

1) Why are the exporters required to upload the Commercial Invoice in PDF and Excel format?

As per Circular Instruction No. 54 for year 2021 , documents and data can be obtained from their source, so it is necessary to send both the commercial invoice file in PDF format as a visual form for the invoice, as well as an excel file to download the data

2) PDF to Excel Conversion Tool (RPA): Data safety, accuracy, and cost

The conversion tool is accurate and is free of charge till Mar. 2022. In regards to, the data safety we can assure you that all the processing is done in a safe and secure manner.

3) What are the mandatory information required on shipment documents?
ex:(ACID, VAT or Registration Number)

ACID on all shipment documents and the ACID + VAT or Registration Numbers of the importer and exporter on Bill of Lading and Commercial Invoice

4) Why is it required to send the original (paper) Certificate of Origin? And when will the E-COO be accepted by Customs Authority?

accordance with the international agreements concluded now, the original document as stipulated in the agreement must be submitted, and a study is being conducted to reconcile this situation to suit the new system

5) If the GS1 is not available, what should the Exporter do?

The part number can be used instead

6) Why are the exporters required to upload the Commercial Invoice in PDF and Excel format?

7) Exporters are facing difficulties changing their VAT numbers and company names on Cargo X platform, what can be done to solve those issues?

Any change in the basic data of the company such as the VAT or the address must go through the verification process again until it is confirmed that the amendment that was made is the correct data More about re

8) Can the bill of lading be uploaded after vessel departure?

Yes

9) Where the authorized exporter number should be added in the excel template in order to benefit from the preferential rules of origin?

Preferential rules of origin benefits are obtained through the pdf documents, Customs officers will look and review as the per the pdf documents

10) Where the declaration of preferential rules of origin should be added in the excel template when the value of goods is less than 6.000 euro?

11) Why are the exporters required to upload the Commercial Invoice in PDF and Excel format?

12) Could you please confirm that document legalizations are not longer needed?

Yes

13) What will happen if the system collapses and it is not possible to send the cargo for several weeks? Will there be any insurance to cover these situations?

Documents will be sent via courier to the Egyptian Importer, and he will be submitting it through the logistics centers.

14) Why are the exporters required to upload the Commercial Invoice in PDF and Excel format?

15) In case of consolidated shipments, can the ACID be requested only once per transport unit/consignee/shipper?

Unfortunately, this is not possible.

16) How will the shipments for the Egyptian government/administration be treated?

All government agencies have a record with the Egyptian customs, and therefore it is possible to register on a window platform to do all procedures electronically, including the ACI system

17) When an ACI number has been obtained but, during loading, the factory is forced to modify the order (for example, there is a shortage of stock and the factory changes the products to satisfy its customer), what happens to the ACI number obtained? What should the company do?

You can change the ACID request data (except the Importer & Exporter) prior to vessel departure from port of origin.

18) In order to issue the ACID number, exporters are requested to provide sensitive information to the Egyptian client such as ID numbers, and they are very concerned to provide such details. This requirement is not compliant with the EU regulations on personal data processing (GDPR).

Exporter can provide his mobile no. as a contact person or even can use tele. no for the company

19) Why can't the management of the Cargo X accounts for the exporters be outsourced?

This will be available by the end of Q1 2022.

Letter of Credit and Cash against Document

20) More details are needed regarding the cash against documents payment method when some banks are acting as a guarantor. As banks acting as a guarantor are not integrated in the ACI system, it is theoretically possible to clear the goods through customs before paying.

Banking system will integrated start of Jan. 2022 for the two payment method PAY IN ADVANCE and OPEN ACCOUNT and by mid of 2022 will implement CAD and LC

And it is not possible at all clear goods through customs before paying and issue FORM 4 from banks as proof of pay to the foreign exporter

21) What is the cost of the ACI Envelope?

\$150 for the envelope plus \$3 per document, the price cap for the ACI envelope is \$165 regardless of the number of documents per envelope.

22) Is Cargo X cost related to the number of intermediaries?

No relation between the cost and the number of intermediaries.

23) Is payment with Credit Cards and PayPal accepted?

Yes

Invoicing/Billing

24) Users must buy “units” in advance in order to pay transfer fees on Cargo X. This method is not compliant with many companies’ purchasing policies as “units” should be paid on the basis of an invoice but not a proforma invoice which has no legal value. Nevertheless, we understand that it is possible to buy units based on invoices but, in this case, it adds 100\$/manual invoice fee and since companies would receive their units up front, there is a provision in the price list in case of late payment. Thus, there is a risk that the account will be temporarily disabled and its reactivation costs \$500.

This question is unclear

25) \$150 have to be paid, +20% VAT, while the payment is made toward Slovenia, which is in the EU, so why is there a VAT to be paid : a lot of companies are asking if the EU shouldn't normally be exempted of VAT regarding payments made intra EU?) *This question should be answered by Cargo X*

26) Why is it required to submit the 10-digit HS Code? Is the 6 or 8 digit accepted by the Customs Authority?

The 6- or 8-digit HS Codes are accepted

27) Difficulties encountered with third countries: For example, if an EU company exports products from China or India to Egypt, the bill will be produced in the EU, but the shipment will come from those third countries. In this case, the system seems very constraining as ACI information must be shared and printed on documentation issued by different parties: the invoice from the seller and packing list/COO from the shipper.

Both parties or either one of them can send the documents on Cargo X

28) Registration on the Nafeza platform: Due to a high number of requests, some Egyptian partners are still waiting for approval of their account on the platform

Issue solved, if there is any pending cases, please send the registration number of the request so we can investigate

29) A direct phone contact with administrators and the help desk of Cargo X is needed

- 30) Online training courses for the Exporters *This is currently being discussed with Cargo X*
- 31) Can Cargo X provide a demo application? in order to facilitate and enable the foreign commercial offices representatives to practice the system and provide proper assistance to foreign exporters
This is currently being discussed with Cargo X
- 32) Would it be possible to have a longer test period for process adaptation?
Unfortunately, this will not be possible
- 33) 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) *In case of Bulk Cargos, this issue has been sorted out. The ACID will be requested 3 hours before manifest submission (Manifest submission as per Customs law should be submitted 48 Hours prior to arrival)*

34) How many countries are using Cargo X system? **Now, we have exporters from 172 countries registered on Cargo X.**

35) Are banks connected to the new system now? **Not yet, the integration with the banks will be done on the 31st of December 2021**