



**ΠΡΕΣΒΕΙΑ ΤΗΣ ΕΛΛΑΔΟΣ
ΓΡΑΦΕΙΟ ΟΙΚΟΝΟΜΙΚΩΝ
ΚΑΙ ΕΜΠΟΡΙΚΩΝ
ΥΠΟΘΕΣΕΩΝ**

18, Aisha El Taymoureya,
Garden City, Cairo - Egypt

**ΑΔΙΑΒΑΘΜΗΤΟ
ΚΑΝΟΝΙΚΟ**

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ΠΡΟΣ : - όπως Λίστα Αποδεκτών (βλ. email)

ΚΟΙΝ.: - Διπλ. Γραφείο κ. Πρωθυπουργού
- Διπλ. Γραφείο κ. Υπουργού
- Διπλ. Γραφείο κ. Αναπληρωτή Υπουργού
- Διπλ. Γραφείο Υφυπουργού κ. Φραγκογιάννη
- Γραφείο κ. Γενικού Γραμματέα
- Γραφείο κ. Γεν. Γραμματέα ΔΟΣ & Εξωστρέφειας
- Γραφείο κας Β' Γεν. Διευθύντριας
- Α6, Β5, Β2 και Γ1 Δ/νσεις

Ε.Δ. Πρεσβεία Καΐρου

ΘΕΜΑ: Απαντήσεις σε 98 ερωτήσεις οικονομικών φορέων των κ.μ. σχετικά με το σύστημα τελωνειακών ελέγχων προ-φόρτωσης Advance Cargo Information (ACI) το οποίο θα τεθεί σε ισχύ από 1/10/2021

Σε συνέχεια ενημερωτικού σεμιναρίου που διεξήχθη διαδικτυακά στις 2 Σεπτεμβρίου τ.ε. στο πλαίσιο πληροφόρησης οικονομικών φορέων και εταιρειών αναφορικά με την λειτουργία του νέου συστήματος τελωνειακών ελέγχων προ-φόρτωσης Advance Cargo Information (ACI), η εδώ Αντιπροσωπεία της ΕΕ διαβίβασε ερωτήματα στην εταιρεία MTS, η οποία χειρίζεται την πλατφόρμα συλλογής των δεδομένων προ-φόρτωσης. Από τις απαντήσεις της εταιρείας, που μας περιήλθαν σήμερα, το πλήρες κείμενο των οποίων επισυνάπτεται, συγκρατούνται τα εξής:

1. Όλα τα έγγραφα που αφορούν στα φορτία προς εξαγωγή πρέπει να στέλνονται ηλεκτρονικά μέσω της πλατφόρμας Cargo-X. Το ψηφιακό τιμολόγιο για κάθε φορτίο θα πρέπει να αναρτάται στην εν λόγω πλατφόρμα. Ο εξαγωγέας θα πρέπει να πληρώσει για την ανάρτηση των εγγράφων. Η ανάρτηση θα πρέπει να γίνει πριν την άφιξη των εμπορευμάτων στα Αιγυπτιακά λιμάνια. Για περισσότερες πληροφορίες: <https://cargox.io/videos/egyptian-aci-filing-cargox-platform/>
2. Μόνο στην περίπτωση πληρωμής του εμπορεύματος με εγγυητική επιστολή από την τράπεζα, θα πρέπει να αποστέλλονται τα πρωτότυπα έγγραφα στις τράπεζες. Σταδιακά προβλέπεται να υπάρξει διασύνδεση με τις τράπεζες προκειμένου να λαμβάνουν κι αυτές τα απαιτούμενα έγγραφα ψηφιακά.
3. Το ΑΦΜ του εξαγωγέα και του εισαγωγέα πρέπει να αναγράφονται στο τιμολόγιο και στο τιμολόγιο της φορτωτικής και οι αριθμοί ACID πρέπει να αναγράφονται σε όλα τα έγγραφα.
4. Ο εισαγωγέας μπορεί να προχωρήσει στην εκφόρτωση των εμπορευμάτων αφού λάβει τα απαιτούμενα έγγραφα και τα υπογράψει ηλεκτρονικά.

ΑΔΙΑΒΑΘΜΗΤΟ

5. Σε περίπτωση που ο πωλητής δεν είναι ο ίδιος ο εξαγωγέας αλλά παρεμβαίνει κάποια εξαγωγική εταιρεία, η τελευταία θα πρέπει να εγγραφεί στην πλατφόρμα Cargo-X και να αναρτήσει τα απαιτούμενα έγγραφα με τον αριθμό ACID.
6. Σε περίπτωση που απαιτείται πιστοποιητικό Φυτοϋγειονομικού ελέγχου, τότε θα πρέπει κι αυτό να αναρτηθεί στην πλατφόρμα Cargo-X.
7. Μετά την φόρτωση δεν μπορεί να υπάρξει οποιαδήποτε διόρθωση στα ήδη αναρτημένα έγγραφα. Ωστόσο, μπορούν να αναρτηθούν εκ νέου διορθωμένα έγγραφα προκειμένου ο εισαγωγέας να λάβει τα σωστά έγγραφα προς υπογραφή.
8. Οι Ναυτιλιακές εταιρείες θα πρέπει να επιβεβαιώσουν την ύπαρξη του αριθμού ACID πριν από την αποστολή του φορτίου.
9. Ο εισαγωγέας πρέπει να εγγραφεί στην πλατφόρμα NAFEZA, να εκδώσει αριθμό ACID και να το στείλει στον εξαγωγέα προκειμένου να τον βάλει σε κάθε έγγραφο που συνοδεύει το φορτίο.
10. Ο αριθμός ACID απαιτείται για κάθε αποστολή φορτίου, ακόμα κι αν πρόκειται για τμηματική αποστολή ή αποστολή δειγμάτων προϊόντος.
11. Για περαιτέρω πληροφορίες, παράπονα και απορίες οι ενδιαφερόμενοι μπορούν να επικοινωνήσουν απευθείας με την Υπηρεσία πελατών στο 5ψήφιο αριθμό **15460**, ή μέσω email: aci.campaign@mts-egy.com . Ενώ απευθείας επικοινωνία με την CARgo-X στο email: support@cargox.io
12. Μια τυπική ροή της διαδικασίας περιγράφεται ως εξής;
 - Ο εξαγωγέας εγγράφεται στην πλατφόρμα CargoX και ο εισαγωγέας στην πλατφόρμα Nafeza.
 - Ο εξαγωγέας ανεβάζει τα έγγραφα ηλεκτρονικά στην πλατφόρμα CargoX
 - Ο εισαγωγέας υπογράφει ηλεκτρονικά τα έγγραφα
 - Ο εισαγωγέας εξουσιοδοτεί τις υπηρεσίες εκτελωνισμού προκειμένου να ξεκινήσουν οι διαδικασίες αποδέσμευσης του φορτίου

Στοχευμένη πληροφόρηση θα αναρτηθεί από το Γραφείο μας στον ιστότοπο [AGORA](#). Το Γραφείο μας παρακολουθεί τις εξελίξεις και θα σας τηρήσουμε ενήμερους για οτιδήποτε νεότερο.

Ο Προϊστάμενος



Περικλής Δαβανέλος
Σύμβουλος ΟΕΥ Α΄

Questions from EU economic operators

ACI workshop – 2 Sep 2021

Documents

- 1. How is the confidentiality secured of all the documents?**
 - All documents are secured using the latest globally applied insurance standards, and documents are transferred through the block chain mechanism.
- 2. Is there still a need to attest/legalize/stamp any document (if yes, which ones)?**
 - No, as long as the documents are sent electronically.
- 3. In case authentication is still needed, how it is ex. possible to send an invoice directly from the system if customs need the stamp of the chamber of commerce?**
 - Back to answer (2)
- 4. What are the benefits of uploading the documents with block chain? Does it mean that we do not need to present original attested documents anymore and, if documents are uploaded without block chain, we will be requested to present the originals during customs clearance?**
 - Only in the case of dealing with the Letter of credits system, we need to send the original documents, in addition to the electronic sending of documents through the CargoX platform.
- 5. We received information that we must issue a digital invoice for all orders that will be uploaded to CargoX. The invoice must be excel or pdf file?**
 - There is now on the Nafeza platform as well as the CargoX platform, instructions and videos that explain this in detail, please see (<https://cargox.io/videos/egyptian-aci-filing-cargox-platform/>)
- 6. Will the goods be released against the draft B/L uploaded in the CargoX system? Does the exporter need to upload original B/L in the system when issued? Does he need to pay each time?**
 - The system needs to send the bill of lading with the ACID number and pay for uploading documents only.
- 7. Do we have to upload the documents on the ACI systems prior to shipment departure or prior to shipment arrival at Egyptian ports?**
 - Prior to shipment arrival at Egyptian ports
- 8. What if a required document (ex. certificate of origin) is only available after vessel's loading/departure?**
 - No problem, you can send it as soon as you get it
- 9. Do we still have to send original documents to customer or is it all paperless trade?**
 - Only in the case of dealing with the Letter of credits system, we need to send the original documents, in addition to the electronic sending of documents through the CargoX platform.
- 10. If all original documents need to be sent to Egyptian bank, how to do this?**
 - In the case of dealing with the Letter of credits system, we need to send the original documents, in addition to the electronic sending of documents through the CargoX platform.
- 11. If we have to send all documents to the Egyptian bank and we have to upload them on CargoX, what is the advantage? We have to pay to upload the documents and to send them to our client.**
 - For shipments that come with the documentary credit system L/C, we need both electronic and paper documents, and this will be done for a very short period, after that the system will only need the documents electronically.
- 12. Can we expect further changes to the necessary exporter and importer data? At the beginning, all we had to do is enter the ACID number in the invoice, packing list, B/L and COO as mandatory. Now, the importer/exporter VAT ID and ACID numbers are required on all documents. Is that right?**
 - The importer/exporter VAT ID are required on Commercial invoice and Bill of Lading, and ACID numbers are required on all documents.

- 13. If the importer, for any reason, is not able to collect the consignment and the case needs to be switched to another importer, would uploading documents on CargoX be acceptable after vessel arrival?**
 - In this case, the importer can submit a request to the Egyptian Customs to waive the shipment to another importer with the same documents that were sent with ACID on it.
- 14. Taking into account that the shipping line requires the ACID number to accept the shipping instructions and that importer needs 48 hours to get the ACID number after first recording in NAFEZA, we will either face delays at origin and miss the first available vessel or we will need to change the info after receiving the ACID number. What happens if the final documents, uploaded on CargoX after shipment departs from origin, are different from the info registered in Nafeza by the importer?**
 - You can upload the documents prior to shipment arrival at Egyptian ports.
- 15. What happens if the vessel arrives to destination and the documents are still not ready?**
 - The importer cannot start the customs release procedures for the goods until after the documents reach him and sign them electronically (e-token)
- 16. Will Nafeza allow massive info upload with an Excel file? In case yes, what is the format?**
 - Yes, there is now on the Nafeza platform as well as the CargoX platform, instructions and videos that explain this in detail how to upload the e-invoice using Excel or other types of format, please see (<https://cargox.io/videos/egyptian-aci-filing-cargox-platform/>)
- 17. Should the exporter send CargoX envelope only once all required documents are complete and available?**
 - It is preferable to send documents as soon as they are completed and do not need to be changed
- 18. What responsibilities does the exporter have for loading documents on CargoX after vessel's departure, if any?**
 - He must upload the remaining documents as soon as possible so that the importer can start the procedures for releasing the goods
- 19. What responsibilities does the exporter have, in case of FCA/EXW export country incoterms, if the B/L issued by Egyptian importer's forwarding agent is not duly uploaded to CargoX?**
 - He must upload the documents as soon as possible so that the importer can start the procedures for releasing the goods
- 20. Does the pro-forma invoice have to be uploaded to CargoX?**
 - No
- 21. If exporter is not the seller, meaning the producer is using a trader, which documents need to be uploaded?**
 - If there is more than one party in the business process, they must register on CargoX with each party sending its own documents and uploading them to the platform with the ACID number.
- 22. Is the shipping company in charge of the shipment authorized to upload the final B/L?**
 - She can do this if she is registered on the CargoX platform, where she uploads the document B/L with the ACID number on it.
- 23. Do we have to also submit the swift of the bank that has to do with the payment of our customer?**
 - This part works as it is without change, as the system is concerned with exchanging documents related to the shipment commercially. As for the financial relationship between the two parties, it is far from this system.
- 24. Could you confirm if we need to upload or not the phyto-sanitary certificate to the CargoX platform?**
 - Yes, we need to download it
- 25. Do we upload our copy of invoice or edit an electronic one from the platform?**
 - There is now on the Nafeza platform as well as the CargoX platform, instructions and videos that

explain this in detail how to upload the e-invoice using Excel or other types of format, please see (<https://cargox.io/videos/egyptian-aci-filing-cargox-platform/>)

26. If goods are already paid and there is no commercial/financial invoice in time of shipment, is proforma/shipping invoice acceptable?

- Customs needs a commercial invoice as the main document to release shipments

27. Could the trusted nominated freight forwarder upload documents on CargoX on behalf of the seller/shipper?

- The system depends on each party uploading its documents and that each party has a registered account on CargoX

28. I am an exporter. Using CargoX portal, do I have to transfer documents to Egypt Customs (Egypt ACI digital envelope) or transfer them to our Egyptian customer only (standard envelope)?

- Only in the case of dealing with the Letter of credits system, you need to send the original documents, in addition to the electronic sending of documents through the CargoX platform. Otherwise the system need the ACI digital envelope.

29. Once banks are connected, will original B/L (paper) not be allowed? Only Smart BLs?

- We strive to do so in the next stage

30. How to act if a document was missed to be uploaded?

- The remaining documents can be downloaded with the ACID number registered and sent to the importer so that he can start releasing the shipment.

31. How to act if already uploaded documents need to be corrected? Do we have to enter a new ACID request and/or CargoX envelope or it is possible to add the corrected documents?

- It is not authorized to correct the data after shipping the goods, but the correct documents can be uploaded and sent to the importer via CargoX, provided that the importer electronically signs only the correct documents and submits them to customs

32. What is the responsibility of the shipping company in case of errors in the uploaded documents?

- Shipping companies must verify the presence of an ACID number before shipping the goods

33. Can you please share a FLOW CHART showing when and which documents need to be uploaded?

- 1- The exporter is registered on the CargoX platform, and the importer is registered on the Nafeza platform.

2- The exporter uploads the documents electronically to the CargoX platform

3- The importer electronically signs these documents

4- The importer authorizes the customs clearance to start the procedures for releasing the shipment

ACID number

34. Where to find ACID? Does an exporter need an ACID? Who will pass ACID to the exporter?

- The Importer should register on Nafeza system issuing ACID and send it to the Exporter to add it on all the shipment documents.

35. What kind of information should be supplied by the importer on Nafeza in order to obtain the ACID code?

- For more information about how to get ACID check the following link : [Advance Cargo Information \(ACI\) Phase 1 Steps \(nafeza.gov.eg\)](#)

36. When will we be able to register our company and get the ACID? We cannot get through now. We are going to ship the cargo these days with arrival to Egyptian port in October - how will it work?

- The importer should register on Nafeza system and get ACID and send it to the Exporter.

37. Can the exporter add a missing document (ex. final B/L) and send it via CargoX by a new envelope, using the same ACID reference of a shipment whose documents have already been

sent?

- The sealed envelope is still in your possession. But a new action becomes available - the possibility to transfer it. When an envelope is sealed, you can no longer change it (add or remove documents or make any other changes). However, you can still unseal the envelope and change the documents, their properties, or even the message. After that, you can seal the envelope again. You can also delete the draft envelope if you no longer need it.

[2.4. Composing and sending ACI envelope — CargoX Platform User Manual documentation](#)

38. Does the ACID number expire if we delay the shipment?

- ACID is valid for 6 months .

39. How to act if vessel arrives after ACID validity?

- ACID is valid for 6 months, and there is not transit time more than such period.

40. Do we have to write our and consignee's ACID on the documents?

- Yes you should add the ACID number on all the shipment documents .

41. Can the importer ask for the ACID number based on the proforma invoice in order to receive it in advance of order preparation?

- Yes .

42. To which docs do we need to add the ACID number?

- you should add the ACID number on all the shipping documents .

43. Is it accepted to add the ACID number manually "handwriting" on the commercial invoice?

- No, It is not acceptable .

44. Is it mandatory to provide ACID number for airfreight shipments?

- Till now it is mandatory for the sea freight only .

45. What if we ship our goods on different vessels? For example, importer has pro forma for 300 ton of commodity and gets ACID for this. Exporter ships first 100 ton, the week after the other 200 ton. This will be two shipments, but from one pro forma. Can these two shipments arrive in Egypt with the same ACID number?

- You should get ACID number for each shipment .

46. Please clarify the procedure for the export of a plant to armament authorities. Is ACID number needed for each partial shipment?

- Yes ACID is needed for each shipment .

VAT

47. I cannot make verification of our VAT yet. What are the steps?

- For more information regarding the registration steps , check the following link : [2.1. Egyptian ACI filing - What? Why? How? — CargoX Platform User Manual documentation](#)

48. If a company has several VAT IDs, does it have to register multiple times or only once? There are no multiple VAT ID fields in CargoX. To avoid any irritations during the customs check...

- Each company should register on CargoX with one VAT ID .

49. Our company is VAT registered in several EU countries, with only one EORI- number. In this case do we need more than one CargoX registration as per several VAT numbers? When CargoX will be ready to allow multiple VAT numbers for one company?

- Yes you should register on CargoX as per several VAT numbers .

50. On invoice, we need to write ACID, Commercial Registration from Egyptian Client and Egyptian importer VAT. But I have a Client in a private free zone and he told me he had no VAT - would that be a problem while issuing the documents and getting the ACID?

- He can use commercial registration or any legal registration in his country.

- 51. We face problems registering the VAT on CargoX. Could it be a typing issue (extra space, Caps Lock)? Why can't we verify it in your platform?**
- could you please send your VAT number and a copy for the error that occurs .
- 52. I tried to register in CargoX but the reply was that our VAT number did not exist. I have sent question to support department but I did not receive a reply?**
- could you please send your VAT number and a copy for the error that occurs .
- 53. Do we need to get the verification of our VAT before the 1st of October or before our first next exportation to Egypt?**
- You should get the verification of your VAT no and finish registration on CargoX platform before your next exportation to Egypt .

LC and CAD:

- 54. How does an exporter combine paperless ACI with e.g. trading under Export Letter of Credit?**
- LC work till now as is, the exporters send set of documents bank to bank.
we work with central bank to involve LC procedures
- 55. With our clients, we use a Cash Against Documents (CAD) system. So, once the client has paid the invoice, his bank releases the documents. With this new system how can we guarantee the payment if the client has all the documents in advance? Moreover, how about CAD shipments in which original documents should be shipped anyway to the importer?**
- Customs do not release cargo with form 4 from Egyptian banks to prove bank transfer to exporter
- 56. In case of shipments bound to a Letter of Credit (LC) or a Cash Against Documents (CAD) transaction, how can we avoid to share electronically "original" documents? Can we upload on CargoX "not negotiable" copies or drafts of invoices, transport documents, etc.? How the CAD procedure and LC can fit with sending the documents in advance through CargoX? There will be no ACID number identifying shipments bound to LC or CAD?**
- Back to answer 54 and 55
- 57. How does this system work when payment condition is Letter of Credit and we have to send documents through bank channel?**
- Back to answer 54
- 58. Is a new ACID number required for each individual shipment? if yes - then does this also apply for partial shipments under 1 order to 1 customer?**
- Yes ACID is required for each shipment and it is also applied for partial shipments .
- 59. Exporter payment security under LC or CAD needs to be clarified.**
- Back to answer 54

Authorized exporters (AOE)

- 60. Is there any simplification for AEO certified companies?**
No
- 61. In case of authorized exporters, we don't need to issue certificate of origin and we use a declaration of origin on the invoice. Will this work and will the customs apply preferential duties even if the declaration on the invoice does not have original stamp and signature, and there is no certificate of origin?**
- if the shipment need to issue certificate of origin you will and send its PDF via CargoX

Cost and payments

62. How do we pay?

You will pay through bank transfer. <https://cargoxhelp.zendesk.com/hc/en-us/articles/360020888737-Can-we-pay-via-credit-card-or-Paypal->

63. What is the cost of this entire procedure and its elements?

[1.10.1. CargoX pricing policy and Units — CargoX Platform User Manual documentation](#)

64. Why the payment for company check is not a separate one? Why companies are forced to pay 1st package just to cover 12USD for company check?

- <https://help.cargox.digital/en/user-manual/documents-and-pricing/billing/>

65. Was the credit return option facilitated already?

- No, you can't return your credit.

66. When the payments for single shipment/ACID will be available?

- you need to be credit with the packages available on the website and then you can pay for your shipment .

67. Do we have to pay to unlock the block chain key? Do we have to pay for each new shipment?

- Yes you need to pay for each shipment .

68. From week 36 the system will allow payment by credit card with 2% commission and by PayPal with 4% commission. Are these commissions of 2% and 4% directly charged by CargoX?

- yes .

69. Why is the exporter obliged to pay for the units, why isn't it charged to the importer? This is additional work for exporters as we will have to charge the fee to the importers anyway.

- The exporter is the one responsible for sending the documents through CargoX .

70. Is it possible that the importer will pay for the charges, not the exporter?

No it is not possible .

GS1 and HS codes:

71. Do exporters need to indicate HS codes on the invoice? If yes, with how many digits? Does the importer need to respect these HS codes in the import declaration or they can change or aggregate them?

- yes it needs to be mentioned on the invoice and the importer will respect these HS codes.

72. What can we do if we do not have barcodes for our items? (on goods and invoices) - What is GS1/PN?

- It is a standard coding system and you can have codes for your items through GS1 international company .

73. Does the exporter need to add the EAN/GS1 code on the invoice?

- yes

74. I understand that GS1 code of carton must be written on the invoice. Then, at customs, do we have to send samples or they will open the cartons and take photos?

- They will check the barcodes on the cartons .

75. Some of our vendors do not have GS1 codes, so is it possible to add item codes with HS codes instead in the electronic invoices?

- Yes it is possible .

Diverse

76. Will the system apply from 1 October to all arrivals, both seaports and airfreight? Does it apply to all kinds of imports?

- 1st of October for seaports only and for all kinds of imports.

- 77. Will there be any exceptions for EPC projects where shipments are not for trading purpose? (EPC refers to engineering, procurement and construction type of contracts where all related imports are done in the name of the owner – government - and for the construction purposes only)**
- No there is no exception .
- 78. Are there exceptions for European companies that trade with own Egyptian companies?**
- No there is no exception .
- 79. Is there an exception if the costumer is the armament authority?**
- No there is no exception .
- 80. Does the procedure need to be done even if we ship samples only?**
- Yes it needs to be done even if you ship samples .
- 81. Are the banks connected to the new system now?**
- Not yet but it will be connected in the future .
- 82. Is it mandatory to use the CargoX Platform? Are there any alternatives?**
- Yes it is mandatory to use CargoX platform , and there is no alternative .
- 83. How many countries are using CargoX system?**
- A lot of countries are using CargoX system .
- 84. Who must register on CargoX in case of a triangulation? The first seller or the second? ACID code should be indicated on certificates of origin or Eur1?**
- The one whose name is on the invoice is the one who register on CargoX .
- 85. What is the legal basis for the fact that now the personal token will authenticate the documents instead of a company stamp and signature? What are the legal responsibilities of the physical persons who sign the invoices with their tokens?**
- Tokens for the Egyptian importers to sign after receiving documents in Nafeza
- 86. Do companies belonging to the same group need to be registered separately using a separate e-mail address and token even if the person that handles the shipment is the same? If that person has one single e-mail address, what to do?**
- Each company should be registered separately ,and the token is used for each person even if the person is working for more than one company .
- 87. When do you expect to allow forwarding company to use CargoX web on their own accounts?**
for consolidated cargo forwarding company must use CargoX
- 88. How are cases handled in which a group of companies is using the InHouseCash system (all payments are sent by a treasury of a group of companies)?**
- 89. Which steps have been or will be shifted from the responsibility of the forwarder to the exporters?**
- The Exporter is the one responsible for sending the documents through CargoX platform .
- 90. What is the state of play concerning the TRACES NT for perishable cargo certifications?**
- 91. The format of Italian digital invoice - is it accepted?**
- You should upload the E-invoice twice one using PDF format and one using Nafeza invoice template or the conversion method to be converted from PDF to Excel and for more information about E-Invoice check the following link : [Invoices Structured Data Form \(nafeza.gov.eg\)](https://www.nafeza.gov.eg/en/download-center/156)
- 92. Is it necessary to verify both exporter and importer?**
- Yes it is necessary .
- 93. At the early stage of implementation, can carriers still issue B/Ls “To the order of Bank” or “To Order”? What ACID data should be declared by carriers?**
<https://www.nafeza.gov.eg/en/download-center/156> Shipping Lines/Agents Questions and Answers- ACI

94. How to deal with shipments that were originally destined to another country and then requested to be re-routed to Egypt after loading from origin or while being in-route? (no ACID number reported/verified prior loading from origin)

all shipments need to add ACID, this for mobile ships for strategic goods need approve from Customs

95. In case of future problems with the system/process, is there a Customer Service available to resolve them? Can you share phone number or e-mail?

- Hotline : 15460

- E-mail : aci.campaign@mts-egy.com

96. Are companies allowed to have a direct contact with CargoX to get help for future shipments to Egypt? Is there a contact person for which you can give us contact references?

- Yes companies can have direct contact with CargoX through their E-mail which is :

support@cargox.io

97. Do you have any collaborator in Spain (Barcelona)?

- No

98. There remain so many open issues. Could the test period be extended and the start date of the obligatory use of ACI postponed?

- 1st of October is the mandatory date for the start of ACI system .