**Exelot: Highlights and examples for accurate shipping & delivery data**

**Dear partner,**

To improve the delivery time and to enable a smooth customs clearance process, the data that is sent to Exelot needs to be accurate and improved.

I would greatly appreciate your cooperation. Please see the highlights below:

**1. Product description**

A. The product description should answer at least 2 of the following 3 questions:

1) What is the product?

2) What is the product used for?

3) What is the material that the product is made of or Is the product electric /manual?

Example: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

B. Please avoid a description in a non-international language,

Please use English for product model or a general description.

C. A package without the required description is delayed at customs until the description is updated and customs storage fees are required by the local terminals.

**D. Examples for wrong description:** 戴森V7 V8 2个前置滤芯 加1个后置过滤器 组合=1 filter, Pump,Tool battery, DJI Mavic, 331000-594

**E. Examples for the required description:**

1. Good description

Car water pump

Battery for camera

Mobile phone battery

Remote control for toy car

**2. Product value that is different than payment invoice value:**

A value that is *too low* or different than the payment which is appeared on invoice might cause delays for the package during customs process.

The consignee is required to send the payment invoice and pay for the customs inspection + VAT (if necessary)

**In general, these packages are causing delays of the customs clearance process for all other packages at the entire flight and might delay also a fast handling of your packages, which will be arriving afterwards.**

**3.Incorrect or missing data in fields: City + Phone**

**Please avoid any** **Non-lettered characters in the phone and city fields:**

For example: - -: + 1-9, po.box, D.N, (abc) /…

**4. Incorrect or missing data in field: Street**

Please avoid PO. BOX number or the city name instead of street name or the name.

5.**Incorrect or missing data in Field: phone**

**A.Please update only mobile phones according to the table below:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Prefix** | **Service type** | **Local format** | **International format** |
| **050,051,052,053,054,055,057,058** | **Area code for cellular and mobile devices** | 05N XXX-XXXX | +972 5N XXX-XXXX |
| **02, 03, 04, 08, 09,072** | **Geographic area codes -Prefix of non-mobile phones** | (0A) XXX-XXXX | +972 A XXX-XXXX |
| **059,056** | **Prefix of mobile phones from the Palestinian Authority** |  | 5N XXX-XXXX |

**B. Please insert or update only mobile phone numbers that contain 9-13 numbers**

**C. Please avoid any unnecessary spaces/Non-numbered characters**

**D. Example of an incorrect phone number:**

72523603600 /0097252226/3603600/+972-540000000/

0097252226/054 000-0000

**E. Examples of correct mobile phone numbers:**

972523603900

972523603900

05236036900

523603900

Please don't hesitate to contact our CS for any question: [**CS@EXELOT.COM**](mailto:CS@EXELOT.COM)