



## Customer Advisory

Date: 17th October 2025

Dear Valued Customers

**Subject:**

**Implementation of Ministry of Transport Directive on Authorized Freight Forwarding Transactions**

We wish to inform you that the Ministry of Transport – Maritime Transport Licensing Department, State of Qatar, has issued a directive under Law No. 12 of 2012 (Reference No. MOT/LMTD/2025/193 dated 18th September 2025).

As per this directive, effective from 01 January 2026, all import and export transactions in Qatar must be conducted exclusively through Freight Forwarding Companies authorized by the Ministry of Transport.

**Key Points:**

- **For Imports:** Delivery Orders and other related services can only be processed through authorized Freight Forwarders approved by the Ministry of Transport.
  - **For Exports:** Bills of Lading and related documentation must be handled through authorized Freight Forwarders approved by the Ministry of Transport.
- Customers are strongly advised to review and comply with the Ministry's directive to avoid any delays or disruptions in their import and export operations.

**Important Note:**

This directive applies only in the following cases:

- When the Consignee (for Imports) is a Freight Forwarder stated on the Bill of Lading.
- When the Shipper (for Exports) is a Freight Forwarder stated on the Bill of Lading.

If the Consignee (Imports) or Shipper (Exports) is the actual customer themselves, this directive will not apply.



**Company Compliance:**

**In alignment with this new regulation, our Company will strictly adhere to the Ministry of Transport's directive.**

**Accordingly, we will NOT entertain or process any requests from agents or freight forwarders who are not registered and approved by the Ministry of Transport (MOTC).**

**We seek your kind understanding and cooperation in adhering to this new regulation issued by the Ministry of Transport.**

**Thank you.**

**Prime Shipping Services**

**As agents for ESL**

Should you have any questions, please feel free to contact our local customer service and sales representatives.

Thank you for your support and partnership with ESL.