

Business Support Office Policies and Procedures

Policy Statement

The Business Support Office is shaped by AUC's commitment to fulfill its obligations and responsibilities to its students, faculty members & various academic departments to advance learning through supporting the teaching & research process.

Reason for Policy/Purpose

To inform all relocated faculty & international students affected by governmental regulations related to student visas, work permits & residency in Egypt. Additionally, these policies and procedures aim to explain in a thorough and transparent manner the clearing process related to importing & exporting goods used by the schools of the university, as well as the process of the shipping of personal effects of relocated faculty.

Who Approved This Policy

Tawfik El-Klisly, Executive Director, Supply Chain Management.
Brian McDougall, Executive Vice President for Administration and Finance

Who Needs to Know This Policy

All relocated faculty & staff members, international students, all AUC departments & academic schools.

Web Address for this Policy

In.aucegypt.edu/offices/office-supply-chain-management-and-business-support/Business/Support/Services

Contacts

Responsible University Official: Mona Wagdy, Travel & Business Support Director

Responsible University Office: Travel & Business Support Office

If you have any questions on the policy or procedure for the Business Support policy, you may:

1. Call Mona Wagdy at 2610-2304
2. Send an e-mail to Business.support@aucegypt.edu

Definitions

Term	Definition as it relates to this policy
Clearing Process	The process of bringing goods purchased from outside Egypt into the country
Personal Effects	Personal belongings of relocated faculty

Clarifications

Chargeable weight is not always the same as the actual (gross) weight. Chargeable weight is based on cubic dimensional weight (using the longest length, width, and height to calculate its cubic volume).

Insurance: If the employee needs to exceed AUC's insurance limit (\$10,000), they will be charged for the extra insurance fees (3,0% from inventory list value for any amount exceeding \$10,000).

Policy/Procedures

The faculty services unit provides assistance to relocated, continuing faculty members, administrators & non-Egyptian staff members in issuing work permits and residence visas. The unit also helps new, relocated faculty members arriving in Cairo as well as their families in any questions & responding to their inquiries. The faculty services unit provides an annual information update to the AUC Faculty handbook.

The Business Support office hold a safe that has a total amount of EGP 200,000 for their daily expenses and transactions, this cash is reimbursed whenever needed mostly on monthly basis. The Cash Holder (Senior Officer) is responsible for all the cash transactions within the Business Support office. Before the reimbursement all documents should have official receipts with the amounts cashed, all documents has to be approved by the Director of travel and business support office. All documents are than passed over to the Controller office for final review and reimbursement of money

A-Faculty Services:

- 1- Receiving relocated faculty Data-form
- 2- Filling Ministry of Higher education request for appointment approval
- 3- Receiving MHE work approval
- 4- Lodging & Registering
- 5- Arrange date to do the HIV test
- 6- Receive the result & start Work Permit process
- 7- Get the WP & issue residency
- 8- Renew WP & Residence yearly

B-International Students Services:

The Business Support office handles all services related to registration & residence visa procedures for all new international (non-Egyptian) students.

Upon arrival in Egypt, international students of some nationalities need to register their arrival within 48 hours of entry, as listed below:

The list of 36 Nationalities that are required to register their passports		
Afghanistan	Ghana	Palestine
Azerbaijan	Honduras	Philippines
Bangladesh	India	Rwanda
Barbados	Iran	Somalia
Belize	Iraq	Sri Lanka
Bosnia-Herzegovina	Israel	Sudan
		Syria
Burundi	Kazakhstan	Tajikistan
Chad	Kyrgyzstan	Trinidad-Tobago
Democratic Republic of Congo (formerly Zaire)	Lebanon	Turkmenistan
Libya	Liberia	Uzbekistan
Eritrea	Nigeria	Yemen
Ethiopia	Pakistan	

The primary ways in which the Business Support Office supports all international students are as follows

- 1- Receiving Data-forms from Enrollment & Admissions offices.
- 2- Checking for the Higher Education Student Approval to study in Egypt.
- 3- Directing the Student to the Registrar's office to issue their enrollment certificates.
- 4- Starting the application at the Mugamma (governmental offices).
- 5- Receiving the approval lists.
- 6- Updating the data-form files & record.
- 7- Reviewing & checking the lists (Problems, leftovers, missing approvals).
- 8- Updating the student statistical record bi-annually.

C- Personal effects shipments (Incoming /Outgoing)

The Business Support Office assists both new and departing relocated faculty and staff eligible for shipping to import or export their belongings through AUC forwarding agents.

Send your shipping request to the Business Support generic email: business.support@aucegypt.edu and Business Support will send to our agent to start the moving process.

1-Incoming Personal Effects Shipments:

Relocated staff/faculty eligible for shipping send their shipping request with all details: home address, contact number, survey date, and expected shipping date. Business Support asks that employees send this information in at least three weeks prior their expected shipping date.

Business Support will connect the employee with our agent to arrange for a survey to create an estimate for the weight and charges. After the shipment arrives in Cairo, Business Support will need the employee's original passport for 1-2 days to submit to Customs for release of the shipment.

2-Outgoing Personal Effects Shipments:

Departing relocated faculty/staff send their shipping request to our email business.support@aucegypt.edu at least three weeks prior to departure.

Please identify the desired date for the survey, packing, shipping and consignee addresses & contact number in the details you fill out. The survey will be handled by two agents, who will then send quotes for both air and sea shipping according to availability.

After consulting with the shipment owner, Business Support will choose the most convenient and cost-efficient quote. Generally, sea freight is the less expensive option, although it takes a longer time than air-freight (about two months).

D-Import/Export shipment clearing:1-Import clearing procedures:

AUC requests that departments send their clearing requests attached with custom clearing declaration approved from the department chair to business.support@aucegypt.edu.

After Business Support receive notification and follow up of the arrival of the shipment Business Support will send to our clearing agent to start the customs release process.

After Business Support receives all needed approvals and finalizes the clearing process, the goods will be delivered to the AUC warehouses. AUC staff will then handle delivery to the requesting department.

2-Export shipping procedures:

AUC departments send their export shipping requests to our business support email.

After Business Support receives all needed approvals and finalizes the clearing process, the goods will be delivered to the requested destination. Confirmation will be sent to the department.

Instructions for Relocated Faculty/Staff :

- ١- HIV test is required by law in order to receive a work permit & residence visa extension
- ٢- All relocated faculty members have to do the test & stay in Egypt (no travel plans) until the entire process of work permit & residence applications are finalized. The process may take two weeks
- ٣- The original passport will be kept until the process is finalized.
- ٤- Work permit & residence approval delays may occur because of governmental authorities.
- ٥- Until work permit approvals are received (generally after ١-٣ months), relocated faculty members can get a temporary work permit & residency for six-months, renewable for another six-months.
- ٦- Original documents, like marriage & birth certificates. may be requested.

Instructions for International Students:

- ١-Check for your student data form & study approval or fill in a new student data form.
- ٢-Start obtaining a student residence visa or a tourist visa to secure your stay in Egypt. International students most commonly arrive in Egypt on a tourist visa that is valid for one month. Students need to check the stamps in their passports for the exact validity dates or refer to the Business Support office for professional help.
 - a-If the data form & study approval have been received, proceed to the Registrar's office where they will issue an Enrollment Certificate in Arabic for our office use. You must also submit your passport, the visa application fee & one photo.
 - b-If your student approval is delayed for any reason, you can apply for a temporary one-month or three-month tourist visa until the approval arrives to avoid paying any late application
- ٣-Study approval delays may occur because of governmental authorities.

Instructions for Personal Effects shipments:

- ١- For incoming relocated staff/faculty eligible for shipping, send a shipping request with all details: home address, contact No. and survey date, expected shipping date (this should be at least three weeks prior to your expected shipping date).
- ٢-Business Support will help align you with our agent to arrange for a survey to create an estimate for the weight and charges.
- ٣-After the shipment arrives to Cairo, Business Support will need your original passport for ٣ days to submit to customs for release of the shipment.
- ٤- Departing relocated faculty/staff send their shipping request to our email business.support@aucegypt.edu at least three weeks prior to departure.

o-Please identify a desired date for survey, packing, shipping and consignee address and contact number in the details and the survey will be handled by two agents. They will then send quotes for both air and sea shipping according to availability. Business Support will choose the most cost efficient and convenient quote after agreeing with the shipment owner.

٦-Generally, sea freight is less expensive but it takes longer time than air freight (two-months).

Instructions for Import & Export shipments:

The following instructions are for all types of shipments and the related approvals that are necessary during the customs clearance process as per customs regulations:

١) Documents needed for every shipment either by air, by sea or by courier:

- a- Original of the AWB or Bill of Lading in the name of AUC.
- b- Original invoice in the name of AUC legalized from the chamber of commerce
- c- Euro-١, in case the shipment is coming from Europe.
- d- Detailed packing list per each box, carton or pallet.

٢) If the shipment contains Telecom or Computer equipment, the following is needed:

- a- Catalogue for the product, Data Sheet & reasons to import by AUC.
- b- NTRA approval will be needed.

٣) If the shipment contains chemicals, it will required the following:

- a- Safety Data Sheet (in English language), indicating production and expiry date.
- b- On the product there must be written the production and expiry date of the product.
- c- Chemicals approval will be needed, it takes about ١٠-١٥ days.

٤) If the shipment is coming from Russia or Japan:

- It will be subject to Radiation approval from the Cairo Airport Authorities.

٥) If the shipment is containing any kind of cameras, sensors, remote control or Robots:

- a- It will be subject to Intelligence approval, it takes ٢ weeks.
- b- Catalogue of the product is needed.
- c- The person who will use it at AUC by official letter.

٦) Shipment containing books:

- a- Approval from printing department (consider that Halayeb & Shalateen should be inside Egyptian borders in maps).
- b- Religious books are subject to El Azhar Approval.

٧) Shipment containing Lab Materials:

- a- Pharmaceutical sector approval is needed.
- b- Need components analysis certificate & safety data sheet.

٨) Shipment containing wooden pallet or boxes or cases or others:

a- all wooden pallets should be fumigated at origin and have FAO stamp.

9) Any Equipment with Compressed Gas:

- Need explosive approval, which takes minimum one month.

10) Shipments containing live plants or animals:

- It is *forbidden* to import any life plants or animals without pre-approval from the concerned authorities, and after supporting them with all documents & certificates needed according to the nature of goods.

11) Shipments containing valuable materials (Gold, Silver, precious stones, etc....)

- Need scales & stamp approval, in downtown under the Ministry of the Interior & customs control.

12- Shipments by sea:

- The Original Bill of Lading should be collected from AUC directly or it will be Express Bill of Lading.

- Shipping line or freight forwarder cannot give us the original.

13- Shipment by courier:

- Business Support should receive copy of the Air Way Bill & the name of the company to be able to contact them to allocate the shipment.

Export shipping requests:

1-AUC departments send their Export shipping request to our business support email.

2-They should identify clearly if the service will be door to airport or door to door.

3-A content invoice is needed.

4-Our agent will do the survey and send their quote to be approved before starting the exporting process.

5-An agent will handle packing, insurance, forwarding, shipping process.

6-Copy of AWB and related invoices will be receive to be settled.

Related Information

Appendices (optional)

History/Revision Dates

Origination Date: December 1st, 2016

Last Amended Date: December 1st, 2016

Next Review Date: December 1st, 2017