

Jordan Customs Department
19 April 2020

The Jordan Customs Department (JCD) is making an extraordinary effort to support the Jordanian Government in its mission of preventing the spread of the COVID-19, by taking a wide range of measures to deal with the COVID-19, as it is outlined in the JCD's plan attached herewith.

National Window in the main Customs Houses and all government institutions working with it to ensure that employees are not in contact with and commitment to social distancing from members of the supply chain.

- The highest priority is given to medical and food supplies.
- Encouraging the continuation and durability of medical and food supplies by activating the postponement of the payment of 70% of the Customs fees to the golden and silver lists companies. (Circular No. 489).
- The employees of the Department concerned to maintain work in the Customs Houses and Directorates according to the procedures required according to the content of the previous circulars. (Circular No. 491) / (Circular No. 499).
- Provide officers 24 hours in service to facilitate the smooth movement of relief shipments.
- Activate the system of transporting goods from foreign trucks to Jordanian trucks (Back-Back) whenever possible for the countries that have this pandemic that share direct borders with Jordan, in order to ensure the provision of materials from these countries and in a way that does not affect public safety and according to the instructions of the competent ministries.
- Stop receiving postal parcels.
- Stop working at Customs Houses that deal with travelers who need to inspect personal goods.
- Extend Customs undertakings and deadlines for guarantees to allow goods to enter due to the curfew and the inability to extend them.
- Stopping paperwork, being satisfied with electronic documents, and postponing conformity, especially for certificates of origin, to implement post-crisis agreements.
- Enhance communication and coordination with all Customs Houses Directors on what is stated in the national plan to confront the COVID-19 pandemic to work on what was brought up to date.
- Working to release the contents of the Customs declarations organized in the name of the companies in the golden list or the silver list, which contain foodstuffs, medicines, medical materials and devices, and postpone the payment of 70% to provide liquidity to traders (Circular No. 492).

	<ul style="list-style-type: none"> • Raise the communication between the main headquarters in Amman and all Customs Houses on the Jordanian borders. • Transfer human resources as needed. • Not to run the central air conditioning system in the workplace (A letter of His Excellency the Minister of Labor). • Prevent the export and re-export of medical supplies and devices used for protection and disease prevention (Circular No. 478). • Inform that there is sufficient stock for Kingdom's consumption for a period of not less than 10 months, including cleaning materials, disinfectants and surplus quantities, as well as requesting the export of appropriate quantities that do not conflict with the local market's need for these products (Circular No. 488). • Not to leave homes after six o'clock in the evening in compliance with the decisions of the ban and the defense order issued for this purpose, including employees who hold special permits (Circular No. 491). • Maintain communication and coordination with the National Center for Security, Crisis Management and related institutions. (Undisclosed letter on 8/3/2020). • Control of livestock smuggling. (Undisclosed letter on 8/3/2020). • Take all control and facilitation procedures for the import and export of related materials. (Undisclosed letter on 8/3/2020). • Provide the concerned authorities with the first statistics and data of basic foodstuffs and imported medical supplies for the purpose of informing about their stocks and their availability. • Direct supervision by the Director General, the leadership of the Department and the supervisory directorates to ensure compliance with the implementation of the Emergency Plan, ensuring the workflow and flow of goods to the local market, and ensuring compliance with the instructions issued by the National Center for Security and Crisis Management and their strict application.
	<ul style="list-style-type: none"> • Special procedures of the work environment and clearance procedures in Customs Houses: <ul style="list-style-type: none"> - Reduce the presence of administrative directorates' employees in the Department to a minimum and the rest of the employees working remotely by enabling them to enter electronically in a manner that guarantees the continuity of work and not accumulation. - Reduce the number of employees in Customs Houses that require the nature of their work permits, such as inspectors, to a minimum. - Sterilize staff accommodation, clubs, squares and offices for all

Customs Houses.

- Provide public safety tools for all employees and control their commitment to use.
- Not to allow gatherings in the Customs yards, limiting the social communication of all workers in the Customs Houses, and ensuring social distancing and the safety distance with the service recipients.
- Serve meals to employees separately.
- Sterilize all trucks entering Customs Houses.
- Isolate Jordanian drivers coming from affected areas in the compulsory quarantine.
- Accompany the transit trucks with a Customs and security escort to ensure that they reach their destination according to the correct destination.
- Expand the application of the National Window in all of the main Customs Houses and work remotely for all the National Window employees electronically.
- Working 24-hours-duty to ensure the flow of goods and their arrival in the local market.
- Reduce the Customs inspection percentage to a minimum, that it does not exceed 5%.
- Coordinate between the Customs Houses and the security council, each according to the governorate affiliated to it.
- Raise the level of coordination between Customs and all the supervisory authorities working with them, whether remotely or on site, as well as to the relevant authorities with the private sector, port management and logistics.
- Convert all paper procedures to fully electronic procedures, such as exit permits, transfer documents, and others, in order to prevent the circulation of papers that may be subject to a disease transmission.
- Activate the system of electronic correspondence between traders and clearance companies with Customs and the supervisory authorities working with them, and suspend the work of paper-based correspondence.
- Build an electronic system for temporary permits for workers to discharge goods in traders' warehouses at a minimum, linked to Customs declarations and the number of containers. These permits expire electronically once the period granted to them has ended to ensure that workers movement at minimum to comply with the partial ban in coordination with the Prime Ministry and the Ministry of Digital Economy.