

## **Business Support Office**

### **1-Mission:**

The pursuit of excellence is central to AUC's mission. The Business Support Office is shaped by the AUC's commitment to fulfill its obligations & responsibilities towards its students, faculty members & various academic departments to advance learning through supporting the teaching & research process. The Business support office mission is reaching professional & subsequently, academic success, through the office enhancement of student-centered, practice-oriented & quality-assuring strategies.

### **2-Main Responsibilities:**

a)The Business Support strives to sincerely co-operate with all AUC community emphasizing positive contribution to their welfare.

b)The Business Support Office is one of the official liaison offices between AUC departments, academic units & key governmental authorities through the university Counselor's office

c)The Business Support Office is basically the office in charge of securing & processing the exact terms of agreements, Egyptian labor laws, residency procedures for non-Egyptian nationalities (re-located-faculty, administrators, international students & staff members) related to the protocol & periodical statistical records.

### **3- Objectives:**

a)Maintaining high-quality & timely-services to newly-hired & continuing faculty members, administrators, international students, staff members, all AUC departments & units.

b)Developmental skills for the team focusing on professional improvement.

### **4- Ethics, Accountability & Security:**

Personal & institutional ethics & accountability have always been the necessary conditions for accomplishing our mission.

It is recognized that most of our daily work transactions are of a high level of confidentiality, though, we are following a firm system of moral principles, rules & standards of conduct.

As a liaison office we deal with personal information, dataforms & documents like passports, car-licenses, I.Ds, marriage & birth certificates , etc.. of international re-located faculty members, administrators & students.

We keep all our information & documents secure, safe & handle them cautiously & emphasize quality & timely-services.

### **5-Activities:**

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

#### **a-Faculty Services:**

- 1- Receiving relocated faculty Dataform
- 2- Filling Ministry of Higher education request for appointment approval
- 3- Receiving MHE 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

#### **b-Import & Export:**

The Import & Export unit provides all import/export & clearing services to all AUC faculty members, administrative & academic departments.

##### **1-Import Procedures:**

- a- Receiving a copy from the international purchasing order
  - b- Receiving the shipping information
  - c- Receiving the shipping notification
  - d- Receiving the shipping documents
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- a- Custom Exemption & Sales Tax:
    - a- Issue Custom Letters (Final & Temporary)
    - b- Deliver the clearing documents to the clearing agent
    - c- Receiving the goods
    - d- Delivery notes
    - e- Paying the Clearing expenses
  
  - b- Temporary Admission:
    - a- Applies to goods imported for testing or re-export
    - b- A letter to the customs to get its approval on temporary admission
    - c- To be recorded in the temporary admission record
    - d- Follow Up of renewal date
    - e- Follow up of re-exporting & closing of the temporary certificate file
    - f- Billing procedures for paying the customs & clearing expenses

**2-Export Procedures:**

- a-Receiving a request from the department to export
- b-Receive the packing list from the department
- c-Sending a letter to the clearing agent
- d-A clearing agent give us the information concerning the weight & dimensions of the shipment
- 5-Selecting the airline company
- e-Prepare the shipping documents (letters & online booking)
- f-Insurance papers to be sent to NY office
- g-Settle payment (Freight & Clearing expenses)

**c-International Students non-academic 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 34 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
Burundi	Kazakhstan	Tajikistan
Chad	Kyrgyzstan	Trinidad-Tobago
Democratic Republic of Congo (formerly Zaire)	Lebanon	Turkmenistan
Eritrea	Liberia	Uzbekistan
Ethiopia	Nigeria	Yemen
	Pakistan	

All international students need to drop by the Business support office to:

1-Check for their student dataform & study approval or fill in a new student dataform.

2-Start obtaining a student residence visa or a tourist visa to secure their stay in the country. Most likely all international students arrive in Egypt on a tourist visa that is valid for one month. The 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 dataform & study approval has been received, the student proceeds to the Registrar's office to issue an Enrollment Certificate in Arabic for our office use & submits his passport, the visa application fee & one photo.

b-If the student approval is delayed for any reason, the student can apply for a temporary one-month or three-months tourist visa until his approval arrives in order not to pay any late application fees.

The main procedure of the Business Support Office regarding International student services is the following:

- 1- Receiving Dataforms from NY Office, Admissions & ISSO
- 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 dataform files & record
- 7- Reviewing & checking the lists (Problems, leftovers, missing approvals)
- 8- Preparing stickers with dates of application & deadlines
- 9- Preparing student follow up card for office use
- 10- Updating the student statistical record bi-annually.

#### **d- Personal Effects Shipments:**

Faculty members may bring in clothing, personal articles and academic papers duty-deferred, but both Egyptian citizens and foreigners must pay high duties on most other goods. For example, current duties are 150 percent of the value of cosmetics, toiletries, and electric and electronic appliances including VCR's, video, cameras, and tape recorders. The duty on fabrics is 110 percent, yarns 50 percent, packaged food 60 percent to 110 percent, and on records, tapes, and Christmas decorations 60 percent.

Because import of items for sale is prohibited, a large quantity of packaged foods or fabrics, for example, might be regarded as commercial and so would be refused entry, even if duty is paid. Dutiable goods imported in an airfreight shipment must be listed and passed by customs so that the owner may take them out upon departure. One may not sell, give away, or throw away items one has imported without first paying the customs duty on them. Otherwise, one is fined up to 200 percent of the items' value.

#### **Import Procedures:**

- 1- Contacting NY Office to receive the shipping instructions
- 2- Receiving the allowance from NY office
- 3- Receiving the Airport notification
- 4- Receiving the packing list
- 5- Receiving the shipping documents

#### **Custom Exemption & Sales Tax:**

- a- Issue customs letters (Final/Temporary)
- b- Deliver the clearing documents to the clearing agent
- c- Receiving the shipment & deliver it to the faculty
- d- Paying the clearing expenses

## **Temporary Admission:**

1. Full-time relocated faculty and administrators who do not hold Egyptian citizenship will have temporary residence status in Egypt. For these people AUC obtains permission for temporary admission of their personal property by issuing a letter of guarantee to the Egyptian Customs Authority covering the listed value of most of the contents of their unaccompanied shipment. (Consumables such as cosmetics, toiletries, and foodstuffs are not imported under temporary admission.) This letter contains assurance that they will export all their property at the termination of their AUC contract. It should be noted that these goods are imported duty-deferred, not duty-free. Employees must sign an agreement to comply with the university and customs regulations affecting the contents of their shipment with the understanding that if any cost, duty, or penalty is incurred as a result of the owner's failure to comply, the university will charge such expenses to the owner's personal account. The letters and agreements will remain in effect for as long as the individuals reside in Egypt as AUC employees. To comply, foreign employees must:

*Export their shipments only through the AUC Office of Business Support Services.*

2. In most cases, all non-consumed items, even appliances that no longer function, must be shipped out. If you plan to leave any property behind in Egypt, please discuss this with the Office of Business Support Services.

3. Inform support services in advance of any artifacts or other goods purchased in Egypt that are to be exported with the shipment. If any regulations are violated, the Egyptian Customs Authority can hold a shipment against the value of the duty or fines owed. Faculty and staff members who have not observed the rules have suffered both financial loss and up to a six-month delay of their return shipments. In such cases, the university cannot be held responsible.

Faculty who are Egyptian citizens and citizens of another country or who hold U.S. Resident Alien (green card) status are regarded as Egyptian residents by the Egyptian government while they are in Egypt. Therefore, they are not eligible for temporary admission of their property, which is subject to duty.

Temporary Admission, thus:

- a- Applies to the shipments to re-export
- b- A letter to the customs to get its approval on temporary admission
- c- To be recorded in the temporary admission record
- d- Follow up of renewal date
- e- Follow up of re-exporting & closing of the temporary certificate file
- f- Billing procedures for paying the customs & clearing expenses

## **Export procedures:**

Faculty members can take out art crafts and other new products made in Egypt as long as they are in small quantities for personal use. Foreign imported books bought in Egypt are subject to export restrictions because they represent an outlay of hard currency by the Egyptian book dealer or publisher who imported them. Some goods, such as gold and precious jewelry, antiquities, carpets, antiques, and paintings, may not be exported under any circumstances because they are regarded as national treasures. Before purchasing any item that may be subject to export restrictions, consult with the AUC Office of Business Support Services for advice on current regulations and the documentation required.

The University will pay for air freighting the baggage and effects of departing faculty and their families up to a maximum of 200 kgs. for the faculty member and 140 kgs. for each member of his/ her immediate family - e.g., spouse and children unless otherwise specified in the contract . Shipping allowance will be increased for those who have served two or more terms by 10 % for each contract period served beyond the first contract , up to a maximum of 50 % over the original allowance . All weight in excess of the above mentioned figure will be at the expense of the departing faculty . This includes packing , clearing and freight . The current price of packing and clearing for air freight is LE. 3.50 per Kg. The air freight charges will be at the current I A T A rate.

Exporting procedures, thus, starts by:

- a-Receiving a request from faculty member to export
- b-Receive the allowance from the provost office
- c-Receive the packing list from the department
- d-Sending a letter to the clearing agent
- e-A clearing agent give us the information concerning the weight & dimensions of the shipment
- f-Selecting an airline company
- g-Prepare the shipping documents (letters & online booking)
- h-Closing the temporary certificate if any and pay the custom/service fees
- i-Send mail to IIE for insurance purpose
- j-Notify the New York office
- k-Settle payment (Freight & clearing expenses)

#### **Cars under Temporary Admission:**

**Shipping Cars:** It is possible to ship an automobile from the United States or any other country to Egypt but all arrangements and all expenses are entirely the responsibility of the owner. Also, the required fuel, parts, and service, especially for an American car, may not be available in Egypt. Because it is relatively easy to buy a new or used automobile in Egypt, faculty are strongly advised not to ship a car to Egypt. AUC is not involved in settling any changes.

- a-Request from faculty member & guarantee
- b-Preparing the letters for MHE guarantee for temporary admission
- c-Clearing documents & letters to be forwarded to the clearing agent
- d-Receiving the car
- e-Clearing bills
- f-Follow temporary Admission Certificate
- g-Follow the renewal of the car (Custom fees & Traffic fees)
- h-Re-exporting

#### **e-Other activities:**

##### **1-Egyptian Driving License:**

- a-Faculty request to issue an Egyptian driving license
- b-Make sure that all required documents are ready:
  - 1-Two medical certificates (eye/general)

- 2-Four photos signed by one of the doctors
- 3-Blood group type certificate
- c-Arranging an appointment to accompany the faculty to do the driving test
- d-Deliver the license & settle payments

To Renew the Driving License:

- 1-Faculty request to renew the license
- 2-Receive all required documents (one photo, current license & a letter to certify his address in Egypt)
- 3-Arranging an appointment to accompany the faculty to do the driving test
- 4-Deliver the license & settle payment

**2-International Driving license issued in Egypt:**

- a-Faculty request to issue an international driving license
- b-Make sure that all required documents are ready: current Egyptian driving license be valid for more than one year/two photos, passport & a certificate from the criminal investigation department, the Business Office help in issuing it.
- c-Arranging for an appointment to accompany the faculty to do the driving test.
- d-Deliver the license & settle payment

**f-Travel Visa:**

The Business Support Office facilitates obtaining travel visas that are requested for official travel ( & *if possible* personal travel which is not obligatory). The purpose of this service is mainly for the university official travel business.

For official travel the procedures are:

- a-Receive Entry visa requests form signed by the chairman of the department approved by area head
- b- Receive copy from the travel authorization form
- c-Make sure that all required documents are ready (letter from the university, airplane ticket, hotel reservation,....etc.)
- d-Arrange for an appointment to do the embassy or consulate personal interviews if needed.
- e- Let the travel agent apply if needed
- f-Receiving the Visa
- g-Settle the payment (AUC/Personal)

For Personal travel (if workload & time permit):

The applicant must pay all consular fees & other charges.

**g-News & Special Events**

Annual Orientation Session in August

***h-Contact Information:***

- 1) Organization: Flow chart
- 2) Photos
- 3) Location