



*Jordan Customs*

# **Annual Report 2018**

**“Excellence in performance ... quality in service”**

***Prepared By:  
Directorate of Strategies & Institutional  
Development***



His Majesty King Abdullah II Ibn Al Hussein



His Royal Highness Crown Prince Hussein Ibn Abdullah II

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## *Foreword by the Director General*

It is with a great pleasure that I present to you Jordan Customs Department's annual report for the year 2018; a report which will outline the major accomplishments of last year, and the aspirations Jordan Customs endeavors to reach in the foreseeable future. The report will also highlight the Department's efforts exerted to strengthen our national economy and provide the highest quality services to the business community and stakeholders.

At the strategic level, the Department has developed and implemented its strategic plan for the years 2017-2019. This has been realized through the implementation of a series of initiative and projects laid out therein with the aim to modernize and boost customs control, simplify customs clearance procedures, elevate performance of employees, preserve the environment and improve relations between the Department and the local community. All of this will, in turn, contribute to ensuring the competitiveness of national economy, facilitate the movement of trade exchange and foster greater confidence in the Department.

As for process development, the Department has launched the Silver List program (SLP) as part of the Department's continued endeavor to streamline and facilitate procedures, promote investment, boost the national economy and provide easy and accessible services to all stakeholders. . Being regarded as one of the pioneering projects, the Department sought to launch the SLP with the view to serve a large segment of the business sector. Subsequently, as SLP program adopts the best international trade facilitation standards, (62) companies have been registered therein in 2018 bringing the total registered companies to (86).

Embracing the Royal visions in the area of e-government, an electronic customer service system has been implemented; so that all correspondence and communications are handled electronically, hence dispensing with paper correspondence. The Department continued to activate this pilot service with commercial companies, where the number of companies that obtained a user number for the purposes of electronic correspondence and processing with the Department added up to (1,048) companies.

The Department has, furthermore, expanded in the implementation of pilot projects and automated systems which would fulfil its multi-dimensional strategic objectives. Hence, the Department commenced the implementation of the National Window for Trade project, which will have the greatest impact on promoting investment, reducing time release of goods, and re-engineering of all procedures of the Customs Department those connected with the (32) private and public institutions participating in the project.

Undeniably, browsing this report will yield a lot of important data and statistics that reflect the outstanding efforts of the employees to achieve the Department's vision and mission.

In conclusion, I genuinely acknowledge the contribution and efforts of our partners from both the private and the public sectors, and wish to thank all those who contributed to these achievements. I also wish to extend my thanks and appreciation to Customs staff, wherever located, as I reassure our due diligence and aspiration for further development and distinction at all levels under the leadership of His Majesty King Abdullah II Ibn Al Hussein.



## Inspirational quotes by His Majesty King Abdullah II Ibn Al Hussein

**"Jordan is moving resolutely towards a culture of creating opportunities and self-reliance. With this spirit, we can deliver our mega projects in energy, infrastructure, investment promotion, and agriculture support. The most important achievement in this field would be encouraging excellence, dedication, and professionalism".**

*Speech from the Throne*

*By His Majesty King Abdullah II*

*Opening the Third Ordinary Session of the 18th Parliament*

*Jordan, Amman*

*14 October 2018*

**"For innovation to take root, it cannot be the exception, but the norm and a way of life. Students, teachers, soldiers, security officers, laborers, and every young man and woman all play their part in our journey to build on our achievements".**

*Remarks by His Majesty King Abdullah II*

*On the Occasion of Jordan's 71st Independence Day*

*Jordan, Amman*

*24 May 2017*

**"It is important to reinforce state institutions against corruption by enhancing oversight bodies and ensuring accountability; completing the e-government project, which enhances transparency and addresses shortcomings in public administration; and maintaining ongoing assessment and development of administrative staff to ensure efficiency and integrity, and elevate the quality of public services".**

*Speech from the Throne*

*By His Majesty King Abdullah II*

*Opening the Third Ordinary Session of the 18th Parliament*

*Jordan, Amman*

*14 October 2018*

***Our Vision ...***

“Jordan ranks globally among the top twenty countries for security and facilitation of cross-border trade.”

### *Our Mission ...*

“To create a fair competitive environment for the business sector, to contribute to increasing the competitiveness of the national economy, and to protect and secure the community through the provision of excellent Customs services to stakeholders, in line with the best international practices and in cooperation and effective coordination with all partners.”

### *Our Core Values...*

<b><i>Integrity</i></b>	Abstaining from any conduct that would violate public job ethics so as to serve personal interests.
<b><i>Transparency</i></b>	Clarity in performance and disclosure of decisions for the benefit of work and customers.
<b><i>Justice</i></b>	Treating people equally and making balanced, logical and unbiased decisions.
<b><i>Discipline</i></b>	Adherence to and compliance with the duties and responsibilities required by the legislation in this regard.
<b><i>Innovation</i></b>	Providing innovative ideas that contribute to the development of work and problem solving.
<b><i>Professionalism</i></b>	Carrying out duties and tasks with highest degree of efficiency and proficiency.
<b><i>Teamwork</i></b>	To reflect the principle of cooperation and joint work between personnel, on the one hand, and between the Department and its partners and stockholders on the other to achieve public interest.

## *Our Strategic Goals*

- Strengthen financial resources and raising the efficiency of duty collection.
- Increase the satisfaction of the Department's stockholders and partners.
- Strengthen the social responsibility.
- Develop intelligence and risk management processes.
- Strengthen seizures and Customs controls.
- Facilitate Customs clearance procedures.
- Strengthen environmental sustainability.
- Increase performance efficiency and institutional capacity.



## *Chapter 1*

# *Organization of Customs Department*

## **Jordan Customs Establishment and Development**

The early twenties of the last century have witnessed the establishment of Trans-Jordan Emirate. Thus, there was a need to establish a governmental agency to control the movement of goods and commodities imported into the Emirate, as well as goods transiting through its territories due to the distinctive location of the Emirate at the heart of the Arab World, and due to its strategic importance at both the regional and international levels, Therefore, the first Customs administration – that was then known as Directorate of General Excise and Statistics- was officially inaugurated in parallel to the establishment of Trans-Jordan Emirate in 1921. It was administratively a subdivision under the Council of Advisors, (currently, the Prime Ministry) during the period 1921-1925. Initially, it took up the task of statistics and inspection as well as collecting revenues on imported goods. Afterwards, it was structured under Finance Principal (Minister of finance) and later called Directorate of Customs and Excise. During 1928-1935, Jordan customs was disengaged from Finance Principal and linked directly to the Council of Ministers. During 1953-1951, the Department was linked with Ministry of Trade and Industry as it was called then Ministry of Trade/ Customs. Between 1956-1983, the Department was re-linked with Ministry of Finance and named Ministry of Finance/ Customs. As of 1983, the Department has been called General Customs Department headed by a Director General who reports directly to Minister of Finance. Since then, twenty-one Director Generals have alternated this post.

Since its establishment, several Customs houses have been created. Allenby Bridge Customs Center (currently known as King Hussein Bridge) which is located on Jordan River was established in 1930 to facilitate the movement of goods to and from Palestine. Additionally, Al-Ramtha Customs center - on the Jordan-Syria borders and Amman Customs center, which was located in Ain Ghazal area, were established. During the period 1931- 1938, several Customs centers such as Sheikh Hussein Bridge (currently, Jordan Valley crossing), Al-Jfour (currently, Al-Karama) and Ma'an were also established. As well, post office Customs centers were set up in Amman, Irbid and Zarqa. Following this, was the establishment of Aqaba Customs Center in 1944. The number of Customs houses in operation currently amounts to (33) houses, major and minor, in addition to (2) existing Customs laboratories in Amman and Aqaba.

Regarding legislations, the first law was issued in 1926 to regulate Customs work. It was called Customs and excise law, which was then amended several times to line up with the local and international developments. In 1962, law No.(1) was issued and remained in force until the issuance of customs Provisional Law No (20) and its amendments for 1998. As for Customs Tariff systems, the first tariff which comprised exchanged goods lists and levied duty rates was issued in 1936, and was later amended several times during 1957, 1962. The last of which was the WCO's Harmonized System which the department commenced applying in 1994.

Jordan Customs tasks and responsibilities have broadened to encompass active contribution to national economy support, investment promotion, trade facilitation, combating smuggling and protecting the local community and environment from hazardous materials, as well as controlling cross-border movements of passengers, goods and transportations passing through the kingdom. Therefore, the department has been adopting up-to-date technologies to further enhance and serve Customs work, and realize the concept of e-government. As a result of applying such approach, JC has now secured its position among the best worldwide Customs administrations that provide all stakeholders with high-quality services.



*A Group of Customs officers in 1949*

**Director Generals who headed Jordan Customs Administration since its establishment:**

No.	Name	Job Title	Period of Time
1.	<b>Abdussalam Kamal.</b>	Director of Excise, Production and General Statistics.	1/10/1922 - 6/1/1926
2.	<b>H.A. Turner.</b>	Director of Customs and Excise.	7/3/1927 – 14/5/1935
3.	<b>B.Livingstone.</b>	Director of Customs, Industry and Commerce.	15/5/1935 - 13/9/1948
4.	<b>Fawaz Al-Rossan.</b>	Director of Customs, Industry and Commerce.	14/1/1948 - 1/3/1951
5.	<b>Zahaa Al-Deen Al-Hmood.</b>	Under-Secretary of State for Commerce.	3/3/1951 - 11/7/1951
6.	<b>Mohammad Odeh Al-Quraan.</b>	Under-Secretary of State for Finance/Customs.	12/7/1951 - 1/6/1962
7.	<b>Saed Al-Dorra.</b>	Under-Secretary of State for Finance/Customs.	2/7/1962 - 6/6/1965
8.	<b>Ali Al-Hassan.</b>	Under-Secretary of State for Finance/Customs.	7/6/1965 - 1/2/1971
9.	<b>Mamdouh Al-Saraira.</b>	Under-Secretary of State for Finance/Customs.	2/2/1971 - 1/2/1975
10.	<b>Yassin Al-kayed.</b>	Under-Secretary of State for Finance/Customs.	2/2/1975 - 9/5/1982
11.	<b>Adel Al-Qoda.</b>	Customs Director General.	10/5/1982 - 9/6/1990
12.	<b>Dr. Mahdi Al-Farhan.</b>	Customs Director General.	10/6/1990 - 1/11/1991
13.	<b>Mohammad Ahmad Al-Jamal.</b>	Customs Director General.	2/11/1991 - 16/5/1994
14.	<b>Nazmi Al-Abdullah.</b>	Customs Director General.	17/5/1994 - 7/11/1999
15.	<b>Dr. Khalid Al-Wazani.</b>	Customs Director General.	8/11/1999 - 9/6/2001
16.	<b>Mahmoud Qutieshat.</b>	Customs Director General.	19/6/2001 - 1/6/2005
17.	<b>Alaa.Al Batayneh</b>	Customs Director General.	2/6/2005 - 10/5/2007
18.	<b>Mut'eb Wsaiwes Al-Zaben</b>	Customs Director General.	11/5/2007 - 21/10/2008
19.	<b>Ghaleb Qassem Al-Saraira</b>	Customs Director General.	22/10/2008-8/6/2013
20.	<b>Monther Abdelqader Al-Assaf</b>	Customs Director General	24/10/2013 – 30/10/2015
21.	<b>Dr. Waddah Mah'd Hmoud</b>	Customs Director General	15/11/2015- 13/9/2018
22.	<b>Dr.Abdelmajeed Al-Rahamneh</b>	Customs Director General	13/9/2018- to date

## **Administrative Organization By-Law and Organizational Structure**

Jordan Customs operates under *The Administrative Organization by-law No. (27) For 2011*. This By-Law was introduced to attune to the Department's mandate and the recent developments at the local and international levels. Pursuant to article (7) of the above By-Law, a planning and coordination committee shall be assembled to address and review the following matters, and submit its recommendations therefor:

1. Action plans and programs and methods of following-up with implementation thereof.
2. The department's performance and achievements and means of boosting work to ensure achievement of objectives in a very efficient manner.
3. The annual training plan for the department's staff.
4. The Department's Annual Budget and manpower table project.
5. Draft laws, regulations and instructions pertaining to Customs work.
6. Organizational structure of the department and affiliation between directorates, Customs houses and divisions according to work requirements.
7. Any other issues referred to this committee by the Director-General.

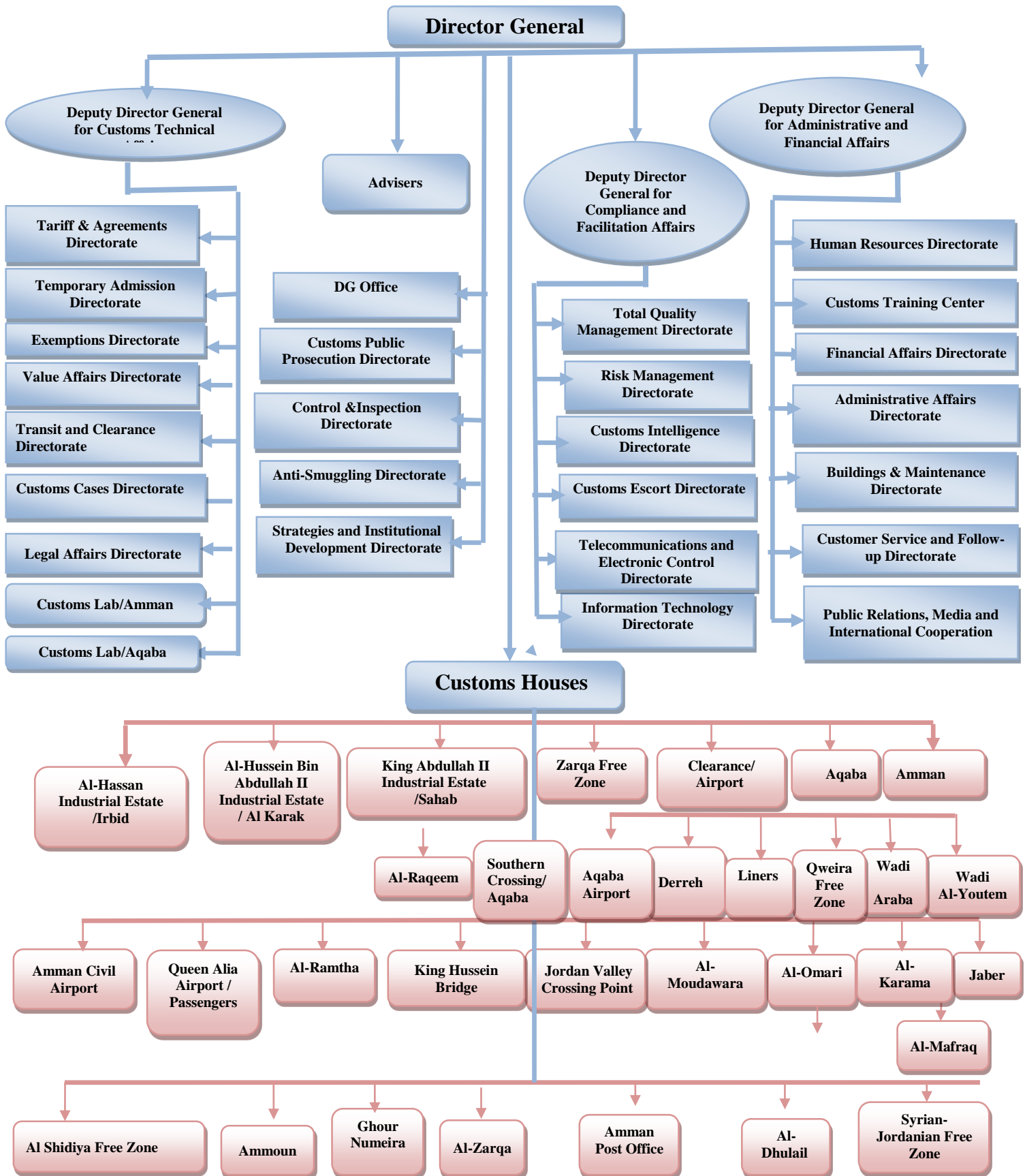
Articles (9/A) and (9/B) of the aforementioned By-Law provides for the following:

- The Council of Ministers may create any directorate or merge it into another or cancel it by the Minister's recommendation upon a recommendation by the Director General
- The Director General may, upon recommendation from the committee, create any division at any directorate or Customs house or Customs lab or merge it into another or cancel it.

In addition, Article (10) states that the Minister, upon the Director general's recommendation, shall issue the necessary instructions to implement the provisions of such by-law including:

- Identifying the tasks and responsibilities of Directorates, Customs houses or Customs labs.
- Job descriptions and categorization.
- Organizational structure of Directorates and Customs houses.
- Identifying methods of communications and coordination within the department

# The Organizational Structure of Customs Department (Major Directorates and Customs Centers):



## *Chapter 2*

# *Human Resources and Training*

## Human Resources

Jordan Customs Department is known for its persistent endeavor and dedication to develop its human resources and elevate their performance to the utmost levels of excellence and creativity.

The Department, thus, has made quantum leaps in this area by adopting all possible means to develop and modernize all work-related facets, providing an appropriate work environment for staff and enhancing its human resources capabilities in a manner that would reflect on the efficiency of service delivery. This has been realized through the following:

- Dispatch staff to specialized trainings to improve performance.
- Expand delegation of authorities which would, in turn, reflect on the quality of provided services.
- Develop infrastructure and the use of sophisticated technology.
- Implement and update automated systems to better serve work and public interests.

### – Structure of Manpower in Jordan Customs Department

**Distribution of Staff by Gender in 2017-2018**

Gender	2017	2018
Male	3076	3272
Female	192	194
<b>Total</b>	<b>3268</b>	<b>3466</b>

**Distribution of Staff by type of appointment in 2017-2018**

Type of appointment	2017	2018
Permanent and Classified Jobs and contracts	2736	3006
Customs Security Agreement	310	336
Contracts (Public Security, Gendarmerie)	210	124
Daily Laborers	0	-
Seconded employees	12	-
<b>Total</b>	<b>3268</b>	<b>3466</b>



**Distribution of staff by academic qualifications in 2017-2018**

Qualification	2017	2018
PH.D	29	40
Masters	188	252
High Diploma	6	16
Bachelors	1217	1450
Comprehensive Diploma	422	680
General Secondary Certificate and Less	1406	1028
Total	3268	3466

**Distribution of staff by age groups in 2017-2018**

Age (by Years)	2017	2018
18-25	178	220
26-35	1045	1115
36-45	1038	1050
46-55	889	903
Older than 55	118	178
Total	3268	3466

## **Capacity building and Human Resources Development:**

Jordan Customs focuses its attention on capacity enhancement and human resources development through providing its employees with training, and financial and moral incentives. During 2018, the Department has realized several accomplishments in this regard, the most notable of which are:

### **Training**

Recognizing the need to always keep up with the rapid scientific and technological advancements, the Department had therefore established *the Customs Training Centre* in the early 1998. In 2015, the *Customs Training Centre* was accredited as a regional Customs training center and attached a great importance with the view to boost the institutional capacity of its staff, the employees of clearance agencies, representatives of ministries and government agencies, and the customs officers of regional customs administration countries by developing and conducting quality programs in line with the best customs work standards. Basic military skills programs in cooperation with the Jordanian armed forces are provided therein to rehabilitate customs officers, in addition to providing capacity building programs funded by granting entities and international organizations.

### Number of Training Courses and Participants during 2017-2018

Subject	Number of Training courses	
	2017	2018
Customs Clearance Training	11	10
Computer Training program	17	16
English Language training programs	2	3
Administrative Training programs	31	37
Customs Technical Training programs	100	71
Financial Training programs	4	1
Empowerment Training	1	2
Paramilitary order and discipline training	1	2
<b>Total</b>	<b>166</b>	<b>140</b>

### Incentives

Jordan Customs regularly motivates its employees to induce them to work harder through providing them with several financial and moral incentives that contribute to empowering staff and increasing percentage of their satisfaction which will, in turn, reflect on the stockholders's satisfaction, performance excellence and efficiency. Such incentives include; scholarships to fund education for employees' and retirees' children, and letters of appreciation as well as delegating staff to participate in internal and external training courses. The following table illustrates incentives -moral and financial- statistics for 2017-2018.

Subject of Incentive	Number of Employees	
	2017	2018
Scholarships for staff's and retirees' children	185	188
Appreciation Letters	2990	2181
Participants in internal training courses and workshops	-	139
Participants in external training courses and workshops	87	53

## **Delegation of power**

In order to ensure proper workflow at customs centers, the Department takes on a policy to delegate needed powers to directors and heads of clearance units to carry out their duties in a way which would, ultimately, benefit stockholders. During 2018 several powers were delegated, most significant of which were:

- Authorizing Al-Omari Customs to locally perform clearance of the empty glass bottles.
- Authorizing Al-Omari Customs House to locally perform clearance of liquid asphalt material.
- Authorizing Al-Omari Customs House to locally perform clearance of Aluminum ore cylinders.
- Authorizing Al-Mashta Customs House to locally perform clearance of all items that are allowed to be admitted to the free zones except cars and their parts.
- Authorizing El- Hussain Ibn Abdulla- Al Karak Customs House to locally perform clearance of on textile vans.
- Authorizing Al-Omari Customs House to locally perform clearance of different kinds of Nestlé.
- Authorizing Sahab Customs House to locally perform clearance of manufactured goods, process and complete bonded declarations.

## *Chapter 3*

# *Strategic Planning and Studies*

## **Strategic Planning**

Strategic planning is deemed an essential administrative tool utilized by institutions to conduct business in a better fashion. Habitually, it mandates focusing efforts and making sure that all staff members are moving in the same direction, as well as evaluating and adjusting the institution's course of action in response to environmental changes.

Strategic planning refers to an organized and comprehensive activity that focuses on interpreting and understanding the internal and external environmental variables of the institution, identifying the strategic issues and concerns facing the administration and, consequently, formulating appropriate policies to deal therewith. It also aims to set clear goals and objectives and move forward with the achievement thereof within a specified period of time, and under the available financial and human resources to realize the Department's foreseen vision.

In the framework of issuing the strategic plan for the years (2017-2019), the Department has highlighted its vision as "Jordan ranks globally among the top twenty countries for security and facilitation of cross-border trade", and its mission as "to create a fair competitive environment for the business sector, to contribute to increasing the competitiveness of the national economy and to protect and secure the community through the provision of excellent Customs services to its customers in accordance with international best practices, and in cooperation and effective coordination with all partners."

The Department has also adopted the following strategic objectives for the years 2017-2019:

- 1- Strengthen the financial resources and raise the efficiency of collection.
2. Increase the satisfaction of stockholders and partners.
3. Enhance social responsibility.
4. Develop intelligence and risk management processes.
5. Strengthen seizures and Customs control.
6. Facilitate Customs clearance procedures.
7. Promote environmental sustainability.
8. Increase the efficiency of performance and institutional capacity.

## First: Evaluation of Strategic Goals according to key Performance Indicators

1. Achievement percentage in all (8) evaluated strategic objectives for 2018 arrived at (97.6 %) which is equivalent to positive evaluation in the evaluation measures of the performance indicators of the strategic plan.

Strategic objective	Achievement percentage 2017	Achievement percentage 2018
Strengthen the financial resources and raising the efficiency of collection	97.8%	98.1%
Increase the satisfaction of stockholders and stockholders	96%	90.8%
Enhance social responsibility	98%	87%
Develop intelligence and risk management processes	99%	98%
Strengthen seizures and Customs control	100%	99.5%
Facilitate Customs clearance procedures	100%	99%
Promote environmental sustainability	94%	99%
Increase the efficiency of performance and institutional capacity	99%	99.8%
<b>Average</b>	<b>97.9 %</b>	<b>97.6%</b>

## Second: Evaluation of Programs cited in the Strategic Plan for 2018:

1. The number of programs included in the Strategic Plan was (3) main programs.
2. Achievement percentage of programs in 2018 reached (88.9%), which is equivalent to the positive evaluation agreed upon in the evaluation measures of the performance indicators of the strategic plan.

Programs	Percentage Achievement 2017	Percentage Achievement 2018
Anti-Smuggling	98.5%	%96.7
Management and Supporting Services	85.6%	%76.8
Efficiency of revenue collection and community service	97.8%	%93.3
<b>Average</b>	<b>94%</b>	<b>%88.9</b>

### Third: Evaluation of Projects and activities cited in the Strategic Plan for 2018:

Achievement of the evaluated (144) performance indicators of projects and activities for 2018 reached (84%), which is equivalent to **the positive evaluation** agreed upon in the evaluation measures of the performance indicators of the strategic plan:

1. The number of performance indicators with **negative** achievements of projects and activities (24) indicators, due to the delay in achievement to internal and external risks.
2. The number of performance indicators with **average** achievement of projects and activities: (7) indicators.
3. The number of performance indicators with **positive** achievements of projects and activities: (91) indicators.
4. The number of performance indicators with unrealistic achievements of projects and activities: (22) indicators.

### Fourth: Internal risks which faced projects implementations

Risk	Risk level	Type of risk	Number of project affected by the risk
Poor cooperation by some stakeholders in achieving works	Medium (M)	Strategic	3
Delay in bids implementation by other parties	Medium (M)	Operational	1
Insufficient allocations in the general budget for capital projects	Medium (M)	Strategic	3
Lack of clarity on government's future lines and policies related to the department's work	Medium (M)	Strategic	2
Government policy to control and rationalize expenditures	Very Low (VL)	Strategic	1

## Studies in Jordan Customs Department

Government institutions usually conduct social studies in several fields related to their work. The importance of these studies lies in identifying the weaknesses and strengths of these institutions, and enabling decision makers in these institutions to make wise and rational decisions that are based on accurate evidence and data to help them solve problems that face these institutions.

Jordan Customs Department, similarly, conducts several technical (Customs) and satisfaction studies. This plays an essential role in identifying weaknesses that the department needs to tackle and the strengths which the department shall maintain and enhance in order to continue with the improvement and development process which, in turn, reflects on the performance of the Customs Department, partners' and stakeholders' satisfaction with the Department. The department conducts the following periodic studies:

<b>Studies</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
1) Measuring satisfaction of the Customs Department's Partner	%94	%89	%93	The partnership counsel was not held
2) Surveying the external partners' satisfaction	%90	%91	%91	%92
3) Surveying the department's staff satisfaction	%79	%79	%79	%76
4) Surveying the stockholders' satisfaction	%82	%83	%85	%83
5) Surveying good governance application level in the Customs Department from the perspective of the Department's staff.	%80	%79	%80	%76
6) Surveying good governance application level in the Customs Department from the perspective of the stockholders.	%81	%80	%82	%79



*Chapter 4*

*Customs Revenues and Foreign  
Trade*

## ➤ Customs Revenues

There was a decline in the Customs revenues for 2018 by approximately (32.72) million JDs compared to revenues collected in 2017, representing (2.04%). Below is customs revenues for 2017 and 2018 categorized by type:

Customs Revenues	2017		2018		Value of Change (Million Dinars)
	Value (Million JDs)	Percentage	Value (Million JD)	Percentage	
General revenue	1,564.315	97.74	1,527.328	97.42	-36.99
Customs Deposits	0.830	0.05	1.134	0.07	0.30
Fee redemption Deposits	0.353	0.02	0.025	0.00	-0.33
Ministry of Finance Deposits	34.994	2.19	39.288	2.51	4.29
<b>Total</b>	<b>1,600.492</b>	<b>100%</b>	<b>1,567.775</b>	<b>100</b>	<b>-32.72</b>

- **General revenue in details:**

The table below shows Customs revenue for the General Revenue Account.

Customs Revenues	2017		2018		Value of Change (by Million dinars)
	Value (Million JDs)	Percentage	Value (Million JD)	Percentage	
Fines, customs confiscations and import fine	17.965	1.15 %	27.201	1.78%	9.24
Sales Tax	998.459	63.83 %	964.464	63.15%	-34.00
Unified customs duty (tariff duty)	275.367	17.60 %	249.649	16.35%	-25.72
Other miscellaneous charges	3.125	0.20 %	4.326	0.28%	1.20
E -Tracking Services charges	4.980	0.32 %	5.020	0.33%	0.04
land and maritime Customs Houses service charges	12.791	0.82 %	12.174	0.80%	-0.62
Charges on imports subject to tariff duties	51.609	3.30 %	50.441	3.30%	-1.17
Charges on imports exempted from tariff duties	53.809	3.44 %	55.066	3.61%	1.26
Charges on fake seduction jewelry imports	0.000	0.00 %	0.195	0.01%	0.20
Fees of other agencies-excluding sales tax	106.999	6.84 %	105.801	6.93%	-1.20
Revenue generated via Revenue Supply law	39.211	2.51 %	52.991	3.47%	13.78
<b>Total</b>	<b>1564.315</b>	<b>100%</b>	<b>1527.328</b>	<b>1.78%</b>	<b>-36.99</b>

\*In addition to the tariff rate, Customs duties include Customs Houses service charge, E-tracking service charge and other fees and taxes.

- **Customs Revenues in details:**

- **Unified Customs duties (tariff duty)**

The table below illustrates distribution of values of (IM4) imports declarations- taxable and exempted, and unified Customs duty for 2018 compared with 2017, except Petroleum and petroleum derivatives.

Distribution of Imports	2017			2018		
	Collected Unified tariff duties	Value of Imports (Million JDs)	Percentage %	Collected Unified tariff duties	Value of Imports (Million JDs)	Percentage %
Exempted in Tariff Schedules	0	3,707.327	34.38	0	3,769.850	36.62
Exempted under Agreements	0	3,707.327	34.38	0	3,769.850	36.62
Exempted under resolutions of the Council of Ministers or private laws or franchise companies (excluding oil and oil derivatives) or for parties exempted from Customs duties	0	2,515.971	23.33	0	2,133.672	20.73
Subject to Customs duties according to tariff schedules or preferential fees	267.740	1,200.399	11.13	239.383	982.118	9.54
<b>Total</b>	<b>267.740</b>	<b>10,784.925</b>	<b>100%</b>	<b>239.383</b>	<b>10,294.607</b>	<b>100%</b>

\* Customs tariff weighted average for 2018 accounted for (2.3 %), while it reached (2.5%) in 2017.

\* The value of imports in the above table is calculated based on the calculation base of the unified Customs fee (001).

### Sales Tax on Imports

Collected Sales tax for 2018 totaled around (1.029. 654) million JDs (according to the date of financial receipts) compared with sales tax collected during 2017 that amounted to around (1.019.660) million JDs, with an increase of (9.994) million JDs.

**- Other departments' fees**

The following table shows collection of other departments' fees (Excluding sales tax) for the year 2018 compared with 2017.

Fee Name	2017		2018	
	Amount of Money (Million JDs)	Percentage %	Amount of Money (Million JDs)	Percentage %
communication Peripheral	0.188	0.18%	0.202	0.19%
Service and control fees - scrap import	0.291	0.27%	0.337	0.32%
Price variation charge-Diesel	0.007	0.01%	0.009	0.01%
Agricultural, veterinary and animal health service charges	5.000	4.67%	4.636	4.38%
credit cards use fees	0.011	0.01%	0.011	0.01%
Scrap iron and aluminum export fees	0.913	0.85%	0.948	2.14%
Traffic fees	2.506	2.34%	2.260	2.14%
scrap paper export fees	1.928	1.80%	1.494	1.41%
traffic and customs escort service charge	8.096	7.57%	9.446	8.93%
X-ray scanning service charge	5.440	5.08%	6.167	5.83%
Advance payment of 2% for income tax	69.490	64.94%	66.867	63.20%
Stamp fees	12.733	11.90%	12.411	11.73%
Overloading fines	0.395	0.37%	0.936	0.88%
Collection expenditures and administration follow up	0.000	0.00%	0.077	0.07%
<b>Total</b>	<b>106.999</b>	<b>100%</b>	<b>105.801</b>	<b>100 %</b>

## - Ministry of Finance Deposits

The table below shows Ministry of Finance Deposits collection in 2018 compared with 2017.

Ministry of Finance Deposits	2017		2018	
	Amount (Million JDs)	Percentage%	Amount (Million JDs)	Percentage%
Standards service charge	4.989	14.26%	5.130	13.06%
Work permits deposits	0.175	0.50%	3.448	8.78%
insurance charge	0.000	0.00%	0.005	0.01%
storage charge	0.000	0.00%	0.013	0.03%
waiver charge	0.000	0.00%	0.075	0.19%
Service charge by insurance	0.110	0.32%	0.379	0.96%
Storage directorate service charge	0.000	0.00%	0.112	0.29%
-				
Service charge of exempted imports 1% by insurance	0.086	0.25%	0.085	0.22%
Service charge of subjected imports %5 by insurance	0.115	0.33%	0.251	0.64%
differences in Silage subsidies charge	2.076	5.93%	1.238	3.15%
Non-attested documents charge by insurance	17.200	49.15%	13.796	35.11%
Customs Insurances/ other deposits	1.699	4.85%	3.616	9.20%
Food consignments inspection fees	1.572	4.49%	1.608	4.09%
Radiological control fee	1.175	3.36%	1.230	3.13%
Unified fee by deposit	1.976	5.65%	3.569	9.08%
Qualitative unified fee by deposit	0.901	2.58%	1.696	4.32%
General relative sales tax by deposit	2.876	8.22%	2.921	7.43%
Income Tax by insurance	0.043	0.12%	0.117	0.30%
<b>Total</b>	<b>34.994</b>	<b>100%</b>	<b>39.288</b>	<b>100%</b>

The table below illustrates distribution of Customs revenues as per each Customs

Customs Houses/ Center	2017		2018	
	Amount (Million JDs)	Percentage %	Amount (Million JDs)	Percentage %
Aqaba Customs House	471.301	29.45%	490.533	31.29%
Amman Customs House	407.575	25.47%	380.371	24.26%
Al-Zarqa Free Zone Customs House/ Vehicles	285.298	17.83%	206.007	13.14%
Airport Customs House/ Clearance- Zezia	171.424	10.71%	178.246	11.37%
Public Warehouses	74.315	4.64%	71.992	4.59%
King Abdullah II Bin Al-Hussein Industrial Estate Customs House- Sahab	40.821	2.55%	43.052	2.75%
Zarqa Free Zone Customs House/ Cargo	47.131	2.94%	42.459	2.71%
Collection section/ Customs Department-financial affairs	13.145	0.82%	36.237	2.31%
Al-Omari Customs House	21.241	1.33%	35.382	2.26%
Passenger (ferry) station – Aqaba	19.711	1.23%	24.340	1.55%
Jordan Valley Crossing Customs	6.727	0.42%	8.202	0.52%
King Hussein Bridge Customs House	6.334	0.40%	7.712	0.49%
Directorate of financial affairs/ collector Funds	7.766	0.49%	6.963	0.44%
Anti-Smuggling Directorate	5.708	0.36%	6.830	0.44%
Airport Customs Free Zone / Mashta	–	0.00%	5.131	0.33%
Al-Moudawarra Customs House	4.826	0.30%	3.331	0.21%
Jaber Customs House	0.001	0.00%	3.113	0.20%
Foreign vehicles section / Directorate of Customs cases	2.642	0.17%	2.489	0.16%
AL-Karama (Rweished) Customs House	0.615	0.04%	2.282	0.15%

<b>Airport Customs House/ passangers- Zezia</b>	2.419	0.15%	2.170	0.14%
<b>Al-Hussan Industrial Estate Customs / Irbid</b>	1.646	0.10%	1.999	0.13%
<b>Mafraq Customs House</b>	2.189	0.14%	1.315	0.08%
<b>Al-Dhuleil Customs House</b>	0.858	0.05%	0.904	0.06%
<b>Aqaba Special Economic Zone (ASEZA) Customs House</b>	1.274	0.08%	0.894	0.06%
<b>Wadi al-Yutom Customs Post</b>	0.905	0.06%	0.807	0.05%
<b>Al- dorrah Customs House</b>	0.874	0.05%	0.774	0.05%
<b>Al-Raqeem Customs Center</b>	0.607	0.04%	0.760	0.05%
<b>Wadi Araba Crossing Customs</b>	0.594	0.04%	0.751	0.05%
<b>Al-Sheidiya Special Free Zone Customs</b>	0.460	0.03%	0.624	0.04%
<b>Al- Hussein Bin Abdulla II industrial Estate Customs House</b>	0.254	0.02%	0.495	0.03%
<b>Qweirah special Free Zone Customs</b>	0.582	0.04%	0.491	0.03%
<b>Amman Post Office Customs House</b>	0.555	0.03%	0.422	0.03%
<b>Ghour Numaira Customs House</b>	0.334	0.02%	0.330	0.02%
<b>Wadi Araba Customs Center</b>	0.147	0.01%	0.147	0.01%
<b>Special Free Zone/Information Technology Cities Development Co</b>	0.068	0.00%	0.097	0.01%
<b>Al_Ramtha Customs House</b>	0.086	0.01%	0.055	0.00%
<b>Al-Zarqa Customs House</b>	0.035	0.00%	0.031	0.00%
<b>Ammon Customs House</b>	0.013	0.00%	0.022	0.00%
<b>Aqaba Airport Customs House</b>	0.003	0.00%	0.011	0.00%
<b>Amman civil airport Customs House – Marka</b>	0.008	0.00%	0.005	0.00%
<b>Total</b>	<b>1,600.492</b>	<b>100%</b>	<b>1,567.77</b> <b>5</b>	<b>100%</b>

## ➤ Customs Declarations

The following table shows numbers of Customs declarations (categorized by type) recorded in 2018 compared with 2017.

Type of Customs Declaration	Customs Declaration Type/Code	Number of Registered Declarations		Change Rate %
		2017	2018	
<b>Permanent Export</b>	EX1	136,539	133,131	-2
<b>Temporary Export</b>	EX2	1,337	1,138	-15
<b>Re-Export</b>	EX3	28,733	30,064	5
<b>Import for local Consumption</b>	IM4	416,576	393,064	-6
<b>Temporary Admission</b>	IM5	37,364	35,186	-6
<b>Re-import for local Consumption</b>	IM6	1,111	1,138	2
<b>Bonded storage</b>	IM7	11,305	13,970	24
<b>Import for Consumption (Expatriates' furniture and household)</b>	RD4	4,646	5,026	8
<b>Import for Consumption (Personal Effects declaration)</b>	SD4	11,939	11,090	-7
<b>Transit</b>	TR8	173,048	175,234	1
<b>Admission Order to the Special Economic Zone / Aqaba</b>	AA9	13,333	10,083	-24
<b>Other Customs Statuses</b>	AR9	9,835	10,217	4
<b>Total</b>		<b>845,766</b>	<b>819,341</b>	<b>-3</b>



## 1. Imports:

Imports value for 2018 (except petroleum and derivatives) totaled nearly (10,489.610) billion JDs, compared to imports value for 2017 which totaled about (10,983.685) billion JDs, with (4%) decrease in total import volume according IM4 (*imports for local consumption*) declarations finalized at ASYCUDA-automated Customs houses.

- The following table illustrates values related to imports during 2017 and 2018. Imported commodities are categorized into sections as ordered in the Harmonized Commodity Description and Coding System Nomenclature.

Section No.	Description	2017	2018
		Import value (JD)	Import value (JD)
1	Live animals; animal product	624.683	611.449
2	Vegetable product	1,057.992	1,104.232
3	Animal or vegetable fats or oils and their cleavage products; prepared edible fats; animal or vegetable waxes	123.974	125.924
4	Prepared foodstuffs; beverages, spirits and vinegar; tobacco and manufactured tobacco substitutes	943.414	937.491
5	Mineral products	120.674	151.363
6	Products of the chemicals or allied industries	1,025.031	1,098.926
7	Plastics and articles thereof; rubber and articles thereof	522.399	550.915
8	Raw hides and skins, leather, furskins and articles thereof; saddles and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	20.981	20.881
9	Wood and articles of wood; wood charcoal; cork and articles of cork; manufactures of straw, of esparto or of other plating materials; basketware and wickerwork	126.019	127.391
10	Pulp of wood or other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard; paper and paperboard and articles thereof	235.759	256.421

11	Textile and textile articles	392.118	366.985
12	Footware, headgear, umbrellas, sun umbrellas, walking-sticks, seat-sticks, whips, riding-crops and parts thereof; prepared feather and articles made therewith; artificial flowers; articles of human hair	53.099	44.047
13	Articles of stone, plaster, cement, asbestos, mica or similar materials; ceramic products; glass and glassware	230.362	228.691
14	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal and articles thereof; imitation jewellery; coin	406.104	194.660
15	Base metals and articles of base metal	797.972	882.487
16	Machinery and mechanical appliances; electrical equipment; parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and parts and accessories of such articles	1887.894	1,864.171
17	Transport equipment	1467.776	1,188.400
18	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; clocks and watches; musical instruments; parts and accessories thereof	206.194	225.858
19	Arms and ammunition; parts and accessories thereof	2.389	2.109
20	Miscellaneous manufactured articles	228.063	200.966
21	Works of art, collectors' pieces and antiques	510.787	306.245
<b>Total</b>		<b>10,983.685</b>	<b>10,489.610</b>

- The table below illustrates imports according to the chapters in Tariff schedule in terms of value for the years 2017, 2018.

Chapter NO.	Chapter Description	2017	2018	Rate of Change %
		Import Value (JD)	Import Value (JD)	
1	Live animals	125.133	101.781	-19
2	Meat and offal not cut in pieces , edible	258.571	261.139	1
3	Fish or of crustaceans, molluscs or other aquatic invertebrates	38.358	44.468	16
4	Dairy or of crustaceans, molluscs or other aquatic invertebrates	202.245	203.654	1
5	Other products of animal origin, not specified or included elsewhere	0.376	0.407	8
6	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	9.172	7.153	-22
7	Edible vegetables and certain roots and tubers	84.287	65.153	-23
8	Edible fruit and nuts; peel of citrus fruit or melons	240.289	224.355	-7
9	Coffee, tea, mate and spices	116.540	137.644	18
10	Cereals	510.865	565.696	11
11	Products of the milling industry; malt; starches; inulin; wheat gluten	15.711	14.375	-9
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	78.000	86.158	10
13	Lac; gums, resins and other vegetable staps and extracts	2.925	2.958	1
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	0.204	0.740	262
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	123.974	125.924	2
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	60.899	50.936	-16
17	Sugars and sugar confectionery	159.755	144.889	-9
18	Cocoa and cocoa preparations	60.809	58.903	-3
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	136.998	138.272	1
20	Preparations of vegetables, fruit, nuts or other parts of plants	88.843	90.107	1
21	Miscellaneous edible preparations	165.001	178.523	8
22	Beverages, spirits and vinegar	90.150	89.071	-1
23	Residues and waste from the food industries; prepared animal fodder	142.388	145.441	2
24	Tobacco and manufactured tobacco substitutes	38.571	41.349	7
25	Salt; sulphur; earths and stone; plastering materials, lime and cement	21.857	59.894	174

26	Ores, slag and ash	0.775	0.093	-88
27	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	98.043	91.376	-7
28	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	42.231	48.671	15
29	Organic chemicals	165.604	192.163	16
30	Pharmaceutical products	393.929	411.964	5
31	Fertilisers	23.943	24.611	3
32	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	56.956	56.568	-1
33	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	141.547	152.456	8
34	Soap, organic surface-active agents, washing preparations, lubricating preparations, artificial waxes, prepared waxes, polishing or scouring preparations, candles and similar articles, modeling pastes, "dental waxes" and dental preparations with a basis of plaster	79.134	88.629	12
35	Albuminoidal substances; modified scratches; glues; enzymes	13.559	13.057	-4
36	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	1.184	2.043	72
37	Photographic or cinematographic goods	4.433	3.939	-11
38	Miscellaneous chemical products	102.510	104.825	2
39	Plastics and articles thereof	455.086	488.208	7
40	Rubber and articles thereof	67.313	62.707	-7
41	Raw hides and skins (other than furskins) and leather	0.374	0.334	-11
42	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	20.461	20.475	0
43	Furskins and artificial fur; manufactures thereof	0.146	0.073	-50
44	Wood and articles of wood; charcoal	125.822	127.132	1
45	Cork and articles of cork	0.098	0.149	52
46	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	0.098	0.110	12
47	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	40.114	45.917	14
48	Paper and paperboard; articles of paper pulp, of paper or of paperboard	177.991	191.785	8

49	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	17.654	18.719	6
50	Silk	0.102	0.031	-69
51	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	9.698	7.172	-26
52	Cotton	2.004	2.205	10
53	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	3.981	2.617	-34
54	Man-made filaments	39.588	37.903	-4
55	Man-made staple fibers	16.125	14.858	-8
56	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	14.779	16.708	13
57	Carpets and other textile floor coverings	22.177	19.908	-10
58	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	10.535	10.514	0
59	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	6.610	5.462	-17
60	Knitted or crocheted fabrics	16.863	15.899	-6
61	Articles of apparel and clothing accessories, knitted or crocheted	183.622	175.259	-5
62	Articles of apparel and clothing accessories, not knitted or crocheted	37.924	31.610	-17
63	Other made up textile articles; sets; worn clothing and worn textile articles	28.110	26.837	-5
64	Footwear, gaiters and the like; parts of such articles	50.431	41.977	-17
65	Headgear and parts thereof	1.317	0.844	-36
66	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	0.593	0.391	-34
67	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	0.759	0.835	10
68	Articles of stone, plaster, cement, asbestos, mica or similar materials	49.514	38.142	-23
69	Ceramic products	131.954	142.237	8
70	Glass and glassware	48.893	48.312	-1
71	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewelry; coin	406.104	194.660	-52
72	Iron and steel	299.655	322.211	8
73	Articles of iron or steel	226.461	252.159	11
74	Copper and articles thereof	76.746	88.663	16
75	Nickel and articles thereof	0.158	0.606	283

76	Aluminium and articles thereof	115.856	137.072	18
78	Lead and articles thereof	0.331	0.118	-64
79	Zinc and articles thereof	2.652	3.182	20
80	Tin and articles thereof	0.062	0.104	68
81	Other base metals; cermets; articles thereof	0.259	0.422	63
82	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	17.671	17.345	-2
83	Miscellaneous articles of base metal	58.122	60.603	4
84	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	1,026.430	991.251	-3
85	Electrical machinery and equipment and parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and reproducers, parts and accessories of such articles	861.465	872.920	1
86	Railway or tramway locomotives, rolling-stock and parts thereof; railway or tramway track fixtures and fittings and parts thereof; mechanical (including electro-mechanical) traffic signalling equipment of all kinds	1.348	0.807	-40
87	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	1,466.343	1,187.550	-19
88	Aircraft, spacecraft, and parts thereof	0.085	0.030	-65
89	Ships, boats and floating structures	0.000	0.014	5882
90	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	194.704	215.642	11
91	Clocks and watches and parts thereof	11.106	9.766	-12
92	Musical instruments; parts and accessories of such articles	0.383	0.450	17
93	Arms and ammunition; parts and accessories thereof	2.389	2.109	-12
94	Furniture; bedding, mattresses, mattress supports, cushions and similar stuffed furnishings; lamps and lighting fittings, not elsewhere specified or included; illuminated signs, illuminated signs, illuminated name-plates and the like; prefabricated buildings	147.082	134.022	-9
95	Toys, games and sports requisites; parts and accessories thereof	24.546	18.389	-25
96	Miscellaneous manufactured articles	56.435	48.555	-14
97	Works of arts, collectors' pieces and antiques	0.119	0.133	11
98	Collective item for the agencies exempted from customs duties	510.667	306.113	-40
<b>Total</b>		<b>10,983.685</b>	<b>10,489.610</b>	<b>-4</b>

The table below shows top (25) partner countries with respect to value of imports in 2018. Imports from these countries accounted for (85%) of total imports. China, Saudi Arabia and the United States respectively registered the highest values of imports.

No.	Country of Origin	2017	2018	Rate of Change%
		Value (JD)	Value (JD)	
1	China	1,590.499	1,583.212	-0.46
2	Saudi Arabia	730.543	876.797	20.02
3	USA	911.066	759.972	-16.58
4	Germany	614.603	647.845	5.41
5	Turkey	429.588	503.234	17.14
6	United Arab Emirates	600.104	425.112	-29.16
7	Egypt	398.345	376.379	-5.51
8	India	283.080	337.907	19.37
9	Italy	362.757	333.099	-8.18
10	South Korea	380.675	304.920	-19.90
11	Japan	394.173	295.645	-25.00
12	Brazil	175.063	244.958	39.93
13	Mexico	222.852	241.697	8.46
14	Romania	213.976	238.506	11.46
15	Spain	298.849	237.211	-20.63
16	France	259.283	225.875	-12.88
17	Russian Federation	111.829	203.507	81.98
18	Argentina	205.915	185.066	-10.12
19	Britain	180.812	169.165	-6.44
20	Netherlands	144.698	129.556	-10.46
21	Switzerland	173.852	121.423	-30.16
22	Thailand	134.883	121.270	-10.09
23	Vietnam	97.699	109.738	12.32
24	Belgium	88.825	104.169	17.27
25	Ukraine	131.283	88.142	-32.86

The table below highlights the Kingdom's imports of small Salon cars as described below, where it is noted that an increase in number of cars cleared in 2018 demand for clearance on cars, where the compared with 2017 due to an increase in rate of increase approximately amounted to (5%).

Description	2017		2018	
	Value (Million JDs)	Number	Value (Million JDs)	Number
<b>Gasoline-powered vehicles</b>	<b>313.698</b>	<b>32,041</b>	<b>110.762</b>	<b>13,212</b>
<b>Vehicles powered partially by electricity (Hybrids)</b>	<b>502.108</b>	<b>30,554</b>	<b>399.990</b>	<b>25,437</b>
<b>Vehicles powered entirely by electricity</b>	<b>113.456</b>	<b>6,497</b>	<b>179.951</b>	<b>9,478</b>
<b>Vehicles as ambulances and hearses, vehicles specially designed for travelling on snow; golf cars and similar vehicles</b>	<b>2.299</b>	<b>135</b>	<b>3.527</b>	<b>158</b>
<b>Classic vehicles</b>	<b>4.723</b>	<b>446</b>	<b>0.883</b>	<b>77</b>
<b>Total</b>	<b>936.284</b>	<b>69,673</b>	<b>695.113</b>	<b>48,62</b>

## 1. Exports

The table below shows Exports according to the chapters in Tariff schedule in terms of value for the years 2017, 2018.

Chapter NO.	Chapter Description	2017	2018	Rate of Change %
		Export Value (JD)	Export Value (JD)	
<b>1</b>	Live animals	53.18	32.03	-40%
<b>2</b>	Meat and offal not cut in pieces , edible	33.09	40.08	21%
<b>3</b>	Fish or of crustaceans, molluscs or other aquatic invertebrates	0.65	0.57	-11%
<b>4</b>	Dairy and dairy products, eggs, birds, natural honey and edible products of animal origin not specified or included elsewhere	31.76	39.70	25%
<b>5</b>	Other products of animal origin, not specified or included elsewhere	0.18	0.31	66%
<b>6</b>	Live trees and other plants; bulbs, roots and the like; cut flowers and ornamental foliage	2.30	1.88	-18%
<b>7</b>	Edible vegetables and certain roots and tubers	160.79	125.06	-22%
<b>8</b>	Edible fruit and nuts; peel of citrus fruit or melons	38.57	37.54	-3%



9	Coffee, tea, maté and spices	27.02	29.00	7%
10	Cereals	1.19	0.81	-32%
11	Products of the milling industry; malt; starches; inulin; wheat gluten	2.90	6.73	132%
12	Oil seeds and oleaginous fruits; miscellaneous grains, seeds and fruit, industrial or medicinal plants; straw and fodder	7.28	8.51	17%
13	Lac; gums, resins and other vegetable saps and extracts	4.01	3.05	-24%
14	Vegetable plaiting materials; vegetable products not elsewhere specified or included	0.03	0.02	-44%
15	Animal or vegetable fats and oils and their cleavage products; prepared edible fats; animal or vegetable waxes	7.49	5.33	-29%
16	Preparations of meat, of fish or of crustaceans, mollusks or other aquatic invertebrates	13.42	34.82	160%
17	Sugars and sugar confectionery	23.49	16.33	-30%
18	Cocoa and cocoa preparations	5.26	4.09	-22%
19	Preparations of cereals; flour, starch or milk; pastrycooks' products	18.98	47.63	151%
20	Preparations of vegetables, fruit, nuts or other parts of plants	25.97	37.94	46%
21	Miscellaneous edible preparations	68.35	613.03	797%
22	Beverages, spirits and vinegar	25.15	25.35	1%
23	Residues and waste from the food industries; prepared animal fodder	27.38	35.50	30%
24	Tobacco and manufactured tobacco substitutes	51.43	41.47	-19%
25	Salt; sulphur; earths and stone; plastering materials, lime and cement	510.56	295.97	-42%
26	Ores, slag and ash	0.84	1.00	19%
27	Mineral fuels, mineral oils and products of their distillation; bituminous substances; mineral waxes	1.34	53.56	3909%
28	Inorganic chemicals; organic or inorganic compounds of precious metals, of rare-earth metals, of radioactive elements or of isotopes	292.55	325.83	11%
29	Organic chemicals products	9.30	8.38	-10%
30	Pharmaceutical products	448.12	455.65	2%
31	Fertilisers	426.76	455.35	7%
32	Tanning or dyeing extracts; tannins and their derivatives; dyes, pigments and other colouring matter; paints and varnishes; putty and other mastics; inks	57.82	40.59	-30%
33	Essential oils and resinoids; perfumery, cosmetic or toilet preparations	30.36	28.75	-5%
34	Soap, organic surface-active agents, washing preparations, lubricating preparations, artificial waxes, prepared waxes, polishing or scouring preparations, candles and similar articles, modeling pastes, "dental waxes" and dental preparations with a basis of plaster	70.25	90.64	29%
35	Albuminoidal substances; modified starches; glues; enzymes	4.04	4.07	1%

<b>36</b>	Explosives; pyrotechnic products; matches; pyrophoric alloys; certain combustible preparations	0-	0.03	0%
<b>37</b>	Photographic or cinematographic goods	0.01	0.02	18%
<b>38</b>	Miscellaneous chemical products	63.49	67.20	6%
<b>39</b>	Plastics and articles thereof	167.42	146.42	-13%
<b>40</b>	Rubber and articles thereof	0.99	0.56	-43%
<b>41</b>	Raw hides and skins (other than furskins) and leather	2.88	2.62	-9%
<b>42</b>	Articles of leather; saddler and harness; travel goods, handbags and similar containers; articles of animal gut (other than silk-worm gut)	2.28	0.81	-64%
<b>43</b>	Furskins and artificial fur; manufactures thereof	0.59	0.28	-53%
<b>44</b>	Wood and articles of wood; charcoal	5.18	6.36	23%
<b>45</b>	Cork and articles of cork	0	0.00	0%
<b>46</b>	Manufactures of straw, of esparto or of other plaiting materials; basketware and wickerwork	0.31	0.41	32%
<b>47</b>	Pulp of wood or of other fibrous cellulosic material; recovered (waste and scrap) paper or paperboard	10.04	7.45	-26%
<b>48</b>	Paper and paperboard; articles of paper pulp, of paper or of paperboard	103.31	100.55	-3%
<b>49</b>	Printed books, newspapers, pictures and other products of the printing industry; manuscripts, typescripts and plans	5.82	9.17	58%
<b>50</b>	Silk	0	0.01	0%
<b>51</b>	Wool, fine or coarse animal hair; horsehair yarn and woven fabric	0.24	0.18	-25%
<b>52</b>	Cotton	0.26	0.36	36%
<b>53</b>	Other vegetable textile fibers; paper yarn and woven fabrics of paper yarn	0.01	-	-100%
<b>54</b>	Man-made filaments	1.70	1.81	6%
<b>55</b>	Man-made staple fibers	0.27	0.72	165%
<b>56</b>	Wadding, felt and nonwovens; special yarns; twine, cordage, ropes and cables and articles thereof	6.38	2.03	-68%
<b>57</b>	Carpets and other textile floor coverings	18.21	16.71	-8%
<b>58</b>	Special woven fabrics; tufted textile fabrics; lace; tapestries; trimmings; embroidery	0.56	0.52	-7%
<b>59</b>	Impregnated, coated, covered or laminated textile fabrics; textile articles of a kind suitable for industrial use	2.20	2.58	17%
<b>60</b>	Knitted or crocheted fabrics	0.25	0.37	48%
<b>61</b>	Articles of apparel and clothing accessories, knitted or crocheted	1,067.28	1,170.28	10%
<b>62</b>	Articles of apparel and clothing accessories, not knitted or crocheted	45.61	60.03	32%
<b>63</b>	Other made up textile articles; sets; worn clothing and worn textile articles	13.21	11.27	-15%
<b>64</b>	Footwear, gaiters and the like; parts of such articles	1.26	2.02	61%
<b>65</b>	Headgear and parts thereof	0.05	0.06	17%

<b>66</b>	Umbrellas, sun umbrellas, walking-sticks, whips, riding-corps and parts thereof	0.02	0.05	179%
<b>67</b>	Prepared feathers and down and articles made of feathers or of down; artificial flowers; articles of human hair	0.00	0.01	0%
<b>68</b>	Articles of stone, plaster, cement, asbestos, mica or similar materials	57.88	33.87	-41%
<b>69</b>	Ceramic products	1.42	2.12	50%
<b>70</b>	Glass and glassware	7.42	3.77	-49%
<b>71</b>	Natural or cultured pearls, precious or semi-precious stones, precious metals, metals clad with precious metal, and articles thereof; imitation jewellery; coin	138.64	92.04	-34%
<b>72</b>	Iron and steel	25.13	98.24	291%
<b>73</b>	Articles of iron or steel	51.16	46.52	-9%
<b>74</b>	Copper and articles thereof	33.47	97.33	191%
<b>75</b>	Nickel and articles thereof	0.02	0.21	856%
<b>76</b>	Aluminium and articles thereof	97.67	87.39	-11%
<b>78</b>	Lead and articles thereof	8.39	9.57	14%
<b>79</b>	Zinc and articles thereof	0.54	0.66	22%
<b>80</b>	Tin and articles thereof	0.31	0.37	17%
<b>81</b>	Other base metals; cermets; articles thereof	0.01	0.04	197%
<b>82</b>	Tools, implements, cutlery, spoons and forks, of base metal; parts thereof of base metal	1.38	0.84	-39%
<b>83</b>	Miscellaneous articles of base metal	0.79	3.00	281%
<b>84</b>	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	91.70	92.08	0%
<b>85</b>	Electrical machinery and equipment and parts thereof; sound recorders and reproducers, television image and sound recorders and reproducers, and reproducers, parts and accessories of such articles	138.29	143.00	3%
<b>86</b>	Railway or tramway locomotives, rolling-stock and parts thereof; railway or tramway track fixtures and fittings and parts thereof; mechanical (including electro-mechanical) traffic signalling equipment of all kinds	0.02	0.21	994%
<b>87</b>	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	6.08	6.53	7%
<b>88</b>	Aircraft, spacecraft, and parts thereof	0.12	0.03	-74%
<b>89</b>	Ships, boats and floating structures	0.01	-	-100%
<b>90</b>	Optical, photographic, cinematographic, measuring, checking, precision, medical or surgical instruments and apparatus; parts and accessories thereof	5.87	6.38	9%
<b>91</b>	Clocks and watches and parts thereof	1.38	0.79	-42%
<b>92</b>	Musical instruments; parts and accessories of such articles	0.00	0.01	1477%
<b>93</b>	Arms and ammunition; parts and accessories thereof	0.02	-	-100%
<b>94</b>	Furniture; bedding, mattresses, mattress supports, cushions and similar stuffed furnishings; lamps and lighting fittings, not	27.00	19.26	-29%

	elsewhere specified or included; illuminated signs, illuminated signs, illuminated name-plates and the like; prefabricated buildings			
<b>95</b>	Toys, games and sports requisites; parts and accessories thereof	0.43	0.60	38%
<b>96</b>	Miscellaneous manufactured articles	55.01	24.60	-55%
<b>97</b>	Works of arts, collectors' pieces and antiques	0.05	0.25	392%
<b>98</b>	Collective item for the agencies exempted from customs duties	9.92	2.33	-77%
<b>Total</b>		<b>4,761.78</b>	<b>5,329.50</b>	<b>11.92</b>

The table below shows the top (25) Partner Countries in terms of the value of Jordan Exports to such countries through the year 2018. The United States ranks first in terms of the value of its imports from Jordan, accounting for (1,224.305) JDs, and then comes Saudi Arabia and Iraq.

Serial NO.	Country of destination	2017	2018	Rate of Change %
		Value million (JD)	Value million (JD)	
<b>1</b>	United States of America	1,111.173	1,224.305	%10
<b>2</b>	Saudi Arabia	541.138	548.061	%1
<b>3</b>	Iraq	357.679	527.986	%48
<b>4</b>	India	301.576	302.461	%0
<b>5</b>	United Arab Emirates	159.292	186.002	%17
<b>6</b>	Qatar	96.185	161.771	%68
<b>7</b>	Indonesia	108.227	109.986	%2
<b>8</b>	Lebanon	104.242	106.847	%2
<b>9</b>	Kuwait	149.573	99.529	%33-
<b>10</b>	Palestinian National Authority	142.321	96.625	%32-
<b>11</b>	Egypt	74.197	92.437	%25
<b>12</b>	China	112.575	66.926	%41-
<b>13</b>	Algeria	84.498	66.263	%22-
<b>14</b>	Israel	63.692	64.633	%1
<b>15</b>	Canada	42.696	53.110	%24
<b>16</b>	Singapore	35.723	51.582	%44
<b>17</b>	Sudan	62.513	43.327	%31-
<b>18</b>	Sultanate of Oman	43.271	42.422	%2-
<b>19</b>	Netherlands	41.957	41.489	%1-
<b>20</b>	Syria	44.759	40.951	%9-
<b>21</b>	Yemen	36.913	36.237	%2-
<b>22</b>	Bahrain	27.677	30.650	%11
<b>23</b>	Turkey	42.281	30.256	%28-
<b>24</b>	Malaysia	33.808	28.908	%14-
<b>25</b>	Dubai	43.622	27.222	%38-

## *Chapter 5*

# *Achievements and Activities*

Based on the royal initiatives to promote investment in the Kingdom and enhance public-private sectors cooperation, and pursuant to the Government trend towards energy rationing and improvement of the level and the quality of services provided to stockholders; and building on the best global practices established by the WCO to create a network of partners in order to improve performance in its operations and achieve cooperation, integration and sustainability of relationships with partners, the Department has developed various Customs systems and initiated a number of projects and activities that would contribute to achieving its strategic goals.

### ➤ **The New Amman Customs House Project**

This project aims to establish, construct, and maintain the new Amman Customs House Project - Al-Madouna area- on a lot of land with an approximate area of 1350 Acres, where 42% of the project has been completed, including the erection of a number of concrete buildings and a number of steel-frame buildings, the implementation of infrastructure, civil, architectural, electromechanical works, fences, retaining walls, external works, coordination of the site, squares, asphalt, sidewalks, parking lots, streets and all required works in line with blue prints, schedules of quantities, schedules of blue prints, and the attached technical specifications, in addition to following up with all necessary transactions with the relevant official and services bodies.



## ➤ Renewable energy

Jordan Customs Department is considered one of the first departments in the field of renewable energy, particularly solar energy to produce electricity through photovoltaic. The department has run the first solar power plant in Wadi Al-Yutum center south of the kingdom, followed by the second plant of Wadi Araba Customs House. It has also completed the installation of the third plant in the accommodation facility of Aqaba Customs House during the first quarter of 2015.

Due to the notable success achieved by Jordan Customs Department in this area, the Department obtained a grant from the (USAID) program to build the fourth plant in Anti-smuggling Directorate facility. Nevertheless, Jordan Customs Department went further to complete the fifth plant in the Anti-smuggling center-Al-Ruwaished area on 23/08/2015. In 2017, the Department has started the constructions of two plants in Wadi Al-Yatam escorts with a capacity of 40 KW and in Maan escort with the capacity of 80 KW. Operation of the two plants commenced on 16/1/2018.



## Production of power plants during 2018 only

Name of the plants	Capacity KWp	Date of entry into service	Actual Output KWh	Saving Value JD
Wadi Al-Yutum Customs House Station	400	21/10/2014	695694	142316
WadiAraba Customs House Station	400	13/7/2016	644594	172356
Aqaba accommodation	100	17/2/2015	174973	43100
Anti-smuggling Directorate	100	19/4/2015	177603	46056
Al-Ruwaished Center (anti-smuggling)	30	23/8/2015	53160	10977
Wadi Al-Yutum escort	40	16/1/2018	90814	23611
Ma'an escort	80	16/1/2018	184420	47948
Azraq escort	60	Entered service at the end of 2018 and the beginning of 2019		
<b>Total</b>	1210		2021255	525526

### ➤ A customs Lab and chilled ramps

Jordan Customs, via a grant from the Canadian government, has established a customs laboratory at Al Omari Customs House to facilitate sampling and testing. It has also established a chilled customs ramp, including two warehouses for chilled goods and two warehouses for frozen goods to store and inspect goods which require chilling or freezing.

### ➤ Information Technology

Jordan Customs Department continually works to modernize and develop its operations and procedures of its Directorates and Customs Houses in accordance with annual action plans which are based on the department's strategic plan. This would significantly contribute to rendering excellent services for stockholders in a manner reflecting the department's vision and mission. In 2018, the department has continued to expand the implementation of pioneering projects and automated systems to help achieve the strategic goals to facilitate, simplify and monitor customs operations at all dimensions. Some of development projects are highlighted below:

### ➤ National Window for Trade



The National Window for Trade project is considered one of the most vital projects at the regional level. NWT function as a platform for operation, interconnection and a factor to facilitate legitimate local, regional and international, trade, as well as logistic services and investment in order to provide excellent services to the trade sector and the local community in the Kingdom. This project will also contribute to connecting the Kingdom with the world and the Arab region, hence reducing the delivery time and costs of commercial goods, as well as providing opportunities for businesses in the field of goods and services of high added value. Moreover, it paves the way to a new methodology for governmental work, and reduces the governmental procedures to the minimum after the arrival of goods while enhancing effective control.



Furthermore, this project will contribute to the facilitation of trade, especially in Aqaba port, where the process involves the participation of all institutions concerned with processing customs transactions.

### **Achievements of Jordan Customs at the National Window level:**

- ASYCUDA system was updated and configured to accommodate the implementation of the first phase of the Single Window Project. Shipping procedures in Aqaba Special Economic Zone Area (ASEZA) were re-engineered and developed by:
  - 1) The application of the new warehouse procedures on the exit permits and transport documents system through the National Window in Aqaba Special Economic Zone Area.

- 2) The application the new transit and pre-arrival processing procedures on the exit permits and transport documents system through the National Window in Aqaba Special Economic Zone Area.
- 3) Replacing the printouts of the exit permits by, A4 and activating the mechanism of completing the exit of shipment from the customs yards in Aqaba Special Economic Zone Area.
- 4) Programming (the transit unit summons service) which is part of the National Window Project / transit unit as follows:

- The necessary updates were made to the system to meet the requirements for its application.
- Creating more than (200) users on this system.
- Preparing workshops and training courses for this project on timely bases

- The electronic payment system has been updated and applied according to the new mechanism. It has also been applied in all Customs Houses.
- Commence operating of Jaber Customs House and activating all systems (small vehicles and trucks, updating and implementing of Entry Notification system, shipping inspection cards, customs seal, Diwan and escort and cases,...).
- Commence operating of the Free Zone Customs Center ( Almushata) and review the procedures of the Center and the application of Inspection cards, shipping, : entry and exit of customs seals, Diwan and escort, cases and exit permits, ...).
- Participate in the E-Government Transformation Award and King Abdullah Award for Excellence in performance.

- External Website update: Main updates on the external Website:

- Addition of the requirements of people with disabilities on the home page and internal pages.
- Addition of a website for Al-Hassan Industrial City Customs House - Irbid.
- Updating the Website to meet the requirements of the E-Government Transformation Award.
- Application of the Read Speaker Service.
- Addition of "people with disabilities Policies" - Ease of use of thee external and internal website (zoom icons, zoom out, colors for people with poor vision, printing, and favorites).
- Updating the vehicle duty inquiry system on the external website.
- Linking ASYCUDA pages to Google Analytics in cooperation with the ASYCUDA section.

- Achievements in re-engineering Aqaba Special Economic Zone Authority (ASEZA) procedures.

1 - Phase I (application of the warehouse system) in the Directorate of storage.

- 2 - Phase II (integration of the manifests to form one manifest - center 220 -).
3. Phase III (canceling the AA9 customs declaration and replacing it with IM7) in Aqaba Special Economic Zone.
4. Phase IV (application of the temporary admission system) which is under implementation, -training the employees and the concerned authorities.

This system demanded major modifications to ASYCUDA to screens, databases and exit permits system, technical modifications, coordination with Aqaba Customs House and Aqaba Special Economic Zone Authority, training workshops for clearance agents, shipping agents and storage department staff. The efforts of the application team are very much appreciated.

- Problems solved by the new system:

1. The problem of loss of records and balances has been solved by controlling the inventory electronically.
2. Reducing the burden on the investment sector by reducing number of procedures from three to only one procedure.
3. Uploading the charges and duties electronically, and applying the electronic payment instead of manual payment through the electronic customs gateway.
4. Controlling the entry and exit operations via electronic approvals by the staff of the Directorate of Storage and Customs.

- **Benefiting from Safe Government Network Project (SGN):**

During the fourth quarter of 2018, the following ministries and government agencies were linked to the Customs Department, some of which are:

1. Ministry of Water and Irrigation.
2. Central Bank.
3. Ministry of Social Development.
4. Ministry of Foreign Affairs.

- Opening and operation of Omari Customs House Lab.
- Inauguration and operation of the new Customs Court building.
- Implementation and activation of the electronic inspection system at Amman Customs House.

## ➤ **Customer service**

Jordan Customs Department has made a significant progress in the area of electronic public customer service pursuant to the Royal directives. The Department continued to activate the pioneering service with enterprises as the number of companies that obtained a user number to access and benefit from electronic services of the Department reached (1,048) companies.

Jordan Customs has also stopped paper-based transactions from most government agencies and started to receive such communications and transactions electronically via the electronic messaging system.

## ➤ **Communications and electronic control**

### • **(X-Ray) examination**

Jordan Customs Department has undertaken several initiatives to develop and supply border centers with modern systems to inspect luggage, parcels, trucks and passenger cars. This has been done with the view to enhance performance and improve the technologies used by the Customs Department to reduce smuggling activities through the following:

- Establishment of a central control room in the Headquarter to monitor (X-Ray) devices at all border crossings, monitor the inspections process, follow up with customs seizures to bridge the gaps in containers examination procedures at the containers port in Aqaba.
- Completion of the requirements of providing sophisticated (10) CT-inspection devices to facilitate inspection of luggage and parcels at the customs centers through a grant from the Chinese government. The grant is provided to help combat smuggling at airports and border crossings such as (Jaber Customs House, Omari Customs House and Jordan Post). Such devices will help facilitate the inspection of passengers, combating smuggling of prohibited goods and control the smuggled items such as drugs and tobacco, in addition to the fight against terrorism.
- Completion of the requirements of providing, through a grant from the Japanese government , an integrated system and 5 High-Tec ex-ray equipment to inspect all trucks entering Aqaba Container Terminal and the main port, as well as trucks that leave Aqaba Special Economic Zone. The equipment are distributed as follows:
  - Two at the exit gates at the containers port.
  - One mobile device at the Main cargo port.
  - 2 devices at the newly created 2 Km yard before Wadi Al-Yutum Customs Center.
  - 20 tablet systems installed to container inspection results linked with the inspection sites specified above.

- Seeking to Provide Jordan Customs with hand-held X-ray devices through a grant from friendly countries: to facilitate the inspection of cars, reduce the stay time of passengers at border crossings, and to prevent smuggling. Such devices were tested at Jaber Customs House, and numerous smuggled items were seized as a result thereof.



- Updating the communication network in Jordan Customs: by using the VOIP technology, where the communication network infrastructure in Jordan Customs is being upgraded to be operated by VOIP technology. This will lead to improve communication efficiency in the Department and facilitate communication between the employees by utilizing this technology. the system has been installed in the office of the Director General, the Customs Court, the Public Prosecution, the Department of anti-smuggling in Aqaba, and the Ma'an escort yard.

Conducting the necessary studies is under process to utilize such systems in communications at all Customs Houses and the Headquarters.

- **Central TV surveillance system**

It is an integrated television monitoring system in the headquarter and 19 Customs Houses utilizing 584 cameras. The surveillance is carried out through a central control room.

During the years 2017/2018, TV surveillance systems were installed in 4 Customs House (Amman Customs House, King Hussein Bridge Customs House Customs Jaber Customs House and Al-Ramtha Customs House).

Furthermore, special monitoring systems were installed at minor Customs House, namely, Amman Customs House (archiving unit and Foreign Vehicles unit), Customs Court, Aqaba (staff accommodation and guest accommodation), Directorate of Ma'an escort, Customs Training Center and Amman post Customs Center.

The monitoring system is being developed at Customs Houses where two Customs Houses were targeted for the years of 2018/2019: Al Karama Customs House and Omri Customs Center, as well as several sub-centers: Amman Customs House (Warehouses,

Lab), Training Center, Giza, Directorate of Wadi Al-Yutum escort (Aqaba) and X-Ray station in Aqaba (Containers Port, yard 4 and Wadi Al-Yutum).

This system provides live monitoring of customs operations, passenger, cargo and transport traffic, passing notes and information to border personnel to assist them in performing their duties, directing and supervising them at work sites by the direct officer or the DG.

The system also aims to help reduce smuggling and record all events taking place at the Customs House on a 24-hour basis.

- **Monitoring system project of Customs patrols:**

In order to facilitate the tasks of the Customs Department in combating smuggling and increasing the efficiency of customs escort, a tender was submitted (the first phase of the surveillance system project for customs patrols) (No. 101/2018).

This project aims to supply, install and operate TV monitoring systems for the patrols of the Directorate of anti-smuggling and the patrols of the Directorate of escort to include 40 customs patrols as a first stage.

- **Anti-smuggling**

Smuggling is a serious economic and social threat. Therefore, the provisions of the Customs Law specify the acts of smuggling and the like acts that constitute customs offences, and the penalties that apply thereto as results. The law also authorized customs officers to combat smuggling since the issuance of the first legislation to regulate the Department's work in 1926.

- **The most important achievements of the Directorate of Anti-smuggling are as follows:**

1. The number of seizures for 2018 were (1,794) of which (1,537) cases were paid.
2. Total revenues from these seizures for the year 2018 were (6,829,415) million JDs.
3. Many distinctive cases were seized in 2018 such as (weapons, tobacco and cigarettes, drugs, foods, alcoholic drinks, fake brands, etc.)



The table below shows the most important seizures by Anti-smuggling Directorate:

Type	Number/ quantity
Rifles and guns	8
Cannabis(Hashish)	42 pack
Captagon	159.53 pills
Heroin	10 g
Joker	3 bags
Cigarettes	2.356 cartoons
Diesel and Gasoline	12.280 liters
Tobacco (molasses)	29.310 kg
Alcoholic beverages	21.652 liters
Gold	4.69 kg
Silverware	46 kg
Diamonds and precious stones	1.039 carat
Various fireworks	12.280 piece
Clothes	92.915 piece
Shoes	45.321 pairs
various fabrics	124.673 yards

4. a special telephone and wireless communications network has been developed to cover many areas of anti-smuggling patrols and completing the development of the network is under process.
5. Follow-up and auditing section in the Directorate of Anti-smuggling was established for the purpose of speed up and enhance speed up handling procedures of seized goods.
6. The Inspection reports of the seized goods have been archived.
7. The cases/seizure warehouse was reorganized and expanded by installing shelving and pallet bases. The warehouse was provided with a forklift for the purpose of organizing the transport of smuggled goods inside the warehouse.



### ➤ **Electronic Tracking and management of transit trucks system**

The system was developed to facilitate and accelerate the transit trade and control the movement of trucks passing through the Kingdom by applying the latest communication technologies, satellites and digital maps to detect any anomalies during the movement of the trucks. The system was also linked to the X-ray images. In addition, the Directorate of Customs Escort acts as an effective supporter of the system. The new electronic tracking system (SMART TRACKING) was activated in parallel with the old tracking system.

The value of the proceeds collected from the tracking service reached (1.928) million JD during 2018, whereas (23,206) trucks were electronically tracked in the same year.

### ➤ **Customs intelligence**

The importance of customs intelligence work lies in the fact that it provides intelligence that contribute to providing solutions for the challenges facing governments and customs administrations. It also creates a balance between customs control and facilitation of global trade supply chain. It is, nonetheless, deemed of great benefit when it comes to making quick decisions, reporting and making accurate and objective predictions.

### ➤ **Achievements of the Customs Intelligence unit in 2018:**

1 - Electronic link with the Anti-money laundering and terrorism financing Unit, where this unit can access the databases of the transferred money system across the border for review and inquiry.

2 – Progress made in the area of cross-border money transfer declaration as shown in the table below:

<b>Case</b>	<b>Declarations number</b>	<b>Amount</b>
Declared money	1.822	1.418.008.699 JDs
Non-declared money	32	6.218.104 JDs

### ➤ **Golden List program**

A total of (99) companies have joined the Golden List Program after registering (20) new companies during 2018. This was carried out after the “compliance audit committee” has finished its field post-audits on those companies. Post -audit included verifying compliance of these companies with the applicable Customs laws and regulations, and the adequacy of their internal control systems, in addition to verifying the availability of security systems and procedures that corresponds to the international standards.





- **advantages provided by Customs to "Golden List program" Companies:**

1. Expansion in assigning green lane to transactions of golden list companies.
2. Taking advantage of pre-arrival processing service for all goods.
3. Quick release of goods by virtue of appropriate financial guarantees before the preparation or completion of Customs declarations.
4. Any other Customs advantages that may be provided by any Directorate or Customs House.
5. Granting moral incentives such as issuing letters of appreciation and honoring the three best companies as part of celebrating World Customs Day activities.
6. Allowing Clearance Companies to open new branches.
7. Doubling general guarantees for trading companies.
8. Doubling integrated guarantees pertaining to clearance companies.
9. Direct clearance on board vehicles for import, export and QIZ companies.
10. Giving priority to complete Customs declarations for import, export and QIZ companies.
11. Permitting release of goods outside official working hours via undertakings by customs clearance companies at clearance Centers.
12. Excluding Trucks loaded with imports and exports from Customs Escort except trucks loaded with cigarettes and alcohol.
13. Excluding imports of golden list companies from the condition of inspection mentioned in item (1) of the first paragraph concerning deposit procedures provided for in notification no. (56) for the year 2002, and subject such goods to selectivity procedures.
14. Excluding companies from the provisions of Paragraph (A) of Article (11) provided for in notification no. (49) for the year 2006, regarding the provision of a recommendation letter by the official party responsible for the project that

- permitting such companies to enter devices, equipment and supplies so as to be used in installation and maintenance purposes.
15. Contacting various ministries and public institutions about granting possible advantages for Golden List companies, and receiving a number of positive responses in this regard.
  16. Contacting significant trading partners of Jordan from Arab and foreign countries to solicit mutual recognition of the program and granting the necessary advantages for Jordanian exports.
  17. Introducing special covers of Customs declarations for Golden List companies.
  18. Clearing the contents of Customs declarations for Golden List companies under a financial guarantee where Investment Promotion status is decided.
  19. Expanding the validity of the importer's card to three years instead of one year for the Golden List companies in the field of import. This facilitation was added following the initiative by Ministry of Industry and trade, which expresses the real partnership and distinguished cooperation to promote investment.

### ➤ **Silver List Program**

Jordan Customs Department continues to move forward with its renowned approach to further facilitate, simplify and create opportunities for its clients who comply with the laws and regulations. The Silver List program constitutes one example of such approach. The program is based on informed compliance with customs requirements and legislations. In this program, a company will be relieved of the need to apply to join the Silver List, as this would be taken care of through analytical studies conducted by Risk Management Directorate to assess companies' compliance with export-import rules. This program provides a range of facilities for listed companies, most notably, the expansion in assigning and yellow and green lanes to SL companies' transaction, and taking advantage of pre-arrival processing service where applicable, and prioritizing the completion of import and export customs declarations of the silver list companies.

The Silver List program also includes a set of conditions aimed at improving the private sector's awareness of the requirements for customs compliance, and allowing small and medium-sized companies to benefit from the facilities and privileges provided by Jordan Customs Department. The program also aims at motivating committed companies with commercial activity to apply for Golden List Program. In 2018, (26) companies have been listed in this program. The list now totals (86) companies:

## ➤ **Customs valuation**

Customs value is the price of imported goods, which lay down the reference to calculate customs duties and other taxes due on imports. Customs Houses accommodate dedicated units entrusted with valuating goods at clearance centers. In cases a dispute on the process of valuation arises, the transaction will be transferred to the Directorate of Value Affairs at the headquarters for ruling.

The Department has made a significant progress in this domain, some of which are:

- Archiving vehicles data on the archiving system to dispense with paper-based transactions.
- Verifying the translation of publications on valuation and converting them into electronic copies before publishing on the website of the valuation Directorate.
- Preparation of the additions model to the customs value. Sessions were held with the consultants and assistants of the Director General and directors of the Customs houses, in addition to the traders in the Chamber of Commerce of Jordan to introduce this model.
- Updating the guidelines lists of china originated clothing.
- Preparation of car dealers system. This system involves the introduction of late model cars information by car dealers, as traders are provided access to enter information on the system so that the values of cars will updated and properly estimated by the Valuation Directorate, hence saving time and effort for the stakeholders.
- Consolidate and shorten the VIN numbers for some types of cars and canceling the older code system for each car to save time and effort.

## ➤ **Customs Total Quality Management**

- ✓ Jordan Customs Department attaches great importance to quality management and institutional excellence. The Department continuously seeks to simplify work procedures, contribute to improving Jordan's ranking in the international reports and local excellence awards and improving the services provided to the stockholders. The Total Quality Management Directorate has been re-structured by the establishment of three sections instead of two (Services and Operations Section, Complaints and Proposals Section and the Institutional Excellence Section). A number of quality-related achievements have been accomplished as follows:

- Activation of the platform (*to serve you*) in the last quarter of 2018 which dealt with about (100) records on the system including (complaints, proposals and inquiries).

- Managing initiatives and complaints system by processing nearly (240) proposals and complaints submitted by employees and stockholders during 2018.
- Supervision on the implementation of the requirements of ISO 2015: 9001 (Phase I) at Amman Customs House, Queen Alia International Airport (passengers Customs House), Amman Post Office Customs House and King Hussein bridge Customs House.
- Supervision on the second phase of the external audit of ISO 2015: 9001 at Amman Customs House. Where it was awarded by ISO certificate in the fourth quarter of 2018.

### ➤ **Exemptions**

The Department strive to simplify and facilitate its procedures, promote investments, stimulate national economy development and provide quality and streamlined services to the stakeholders. Imports exempted from Customs duty accounted to (91%) of the total value of imports during 2018, including, but not limited to:

- ✓ Imports exempted from Customs duties under free trade agreements reached (3.408 billion JD), or (28.5%) of the value of exempted imports.
- ✓ Imports exempted from Customs duties via decision by the Council of ministers or private laws or franchise companies (except petrol and its derivatives) or via parties exempted from Customs duties registered (2.133 billion JD) which represents (17.86%) of exempted imports value.

#### • **Development Zones and Free Zones Exemptions**

Jordan Customs Department has established a unit for development zones and free zone exemptions to facilitate and simplify procedures for exempted goods related to these zones, and to carry out a comprehensive audit of most risky sectors in developmental zones, especially tobacco, honey, coffee, spices and nuts. The Department has also implemented the system of electronic exemptions for development zones and free zones on the ASYCUDA system in Petra region in coordination with the Petra Development & Tourism Region Authority.

The Department has received (1791) recommendations electronically from Jordan Investment Commission. Such recommendations were handled properly.

## Investors Exemptions

Jordan Customs Department exempts customs declarations of projects which benefit from investment promotion law (68) for 2003. Exempted declarations amounted to (5435) transactions valued at (284.956 million JD).

### The volume of exemptions under investment promotion laws for 2018.

Declarations number	Additional code	Code Description	Declarations value (Million JD)
3257	540	Industrial sector exemptions under the law of 68/2003	233.469
138	541	Agricultural sector exemptions under the law of 68/2003	5.790
513	542	Hotels sector exemptions under the law of 68/2003	10.893
625	543	Hospitals sector exemptions under the law of 68/2003	34.761
2	544	Maritime transport exemptions under the law of 68/2003	0.043
256	545	Cabinet's Exemptions decision under the law of 68/2003	23.208
65	546	Exemptions with guarantee under the law of 68/2003	3.990
130	580	Production inputs exemptions under the law of 30/2014	2.649
552	581	Production inputs exemptions under the law of 30/2014	22.214
1589	582	Exemptions of table 1/C under the law of 30/2014	76.678
906	583	Exemptions of table 1 /D under the law of 30/2014	34.570
68	584	Agricultural sector exemptions under the law of 30/2014	3.903
182	585	Hotels sector exemptions under the law of 30/2014	2.513

183	586	Hospitals sector exemptions under the law of 30/2014	8.859
1	587	Transport sector exemptions under the law of 30/2014	0.005
121	588	Exemptions of entertainment cities sector under the law of 30/2014	2.541
9	590	Exemptions of scientific research centers sector under the law of 30/2014	0.082
23	591	Exemptions of post-Production Sector under the law of 30/2014	0.903
2	592	Investment incentives table 3/ conference and exhibition centers	0.014
10	593	Exemption of gas transport under the law of 30/2014	1.058
14	594	Exemptions of information technology sector under the law of 30/2014	0.169
25	595	Transport sector exemptions under the law of 30/2014	1.960
86	596	Exemptions under the Cabinet's decisions related to restaurants under the law of 30/2014	1.129
113	597	Exemptions of productive branches sector under the law of 30/2014	2.383
8.870	<b>Total</b>		473.782

- **Exemptions of people with disabilities:**

Due to humanitarian reasons, Jordan Customs Department recognizes the special needs of this segment of society, hence constantly endeavoring to fulfill its obligation thereto. Most notable achievements in this regard are:



- 1) Constantly apply the service of Customs car exemptions for people with disabilities electronically. This service is one of the latest services provided by governmental institutions for people with disabilities through cooperation and partnership with various parties to serve this segment of

citizens and save them time and effort. The exemption applications are submitted to the Directorate of Social Development according to the area of residence. The applications will then be sent electronically to the Supreme Council for the Affairs of Persons with Disabilities to assess applicants the same day by the Medical and Technical Committee and Customs exemptions Committee. Upon completion of procedures, decisions will be sent to the Directorate of Social Development to notify concerned applicants thereof.

- 2) The number of exemptions granted to the persons with disabilities amounted to (3641) in 2018, distributed as follows:
- Partial disability , (234) exemptions
  - total disability amounted to (3407) exemptions

### ➤ **Customs Public Prosecution Directorate**

Jordan Customs Department, represented by the Customs Public Prosecution, continues to work to achieve many of the objectives set out in accordance with its strategic plans, so as to achieve judicial justice, safeguard the rights of the public treasury and implement the royal visions in stimulating investment and removing obstacles facing this sector. This has been highlighted in many of the achievements made during 2018, including:

1- The electronic connectivity was established between the Ministry of Justice and the Customs Department, which had a great effect in streamlining the procedures and the ease of inquiring about the cases and all related matters. This connectivity was created under a memorandum of understanding between the parties and through applying "MEZAN" system.

2 - The system of government inventory system/ custody system for each employee of the Directorate was applied.

### ➤ **Right to information**

Jordan Customs Department is committed to implementing the law of ensuring the right to information No. (47) of 2007 in order to enhance transparency and governance principals. Information and data are classified into open and confidential, so a stockholder is provided with open information and data for a nominal fee within the time specified by law (no more than 30 days) after filling out the related form.

The number of applications submitted to the Customs Department in 2018 for the information received was 229 and the number of rejected applications under Article (68) of the Customs Law No. (20) of 1998, which states: "Only the owners of the goods or their representatives shall have access to the Customs declarations, except for the competent or official judicial authorities" (3) applications.

The Customs Department also publishes information, data and statistics that highlight the most important achievements of the Department on external and internal sites through annual reports, periodic electronic publications and strategic plans.

➤ **Public relations, Media and International Cooperation:**

Jordan Customs Department attaches great importance to Public Relations and Media as they highlight the bright image of the Department and its role in the local and international community. It is deemed an essential tool to create positive relationships which would have the greatest impact on internal and external communication.

The achievements of Jordan Customs Department in Public Relations and Media:

- Press releases:
  - 170 published press releases representing the events and activities of the Department in 2018.
  
- The external website of the Customs Department:
  - (146) circulars and (29) notifications were published on the external website during 2018.
  
- Electronic publications:
  - 94,797 bulletins were e-mailed to various stakeholders during 2018.
  
- Meetings:
  - 195 meetings held in the Department were coordinated and followed up by the Public relations.
    - Celebrations and conferences of launching vital projects:
    - The ceremony of launching the National Window for Trade.
    - The second meeting of “the series of Successful Management Experiences and Practices”, Agadir forum.
    - Meeting of the regional states on the strategic plan of the World Customs Organization.
    - Meeting of the IT team in Agadir countries.





- Receiving delegations of Arab and international Customs officials.

### ➤ Regional Customs Training Center / Amman

The regional customs training center / Amman highlights regional and international cooperation in capacity building. Several national, regional and international capacity building programs have been held at the Regional Customs Training Center for the MENA region/ Amman, in coordination with the World Customs Organization and regional and international organizations. The table below illustrate the most important of these activities:

No.	Delegation/ Regional workshops and training courses	Date
1.	Regional Workshop on "National Customs Enforcement Network" (nCEN)	13-22/02/2018
2.	Workshop on Customs value and combating fraud in Customs value	25/02-1/3/2018
3.	Conduct a diagnostic task by WCO experts on "Post Clearance Audit" PCA	28/4-3/5/2018
4.	Regional Workshop on "Developing Leadership and Management Skills" LMD	8-19/07/2018
5.	Container Control Program in the Middle East and North Africa	23-27/09/2018
6.	Regional Workshop on "Adoption of Customs Experts in Mercator International Program"	23-27/09/2018
7.	Regional Workshop on "Project Management"	21-25/10/2018

- Visits of Delegations to Jordan Customs Department:
  - A visit by a delegation from the Palestinian Customs
  - A visit by a delegation from the International Monetary Fund and Sudanese Customs
  - A visit by a delegation of the Belgian company "Entasser"

- A visit by a delegation of Turkish Trade Research Center
- A visit by a Korean delegation
- A visit by a delegation of the technical supply of officers No. 38
- A visit by the Omani delegation
- A visit by a delegation from the National Transport Company of Oman “Mowasalat”
- A visit by security delegations
- A visit by a delegation of the Jordanian Parliamentary Forum
- Reception of many ambassadors



### ➤ **Contributions to the social responsibility**

The department is well aware of its important role in bearing responsibilities towards the local community. It engages in serving the local community through active participation in various events which directly benefit the local community and environment. During 2018, JC has carried out various activities related to community development in line with its social responsibility plan including, but not limited to:

- Participation in the national and religious celebrations, in addition to participation in carnival exhibitions, where the number of the Department's participations during 2018 were (6) participations.
- Participation of the Customs Department's officers in the burial ceremony for (80) employees (employees of the Department or their relatives)
- visiting injured or sick officers: (30) officers
- Organize (3) blood donation campaigns.



- Implementing many initiatives that serve the local community, such as: (Contribute to prepare the park of Friends of Cancer Patients, free medical day at the Customs Department, Ramadan Iftar for orphaned children, in addition to holding awareness lectures on diet, and distributing charity to poor families during the month of Ramadan ... etc).

### ➤ **Empowering women in Jordan Customs Department**

Supporting and enhancing the role of women in the Department through the following activities:

- Preparing a short film entitled "We Can" which directs a message that women can work in all locations at the Customs Department.
- Honoring the retired and on-duty women, in addition to women from the local community who work for different bodies.
- Raising female employee's awareness of issues related to work and health such as: health and public safety, and how to rationalize energy at home by conducting two workshops at the Headquarters and Aqaba Customs House.
- Congratulating the female employees on behalf of the Director General at the Al-Hassan Industrial City Customs House - Irbid and Aqaba Customs House on the occasion of Eid al-Fitr and Adha, and listening to their observations and suggestions.
- Enhancing the participation of the Department's employees in the activities of the social responsibility organized by the Department within the concept of volunteering:

- Ramadan Iftar initiative for orphaned children, as clothing, school bags and stationery were provided. The initiative was organized at Haya Cultural Center.
- Visiting children with heart diseases at Queen Alia Military Center for Cardiology and providing an educational and entertainment room.



- Visiting Princess Muna's Center for elderly women and providing foods and gifts on Mother's Day.
- Ramadan Iftar initiative for municipal Workers in coordination with the Municipality of Amman and with the support of the administration and staff of Amman Customs House.
- On the occasion of International Women's Day, which took place on Wednesday, 8/3/2018, the Department assigned a group of female employees to hold leading and supervisory posts in the directorates of the Department (main offices) for one day. It was the first experience since the establishment of the Department to empower Women administratively and technically.

- The number of beneficiaries of voluntary social responsibility activities related to women and children reached (482) beneficiaries with financial support of (3768) dinars.



- Jordan Customs Department has also promoted a number of female employees to hold leadership and supervisory positions in 2018 (3) female officers held leading titles (director of directorate). The number of female employees holding supervisory posts (Assistant Director of directorate/Center) reached 5 officers, while 25 female officers held supervisory titles (head of section)
- The Customs Department has appointed a number of female employees for (29) vacant positions. Also, (11) female employees of special humanitarian cases were employed in the Department.

# *Chapter 6*

## *Jordan Customs Partners*

## ➤ **Jordan Customs Partners**

Any unilateral accomplishment of any institution will remain inadequate if it is not attended by partnership with external parties who are capable of providing support, expertise and guidance to the first party. Therefore, Jordan Customs Department has given great importance to partnership requirements and engagements in mutual agreements and memoranda of understanding that contributes to facilitating the work of customs, in addition to enabling the Department to achieve its mission.

Partnership management is the process of entrenching and ensuring the continuation of constructive, productive and harmonious relationships with partners. It allocates time and resources to maintain the existing partnership, communicate regularly with partners, and enable all parties to follow the path of partnership.

Over the past years, Jordan Customs Department has been able to build excellent partnership relations at all local, regional, and international levels. It identifies its partners and then classifies them via a specific mechanism that takes into consideration the standards of the WCO which is based on three pillars of strategic partnership:

- Customs-to-Customs relations
- Customs-to-governmental agencies relations
- Customs-to- private sector relations

The internal criteria that have been taken into account for the classification of partners are:

- The extent of the partner's association with achieving the strategic objectives of the department.
- The extent of the partner's association with achieving Customs operations.
- The extent of the partner's association to achieve the Customs policies drawn up to achieve the strategic plans of the department.

- **The objective to identify and classify Customs partners:**

- Ensuring continuous cooperation and coordination and maintaining relationship with partners in a manner that enhances the achievement of the strategic goals of the Department.
- Identifying mechanisms and means of coordination with partners to ensure the effectiveness and sustainability of the relationship to accomplish the joint projects.

- **The Partnership with the Private Sector Council**

A partnership council between the department and the private sector was initiated in 2000 to discuss all matters that would provide an appropriate environment for investment, and matters relating to joint Customs work, hence providing solutions to obstacles that may impede economic and investment activities. The Council convenes four times a year at the end of March, June, September and December, and whenever needed.

This Council includes representatives from each of the following:

1. Jordan Customs Department
2. Jordanian Businessmen Association
3. Jordanian Exporters Association
4. Jordan Chamber of Commerce
5. Jordan Chamber of Industry
6. Free Zones Investors Commission
7. Syndicate of Clearance Companies and Transport of Goods
8. Association of Car Agents and Car Spare Parts and accessories Dealers
9. Amman Chamber of Industry
10. Irbid Chamber of Industry
11. Zarqa Chamber of Industry
12. Jordanian Society for Computers
13. Jordanian Logistics Association

The meeting is chaired by H.E the Director General of Jordan Customs, with the participation of Directorates and Customs houses, who are engaged in relevant issues on the Agenda.

The most prominent issues of mutual interest to both sectors (public and private) are presented to the Council, and therefore the following matters are often discussed:

1. Possible amendments to the Customs Law and approval thereof by the Council before issuance.
2. The department's notifications and circulars that would impact different sectors. Thus, competent authority are invited to discuss such notifications and circulars prior to adoption.
3. Problems and issues that face a particular sector associated with Customs department so proper solutions are therefore suggested.
4. Presenting examples of different resolutions issued by the department, in order to verify compatibility with the public interest.
5. Any other issues of interest to the Council members.



• **Jordanian Customs Partners Matrix for 2018-2019**

No.	Partner's/ Party's Name	Type and Nature of Relationship	Type of Partnership			Description of the Partner				
			Major partner	Regular partner	Potential partner	Partnership Framework			Sector	
						Local	Regional	International	Public	Private
1.	<b>Prime Ministry</b>	Cooperative	/			/			/	
2.	<b>Ministry of Finance</b>	Structural	/			/			/	
3.	<b>Armed Forces General Command</b>	Cooperative		/		/			/	
4.	<b>Ministry of Interior</b>	Cooperative		/		/			/	
5.	<b>Ministry of Planning and International Cooperation</b>	Cooperative		/		/			/	
6.	<b>Ministry of Industry and Trade</b>	Cooperative	/			/			/	
7.	<b>Ministry of Public Work and Housing</b>	Cooperative		/		/			/	
8.	<b>Ministry of Health</b>	Integrative, Cooperative	/			/			/	
9.	<b>Ministry of Communications and Information technology</b>	Integrative, Cooperative		/		/			/	
10.	<b>Ministry of Agriculture</b>	Integrative, Cooperative	/			/			/	
11.	<b>Ministry of Environment</b>	Integrative, Cooperative	/			/			/	
12.	<b>Ministry of Public Sector Development</b>	Cooperative		/		/			/	
13.	<b>Ministry of Social Development</b>	Cooperative	/			/			/	
14.	<b>General Budget Department</b>	Cooperative, Structural	/			/			/	
15.	<b>General Supplies Department</b>	Cooperative, Structural	/			/			/	
16.	<b>Income and Sales Tax Department</b>	Integrative, Cooperative, Structural		/		/			/	

17.	<b>Department of Press and Publications</b>	Cooperative		/		/			/	
18.	<b>Department of Public Statistics</b>	Cooperative		/		/			/	
19.	<b>Government Tenders Department</b>	Cooperative		/		/			/	
20.	<b>Civil Status and Passports Department</b>	Cooperative		/		/			/	
21.	<b>Department of Land and Survey</b>	Cooperative, Structural	/			/			/	
22.	<b>Food and Drug Administration</b>	Integrative, Cooperative	/			/			/	
23.	<b>Jordan Institution for Standards and Metrology</b>	Integrative, Cooperative	/			/			/	
24.	<b>Free Zones Corporation</b>	Integrative, Cooperative	/			/			/	
25.	<b>Aqaba Ports Corporation</b>	Integrative, Cooperative	/			/			/	
26.	<b>Jordan Investment Board</b>	Integrative, Cooperative	/			/			/	
27.	<b>Education Institutions (public universities)</b>	Cooperative		/		/			/	
28.	<b>Legislation and Opinion Bureau</b>	Cooperative	/			/			/	
29.	<b>Audit Bureau</b>	Integrative, Cooperative		/		/			/	
30.	<b>Civil Service Bureau</b>	Cooperative	/			/			/	
31.	<b>Judicial Council</b>	Cooperative		/		/			/	
32.	<b>Central bank of Jordan</b>	Cooperative		/		/				/
33.	<b>Commercial Banks</b>	Cooperative		/		/			/	
34.	<b>Telecommunications Regulatory Commission</b>	Integrative, Cooperative	/			/			/	

35.	<b>Jordanian Nuclear Energy Commission</b>	Integrative, Cooperative	/			/			/	
36.	<b>Aqaba Economic Zone Authority</b>	Cooperative, Integrative,	/			/			/	
37.	<b>Royal Jordanian</b>	Cooperative	/			/			/	
38.	<b>Public Security/ Residence and Border Department</b>	Cooperative, Integrative	/			/			/	
39.	<b>Public Security/ Department of Drivers and Vehicles Licensing</b>	Cooperative, Integrative	/			/			/	
40.	<b>Public Security/ Military Security</b>	Cooperative, Integrative	/			/			/	
41.	<b>Public Security / General Intelligence Department</b>	Cooperative, Integrative	/			/			/	
42.	<b>Public Security/ Drug Enforcement Administration</b>	Cooperative, Integrative	/			/			/	
43.	<b>Directorate General of the Gendarmerie</b>	Cooperative		/		/			/	
44.	<b>Civil Defense Directorate</b>	Cooperative	/			/			/	
45.	<b>Greater Amman Municipality</b>	Cooperative, Integrative	/			/				/
46.	<b>Syndicate of Clearance Companies</b>	Cooperative, Integrative	/			/				/
47.	<b>Jordan Federation for Insurance Companies</b>	Cooperative, Integrative	/			/			/	
48.	<b>Royal Scientific Society</b>	Cooperative, Integrative	/			/				/
49.	<b>Shipping Agents Association</b>	Cooperative, Integrative	/			/			/	
50.	<b>Customs Courts (Court of First Instance and Court of appeal)</b>	Cooperative, Integrative	/			/			/	
51.	<b>Jordan Post</b>	Cooperative, Integrative		/			/			/

52.	Brand owners	Cooperative		/			/			/
53.	Regional Office for Information Exchange in the Middle East	Cooperative		/				/		/
54.	WCO Regional Office	Cooperative	/				/			/
55.	World Customs Organization	Cooperative		/				/		/
56.	Customs Administrations of Neighboring Countries	Cooperative, Integrative		/			/	/		/
57.	World Trade Organization	Cooperative	/			/				/
58.	Embassies of Foreign Countries	Cooperative	/			/				/
59.	Members of the Partnership Council	Cooperative, Integrative								
60.	Donors	Cooperative								
61.	Civil bodies, organizations and charities	Cooperative								

## Members of the Association Council

Jordanian Businessmen Association  
 Jordan Exporters Association  
 Jordan Chamber of Commerce  
 Jordan Chamber of Industry  
 The Free Zone Investors Commission  
 Owners of Clearance and Carriers companies Union  
 Car Dealers and Auto parts & accessories traders Union  
 Amman Chamber of Industry  
 Irbid Chamber of Industry  
 Chamber of Industry- Zarqa  
 Jordanian Computer Society  
 Logistic Freight Agents union

*Future Aspiration,  
Obstacles and  
Challenges*

## ➤ **Future Aspiration**

Jordan Customs Department looks forward to achieving the following in 2019:

- Implement and develop pilot projects.
- Electronic transformation of all processes and services.
- Follow up with development of inspection procedures so that Customs inspectors can record their observations on ASYCUDA World System via PDA devices.
- Expand electronic connectivity with public and private institutions as well as Customs Administrations of all neighboring countries.
- Develop Anti-smuggling patrol fleet and supply it with the necessary equipment to facilitate work and ensure safety.
- Continue to equip Customs houses with container, truck and vehicle X-ray inspection systems.
- Encourage importers to use goods pre-arrival processing service in order to reduce time of Customs transactions.
- Continue reviewing the legislations in force in line with the parameters of the coming epoch to keep up with the rapid developments.

## ➤ **Obstacles and challenges**

Obstacles and challenges that faced Jordan Customs Department during 2018 lie in the following:

- The association of customs work with the work of many other governmental agencies.
- The increase and advancement of smuggling trends and patterns at the international level.
- The high risk of field customs work.
- Non-activation of the electronic transaction system at the governmental level.
- Austerity Policy and lack of funding to expand existing development projects and initiate new ones.
- Weak and old infrastructure in some Customs Houses.
- The main headquarter building does not meet all work requirements, service providing standards, and facilitation to stockholders.
- Lack of readiness of some of Customs administrations in neighboring countries for the electronic connectivity with Jordan Customs.

## **Glossary of Terms**

## International Trade Agreements

#	Abbreviation	Meaning
1	FTA	Free Trade Agreement
2	TIR	The Customs Convention on the International Transport of Goods under Cover of TIR Carnets
3	GATT	General Agreements on Tariffs and Trade
4	EFTA	European Free Trade Agreement
5	Agadir	Agreement of Establishing a Free Trade Area Between the Arab Mediterranean countries( the Kingdom of Morocco, the government of the Kingdom of Jordan, the government of the Republic of Tunisia and the government of the Arab Republic of Egypt)
6	KYOTO	The International Convention On The Simplification and Harmonization of Customs Procedures

#	Abbreviation	Meaning
1	EXW	<i>Ex-Works</i> or EX-Factory
2	CIF	<i>Cost, Insurance and Freight</i>
3	C&F	Cost and Freight
4	B/L	Bill of Lading
5	FAS	Free Alongside Ship
6	FOB	Free On Board
7	FOC	Free of Charge
8	IV	Invoice Value
9	IM4	Import for local Consumption
10	TR8	Transit customs declaration
11	EX1	Permanent Export
12	EX2	Temporary Export
13	EX3	Re-Export
14	IM5	Temporary Admission
15	IM6	Re-import for local Consumption



16	IM7	Bonded Deposit
17	RD4	Import for Consumption (Expatriates' household)
18	SD4	Import for Consumption (Personal Effects declaration)
19	TR8	Transit
20	AA9	Admission Order to the Special Economic Zone / Aqaba
21	AR9	Other Customs Statuses
22	nCEN	NATIONAL CUSTOMS ENFORCEMENT NETWORK
23	AEO	Authorized Economic Operator
24	NCSS	National Cyber Security Strategy