

Carnegie Mellon University Qatar

Mailing and Shipping Guidelines For Pittsburgh-based shipments to Qatar

Hello, welcome to Carnegie Mellon University International Finance! We are here to assist you with your international mailing and shipping needs and want you to rely on our services when the need arises. Our intent is to assist you in coordinating your outbound Qatar business and personal shipping arrangements in order to make this process as simple and convenient as possible for you. As such, we will be your primary contact for coordinating mailing and shipping requests that are charged to Carnegie Mellon University's Qatar campus accounts.

Generally, the process of scheduling and tracking international shipments involves a very limited number of individuals. Requesters will normally only need to work with the Fiscal Administrator - Qatar who will be your advocate for coordinating all international shipping requests. This individual can be reached at the following email account in order to start the process:

qatarshipping@andrew.cmu.edu

Carnegie Mellon University rights and restrictions

The Carnegie Mellon University – Qatar mailing and shipping benefit is a benefit intended for the CMU-Q permanent and full time employees and their dependents for the shipping of their belongings only. It is not intended to be used for friends, relatives, or others outside of the CMU-Q employee community nor is it intended to be shared, reallocated, or distributed. Using your benefit for non-CMU employees is not permitted. Misuse of your shipping benefit can result in a temporary or permanent loss of the benefit. CMU-Q reserves the right to refrain from shipping personal items to Qatar based upon excessive size or weight, based upon the inappropriateness of package contents, or based upon packaging requirements and conditions. In the event that a package is not shipped, the Fiscal Administrator will notify the employee that their personal package could not be sent and work with the employee on alternative arrangements. If the employee continues to receive inappropriate items and packages for shipment after receiving a communication letter, their personal shipping benefit to Qatar could potentially be revoked. Also, please remember that the designated shipping company and Qatar Customs regulations are ever changing. Therefore, the Prohibited and Restricted items listings below are not all inclusive and should be researched by the employee on a periodic basis. The International Finance staff and CMU-Q Facilities staff will also do their best to communicate any changes in shipping regulations and restrictions in a timely fashion; however, it is the responsibility of the sender and recipient to ensure that only appropriate items are being shipped to Qatar.

Following are the guidelines for sending mail and personal packages from the US to employees located at the CMU-Q campus. For purposes of this document, “**Mail**” is defined as:

- Business and/or personal letters, documents, publications, etc., and
- Personal items and gifts such as clothing, electronics, toys, books, etc.

There is also a brief general process and guideline section within this document which can be referenced by employees who wish to send mail from the Qatar campus to the United States.

Mailing address - personal and business items sent from the U.S. to the Qatar Campus

Employees have the option to have their US residence mail forwarded to their temporary address in Qatar as long as the proper paperwork has been completed at the US Postal Service (USPS). In order for mail to be delivered to Qatar the employee can either:

1. Go to their local post office and submit a change of address form, or
2. Complete a USPS change of address form online using the following web address:

[USPS Movers Guide](#)

When completing the change of address form, the employee must identify their new mailing address as follows:

First and Last Name (Lines 5a and 5b)
Carnegie Mellon University – Qatar Office (Line 6)
5032 Forbes Avenue SMC 1070 (Line 8a)
Pittsburgh, PA 15289-1070 (Lines 8c, 8d, 8e)

Note - The 1070 extension as part of the zip code may not fit on the change of address form. If so, please be sure to include the 1070 code in the street address section on Line 8a.

The above address will serve as the delivery address for both personal and business shipments. Please be aware that we typically ask for you to allow 7-10 business days for delivery to CMU-Q once the package arrives at the International Finance office in Pittsburgh. Delivery dates cannot be guaranteed due to volume, priority shipments, as well as international transit time and customs clearance processes.

Waivers and inspection of packages

Employees who expect to receive personal and/or business packages in Qatar must provide the Pittsburgh International Finance office permission to open all packages for inspection prior to shipping. Please see the International Mailing & Shipping Checklist which is the university's required waiver document granting this authority. This document **MUST** be signed by individuals shipping items to Qatar prior to any of their personal packages being shipped.

International Finance staff will maintain the integrity of all packages to the best of their ability; however, the contents of each package will be examined to ensure the contents are within the stated shipping guidelines. Also, please inform senders to refrain from gift-wrapping any items being sent to Qatar since any package that is wrapped will be opened and examined by our staff as well as by Qatar Customs agents. On a final note, any package that contains any restricted items listed within the table below will not be shipped to Qatar and will be held in International Finance for a limited time to allow the intended recipient an opportunity to make other arrangements.

Personal shipment allowances

Each employee will be allotted a maximum personal shipment weight of 5 pounds per week, not to exceed 20 pounds per month. Upon reaching the 5 pounds per week/20 pounds per month allowance, International Finance staff will notify the employee as soon as possible. Any weight in excess of the 20 pounds will be charged to the employee's monthly allowance for the next month. For example, if an employee has been shipped 19 pounds, but International Finance has received an additional package for 3 pounds, then the package will be shipped and 2 pounds will be charged to the employee's allowance

for the following month. Any additional packages received will be put on hold until the following month. Employees cannot carryover unused weight month to month. If the employee only uses 5 pounds in November, then the employee's allowance for December will still be 20 pounds. No individual personal item should exceed 20 pounds. Personal items should be able to fit within standard medium boxes, such as 18x18x18 or similar. Larger items can be accommodated as long as dimensions (length, width, and/or height) are less than 35 inches and is packaged adequately upon arrival for international shipping.

Business shipment allowances

Business shipments are any items that relate to university teaching, research, or business activities that are paid for directly with university funds or are reimbursed to the employee via an expense report. International Finance will ship all allowable business items, and there are no monthly limits as to weight per employee or department. However, International Finance cannot accept freight shipments. If shipments of 10 boxes or more are expected, please contact International Finance and the vendor to authorize and coordinate such a delivery. Per UPS small package guidelines the International Finance office cannot accept packages with length, width, or height that measures 108 inches or greater or with a weight greater than 150 lbs. International Finance reserves the right to deny shipment requests due to excessive weight and/or size. Please contact International Finance prior to the purchase of any items greater than 80 lbs or a dimension larger than 60 inches. If the package cannot be shipped to CMU-Q through International Finance, then please work with your buyer and CMU-Q Facilities to find alternative arrangements.

Notification of Personal and Business Shipments

Due to various changes in Qatar Foundation requirements, as well as paperwork requirements for Customs and our shipping vendors, it is very important that business and personal items be identified correctly, particularly when it comes to books and electronics. Any materials (books, printed resources, audio, or DVD) required for academic or business purpose requires submission through the online materials request form:

[Staff Resources](#)

In addition, a purchase order should be submitted to the shipping department at shipping-cmuq@lists.qatar.cmu.edu for the purchase of any electronic items that are purchased for academic or business purposes using university funds.

Due to the nature of some items, it is sometimes difficult to tell whether items we receive for individuals in Qatar are for personal or business purposes. Therefore, we ask that when you make any business or personal purchase, you send an email notification stating whether it is business or personal in nature to shipping-cmuq@lists.qatar.cmu.edu with an item description and value (copy of invoice or order confirmation is preferred), as well as any relevant export compliance information that may be needed. Otherwise, any item received will be marked as personal and will count towards your personal shipping allowance for that month.

If you have any shipping questions prior to ordering the item, then please provide a description of the item, value, export compliance information, and a direct website link to the item and we will be happy to review. If there are concerns or any issues with an item upon review of your email or once received in Pittsburgh, then we will notify you as soon as possible.

We understand that many employees have friends and family that will send care packages to Qatar through our offices. In many instances these packages arrive to our office without assigned values. We encourage you to share these guidelines with your friends and family so they can provide the necessary information (inventory and value) as well as understand what items cannot be shipped.

Insurance coverage / risk and compliance– personal and business related

In order to provide adequate insurance coverage on international shipments, values and item descriptions should be provided in the email notification and vendors should be encouraged to include a packing slip with values and item descriptions so that upon arrival the items are easily identified. Please note that online purchases marked as a gift will most likely not include a packing slip with value. If the packing slip is not provided with a value or an email with the value is not received, International Finance will notify the recipient as soon as possible to request a copy of the packing list, or a value if unavailable, and we will hold the item in storage until the value is provided.

Please note that most items will be insured for the full purchase price; however, there are restrictions for shipping gift cards and tickets (airline, train, concert, etc.). These items can be shipped, but the items can only be insured for the cost of the printed material, and not the face value. For example, airline tickets valued at \$500 can be shipped, but if lost or damaged, the university can only file a claim with the shipping vendor for the actual cost of the paper or material that the ticket is printed on, such as \$5, and not the full \$500.

Due to recent changes with export/import compliance and our vendor’s shipping system, we will be required to provide additional export/import compliance information at the time of shipping in order to remain compliant with US and other country specific regulations. Due to this change, for any export controlled items and/or single commodity over \$2500 shipped from our office to CMU-Q on the same day (i.e., 500 shirts at \$3000 or one MacBook at \$2700) we will be required to provide the Schedule B number, any license/exception/exemption number that may be applicable to the item, and the ECCN number for any commodity that will be shipped under an export license. The Buyer in the Qatar Finance office will review purchases with the Export Compliance Office (ECO) as needed prior to purchase. Please do not go to the ECO directly, but work through the CMU-Q Buyer and this will insure that your request is expedited through the appropriate channels. The export compliance staff will furnish this information upon their review to the Buyer, which should be communicated in the notification email. Please understand that while this will affect business purchases, it may also affect personal purchases as well.

Prohibited Commodities

All items offensive to the Muslim culture, insensitive to the Middle East security situation, or designated as restricted by UPS and/or CMU are prohibited from shipment by International Finance into Qatar or to other locations.

These items include, but are not limited to:

Pork products	Religious publications, figures, materials
Antiques	Imitation firearms, paraphernalia and/or military uniforms
Furs	Weapons: guns, knives*, swords, blades, daggers, arrows, ammunition, explosives, etc.
Cash and Currency	Gambling devices and/or playing cards
Pets or other animals	Rated R movies and/or pornographic materials
Plant products and soils	Precious metals, stones or items containing ivory

Expensive jewelry (exceeding \$500)	Prescription drugs, narcotics or over-the-counter medicine
Tobacco and/or alcoholic beverages, includes electronic cigarettes, nicotine gum, etc.	Hazardous/Dangerous Goods** (Includes all nail polish, nail polish remover, all aerosol cans, all lighters, all items containing alcohol as an ingredient, some batteries, etc.)

**All knives are prohibited regardless of size and/or type.*

***Hazardous/Dangerous Goods are goods marked as any of the following: acidic, caustic, combustible, communicable, compressed gas, corrosive, explosive, flammable, infectious, inflammable, poison, radioactive, refrigerated, toxic, volatile. These goods will be labeled ORM-D (refer to additional guidance below).*

Note: *The university reserves the right to deny any shipment if questionable. Please feel free to contact International Finance and/or check the UPS web site for additional shipping information prior to sending any purchases that you intend to ship to Qatar.*

Occasionally International Finance will receive a package bound for Qatar that is labeled as ORM-D. This classification designates the package as hazardous and available for ground transportation only, which means it cannot be forwarded to Qatar via the International Finance office as that requires air travel.

Common items that are hazardous and may be classified as ORM-D are:

1. Common household cleaners, such as Windex and drain openers
2. Cosmetics, which can include some types of mascara, concealer, make up brush cleaner, and other items
3. Perfumes
4. Some car lubricants, fuels, and oils
5. Paints and adhesives, such as glue
6. Barometers
7. Batteries, which include lithium metal batteries, lithium-ion batteries, and spillable batteries. Please note that lithium ion batteries are often found in cell phones, computers, and other rechargeable equipment. Alkaline batteries, such as AA and AAA for example, are typically permitted for shipment. Please contact us with any questions prior to purchase.
8. Any items that contain alcohol as an ingredient.

Unfortunately, the International Finance office is unable to identify all items that may be labeled as ORM-D, and often does not recognize a hazardous item until it is received in the office for inspection. It has also come to our attention that vendors, such as Amazon, do not always clearly mark products as hazardous on the web site. Please note that items described as flammable, instructed to keep away from heat, or items marked as ground transportation, or as only available for shipping within the United States are indicators that the items may be hazardous. Please do not hesitate to contact us if you have any questions regarding your items prior to purchase.

Please also be aware that when International Finance receives prohibited items, the employee is asked to pick the item up or have someone pick it up on their behalf. In some instances we will be able to return the package to sender or ship to a domestic US address, but in most cases the employee needs to arrange for pick up within 60 days.

Restricted commodities

The Qatari government allows for the shipment and import of the following items which may require additional clearances from Customs, The Qatar Foundation, or from one of the Qatar Ministries. The

university is not responsible for any items shipped and subsequently reviewed and/or confiscated by Qatar Customs or by one of the Qatar Ministries.

As additional screening and clearance processes are performed some items may ultimately be released which may require the recipient to show ID and/or personally report to the Ministry.

1. Pet Food (Dog/Cat/etc. Food/Treats/etc.):

Please be advised that **ALL** types of pet food are considered to be restricted import commodities by the Qatar Customs Authority. This restricted import commodity designation requires a special clearance process in order to facilitate country clearance and delivery. It is also possible that the purchaser of this imported product may be required to personally procure a release with the Qatar Ministry of Animal Resources, which is located next to the UPS offices at the Doha airport. Unlike most other commodities, the shipper is prohibited from obtaining these waivers on your behalf. Therefore, please consider this information prior to ordering and importing pet food into Qatar.

If there is a need for you to import pet food into Qatar, it is best to arrange for approval from the Ministry of Animal Resources **prior** to purchase and shipment. The Ministry of Animal Resources will need a product detail sheet, the amount that is planned to be purchased, and the final cost in U.S. dollars in order to ascertain that the purpose is for personal use only. Upon approval, they will issue an authorization letter to you. Once you receive the letter, please provide to shipping-cmuq@lists.qatar.cmu.edu along with your email notification regarding the purchase.

2. Energy/Health Drinks and Vitamins/Supplements:

Please be advised that Customs and the Ministry of Health requires an extra clearance process for supplements and health-related items, such as 5-Hour Energy Drinks, herbal and dietary supplements, and vitamins. These items may require the receiver to personally procure a release with the Qatar Ministry of Health, which may include presenting proper identification and providing a special letter for clearance. In the event Customs decides to review and/or confiscate these items permanently, International Finance will not be held responsible for any shipping costs or loss of shipment value. Please consider this information prior to ordering and importing these items. When items of this nature are received at International Finance, prior to shipping we will advise the recipient of the possible review and/or confiscation of these items and ask if they still wish for us to send them to Qatar.

3. Fragile Items:

The International Finance office sometimes receives fragile items, such as china, porcelain, picture frames, glassware, etc., that are not packaged appropriately for international shipment and as a result may not make it to the recipient whole. International Finance reserves the right to refuse to ship these items, and refusal can depend upon value and packaging requirements. In many cases, these types of fragile items will arrive to Qatar broken and damaged. Therefore, we strongly discourage the shipment of such fragile items. If there are any concerns with shipping your fragile items, International Finance will notify you immediately. If there are concerns and International Finance does proceed with shipping your items to you in Qatar upon your request, the university will not be responsible for damaged items.

4. Items Subject to Additional Screening:

While the below items are not restricted or prohibited, please be aware that due to extra screening measures in Qatar Customs, these items' arrival at the Qatar campus may be additionally scrutinized and/or delayed.

1. Audio, video, radio and other communications equipment
2. Computers, compact discs, USB flash or memory drives and other intercompany data on CD-Rom/Disk
3. Films (videos, DVDs, etc.)
4. Medical items
5. Publications (books, magazines, newspapers, periodicals, etc.)

Package preparation

When packaging your personal and business belongings for international air shipment to Qatar, it is essential to adhere to the UPS requirements, which will help to ensure that your package arrives in a safe and timely manner. The following items should be considered during the packaging process:

1. Use a rigid box with flaps intact; UPS shipping boxes are preferred
2. Remove any labels, hazardous materials indicators and other previous shipping markings that are **no longer applicable**
3. Wrap all items separately
4. Use adequate cushioning material – Styrofoam peanuts, bubble wrap, etc.
5. Use strong tape designed for shipping
6. Do not use string or paper overwrap to seal boxes
7. Use a single address label that has clear, complete delivery and return information
8. Place a duplicate address label inside the package
9. Make a complete packing list to include an inventory and with the value of each shipped item

The following link to the UPS Web site offers some helpful advice on preparing a package for international shipment:

[Packaging Guidelines](#)

Claims Information

The university is not responsible for any items lost or damaged during shipment to Qatar. If you receive any items damaged or broken, it is very important for you to contact CMU-Q Facilities immediately who will then work with the Fiscal Administrator to file a claim with the shipping vendor. Please keep the original packaging and packaging materials and know that pictures need to be taken of the box and damaged item(s) since claims cannot be approved and submitted for reimbursement without these materials. At a minimum, the following information will need to be provided:

1. Shipment tracking number
2. Description of damaged item
3. Declared value (per packing list)
4. Photos of packaging, item and waybill

Further, representatives from the shipping vendor may need to inspect the items, so please do not dispose of the items and/or packaging materials until the claim is final. CMU-Q Facilities can assist with any immediate questions you may have. Please note that damaged/lost goods and all requested

information must be reported to CMU-Q Facilities and the Fiscal Administrator within 60 days of the ship date; otherwise the claim cannot be filed and reimbursement cannot be requested or approved.

Qatar-based shipments to the U.S. Pittsburgh campus – Business and personal

A mail bin has been set up at the Qatar Campus Receptionist desk for all outgoing personal and business mail requiring shipment to the United States. All outgoing mail should be placed in this bin no later than noon Qatar local time on Sundays and Wednesdays in order to be included with the standard FedEx pick up by 2pm Qatar local time on these same days. The FedEx package will then be sent to the International Finance Department in Pittsburgh every Sunday and Wednesday. Once the department receives the mail, University mail will be circulated using normal inter-office mailing procedures and any personal mail with the proper US postage will be placed in the outgoing metered mail bin for the next mail pickup by the campus post office. CMU-Q does not provide postage for US Mail.

The CMU-Q campus has a special business rate that can be used for any personal FedEx needs. **To arrange for any personal shipments originating from Qatar**, the Facilities team can provide contact information for FedEx or you may contact the CMU-Q FedEx representative directly with the below contact information:

Qatar Shipping Contacts	
Michael Samson	Syed Maaz
michael.samson@falconexpressqa.com	smaaz@ups.com
Sales Manager	Director of UPS, Qatar
Falcon Express Services Qatar	Gulf Warehousing Company
Licensee of Federal Express Corp	Authorized Service Contractor for UPS
Phone: 974-4466-1722	Phone: 974-4011-9621
Cell: 974-5554-0702	Cell: 974-6610-1041
Fax: 974-4466-1960	Fax: 974-4012-9679

Please note that you are responsible for making shipping and payment arrangements with FedEx directly. FedEx requires the following information in order to ship any package(s):

- Local address from sender/shipper
- Recipient name and full address,
- Recipient street number or name,
- Recipient country, county, postal code/zip code, and
- Recipient telephone/mobile number (with area code)

Contact information

Please contact the following individuals with any questions regarding mailing and shipping:

Michael Grimm
 International Finance (Pgh)
qatarshipping@andrew.cmu.edu
 Phone: 412-268-3065

Katie Price
International Finance (Pgh)
kprice@andrew.cmu.edu
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Phone: +974 4454 3079

Elissar El-Akra Hajjar
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ehajjar@gatar.cmu.edu
Phone: +974 4454 8607

On a final note, your satisfaction with the mailing and shipping processes outlined above is the university's primary concern when coordinating your international shipping needs. If you have any questions or comments as a result of this process, please do not hesitate to contact the Manager, International Finance at (412) 268-7493 or kprice@andrew.cmu.edu for additional assistance.

Thank you!