

UAE New Customs Requirements Frequently Asked Questions

1. What is the United Arab Emirates (UAE) NEW Customs requirement about?

For airlines that operate direct flights to or from the UAE, it is required to file Pre-Loading (PLACI) and Pre-Arrival Advance Cargo Information (ACI) for each shipment destined to, transiting through, or exported out of the UAE on the shipping paperwork.

2. When UAE New Customs mandate will be in effect?

For shipments arriving at/exported out the UAE on or after February 29, 2024.

3. If American Airlines does not operate direct flights into/out of the UAE, why we are impacted?

While American Airlines does not operate direct flights in/out of the UAE, some of our interline partners we transfer freight to or receive freight from do operate in/out of the UAE. Therefore, it is our responsibility to ensure customers are providing our interline partners with all necessary information for each cargo shipment on the shipping documents should the UAE be included in the shipment routing at any point.

4. What about Mail shipments?

Mail shipments are exempt of the UAE new customs requirements.

5. What new information is required by the UAE Customs mandate?

The first six-digits of the Harmonized System Code (HS Code) for the commodities.

6. How American Airlines require the first six-digits of HS Code from customers?

- For consolidated shipments, the HS code should be included on the Consolidation Manifest paper documents
- For Direct or Simple air waybills, the HS code should be included on the face of the air waybill paper document

7. Is the Consignee's EORI number required?

No, the consignee's EORI or Trade Identification Number is not required.

8. What about if is an E-AWB? Does the aacargo.com portal have the ability to capture the HS Code for the new UAE Mandate?

Yes, customers registered in our e-AWB program can update the required information, by accessing our e-Freight portal on aacargo.com (view our [eFreight Guide](#) to get started).

9. Will American Airlines Cargo allow forwarders to file directly their House AWB in UAE Customs system?

Yes, Freight Forwarders with an existing connectivity to UAE Customs system can file directly. However, paper copies of the Consolidation Manifest, including the first-6 digits of the HS Code may still be required at time of tender.