

# السفارة اللبنانية ليبرفيل

## تعميم

في إطار تسهيل إصدار جوازات السفر اللبنانية العادية، تفيد السفارة اللبنانية في ليبرفيل أبناء الجالية بأن المديرية العامة للأمن العام وافقت على أن تتولى شركة DHL للبريد السريع التي وضعت موقعاً إلكترونياً [dhlfasttrack.express](http://dhlfasttrack.express)، تأمين نقل معاملات إصدار وتجديد جوازات السفر بشكل عاجل، مع الإشارة إلى أن هذه الخدمة هي اختيارية لمن يرغب ومدفوعة من قبل أصحاب العلاقة.

لدى الولوج إلى العنوان الإلكتروني الخاص بالخدمة، يستوجب على المواطن اللبناني طالب هذه الخدمة الخاصة أن يقوم بالمراحل التالية :

1. إدخال جميع المعلومات الواردة على الصفحة الإلكترونية وعدد الأفراد الذين يرغبون بهذه الخدمة (مثلاً عائلة مؤلفة من أربعة أفراد).

2. دفع تكاليف الشحن بواسطة بطاقته الإنتمائية.

3. طباعة جميع المستندات.

4. التوجه إلى السفارة أو القنصلية العامة التي يقع ضمن نطاقها صاحب العلاقة، مصطحباً معه المستندات المطبوعة.

5. تقديم الطلب وفق الآلية المنصوص عنها في التعميم رقم 2011/1170 تاريخ 2011/03/26 والتعميم رقم 12/11648 تاريخ 2014/01/09 وبعد تصريح صاحب العلاقة عن رغبته بإرسال طلب جواز سفره عبر خدمة البريد السريع، يستوجب التقيد بما يلي :

أولاً : الحصول على الوثائق التالية من مرسل الطلب.

أ- نسختان عن البوليصة المرسله عبر DHL (Outbound) (من السفارة أو القنصلية في الخارج إلى وزارة الخارجية والمغتربين) (نموذج رقم 1- مرفق ربطاً)  
(من وزارة الخارجية والمغتربين إلى السفارة أو DHL (Return) نسختان عن البوليصة القادمة عبر القنصلية في الخارج) (نموذج رقم 2- مرفق ربطاً)

ب- لائحة بأسماء طالب أو طالبي جواز السفر Passport List (نموذج رقم 3- مرفق ربطاً)

ت- إيصال بمبلغ كلفة المعاملة بالكامل Receipt (نموذج رقم 4- مرفق ربطاً)

ثانياً : وضع نسخة عن البوليصة المرسله عبر DHL (Outbound) ظاهرة من النافذة الشفافة لظرف الـ DHL.

ثالثاً : الإحتفاظ بالنسخة الثانية عن البوليصة المرسله عبر DHL (Outbound) في ملف المعلومات.



# السفارة اللبنانية ليبرفيل

رابعاً : وضع الوثائق التالية في ظرف الـ DHL

- أ- استمارة طلب الجواز (أو الجوازات)
- ب- نسختان عن البوليصة القادمة DHL (Return) (من وزارة الخارجية والمغتربين إلى السفارة أو القنصلية في الخارج)
- ت- لائحة بأسماء طالب أو طالبي الجوازات.
- ث- جدول بإسم الطالب (أو طالبي) جواز السفر.
- ج- كتاب إيداع على أن يكون الرقم ...../12 بريد سريع.
- ح- المستندات المنصوص عنها في التعميم رقم 12/11170 تاريخ 2011/03/26 والتعميم رقم 12/11648 تاريخ 2014/01/09

خامساً : ختم الظرف

سادساً : مراجعة صحة المعلومات الظاهرة من خلال النافذة الشفافة لظرف الـ DHL المقفل للتأكد من :

أ- العنوان : Ministry Of Foreign Affairs in Lebanon  
ب- رمز البلد BEY

سابعاً : لتسليم الطلب اتباع الخطوات التالية (Pick Up request) :

- أ- الدخول إلى موقع [dhlfasttrack.express/embassy](http://dhlfasttrack.express/embassy) (أو بواسطة النقال الذكي Smartphone أو الحاسوب)
- ب- اختيار البلد المتواجد فيه موقع السفارة أو القنصلية.
- ت- أدخل كلمة السر المرسله إليكم بواسطة الـ DHL
- ث- بعد الدخول إختيار « request pickup » من القائمة المتوفرة
- ج- التأكد من المعلومات المطلوبة وفي الأماكن المناسبة لها ثم الضغط على :  
« send DHL Express a pick up request »

ملاحظة : إن شركة الـ DHL وضعت خطأً ساخناً، للمساعدة الإتصال على الرقم 00961 1 62 52 56.

إن هذه الخدمة إختيارية وتقع على عاتق المواطن الذي يبقى مسؤولاً عن صحة المستندات المرفقة.

مع فائق الإحترام.

**EXPRESS WORLDWIDE**  
FastTrack v1.0

**DOX** 

From : Embassy of Lebanon in Washington, TEL: 12029396306/Mob.

MRS. THERESE PHILIPPE  
2560 28TH STREET NORTHWEST WASH  
WOODLEY PARK NEIGHBORHOOD  
DC  
20008 WASHINGTON

Origin:  
DCA

Embassy of Lebanon in Washington.

To : **MINISTRY OF FOREIGN AFFAIRS**  
MAIL ROOM

Contact:  
TEL:009611111111

BEIRUT  
BEIRUT  
BEIRUT  
-LEBANON

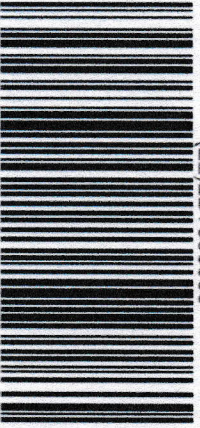
FAX:009611111112  
MOBILE:00961333333

**LB-BEY-BCD**

Dimensions: **Vol Weight:**  
**38.00x47.00x1.00 0.40 K**

Ref:ELIE KHALIL JABBOUR Date: **Weight Pieces:**  
2016-05-18 **0.50 K 1/1**

Contents:  
2 Passports for ELIE KHALIL JABBOUR



**OUTBOUND**  
Fold Here  
(FROM EMBASSY TO FOREIGN MINISTRY)

**FIGURE 1**

**DHL EXPRESS**  
**TERMS AND CONDITIONS OF CARRIAGE**  
(Terms and Conditions)

**IMPORTANT NOTICE**

When ordering DHL's services you, as "Shipper", are agreeing, on your behalf and on behalf of anyone else with an interest in the Shipment, that the Terms and Conditions shall apply from the time that DHL, accepts the Shipment unless otherwise agreed in writing by an authorized officer of DHL. Your statutory rights and entitlements under any defined service feature (for which additional payment may be required) shall be preserved. DHL's liability is limited to the actual value of the Shipment. A weight shall include any label produced by DHL that travel under one waybill or consignment note and shall incorporate these Terms and Conditions. Every Shipment is transported on a liable basis as provided herein. If Shipper requires greater protection, then insurance may be arranged at an additional cost. Please see below for further information. DHL means any member of the DHL Express Network.

**1. Customs, Exports and Imports**

DHL will perform any of the following activities on Shipper's behalf in order to provide its services to Shipper: (1) complete any documents, amend product or service codes, and pay any duties or taxes required under applicable laws and regulations; (2) act as Shipper's forwarding agent for customs and export control purposes and as Receiver solely for the purpose of designating a customs broker to perform customs clearance and entry and (3) redirect the Shipment to Receiver's import broker or other address upon request by any person who DHL believes in its reasonable opinion to be authorized.

**2. Unacceptable Shipments**

Shipper agrees that its Shipment is acceptable for transportation and is deemed unacceptable if:

- It is classified as hazardous material, dangerous goods, prohibited or restricted articles by IATA (International Air Transport Association), ICAO (International Civil Aviation Organization), any applicable government department or other relevant organization;
- No customs declaration is made when required by applicable customs regulations; or
- DHL decides it cannot transport an item safely or legally (such items include but are not limited to: animals, culture, currency, bearer form negotiable instruments, precious metals and stones, firearms, parts thereof and ammunition, human remains, pornography and illegal medications).

**3. Deliveries & Undeliverable**

Shipments cannot be delivered to PO boxes or postal codes. Shipments are referred to the Receiver's address given by Shipper (which in the case of mail services shall be deemed to be the first receiving postal address) and a special receiving address will be delivered to that address, unless delivery or to pay for delivery of the Shipment is, for Receiver, cannot be reasonably identified or reached. DHL shall use reasonable efforts to return the Shipment to Shipper at Shipper's cost, failing which the shipment may be released, disposed of or sold by DHL, without incurring any liability whatsoever to Shipper or anyone else, with the proceeds applied against service charges and related administrative costs and the balance of the proceeds of a sale to be returned to Shipper.

**4. Inspection**

DHL has the right to open and inspect a Shipment without prior notice to Shipper.

**5. Shipment Charges & Billing**

Charges are calculated according to the higher of actual or volumetric weight and any Shipment may be re-weighted and re-measured by DHL to confirm this calculation. Shipper shall pay or reimburse DHL, for all Shipment charges, storage charges, duties and taxes owed for services provided by DHL or incurred by DHL, on Shipper's or Receiver's or any third party's behalf and all claims, damages, fines and expenses incurred if the Shipment is deemed unacceptable for transport as described in Section 2.

**6. DHL's Liability**

DHL contracts with Shipper on the basis that DHL's liability is strictly limited to direct loss only and to the per kilo/ltb limits in this Section 6. All other types of loss or damage are excluded (including but not limited to lost profits, income, interest, future business), whether such loss or damage is special or indirect, and even if the risk of such loss or damage was brought to DHL's attention before or after acceptance of the Shipment since special risks can be insured by Shipper. If a Shipment, combines carriage by air, road or other mode of transport, it shall be presumed that any loss or damage occurred during the air period of such carriage unless proven otherwise. DHL's liability in respect one Shipment transported, without prejudice to Sections 7-11 is limited to its actual cash value and shall not exceed the greater of \$US 100 or:

\$US 20,000/kg/gram or \$US 9.07/lb for Shipments transported by air or other non-road mode of transportation, or  
\$US 10,000/kg/gram or \$US 4.54/lb for Shipments transported by road (not applicable to the US). One claim per Shipment settlement of which will be full and final settlement for all loss or damage in connection therewith. If Shipper reports these limits as insufficient, it must make a special declaration of value and request insurance as described in Section 8 (Shipper Insurance) or make its own insurance arrangements, failing which Shipper assumes all risks of loss or damage.

**7. Time Limits for Claims**

All claims must be submitted in writing to DHL, within thirty (30) days from the date that DHL accepted the Shipment, failing which DHL shall have no liability whatsoever.

**8. Shipment Insurance**

DHL can arrange insurance for Shipper covering the actual cash value in respect of loss or physical damage to the Shipment, provided the Shipper completes the insurance section on the front of the waybill or requests it via DHL's automated systems and pays the applicable premium. Shipment insurance does not cover indirect loss or damage, or loss or damage caused to delays.

**9. Delayed Shipments**

DHL will make every reasonable effort to deliver the Shipment DHL, according DHL's regular delivery schedules, but these are not guaranteed and do not form part of the contract. DHL is not liable for any damages or loss caused by delay.

**10. Circumstances beyond DHL's control**

DHL is not liable for any loss or damage arising out of circumstances DHL has no control. These include but are not limited to: "Act of God" - e.g. earthquake, cyclone, storm, flood, fog, "Force Majeure" war, plane crash or any defect or characteristic e.g. related to the nature of the Shipment, even if known to DHL, not or civil commotion, any act or omission by a person not authorized by DHL, e.g. Shipper, Receiver, third party customers or other government officials, industrial action, and electrical or magnetic damage to, or misuse of, electronic or photographic images, data or recordings.

**11. Warsaw Convention/Montreal Conventions**

If the Shipment is transported by air and involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention or the Montreal Convention, if applicable, governs the most cases limits DHL's liability for loss or damage.

**12. Shipper's Warranties and Indemnity**

Shipper shall indemnify and hold DHL harmless for any loss or damage arising out of Shipper's failure to comply with any applicable laws or regulations, and for Shipper's breach of the following warranties and representations:

- all information provided by Shipper or its representatives is complete and accurate;
- the Shipment was prepared in secure premises by Shipper's employees;
- Shipper employed reliable staff to prepare the Shipment;
- Shipper provided the Shipment against a current reference during the period of the Shipment to DHL;
- the Shipment is properly packed and addressed and packed to ensure safe transportation with ordinary care in handling;
- all applicable customs, import, export and other laws and regulations have been complied with; and
- the waybill has been signed by Shipper's authorized representative and the Terms and Conditions constitute binding and enforceable obligations of Shipper.

**13. Routing**

Shipper agrees to all routing and diversion, including the possibility that the Shipment may be carried via intermediate stopping places.

**14. Governing Law**

Any claims, disputes or in any way connected with these Terms and Conditions shall be subject, for the benefit of DHL, to the non-exclusive jurisdiction of the courts of, and governed by the law of, the country of origin of the Shipment and Shipper irrevocably submits to such jurisdiction, unless contrary to applicable law.

**15. Severability**

The validity or enforceability of any provision shall not affect any other part of these Terms and Conditions. "Not available for mail services"

W/L



# Passport List

FastTrack v1.0

## FIGURE 3



DHL Airwaybill Numbers:

OUTBOUND (From Embassy of Lebanon in Washington, to MINISTRY OF FOREIGN AFFAIRS): 1279334302  
INBOUND (From MINISTRY OF FOREIGN AFFAIRS to Embassy of Lebanon in Washington,): 3034354606

The Airwaybills are only VALID for a Period of 3 Months.

Passport #1: ELIE KHALIL JABBOUR  
Passport #2: MARTINE KHALIL JABBOUR

2/11

# Receipt

FastTrack v1.0

# FIGURE 4



## Lebanese Embassy

Embassy of Lebanon in Washington,  
MRS. THERESE PHILIPPE  
2560 28TH STREET, NORTHWEST, WASHI  
WOODLEY PARK NEIGHBORHOOD  
DC  
20008-WASHINGTON  
UNITED STATES  
12029396306 -



## Ministry of Foreign Affairs

MINISTRY OF FOREIGN AFFAIRS  
MAIL ROOM  
BEIRUT  
BEIRUT  
BEIRUT  
-BEIRUT  
LEBANON  
009611111111 - 009613333333

## Shipment Details

Shipment Date : 2016-05-18  
Waybill Number : 1279334302 / 3034354606  
Service Type : DOX  
Packaging Type : DHL FLYER / DHL FLY  
Number of Pieces : 1 / 1  
Total Weight : 0.50 / 0.50  
Dimensional Weight : 0.40 / 0.40  
Chargeable Weight : 0.50 / 0.50  
Extended Liability : YES / YES

## Billing Information

Payment Type : Credit Card  
Expiration Date : 2016-08-16

## Charges Information

SHIPPING CHARGES : USD 95.0  
Receipt Number : 613920345688  
Transaction Amount : USD 95.0  
Transaction Status : Approved  
Card Type : MasterCard  
Authorization ID : T02829  
Transaction Number : 1100000000

## Reference Information

Reference : ELIE KHALIL JABBOUR

## Description of Contents

2 Passports for ELIE KHALIL JABBOUR

3/11

## International Information

Declared Value : NO  
Destination Duties and Taxes: NON-DUTIABLE  
Delivery Duty Paid : NO

## Special Services

### DHL EXPRESS TERMS AND CONDITIONS OF CARRIAGE "Terms and Conditions" / IMPORTANT NOTICE

When ordering DHL's services you, as "Shipper", are agreeing, on your behalf and on behalf of the receiver of the Shipment ("Receiver") and anyone else with an interest in the Shipment that these Terms and Conditions shall apply.

"Shipment" means all documents or parcels that travel under one waybill and which may be carried by any means DHL chooses, including air, road or any other carrier. A "waybill" shall include any Shipment identifier or document produced by DHL or Shipper automated systems such as a label barcode, waybill or consignment note as well as any electronic version thereof. Every Shipment is transported on a limited liability basis as provided herein. If Shipper requires greater protection, then insurance or Document Protection may be arranged at an additional cost. (Please see below for further information). "DHL" means any member of the DHL Express Network.

#### 1. Customs Clearance

DHL may perform any of the following activities on Shipper's or Receiver's behalf in order to provide its services: (1) complete any documents, amend product or service codes, and pay any duties, taxes or penalties required under applicable laws and regulations ("Customs Duties"); (2) act as Shipper's forwarding agent for customs and export control purposes and as Receiver solely for the purpose of designating a customs broker to perform customs clearance and entry and (3) redirect the Shipment to Receiver's customs broker or other address upon request by any person who DHL believes in its reasonable opinion to be authorized.

#### 2. Unacceptable Shipments

A Shipment is deemed unacceptable if:  
- no customs declaration is made when required by applicable customs regulations,  
- it contains counterfeit goods, animals, balloons, currency, gem stones, weapons, explosives and ammunition, human remains, illegal items, such as ivory and narcotics and other goods as may be described at [http://www.dhl.com/express\\_import\\_guidelines](http://www.dhl.com/express_import_guidelines),  
- it is classified as hazardous material, dangerous goods, prohibited or restricted articles by IATA (International Air Transport Association), ICAO (International Civil Aviation Organisation), ADR (European Road Transport Regulation on dangerous goods) or other relevant organisation ("Dangerous Goods"),  
- its address is incorrect or not properly marked or its packaging is defective or inadequate to ensure safe transportation with ordinary care in handling,  
- it contains any other item which DHL deems cannot be carried safely or legally.

#### 3. Deliveries and Undeliverables

Shipments cannot be delivered to PO boxes or postal codes. Shipments are delivered to the Receiver's address given by Shipper but not necessarily to the named Receiver personally. Shipments to addresses with a central receiving area will be delivered to that area.  
DHL may notify Receiver of an upcoming delivery or a missed delivery. Receiver may be offered alternative delivery options such as delivery on another day, no signature required, redirection or collection at a DHL Service Point, as further described at <http://www.shipmentanddhl.com>. Shipper may exclude certain delivery options on request.  
If the Shipment is deemed to be unacceptable as described in Section 2, or if it has been undervalued for customs purposes, or Receiver cannot be reasonably identified or located, or Receiver refuses delivery or to pay Customs Duties or other Shipment charges, DHL shall use reasonable efforts to return the Shipment to Shipper at Shipper's cost, failing which the Shipment may be released, disposed of or sold without incurring any liability whatsoever to Shipper or anyone else, with the proceeds applied against Customs Duties. Shipment charges and related administrative costs with the balance of the proceeds of a sale to be returned to Shipper. DHL shall have the right to destroy any Shipment which any law prevents DHL from returning to Shipper as well as any Shipment of Dangerous Goods.

#### 4. Inspection

DHL has the right to open and inspect a Shipment without notice for security or customs or other valid reasons.

#### 5. Shipment Charges and Fees

DHL's Shipment charges are calculated according to the higher of actual or volumetric weight per piece and any Shipment may be re-weighed and re-measured by DHL to confirm this calculation.  
Shipper, or the Receiver when DHL acts on Receiver's behalf, shall pay or reimburse DHL for all Shipment or other charges due, or Customs Duties owed for services provided by DHL or incurred by DHL on Shipper's or Receiver's behalf. Payment of Customs Duties may be requested prior to delivery.  
If DHL uses its credit with the Customs Authorities or advances any Customs Duties on behalf of Shipper or Receiver, or redirects a Shipment to Receiver's customs broker, DHL shall be entitled to assess a fee, which is further described at [http://www.dhl.com/advance\\_payment](http://www.dhl.com/advance_payment).

#### 6. DHL's Liability

6.1 DHL's liability in respect of any one Shipment transported by air (including ancillary road transport or stops en route) is limited by the Montreal Convention or the Warsaw Convention, as applicable to the lower of (i) the current market or declared value, or (ii) 16 Special Drawing Rights

If Shipper regards these limits as insufficient it must make a special declaration of value and request insurance or Document Protection as described in Section 8 or make its own insurance arrangements.  
DHL's liability is strictly limited to direct loss and damage to a Shipment only and to the per kilogram limits in this Section 6. All other types of loss or damage are excluded (including but not limited to lost profits, income, interest, future business), whether such loss or damage is special or indirect, and even if the risk of such loss or damage was brought to DHL's attention.

6.2 DHL will make every reasonable effort to deliver the Shipment according to DHL's regular delivery schedules, but these schedules are not binding and do not form part of the contract. DHL is not liable for any damages or loss caused by delay, but for certain Shipments, Shipper may be able to claim limited delay compensation under the Money Back Guarantee terms and conditions, which are available at <http://www.dhl.com/mbg>.

#### 7. Claims

Except as otherwise provided under Section 8, all claims must be submitted in writing to DHL within thirty (30) days from the date that DHL accepted the Shipment, failing which DHL shall have no liability whatsoever. Claims are limited to one claim per Shipment, settlement of which will be full and final settlement for all loss or damage in connection therewith.

#### 8. Shipment Insurance / Document Protection

8.1 Shipment Insurance: DHL may be able to arrange insurance covering the current value in respect of loss of or damage to the Shipment, provided that the Shipper so instructs DHL in writing, including by completing the insurance section on the front of the waybill or by DHL's automated systems and pays the applicable premium. Shipment insurance does not cover indirect loss or damage, or loss or damage caused by delays. Further details can be found at <http://www.dhl.com/insurance>.  
8.2 Document Protection: In relation to document Shipments, DHL offers a service option called Extended Liability covering a fixed amount of compensation in respect of loss, provided that the Shipper selects this option or requests it via DHL's automated systems and pays the applicable fee. Further details can be found at [http://www.dhl.com/document\\_protection](http://www.dhl.com/document_protection).

#### 9. Circumstances Beyond DHL's Control

DHL is not liable for any loss or damage arising out of circumstances beyond DHL's control. These include but are not limited to electrical or magnetic damage to, or erasure of, electronic or photographic images, data or recordings; any defect or characteristic related to the nature of the Shipment, even if known to DHL, any act or omission by a person not employed or contracted by DHL - e.g. Shipper, Receiver, third party, customs or other government official; "Force Majeure" - e.g. earthquake, cyclone, storm, flood, fog, war, plane crash, embargo, riot, civil commotion, or industrial action.

#### 10. Shipper's Warranties and Indemnities

Shipper shall indemnify and hold DHL harmless for any loss or damage arising out of Shipper's failure to comply with the following warranties and indemnities:  
- all information provided by Shipper or its representatives is complete and accurate;  
- the Shipment is acceptable for transport under Section 2 above;  
- the Shipment was prepared in a secure premises by reliable persons and was protected against unauthorized interference during preparation, storage and any transportation to DHL;  
- Shipper has complied with all applicable customs, import, export, data protection laws, sanctions, embargoes and other laws and regulations; and  
- Shipper has obtained all necessary consents to provide DHL with personal data including Receiver's data as may be required for transport, customs clearance and delivery.

#### 11. Routing

Shipper agrees to all routing and diversion, including the possibility that the Shipment may be carried via intermediate stopping places.

#### 12. Governing Law

6.1 DHL's liability in respect of any one Shipment transported by air (including ancillary road transport or stops en route) is limited by the Montreal Convention or the Warsaw Convention, as applicable to the lower of (i) the current market or declared value, or (ii) 16 Special Drawing Rights

# Shipments Receipt FastTrack v1.0



## Lebanese Mission

Embassy of Lebanon in Algeria  
MAIL ROOM  
ALGER 14  
RUE DE HOGGAR  
HYDRA  
-HYDRA  
ALGERIA  
21321693970 -



## Ministry of Foreign Affairs

MINISTRY OF FOREIGN AFFAIRS  
MAIL ROOM  
BEIRUT  
BEIRUT  
BEIRUT  
-BEIRUT  
LEBANON  
009611111111 - 009613333333

## Shipment Details

Shipment Date : 2016-05-12  
Waybill Number : 5767772581, 5563878250  
Service Type : DOX  
Packaging Type : DHL Flyer  
Number of Pieces : 1  
Total Weight : 0.50  
Dimensional Weight : 0.40  
Chargeable Weight : 0.50  
Insured Amount : NO

## Billing Information

Payment Type : Credit Card  
Billed To (Account) : 969264381  
Expiration Date : N/A

## Charges Information

SHIPPING CHARGES : 93.0  
Receipt Number : 613405345668  
Transaction Amount : 1.0  
Transaction Status : Approved  
Card Type : Visa  
Authorization ID : 345668  
Transaction Number : 1100000047

## Reference Information

Reference : ELIE KHALIL JABBOUR

## Description of Contents

1 Passport

## International Information

Declared Value : No  
Destination Duties and Taxes: NON-DUTIABLE  
Delivery Duty Paid : NO

## Special Services

PICKED UP BY
Route No.
Time
Date

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#### 1. Customs Clearance

DHL may perform any of the following activities on Shipper's or Receiver's behalf in order to provide its services: (1) complete any documents, amend product or service codes, and pay any duties, taxes or penalties required under applicable laws and regulations ("Customs Duties"); (2) act as Shipper's forwarding agent for customs and export control purposes and as Receiver solely for the purpose of designating a customs broker to perform customs clearance and entry and (3) redirect the Shipment to Receiver's customs broker or other address upon request by any person who DHL believes in its reasonable opinion to be authorized.

#### 2. Unacceptable Shipments

A Shipment is deemed unacceptable if:

- no customs declaration is made when required by applicable customs regulations;
- contains counterfeit goods, animals, bullion, currency, gem stones, weapons, explosives and ammunition; human remains; illegal items, such as ivory and narcotics and other goods as may be described at [http://www.dhl.com/express\\_import\\_guidelines](http://www.dhl.com/express_import_guidelines);
- is classified as hazardous material, dangerous goods, prohibited or restricted articles by IATA (International Air Transport Association), ICAO (International Civil Aviation Organization), ADR (European Road Transport Regulation on dangerous goods) or other relevant organization ("Dangerous Goods");
- its address is incorrect or not properly marked or its packaging is defective or inadequate to ensure safe transportation with ordinary care in handling;
- it contains any other item which DHL deems cannot be carried safely or legally.

#### 3. Deliveries and Undeliverables

Shipments cannot be delivered to PO boxes or postal codes. Shipments are delivered to the Receiver's address given by Shipper out not necessarily to the named Receiver personally. Shipments to addresses with a central receiving area will be delivered to that area. DHL may notify Receiver of an upcoming delivery or a missed delivery. Receiver may be offered alternative delivery options such as delivery on another day, no signature required, redirection or collection at a DHL Service Point, as further described at: <http://www.ordermand.dhl.com/>. Shipper may exclude certain delivery options on request.

If the Shipment is deemed to be unacceptable as described in Section 2, or it has been undervalued for customs purposes, or Receiver cannot be reasonably identified or located, or Receiver refuses delivery or to pay Customs Duties or other Shipment charges, DHL shall use reasonable efforts to return the Shipment to Shipper at Shipper's cost, failing which the Shipment may be released, disposed of or sold without incurring any liability whatsoever to Shipper or anyone else, with the proceeds applied against Customs Duties, Shipment charges and related administrative costs with the balance of the proceeds of a sale to be returned to Shipper. DHL shall have the right to destroy any Shipment which any law prevents DHL from returning to Shipper as well as any Shipment of Dangerous Goods.

#### 4. Inspection

DHL has the right to open and inspect a Shipment without notice for security or customs or other valid reasons.

#### 5. Shipment Charges and Fees

DHL's Shipment charges are calculated according to the higher of actual or volumetric weight per piece and any Shipment may be re-weighed and re-measured by DHL to confirm this calculation. Shipper, or the Receiver when DHL acts on Receiver's behalf, shall pay or reimburse DHL for all Shipment or other charges due, or Customs Duties owed for services provided by DHL or incurred by DHL on Shipper's or Receiver's behalf. Payment of Customs Duties may be requested prior to delivery.

If DHL uses its credit with the Customs Authorities or advances any Customs Duties on behalf of Shipper or Receiver, or redirects a Shipment to Receiver's customs broker, DHL shall be entitled to assess a fee, which is further described at [http://www.dhl.com/advance\\_payment](http://www.dhl.com/advance_payment).

#### 6. DHL's Liability

6.1 DHL's liability in respect of any one Shipment transported by air (including ancillary road transport or stops en route) is limited by the Montreal

If Shipper regards these limits as insufficient it must make a special declaration of value and request insurance or Document Protection as described in Section 8 or make its own insurance arrangements.

DHL's liability is strictly limited to direct loss and damage to a Shipment only and to the per kilogram limits in this Section 6. All other types of loss or damage are excluded (including but not limited to lost profits, income, interest, future business), whether such loss or damage is special or indirect, and even if the risk of such loss or damage was brought to DHL's attention.

6.2 DHL will make every reasonable effort to deliver the Shipment according to DHL's regular delivery schedules, but these schedules are not binding and do not form part of the contract. DHL is not liable for any damages or loss caused by delay, but for certain Shipments, Shipper may be able to claim limited delay compensation under the Money Back Guarantee terms and conditions, which are available at <http://www.dhl.com/mbg>.

#### 7. Claims

Except as otherwise provided under Section 8, all claims must be submitted in writing to DHL within thirty (30) days from the date that DHL accepted the Shipment, failing which DHL shall have no liability whatsoever. Claims are limited to one claim per Shipment, settlement of which will be full and final settlement for all loss or damage in connection therewith.

#### 8. Shipment Insurance / Document Protection

8.1 Shipment Insurance. DHL may be able to arrange insurance covering the current value in respect of loss of or damage to the Shipment, provided that the Shipper so instructs DHL in writing, including by completing the insurance section on the front of the waybill or by DHL's automated systems and pays the applicable premium. Shipment insurance does not cover indirect loss or damage, or loss or damage caused by delays. Further details can be found at <http://www.dhl.com/insurance>.

8.2 Document Protection. In relation to document Shipments, DHL offers a service option called Extended Liability covering a fixed amount of compensation in respect of loss, provided that the Shipper selects this option or requests it via DHL's automated systems and pays the applicable fee. Further details can be found at [http://www.dhl.com/document\\_protection](http://www.dhl.com/document_protection).

#### 9. Circumstances Beyond DHL's Control

DHL is not liable for any loss or damage arising out of circumstances beyond DHL's control. These include but are not limited to electrical or magnetic damage to, or failure of, electronic or photographic images, data or recordings; any defect or characteristic related to the nature of the Shipment, even if known to DHL; any act or omission by a person not employed or contracted by DHL, e.g. Shipper, Receiver, third party, customs or other government official; "Force Majeure" - e.g. earthquake, cyclone, storm, flood, fog, war, plane crash, embargo, riot, civil commotion, or industrial action.

#### 10. Shipper's Warranties and Indemnities

Shipper shall indemnify and hold DHL harmless for any loss or damage arising out of Shipper's failure to comply with the following warranties and representations:

- all information provided by Shipper or its representatives is complete and accurate;
- the Shipment is acceptable for transport under Section 2 above;
- the Shipment was prepared in secure premises by reliable persons and was protected against unauthorized interference during preparation, storage and any transportation to DHL;
- Shipper has complied with all applicable customs, import, export, data protection laws, sanctions, embargos and other laws and regulations; and
- Shipper has obtained all necessary consents to provide DHL with personal data including Receiver's data as may be required for transport, customs clearance and delivery.

#### 11. Routing

Shipper agrees to all routing and diversion including the possibility that the Shipment may be carried via intermediate stopping places.

#### 12. Governing Law



# FAST TRACK CHECKLIST

Select **NEW PASSPORT REQUEST** from the **MAIN MENU** after logging on to [dhlfasttrack.express](http://dhlfasttrack.express).

- Enter required information
- Make Payment Using your credit card
- Print out the three **OUTBOUND** airwaybills (Embassy or General Consulate to Lebanese Foreign Ministry)
- Print out the three **RETURN** airwaybills (Lebanese Foreign Ministry to Embassy or General Consulate)
- Print out **PASSPORT APPLICANT LIST**
- Print out two copies of the **TRANSACTION RECEIPT**
- Take the **OUTBOUND** and **RETURN** airwaybill copies, the **PASSPORT APPLICANT LIST**, and the **TRANSACTION RECEIPTS** with you to the Lebanese Embassy or General Consulate when you go to submit your passport application. (The passport application can only be obtained from and submitted to the Embassy or General Consulate). Please contact the Lebanese Embassy or General Consulate nearest you, for details.  
Present one of the **TRANSACTION RECEIPTS** to the Lebanese Embassy or General Consulate as proof of payment of the shipping charges to DHL. Keep the other copy for your records.
- Two copies of the **OUTBOUND** airwaybill for the shipping from the Embassy or General Consulate to the Lebanese Foreign Ministry should be placed in the see-through pouch on the outside of the DHL flyer (to be supplied by the Embassy or General Consulate). One copy is to be kept by the Embassy or General Consulate for their records.
- Your passport application(s), the three copies of the **RETURN** airwaybills, and the **PASSPORT APPLICANT LIST** will be placed in the DHL flyer by the Embassy or General Consulate.

✓  
12/21

The Embassy or General Consulate will contact DHL to collect the consignment.

You will receive automatic notifications from DHL as follows:

- Upon collection of your consignment from the Embassy or General Consulate in the country you are residing
- Upon delivery of your consignment to the Lebanese Foreign Ministry
- Upon collection of your consignment from the Lebanese Foreign Ministry
- Upon delivery of your consignment to the Embassy or General Consulate

Upon receiving notification from DHL that your consignment was delivered. Contact the Embassy or General Consulate to arrange for the collection of your new passports.

Visit [www.dhl.com](http://www.dhl.com) to track shipment progress or Call DHL Express® - Lebanon on 00961-1-625256

**! Any inquiries as to the progress of your new passport request should be made to the Embassy or General Consulate and NOT DHL. DHL has no information on the status of your request nor does it have any influence on the process. DHL is being contracted by you to transport your documents only. Using DHL FastTrack will shorten the time it takes to transport your documents to and from Lebanon.**



# FASTTRACK

## قائمة التحقق



اختر طلب جواز سفر من القائمة الرئيسية بعد تسجيل الدخول إلى [dhlfasttrack.express](http://dhlfasttrack.express)

□ أدخل المعلومات المطلوبة.

□ دفع بواسطة بطاقتك الائتمانية.

□ إطبغ ثلاث نسخ عن بوليصة الشحن الصادرة (OUTBOUND) من السفارة أو القنصلية العامة إلى وزارة الخارجية في لبنان.

□ إطبغ ثلاث نسخ عن بوليصة الشحن الواردة (RETURN) من وزارة الخارجية في لبنان إلى السفارة أو القنصلية العامة.

□ إطبغ نسخة عن قائمة مقدم الطلب (PASSPORT APPLICANT LIST).

□ إطبغ نسختين عن إيصال المعاملة (TRANSACTION RECEIPT).

□ قم بإبراز نسخة عن إيصال المعاملة إلى السفارة أو القنصلية العامة اللبنانية بمثابة إثبات على دفع رسوم الشحن لصالح شركة ال دي إتش إل واحتفظ بالنسخة الأخرى.

□ ضع نسختين عن بوليصة الشحن الصادر من السفارة أو القنصلية العامة إلى وزارة الخارجية اللبنانية داخل الحقيبة الشفافة على الجهة الخارجية من الظرف الخاص بـ ال دي إتش إل (ينبغي تقديمها من قبل السفارة أو القنصلية العامة). يتم الاحتفاظ بنسخة في سجلات السفارة أو القنصلية العامة.

□ ضع طلب جواز السفر (الطلبات) و ثلاث نسخ عن بوليصة الشحن الواردة وقائمة مقدم الطلب داخل الظرف الخاص بال دي إتش إل من قبل السفارة أو القنصلية العامة.

تعمد السفارة أو القنصلية العامة إلى الإتصال ال دي إتش إل للحصول على الشحنة.

ستستلم إشعارات (E-Mail / SMS) تلقائية من دي إتش إل في الحالات التالية:

+ لدى الحصول على الشحنة من السفارة أو القنصلية العامة في البلد الذي تقيم فيه؛

+ لدى تسليم الشحنة إلى وزارة الخارجية و المغتربين في لبنان؛

+ لدى الحصول على الشحنة من وزارة الخارجية و المغتربين في لبنان؛

+ لدى تسليم الشحنة إلى السفارة أو القنصلية العامة.

عند إعلامك بتسليم الشحنة من قبل ال دي إتش إل إلى السفارة أو القنصلية العامة، بادر بالإتصال بهم بغية تحديد موعد إستلام جواز (جوازات) السفر الجديدة.

قم بزيارة موقعنا [www.dhl.com](http://www.dhl.com) لتتقّب مسار الشحنة.

لمزيد من التفاصيل يرجى الإتصال بالسفارة اللبنانية أو القنصلية العامة الأقرب لك.

❗ ينبغي الرجوع إلى السفارة أو القنصلية العامة وليس إلى شركة ال دي إتش إل بشأن أي إستفسار حول مسار جواز السفر الجديد. ال دي إتش إل لا تملك أي معلومات حول مستجدات الطلب المقدم وليس لها أي تأثير على العملية. فشركة ال دي إتش إل هي الجهة التي تعاقدتم معها لنقل مستنداتكم لا أكثر. وباستخدامكم خدمة DHL FastTrack، فإنكم تخلصون الوقت الذي يستغرقه نقل المستندات من وإلى لبنان.

# IMPLEMENTATION PLAN

MOFA validates all Embassies / General Consulates addresses and provides them to DHL to be included on the site

**AUG. 27**

DHL starts making the 1st Call to the Embassies / General Consulates

**AUG. 29**

DHL finalizes the Advertising plan. (Direct Emails and SMS)

**OCT. 20**

**AUG. 28**

MOFA sends memo to all Embassies / General Consulates informing them of the program and that they will receive a call from DHL to activate their mission

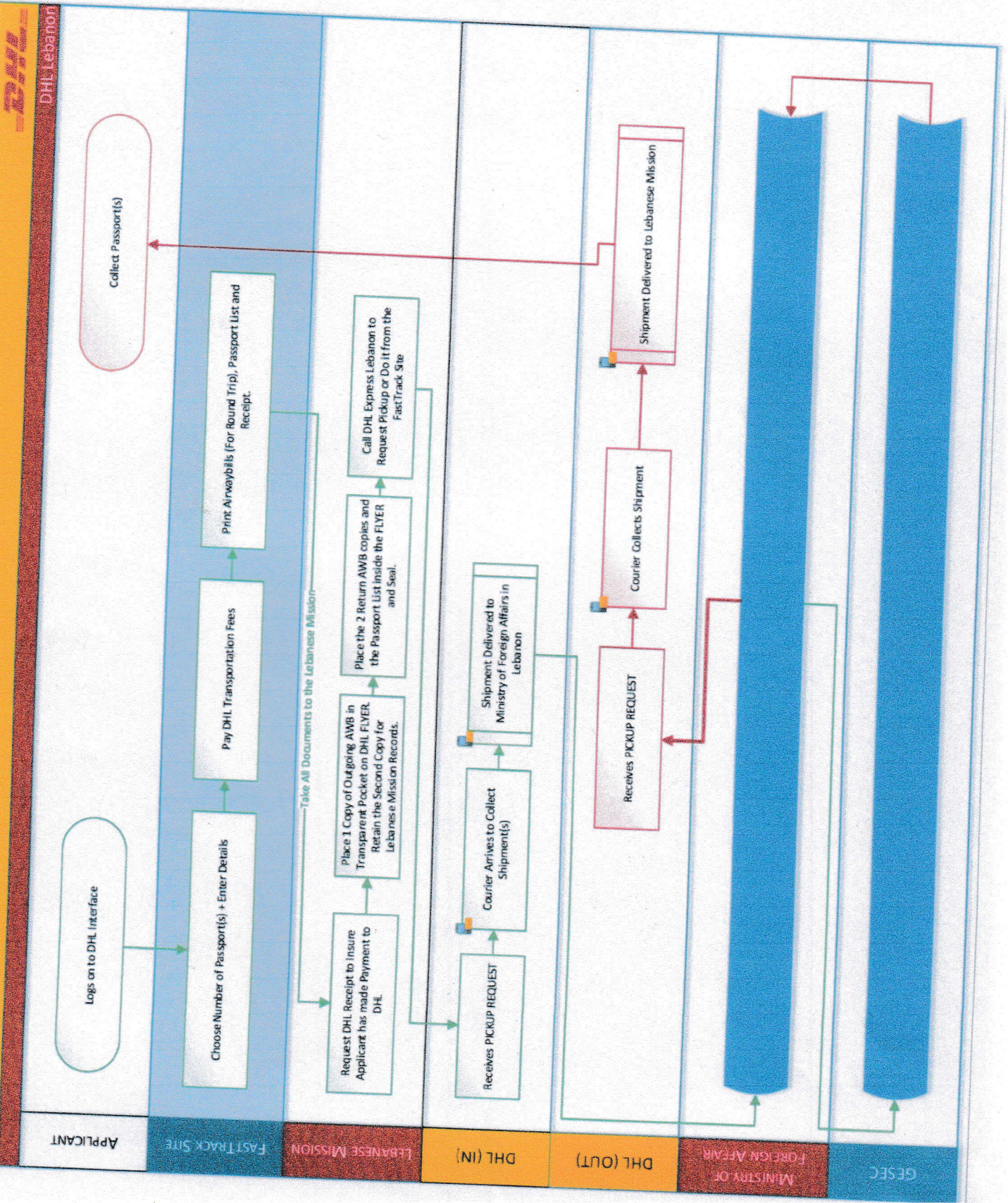
**OCT. 15**

All missions are active and trained on FastTrack

**NOV. 1**

MOFA Press Conference

# DHL FastTrack – Process Flow





THE QUICKEST WAY TO  
RECEIVE YOUR NEW PASSPORT

# DHL *FASTTRACK*

In partnership with The Ministry of Foreign Affairs and Emigrants, Lebanese Expatriates now have the option of using DHL Express to send and receive their official documents in record time.

To use DHL FastTrack simply log onto [dhlfasttrack.express](http://dhlfasttrack.express); print your shipping documents and take them with you to the Lebanese Embassy or General Consulate when submitting your new passport application.

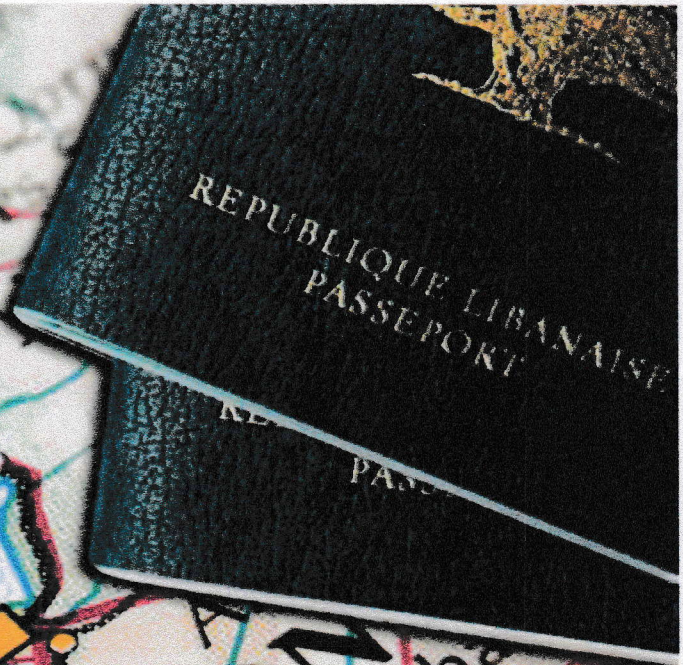
For any support needed, contact us on:

Call Center: +961 1 625256

Email: [fasttrack@dhl.com](mailto:fasttrack@dhl.com)



12/1



اسرع طريقة للحصول على  
جواز سفرك الجديد عبر

**DHL FAST TRACK**

بالتعاون بين وزارة الخارجية والمغتربين بإمكان كل مغترب لبناني إرسال وإستلام المستندات الرسمية بسرعة قياسية عبر شركة DHL Express

لإستعمال موقع DHL FastTrack أدخل إلى [dhlfasttrack.express](http://dhlfasttrack.express) ; إطبّع المستندات المطلوبة، وأذهب بها إلى السفارة اللبنانية أو القنصلية العامة عند تقديم إستمارة جوازك الجديد

ولإجل أي مساعدات إضافية يرجى:

الإتصال على الرقم +9611625256

أو

الإرسال على العنوان البريدي [fasttrack@dhl.com](mailto:fasttrack@dhl.com)

EXCELLENCE. SIMPLY DELIVERED. **DHL**

١/٣١



# DHL FASTTRACK

يمكن كل مغرب لبناني أن يلجأ منذ الآن لاستعمال خدمة DHL FastTrack للحصول على جواز سفر جديد عبر المغارات والفصليات اللبنانية حينما تواجد في بلدان الإغتراب ووزارة الخارجية والمعتمدين في لبنان وإعادته له بسرعة قياسية. أن هذه الخدمة أصبحت متوفرة الآن ويستطيع أي طالب جواز الاستفادة منها عبر زيارة موقع [dhlfasttrack.express](http://dhlfasttrack.express)

الرجاء الالتزام بإعداد الخطوات التالية لمن اختار هذه الخدمة:

- 1- أولاً الحصول على الوثائق التالية من مرسى الطلب:
  - أ- ثلاث نسخ من بوليصة DHL للشحن أو الإرسال زمن السفارة أو القنصلية في الخارج إلى وزارة الخارجية في بيروت (نموذج رقم 1)
  - ب- ثلاث نسخ عن بوليصة إرسال DHL المرتجعة زمن وزارة الخارجية إلى السفارة أو القنصلية (نموذج رقم 2)
  - ج- لائحة بأسماء طائفي الجواز (نموذج رقم 3)
  - د- إيصال مبلغ كلفة المعاملة بالكامل \* (نموذج رقم 4)

ثانياً يتم التمسك بثلاث نسخ عن بوليصة إرسال DHL (Outbound) بختم السفارة أو القنصلية

ثالثاً وضع مستحقي عن بوليصة إرسال DHL (Outbound) مطبوعة من الكفالة الشفافة لطرف DHL الخاص \*\*

رابعاً الاحتفاظ بالنسخة الثالثة (Outbound) في ملف المعلومات

خامساً وضع الوثائق التالية في طرف ال DHL flyer:

- أ- استمارة طلب الجواز
- ب- ثلاث نسخ عن بوليصة DHL المرتجعة (أي من وزارة الخارجية إلى السفارة أو القنصلية في الخارج)
- ج- لائحة بأسماء طائفي الجواز

سادساً تسكير الطرف (Flyer)

سابعاً ختم وإعداد على مرسوم الخفصة التلغرافية وتصليها على ال DHL flyer. أخذ الملصق من DHL

ثامناً التمسك من صفحة بوليصة DHL من خلال الكفالة الشفافة لطرف (Flyer)

- أ- لجهة صحة الجواز: وزارة الخارجية والمعتمدين - لبنان
- ب- لجهة رمز البلد: BEY

تاسعاً الطلب أي Pick Up request

الخطوات المطلوبة للقيام بذلك:

- أ- التحول إلى موقع [dhlfasttrack/embassy](http://dhlfasttrack/embassy) إما بواسطة الهاتف النكي smartphone أو الحاسوب
- ب- اختيار البلد والسفارة أو القنصلية
- ج- التحول لكلمة السر المرسله لك بواسطة رسالة إلكترونية منفصلة
- د- بعد ذلك اختيار request pickup من اللائحة الأسبوعية \*\*\*
- هـ- وبعد التمسك أو التصحيح للمعلومات في كل المجالات السابقة انقر (click) على زر إرسال طلب pick up

ملاحظة: إذا لم تتمكن من استعمال الانترنت لطلب الاستلام اتصل على الرقم التالي للمساعدة: +9611625256

علامة:

الجهة الواجب إرسال أو وصل DHL تؤكد أن الطلب سدد كلفة الخدمة

الخصائص: لا بد من عنوان الأيضا LATA لتأكيد من أن بوليصة ال DHL قد تم إرسالها

تلازم الجوازات: في حال عدم إرسالها - يكون طلب الاستلام مره واحدة

ولإهل أي مساعدة إضافية يرجى الاتصال على مركز الاتصالات +9611625256 أو العنوان البريدي [fasttrack@dhl.com](mailto:fasttrack@dhl.com)

١٣/١١



## DHL FASTTRACK

With DHL's FastTrack service, Lebanese expatriates can now request a new passport from their country of residence and ensure that their documents are delivered to the Ministry of Foreign Affairs and Emigrants in Lebanon and returned back to the Embassy or General Consulate faster than the standard process.

The service is now available and applicants can start benefiting from the service by visiting [dhlfasttrack.express](http://dhlfasttrack.express)

Carefully follow the steps below for those applicants who choose to use the service:

1. Collect the following documents from the applicant:
  - a. Three copies of the outbound DHL airwaybill (Embassy or General Consulate to the Lebanese Foreign Ministry sector) (See Figure 1)
  - b. Three copies of the return DHL airwaybill (Lebanese Foreign Ministry to Embassy or General Consulate sector) (See Figure 2)
  - c. Passport applicant list (See Figure 3)
  - d. One receipt for the total amount of the transaction\* (See Figure 4)
2. Stamp the three copies of the outbound DHL airwaybill with the Embassy or General Consulate stamp
3. Place two copies of the outbound DHL airwaybill in the see through pouch on the outer cover of the DHL flyer\*\*
4. Maintain the third copy of the outbound DHL airwaybill on file
5. Place the following documents inside the DHL flyer:
  - a. Passport application(s)
  - b. Three copies of the return DHL airwaybill (Lebanese Foreign Ministry to the Embassy or General Consulate sector)
  - c. Passport applicant list
6. Seal the flyer
7. Stamp and sign the diplomatic pouch label, then affix it to the sealed flyer. The label is supplied by DHL.
8. Recheck the DHL airwaybill in the see through pouch to ensure that:
  - a. the destination address is 'the Ministry of Foreign Affairs in Lebanon' and
  - b. the destination code is 'BEY'
9. Request a pick up by following the steps below:
  - a. Logon to [dhlfasttrack.express/embassy](http://dhlfasttrack.express/embassy) (DHL FastTrack is mobile compatible; you can login using a smartphone or PC)
  - b. Select your Country and Embassy or General Consulate location
  - c. Enter the password which is provided to you in a separate email
  - d. Once logged in, select 'request pickup' from the main menu\*\*\*
  - e. Confirm or amend the information in each field and then click on 'send DHL Express a pick up request'

Note: If you do not have internet access, request a pick up by calling +961 1625 256

\* DHL receipt to verify that the applicant has paid for the DHL FastTrack service

\*\* Check the address or the destination and origin B/LA codes to ensure that the correct DHL airwaybill has been collected.

\*\*\* In the case of multiple shipments, request pickup (DNI) once.

For any support needed, contact us on:  
Call Center: +961 1625256  
Email: [fasttrack@dhl.com](mailto:fasttrack@dhl.com)

دع  
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مرفق بالترقيم رقم