



Schedule of Charges (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

VERSION
v1.0

LAST UPDATED
18 Feb 2026

OWNER
Finance (Finance Manager)

GOVERNING LAW
UAE / Dubai Courts

EFFECTIVE DATE
14 Feb 2026

DOC ID
UDB-UAE-CHARGES-v1.0

CONTACT
finance@udb.ae

1. Purpose

This Schedule of Charges sets out UDB's standard commercial charges and billing rules for logistics services arranged by UDB Logistics FZCO (DIEZ) ("UDB") in the UAE.

2. General billing rules

2.1 Currency

Default currency: AED (unless agreed otherwise in writing).

2.2 VAT

UDB is not VAT-registered. VAT is not charged unless required by law.

2.3 Service eligibility

UDB services are offered for commercial air cargo shipments. Courier/parcel services are not offered. UDB generally handles shipments starting from 1,000 kg (1 ton) and above, subject to routing/commodity feasibility.

2.4 Payment terms (standard practice)

- New customers: Prepaid by default based on the agreed quotation and booking confirmation, once booking is confirmed and required shipping documents are received.
- Adjustments / additional charges: post-shipment recharges may be issued where actual costs increase due to operational factors (e.g., terminal/handling charges, waiting time, re-submission due to customer documentation issues, rework required by authorities/partners, etc.).
 - UDB will provide supporting explanation and references where available (e.g., terminal invoice reference).
- Regular customers: UDB may apply Due on receipt (payable immediately upon invoice issuance) where the final cost is confirmed at handover/acceptance stage.
- Net 7 / Net 14 (exception only): only for highly regular customers and only if agreed in writing; Net 14 is the maximum and remains discretionary.

2.5 Pricing format: all-in vs cost breakdown

UDB may quote and invoice rates as all-in (bundled) prices, which may include third-party costs and UDB margin. UDB is not required to disclose underlying carrier/GSA/terminal cost breakdown unless mandated by law or expressly agreed in writing.

3. Core UDB service fees (handling / coordination)

3.1 Standard handling

- Service / Handling fee (per AWB): 170 AED

3.2 Documentation and rework

- Invoice/PL correction / rework (standard, 1 page): 150-300 AED
- Multi-page or complex rework: quoted case-by-case
- AWB amendment (DNATA + UDB): DNATA 150 AED + UDB 350 AED

3.3 Customs interface (DubaiTrade / Mirsal)

Export BOE (Mirsal / DubaiTrade)

- Government fee: 105 AED
- UDB processing: 245 AED

Transfer ownership + export BOE ("shipper on AWB = UDB" / dual BOE process): 1,600 AED total

(Includes government fees and UDB service components; used where customer requests transfer-to-UDB prior to export BOE.)

Customs inspection (DubaiTrade)

- Government fee: 170 AED
- UDB handling: 100 AED

Customs EXIT paper (form + completion)

- Form: 20 AED
- UDB completion: 180 AED

Customs EXIT final stamp (runner only)

- Government: 20 AED
- UDB runner/service: 70 AED

Strategic goods export approval request (UAEIEC portal, where required)

- Government: 150 AED
- UDB handling: 200 AED

CID/SSD stamp handling (where required): 200 AED

Customs seal (per seal)

- Government: 40 AED
- UDB handling: 40 AED

Dubai South exit gate pass (portal)

- Government: 50 AED
- UDB add-on: 0 AED

3.4 Labels and marking

- ELI / DG label (e.g., UN3481) (per label): 1.20 AED
- Export AWB label (per label): 0.50 AED

4. Pickup / delivery / trucking coordination

4.1 Within DXB/DWC freezones (local)

- Truck 3 ton (<= 3 hours): 300 AED (DNATA vehicle pass charged separately where applicable)
- Truck 7/10 ton (<= 3 hours): 350 AED (DNATA vehicle pass charged separately where applicable)

4.2 DWC ↔ DXB transfer (inter-airport transfer)

- Truck 3 ton (<= 5 hours): 750 AED
- Truck 7/10 ton (<= 5 hours): 850 AED

4.3 Customs deposit coverage

Where a customs deposit is required and UDB agrees to provide deposit coverage, UDB charges:

- 3% of the required customs deposit amount (as determined by the relevant authority/portal).
- Deposit coverage capacity: UDB can typically provide deposit coverage up to AED 4,000,000 per shipment, subject to internal approval, availability, and risk/credit assessment. Higher amounts may be considered case-by-case.

5. Warehouse (UDB-managed storage)

5.1 Storage charging rule

Storage is charged in blocks: 1-7 days are charged as a minimum 7-day block.

5.2 1-7 days (minimum block)

- 1-349 kg: 440 AED
- 350-499 kg: 550 AED
- 500-999 kg: 725 AED
- 1000-2499 kg: 1,040 AED
- 2500-4999 kg: 1,600 AED
- 5000+ kg: 2,090 AED

5.3 From day 8 onward (per additional day)

- 1-349 kg: 150 AED/day
- 350-499 kg: 175 AED/day
- 500-999 kg: 200 AED/day
- 1000-2499 kg: 300 AED/day
- 2500-4999 kg: 450 AED/day
- 5000+ kg: 550 AED/day

5.4 Warehouse handling (case-by-case)

Repacking/packing/unconsolidation/consolidation, palletizing and specialized handling are quoted case-by-case based on labor and materials.

6. Certificates / legalization / attestation support (where requested)

Where UDB provides coordination/runner support for documentation (subject to authority availability and customer-provided documents):

- Certificate of Origin (COO) issuance handling (coordination only): 350-750 AED per document set
- MOFA / embassy legalization / attestation handling (coordination only): 450-1,200 AED per document

Government/authority fees, courier fees, and third-party charges may apply and may be included in an all-in quote.

7. HS classification / advisory & inspection attendance

- HS classification / advisory: 500-1,500 AED per SKU/line (or 1,500-3,000 AED per case for complex matters)
- Inspection attendance (per visit): 650-1,200 AED

After-hours/urgent attendance may be charged under Section 10.

8. Priority / Control Tower (commercial)

Priority / Control Tower applies only where confirmed in writing and governed by the Priority / Control Tower Addendum (UAE).

8.1 Per-shipment model

- Control Tower fee (per Eligible Shipment): 750 AED
- High-risk / 24/7 war-room readiness (where agreed): 1,500 AED per shipment

8.2 Monthly retainer model (tiers)

- 7,500 AED / month — up to 10 shipments
- 15,000 AED / month — up to 25 shipments
- 30,000 AED / month — up to 60 shipments

Overage: 600-900 AED per extra shipment.

9. Value Protection (contractual) — 1.65%

Value Protection applies only where confirmed in writing at booking acceptance.

- Fee: 1.65% of declared value
- Minimum fee: 300 AED
- Max declared value without special approval: 2,000,000 AED
- Declared value evidence: commercial invoice is generally sufficient; additional evidence may be requested where reasonably necessary.
- DG / high-risk commodities: Value Protection may be offered only with written approval and may be excluded for certain commodities/routings.

Value Protection is contractual and is not insurance.

10. Insurance (if purchased)

Insurance is not included unless agreed in writing and remains subject to insurer terms.

- UDB placement/admin fee: 0.35% of insured value (minimum 250 AED) unless otherwise quoted in writing
- Minimum insurance premium: as per insurer
- Coverage: typically on ICC(A) terms (All Risks), subject to insurer wording and exclusions
- Deductible: as per COI/insurer terms

11. Exception / disruption fees (to avoid disputes)

Unless otherwise agreed in writing, the following UDB service fees may apply in addition to any carrier/terminal/authority costs (which may be billed all-in):

- Rebooking coordination fee: 450 AED (S1/S2: 750 AED)
- Reroute coordination fee: 650 AED
- Hold / release instruction fee: 250 AED
- Return-to-origin coordination fee: 900 AED
- After-hours / weekend emergency handling fee: 600-1,500 AED (severity-driven)
- War-room / incident management fee (premium option): 2,500 AED per incident + 1,000 AED/day where extended management is required

Fee depends on severity level and time required.

12. Notes

- Some charges depend on routing, handling partner, airport/terminal procedures, and authority requirements.
- Where a government or partner fee is applicable, it may be included in the quoted all-in price.
- This Schedule may be updated from time to time; the latest version is published in the Legal & Compliance Hub.