

*Customs facilitation for humanitarian cargo arriving in the Kurdish Region of Iraq (KRI) may be managed through a “One-Stop Shop” in Erbil. The One Stop Shop (OSS) provides free-of-charge service(s) for all humanitarian organisations; the service(s) include facilitation of customs clearance (including possible waiver of duties and taxes) for international cargo arriving into the KRI, and coordination with all relevant authorities for the movement of humanitarian assistance into the KRI and on to other parts of the country.*

## Location

The OSS is physically housed in the building of the Joint Crisis Coordination (JCC) Center in Erbil. The address is as follows:

*40 Meter Street, Brayaty Twin Roads, Erbil*

Humanitarian organisations are encouraged to submit their application(s) for customs clearance to the OSS from Sunday to Tuesday, between 9:00 am and 13:30 pm. Emergency requests can be handled throughout the working week and working hours.

## Required Documents (to be submitted)

In all cases humanitarian organisations requesting customs facilitation through the OSS must submit a **Request Letter** (from the organisation asking for customs facilitation and the waiver of duties and taxes) together with the **Shipping Documents** for the goods concerned.

**REQUEST LETTER:** must be on agency letterhead and copies provided both in English and in Kurdish. The letter should be stamped and signed by authorised personnel at the organisation, and should contain the following information:

Request Letter	
1	Name of organisation
2	Registration information
3	Intended use of shipment
4	Offloading destination of shipment (beneficiaries and intended location)
5	Explicit request for the customs clearance
6	Entry point

The Request Letter to the JCC should be addressed to:

**Ministry of Interior, Represented by the Joint Crisis Coordination (JCC) Center  
Kurdistan Regional Government  
Erbil, Iraq**

The title in Kurdish is:

پۆ/ ناوهندی هاوێهشی هه‌ماهه‌نگی قه‌یرانه‌کان - وه زاره تی ناوخو .  
پۆ به‌ریوه‌بردنی کاروباره گومرگه‌کانی هۆبه‌ی هاوکاری مرۆیی.  
ب/ رینگا پێدان و به‌خشین له باجی گومرگ

**SHIPPING DOCUMENTS:** should show all goods covered by the application for customs clearance. In all cases humanitarian organisations requesting customs clearance must submit: Packing List(s), Certificate(s) of Origin, Transport Documentation, and Invoice(s).

Shipments including some particular types of goods (i.e. medicine, chlorine, specialized equipment) will require further documentation (see below) and additional approvals.

Copies of the main shipping documents translated into Kurdish are also required; but technical documents (i.e. brochure(s), product description(s)) do not need to be translated.

Shipping Documents		Comments
1	Packing list	
2	Certificate of origin	
3	Transport Documentation	Waybill or CMR for land shipments Air Waybill for air shipments
4	Invoices	
5	Certificate of analysis from country of origin	Medical shipments only
6	KMCA clearance list	Medical shipments only
7	Test results	For special commodities that require it (food, medical, fertilizers, etc.)
8	Product description and technical details	Brochure from supplier helps in the process

## OSS Application process

Applications for customs clearance must be handed physically to the JCC (*location details above*) by the humanitarian organisation that is receiving the concerned goods in the KRI.

The OSS will determine the type of shipment and the type of authorization needed. The requesting letters are then addressed by the OSS to the relevant authority (whose representatives are already in the OSS) to obtain quick approval.

## Contacts

For any further questions, please contact the Logistics Cluster focal points:

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