shipments, 2-week advance notification is to be given prior to actual shipping in order to avoid any delay in releasing the carrying trucks from borders as well as to avoid the compensation costs to the truck’s drivers. Suppliers should not proceed with any land shipments without having sent all shipping information/documents to our contact persons listed below 10 days in advance.

c) Any delay in sending the shipping documents on time will result in storage and demurrage charges at the port of discharge. UNRWA has the right to recover the costs from the supplier’s invoice.

d) Cold-chain shipments airfreighted to Amman Airport must NOT arrive during weekend (Friday and Saturday) or holidays.

4. Communication, and notification

a) It is required that either or both the supplier and the shipper (acting on behalf of the supplier) communicate all information on shipping schedule / dates / notification to UNRWA contact persons listed below.

b) Notification on shipping of perishable supplies (where special cooling conditions are needed) should be done with special attention by BOTH the supplier & the shipper in order for the receiving party to secure that any cold-chain shipment is 100% maintained.
b) Electronic scanned versions of documents must be sent once shipment has been loaded on vessel or the agreed means of transport at the port of loading to:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
<th>Phone / Mobile</th>
<th>Working hours &amp; Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mohammad Al-Huneidi</td>
<td>Acting, Port Operation Officer</td>
<td><a href="mailto:m.alhuneidi@unrwa.org">m.alhuneidi@unrwa.org</a></td>
<td>+96264741914/+962795954052</td>
<td>7:30 – 15:00</td>
</tr>
<tr>
<td>Taha Quraan</td>
<td>Acting, Head of field Logistics Office</td>
<td><a href="mailto:t.quran@unrwa.org">t.quran@unrwa.org</a></td>
<td></td>
<td>Sunday-Thursday</td>
</tr>
<tr>
<td>Chief Central Support Services Division</td>
<td>CSSD</td>
<td><a href="mailto:CSSD@unrwa.org">CSSD@unrwa.org</a></td>
<td>+96265808401</td>
<td></td>
</tr>
</tbody>
</table>

For medical shipments scanned version of the documents to be sent to m.awad@unrwa.org as a second notified contact person in addition to the above contacts.

### 5. Required Shipping Documentation and Certificates:

For all shipments imported into the Hashemite Kingdom of Jordan, the following documents are required for the clearance process:

<table>
<thead>
<tr>
<th>Documents</th>
<th>By Air</th>
<th>By Sea</th>
<th>By Land</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airway bill*</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bill of lading -three originals-*</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Waybill</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Truck consignment Note</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Invoice (Hard copies for Medical and Basic Commodities must be provided earliest possible)</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Packing list (Hard copies for Medical and Basic Commodities must be provided earliest possible)</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Certificate of Origin</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Certificate of Analysis</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

The B/L free period is recommended to be 25 days “free of detention charges”

**“Consignee” and “Notify Party”** in both AWBs and B/Ls must be the same as follows:

**U.N.R.W.A.**
United Nations Relief & Works Agency
Field Logistics Department (Main Warehouses)
Um El-Hiran – Madaba street
Amman 11814 -Jordan

Shipping Instructions, UNRWA Jordan Field Office. Rev May – 23
6. Special Additional Requirements

1. For medical shipments:

- Certificate of Analysis for each batch.
- Free sales Certificate.
- Complete Product file for the newly supplied items (for the first time) in which consists of:

  3.1 Composition certificate
  3.2 Finished product specifications
  3.3 Method of Analysis
  3.4 Shelf life and storage conditions certificate.
  3.5 Stability study for the concerned item (long term and accelerated).

   Jordan Food and Drugs Administration (JFDA) Instructions regarding the submission of the working standards and these instructions are to be clarified as follow:

   a) As UNRWA has an obligation to follow up the balances of the concerned standards at the JFDA before submitting the samples, vendors are requested to provide working standards for the provided materials in quantities sufficient to make quality assurance tests for not less than three batches per year. Shelf-life validity for the provided standards should not be less than six months from the receiving date of the standards.

   b) To supply/provide the JFDA with those concerned standards directly upon the balances at the JFDA were being finished, expired or insufficient.

   c) To provide the JFDA with all needed documents and/or certificates to finalize the quality testing process.

   d) Undertake to provide the JFDA with those standards as needed with no extra or less volumes as follow:

<table>
<thead>
<tr>
<th>Working Standard Volume per BT.</th>
<th>Number of BTs Supplied to JFDA</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than or equal to 1-2 g per BT./Vial or Sachet</td>
<td>(1) BTs</td>
<td>Depending on the analysis method and number of batches under one condition is that the volume of each BT should not exceed 1 or 2 grams as a maximum and to be sufficient to make testing For three batches from the same item from the same vendor per year.</td>
</tr>
</tbody>
</table>
e) JFDA are able to receive extra volume from those standards but if the item(s) analysis method requires more than one volume for the analysis of each single batch, without exceeding the limits in the above table.

f) Six months is the accepted lower limit of shelf life for the said standards. From the date of receiving the standards)

g) To take into consideration the storage conditions for those standards and to provide the JFDA with the cold chain tracking report for the standards those need refrigeration since dispatching time and until being handed to the JFDA laboratories (this could be applied for those standards need refrigeration all along the transfer time). (to provide shipment with data loggers)

h) Hazardous drugs should have the warning mark clearly on the packages in order to allow the laboratories concerned staff deal with them properly, moreover; the safety data sheet for each item’s working standard should be handed with the relevant documents to the JFDA

i) All expired working standards are subject to be returned back to the respective suppliers (companies, drugstores ...etc.), so; kindly commit to receive them upon informing you to do so

2. For Para-Medical Sundries/Consumables):

- Certificate of Origin
- Original invoice and packing list
- CE certificate duly authenticated from the Notary public or from the chamber of industry and Commerce at the country of origin.
- Declaration of Conformity certificate duly authenticated from the Notary public or from the chamber of industry and commerce at the country of origin.
- Updated catalogue for the supplier’s items.
- For sterile items, there should be a sterility certificate to be submitted with the batch analysis Certificate.

*Irradiation certificate for the consumables (Gloves/Syringes/Needles/Laboratory tubes & Containers.

All the above certificates should be provided as originals and not as colored copies (they are going to be checked by the JFDA).

3. VHF Equipment (Walki-Taki, Tablets) and Armed Vests and Helmets:

Import of such equipment requires special permissions from TRC (Telecommunication Regulatory Commission) and MoI (Ministry of Interior). No shipments to be made before getting the needed permission. The following documents must be submitted:

- Invoice
- Packing List
- Certificate of Origin
- Catalogue

7. Jordanian authorities’ requirements:

The customs rules established by Jordan stipulate that:
1. All shipments (of any modalities: air freight – sea freight – land freight) MUST be covered by one invoice and packing list for each separate shipment. With the certificate of analysis for each batch included in the concerned invoice.

   In this respect, if / when any supplier fails to apply this “one invoice per shipment” policy, UNRWA will be forced to claim the additional clearance costs from the supplier.

2. Every invoice covering shipments of any modalities MUST clearly show (in writing) both:
   - The country of origin; and
   - The name of the manufacturer.
   - HS Code of each item.

3. The Jordanian Ministry of Agriculture in respect of the bags / packaging, has issued specific marking requirements, which are:
   - Origin
   - Port of destination
   - Crop year
   - Production and Expiry dates stenciled on the packages
   - Manufacturer
   - A statement indicating that goods are for UNRWA and not for sale.

4. The Jordanian Ministry of Agriculture requires that the data stencilled on bags / packaging corresponds to the data on the shipment documents:
   - Invoice
   - Packing List
   - Certificate of Origin
   - Phytosanitary Certificate
   - Health Certificate

8. Shipping Terms:  

A. Vessels:

1. Shipments shall normally be affected on mechanically self-propelled vessels of steel construction which are not over 20 years of age. Any vessel between 15 and 20 years of age shall have established and maintained a regular pattern of trading on an advertised schedule to load and unload at the specified ports. All vessels shall be classified in a listed register, with first class designation, as per the Institute Classification Clause, CL. 354 of (1/1/2001) and advisory schedule No. 5 as and when amended.

2. Consignments shipped other than in accordance with the above provisions may be rejected by UNRWA.

3. A copy of the relevant classification certificate is to be immediately provided prior shipment by email to the Chief, Central Support Services Division UNRWA HQ (Amman), cssd@unrwa.org, at the time of booking of vessel.

B. Containers:

1. The containers must be in certified seaworthy condition and not “last-voyage Conditions”. They also must be fit to load items as per international standards.
2. No holes will be acceptable in the containers; the containers must be properly sealed.

3. If rust stains are formed on the containers, the must does not affect the conditions of the containerized items.

4. Shipment must be delivered in accordance with type of container and container’s load capacity which determined by shipping lines. With minimum container load capacity.

9. Important Note to Suppliers in case of award of contract:

Vendors / Contractors who are considered by UNRWA for the award of contract(s) must be aware that some of UNRWA’s host states have imposed restrictions on importation of goods or shipments from other member states. Vendors / Contractors are required to familiarize themselves with these restrictions if they wish to do business with UNRWA.

UNRWA will not accept liability or responsibility should goods shipped to UNRWA be confiscated or delayed as a result of these member state measures.

Please sign and return this document within 10 days:

| On behalf of Supplier: | On behalf of UNRWA: |