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**USE OF THE INTERNET IN THE TRANSPORT SECTOR  
IN THE ESCWA REGION**

by

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## PREFACE

This paper is a summary of a chapter of a report on the *Application of Advanced Information and Communications Technologies in The Transport Sector in The ESCWA Region*, which will be published shortly.

The chapter on which this paper is based deals with ICT and e-Business in the ESCWA region in general and the use of the Internet in the transport sector in particular.

The report was a desk study and largely reflects the situation in the ESCWA region to the extent that it is “visible” on the Internet until August 2001.

The Annex contains an extensive list of websites of interest to international trade and transportation in the ESCWA region as well as links to international governmental and non-governmental organizations, international conventions, trade and transport facilitation and e-business in general. This links are also available on the Transport Section homepage at the following address:

*<<http://www.escwa.org.lb/divisions/sectoral/transport.html>>*

## INTRODUCTION

The potential for using Information and Communications Technology (ICT) and electronic business depends on, and is limited by, the extent and quality of the local national telecommunication infrastructure, including the quality and capacity of international connections, the number of computers connected to the Internet or other networks, and the cost and quality of the services provided to users.

This paper reviews the use made of the Internet by government and companies in general and by the transportation sector in particular. Basic ICT indicators for the ESCWA region are summarized in table 1.

TABLE 1. ESCWA REGION - BASIC ICT INDICATORS

Country	Population* (Million)	GDP per capita* (USD)	Main telephone lines per 1000 people*	Mobile phones per 1000 people **	PC's per 1000 people **	Internet users per 1000 people ***	Hosts under country domain****
Bahrain	0.7	10,924	266	301	140	166.7	1,121
Egypt	67.9	1,322	65	20	12	8.2	5,848
Iraq	23.0	185	30		-	0.6	1
Jordan	6.7	1,522	107	58	14	45.7	907
Kuwait	1.9	15,610	236	158	121	82.5	3,360
Lebanon	3.5	5,148	194	194	46	65.6	5,611
Oman	2.5	6,347	90	65	26	33.6	714
Palestine	3.2	-	58		-	35.3	
Qatar	0.6	20,708	261	200	136	102.7	31
S Arabia	21.6	6,661	94	40	57	25.9	5,438
Syria	16.2	1,348	97	2	14	1.8	0
U.A.E.	2.4	21,738	477	585	125	244.4	39,655
Yemen	18.4	387	15	2	2	0.8	53
<b>ESCWA</b>	<b>165.6</b>	<b>2,447</b>	<b>75</b>	<b>33</b>	<b>20</b>	<b>16.6</b>	<b>62,739</b>
<b>World</b>	<b>6,082</b>	<b>5,253</b>	<b>153</b>	<b>112</b>	<b>77</b>	<b>56.8</b>	<b>110 million</b>

Source: \* - ESCWA Website (1999); \*\* - ITU Internet and cellular indicators 2001<sup>2</sup>; \*\*\* - Ajeeb Research<sup>3</sup>; \*\*\*\* - Internet Software Consortium<sup>4</sup>

The countries in the ESCWA region display great contrasts in their capabilities and approach to ICT and e-business. Several of the Gulf countries such as the United Arab Emirates (UAE), Qatar and Kuwait are among the richest countries in the world and face few financial problems in affording the cost of ICT technology. Yemen on the other hand is among the poorest and therefore, not surprisingly, has a very low penetration of both

<sup>1</sup> <http://www.escwa.org.lb/countries/>

<sup>2</sup> <http://www.itu.int/ti/industryoverview/index.htm>

<sup>3</sup> [http://eit.ajeeb.com/ViewArticle.asp?Article\\_ID=28132](http://eit.ajeeb.com/ViewArticle.asp?Article_ID=28132)

<sup>4</sup> <http://www.isc.org>

computers and Internet users. As the wealthy countries tend to have small populations, it is also not surprising that on the whole, the ESCWA region is below the world average on all basic ICT indicators.

As table 2 shows, telecommunications in all ESCWA countries are operated by either state or corporate monopolies. In many ESCWA countries there is, however, a slow but deliberate trend towards liberalization. A first step in that direction is often to be found in the area of mobile telephony where currently seven ESCWA countries have a duopoly. This is also the number of countries that have or are expected to have an open market for Internet Service Providers (ISP). As membership in the World Trade Organization requires an opening of telecommunication markets, further liberalization can be expected.

TABLE 2. ESCWA REGION – TELECOMMUNICATION STRUCTURE

Country	Tele-communications	Mobile Communications	Internet Service Providers (ISP)
Bahrain	Corporate monopoly	Corporate monopoly	Corporate monopoly
Egypt	Corporate monopoly	Duopoly	Open Market (About 50 ISP)
Iraq	State monopoly	State monopoly	State monopoly
Jordan	Corporate monopoly	Duopoly	Open market (About 10 ISP)
Kuwait	State monopoly (to be privatized in 2001)	Duopoly	Open market (About 6 ISP)
Lebanon	Corporate monopoly	Duopoly	Open market (About 22 ISP)
Oman	Corporate monopoly	Corporate monopoly	Corporate monopoly
Palestine	Corporate monopoly	Corporate monopoly	Open market (About 7 ISP)
Qatar	Corporate monopoly	Corporate monopoly	Corporate monopoly
Saudi Arabia	Corporate monopoly	Duopoly	Open market (About 36 ISP)
Syria	State monopoly	Duopoly	Expected to be open
U.A.E.	Corporate monopoly	Corporate monopoly	Corporate monopoly
Yemen	Corporate monopoly	Duopoly	Corporate monopoly

While the UAE has a higher penetration of Internet users than many countries in Western Europe, the Internet is hardly available to ordinary citizens in Iraq and Syria for political and security reasons and in Saudi Arabia access to the Internet is strictly controlled by the government. Still, most governments in the ESCWA region have expressed great interest in the possibilities of ICT, e-business and e-government for the economic and social development of their respective countries. Dubai in particular has embraced e-business with exceptional enthusiasm and imagination and has recently inaugurated the first e-commerce free zone in the world.

In order to access the Internet, a user needs a computer and a modem in addition to a telephone line. Although the cost of computers in relation to performance continues to decline, a computer still represents an investment of several thousands dollars, a sum close to the average GDP per capita of the ESCWA region and thus only within reach of the most affluent.

In the future, wireless access to the Internet using a mobile phone is likely to require a smaller investment than fixed line access using a personal computer. The availability and penetration of cellular phones in the ESCWA region is therefore of interest in terms of potential future penetration of wireless Internet access. As can be seen in table 1, there were 33 mobile phones per 1000 people in the ESCWA region in 2001, twice the rate of Internet users, which stood at 17 per 1000. In Japan wireless access to information services has been a great success with more than 25 million subscribers.<sup>5</sup> Several developers in the ESCWA region are already providing WAP (Wireless Application Protocol) content but the extent to which this technology will succeed is a matter of speculation.

In regard to e-business, this paper focuses primarily on the use of the Internet in the conduct of business by government and companies. But, it should be kept in mind that approximately 60-70% of information technology investments in the Middle East are spent on what is known as Enterprise Resources Planning (ERP)<sup>6</sup>, which refers to "back-office" operations such as accounting, human resource management, order management, production and inventory control and logistics. The result of these investments is not visible to the Internet and is therefore not discussed in this report. However, sophisticated e-commerce application involves the integration of electronic data received from customers or trading partners with in-house, back office applications. Investments in ERP are therefore essential in preparing for future e-business investments.

Also, much electronic commerce is done as business-to-business (B2B) transactions and that too is not usually visible to the Internet as it is mostly conducted on secure networks such as Value Added Networks, which are networks separate from the Internet, or extranets, which are private networks set up by business communities using the Internet as the backbone for communications.

The Internet is particularly useful for activities such as buying and selling, presenting on-line catalogues and product information, collaborating, promoting products and services, doing research, managing employee and investor relations, providing online customer care, and just about any other business activity one can imagine that involves interaction or communication with employees, customers, stakeholders and trading partners. Many of these applications are covered under the concept of Customer Relation Management (CRM) or "front office" operations.

There are some companies in the ESCWA region, which have developed a sophisticated presence on the Internet allowing for on-line transactions of various kinds. In many cases, however, this presence is provided by multinational companies with operations in the region such as the express carriers: UPS,<sup>7</sup> DHL<sup>8</sup> and FedEx,<sup>9</sup> large container lines such as MaerskSealand;<sup>10</sup> and international airlines such as British Airways.<sup>11</sup> Some local companies with advanced web sites include companies such as Credit Libanais<sup>12</sup> in the

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<sup>5</sup> <http://www.nttdocomo.com/i/index.html> (July 2001)

<sup>6</sup> Middle East Economic Digest, 2 February 2001

<sup>7</sup> [http://www.ups.com/regions/gr\\_mideast\\_countries.html](http://www.ups.com/regions/gr_mideast_countries.html)

<sup>8</sup> [http://www.dhl.com/main\\_index.html](http://www.dhl.com/main_index.html)

<sup>9</sup> <http://www.fedex.com/>

<sup>10</sup> <http://www.maersksealand.com/>

<sup>11</sup> <http://www.british-airways.com/>

<sup>12</sup> <http://www.creditlibanais.com.lb>

banking sector and the Emirates Airlines<sup>13</sup> in transportation. Many ESCWA news organizations have an impressive presence on the Internet, including several newspapers in each country with on-line editions.<sup>14</sup> Also, there are many portals catering to the Arab world with links to directories of many kinds, including online shopping in the Region.<sup>15</sup>

On the whole, however, the use of the Internet by businesses and governments in the ESCWA region is still in its early stage and largely limited to presenting basic information of products and services and providing e-mail contacts for communication. Table 3 summarizes the presence of the Internet in the ESCWA countries in terms of registered host addresses and number of websites as compiled by one portal specializing in the Arab business world. The table also shows the cost of access to the Internet in the ESCWA countries.

TABLE 3. ESCWA REGION – HOSTS AND WEB SITE COUNTS AND INTERNET ACCESS COSTS

Country	Hosts <sup>1</sup>	Middle East Directory <sup>2</sup>	National Institutions-Government sites <sup>3</sup>	Internet Access Cost (Residential dial-up: 40 hours per month)
Bahrain	1,121	209	12	USD 58
Egypt	5,848	313	28	USD 8*
Iraq	1	10	8	USD 40
Jordan	907	109	26	USD 21*
Kuwait	3,360	315	14	USD 83* USD 16.70**
Lebanon	5,611	238	34	USD 15*
Oman	714	67	8	USD 24
Palestine		41	28	USD 25
Qatar	31	47	7	USD 62 USD 357*
Saudi Arabia	5,438	291	12	USD 40
Syria	0	69	5	USD 62
U.A.E.	39,655	835	32	USD 20
Yemen	53	25	9	USD 66
ESCWA	45,177			
World	109,574,429			

Source: 1 - <isc.org>; 2 - <middleeastdirectory.com/>; 3 - <gksoft.com/govt/en/>

Note: \* - unlimited access; \*\* - 15 hours peak, 30 hours off-peak time;

<sup>13</sup> <http://www.emiratesairline.com/>

<sup>14</sup> <http://www.arabworldnews.com/>

<sup>15</sup> 4arabia.com; 4arabs.com; aiwagulf.com; ajeeb.com; al-bab.com; albwaba.com; arab.nct; arabdatanet.com; arabia.com; arabist.com; arabji.com; arabworldnews.com; ameinfo.com; fayez.net; libanis.com; maktoob.com; mebusinessdaily.com; middleeastdirectory.com; middle-east-pages.com; nawal.com; planetarabia.com; zawya.com;

The measure of a government's presence on the Internet turns out to be a good reflection of a country's commitment to ICT and e-business and confirms that the leading ones in ESCWA are the UAE, Egypt, Jordan and Lebanon. It should be noted, however, that the directory <middleeastdirectory.com/> is not necessarily comprehensive.

The cost of Internet access is of great importance as to whether it is affordable or not. Table 3 shows that prices vary widely across the region. For a residential dial-up service prices vary from USD 8 in Egypt, with unlimited Internet access, to USD 66 in Yemen for 40 hours of Internet browsing. In many instances, the cost of the local phone call must be added to the above cost. Only five countries offer schemes with unlimited access and in one of them, Qatar, that service cost a whopping USD 357. Only Egypt, Lebanon and Jordan have pricing levels and structures that are comparable to what is available in developed countries like the United States and Canada.

The following sections review the use of the Internet for e-business in the transport sector in each ESCWA country.

### BAHRAIN

Bahrain International Airport has a website with a wealth of useful information and links, but of static nature.<sup>16</sup> GulfAir, a Bahrain based airline, offers online timetables and booking.<sup>17</sup> The booking service however is not done by Gulf Air itself but through a link to <travelcity.com>.

The seaport, Mina Salman, has a website that provides basic static data on facilities and regulations.<sup>18</sup> The home page has a heading for vessel movements but the link when tried was not active. The international container carrier Maersk-Sealand has a Bahrain website through which on-line customers can see schedules, make bookings, access selected rates and track shipments.<sup>19</sup>

No information on the Internet was found regarding import, export and Customs clearance procedures.

### EGYPT

Customs revenues are estimated to make up 25-30 percent of government income and importers are frequently suspected of presenting undervalued invoices. The system rewards Customs officials when they detect under-declarations and they therefore, not surprisingly, have a tendency to increase the value of an invoice whenever possible. Modern risk management techniques are not used and all imported cargo is inspected and tested.<sup>20</sup>

The clearance process is not yet fully computerized but there are reportedly plans to revive a modern, computerized Customs system developed locally. At present there is no use of electronic data interchange to facilitate international trade transactions at the government level.

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<sup>16</sup> <http://www.bahrainairport.com/>

<sup>17</sup> <http://www.gulfairco.com/>

<sup>18</sup> <http://www.bahrainports.gov.bh/>

<sup>19</sup> <http://www.maersksealand.com/Bahrain/>

<sup>20</sup> Trade Efficiency in ESCWA Member Countries: A Comprehensive Study; E/ESCWA/ED/1999/6



In other areas of trade and transportation there are some applications of the Internet. Egypt Air offers a variety of useful information, including sales promotions and online schedules. The link to "Online Bookings" promises that it will be coming soon.<sup>21</sup>

The National Navigation Company has a web site with some static information about the company and maritime links.<sup>22</sup> The Rafimar Group, a private sector shipping firm, has a website with information on, among other things, shipping statistics and details about major Egyptian ports, including port dues and links to Egyptian maritime and shipping companies. Access to the Rafimar site is free but requires registration for access to some information.<sup>23</sup>

The Leth Suez Transit company has a website with information regarding the Suez Canal, including a transit guide and toll calculator. The site also has detailed information on the infrastructure of several Egyptian ports.<sup>24</sup>

## IRAQ

No electronic business application in transport in Iraq was found during the research for this paper.

## JORDAN

Jordan introduced a new Customs Law in 1998, which among other things, allows for electronic transmission of data for Customs clearance.<sup>25</sup> As part of this project, an automated system for Customs clearance, Jarash, has been installed at the Queen Alia Airport in Amman and the Port of Aquaba. Jarash is essentially an Arabized version of UNCTAD's ASYCUDA+.<sup>26</sup> This system allows direct data input by traders and customs brokers and is thus an important step in the process of modernizing and automating Jordan's trade and transport system.

The use of the Internet in transportation is still very limited. The Port of Aqaba has a very basic web site with static information, which includes contact information and a description of the facilities.<sup>27</sup> The airports have graphically more elaborate websites, with useful, but still strictly static information.<sup>28</sup> The Free Zone Corporation has a web site with helpful information for traders and investors.<sup>29</sup>

The Jordanian Airline has a more sophisticated web site, which includes provisions for online booking for registered users, flight schedules, flight availability, arrival – departure information, and baggage and cargo tracking.<sup>30</sup> Some of the functionalities such as flight schedules and arrival - departure didn't work when it was tried and the flight availability function was not all that user friendly as a new inquiry had to be made for each single flight with no option to see weekly schedules, but it is ambitious and shows promise.

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<sup>21</sup> <http://www.egyptair.com.eg/docs/home.asp>

<sup>22</sup> <http://www.nnc.egnet.net>

<sup>23</sup> <http://www.rafimar.com/>

<sup>24</sup> <http://www.lethsuez.com/>

<sup>25</sup> <http://www.customs.gov.jo/framenew.html>

<sup>26</sup> <http://www.asycuda.org/english.htm>

<sup>27</sup> <http://www.nis.gov.jo/portscorp/doc1.html>

<sup>28</sup> <http://www.jcaa.gov.jo/airports.htm>

<sup>29</sup> <http://www.free-zones.gov.jo/>

<sup>30</sup> <http://rja.com.jo/>

As for other transportation entities, several sites such as Amman Shipping & Trading Company<sup>31</sup> and United Trading & Distributing Co<sup>32</sup> exist, but with content limited to basic information about the respective company.

## KUWAIT

No information was found on the web regarding import, export and Customs clearance procedures. There are however several other web applications in the transport sector. Kuwait International Airport provides a description of facilities, airline directories with links, up-to-date weather reports and forecasts, and flight information.<sup>33</sup>

Kuwait Airways offers a number of online services such as flight schedules, cargo tracking, lost luggage tracking and information on services and installations.<sup>34</sup>

The Kuwait Free Trade Zone (KFTZ) has a website with some descriptive information. The Zone is located in the port of Shuwaikh, which does not appear to have a website of its own. However the KFTZ website has the following to say about the port: "During the past few years, KPA (Kuwait Port Authority) has engaged in a massive renovation and modernization of its management and operation system resulting in a considerable increase in both efficiency and productivity. The privatization of the cargo and container handling activities; modifications to the handling systems; and computerization of the tariff, financial and administration systems has made the KPA a modern port facility."<sup>35</sup>

The United Arab Shipping Company, jointly owned by six shareholding GCC states and having its main office in Kuwait, has a web site that offers information on services, vessels, agents, containers and sailing schedules.<sup>36</sup>

## LEBANON

The Government of Lebanon has embarked on an extensive programme of administrative reform of the public sector, including Customs. The Customs component involves among other things the implementation an automated system for Customs clearance named NAJM, which is essentially an Arabized version of the ASYCUDA++ system, developed by UNCTAD. An upgrade of the system is underway to allow traders to input their declarations electronically. In addition, Lebanese Customs has a static website with some information on applicable laws and regulations and the complete Harmonized Systems tariff for reference.<sup>37</sup>

The two airlines, MEA and TMA, both have websites with mostly static information.<sup>38</sup> TMA's site offers online quotations, but it didn't work when tried. MEA's site offers timetables, service and contact information. The Beirut International Airport also has a static website, the most interesting feature of which is that one can search for arriving and departing flights for all airlines serving the airport.<sup>39</sup>

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<sup>31</sup> <http://www.astco.jo/>

<sup>32</sup> <http://www.utdc.com.jo/>

<sup>33</sup> <http://www.kuwait-airport.com.kw/>

<sup>34</sup> <http://www.kuwait-airways.com/#>

<sup>35</sup> <http://www.kuwaitfreezone.com/>

<sup>36</sup> <http://www.UASC-SAG.com/>

<sup>37</sup> <http://www.customs.gov.lb/>

<sup>38</sup> <http://www.mea.com.lb/> and <http://www.tma.com.lb/>

<sup>39</sup> <http://www.beirutairport.gov.lb/>

The port of Beirut<sup>40</sup> has a website with detailed fee schedules, a description of facilities, statistics for the years 1998 and 1999 and provisions for adding quay occupancy information.

## OMAN

The Port of Salalah<sup>41</sup> was incorporated in 1997 and is a joint venture with 30% foreign and 70% Omani Government and private/public investment. The Salalah Port Services Company (SPS), which is the port authority, has a 30-year management contract with MaerskSealand, one of the largest container operators in the world.<sup>42</sup>

The Port has a website with a wealth of information, including a description of the facilities, detailed rates for both marine and stevedoring services, and vessel schedules. On the website there is also a description of the Port's IT system, which states that it can currently receive the following three EDI messages: Vessel stow plan (BAPLIE); Vessel pre planning details (MOVINS); and Container discharge/load confirmations (COARRI).

For the Seeb international airport the only information that could be found was a directory of phone-numbers.<sup>43</sup> No other web site related to international trade, transport and border crossing procedures in Oman was found.

## PALESTINE

No Internet site related to international transport or to border crossing procedures was found and only one site by a shipping and clearing agent was found with very basic information on services provided.<sup>44</sup>

## QATAR

Qatar customs has a website which provides some basic information on import and export procedures as well as trade statistics for the years 1995-1998.<sup>45</sup>

Qatar Airways has a website that offers basic information on the company and its services, including flight schedules.<sup>46</sup>

As for maritime shipping the Qatar National Navigation and Transport Company, which has a government monopoly on agencies, has a website with some basic information about the company.<sup>47</sup>

No information on the Internet was found in regard to either seaports or airports.

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<sup>40</sup> <http://www.beirut-port.gov.lb/>

<sup>41</sup> <http://www.salalahport.com/>

<sup>42</sup> <http://www.maersksealand.com/>

<sup>43</sup> <http://www.omanet.com/seeb.htm>

<sup>44</sup> <http://www.aca-palestine.com/>

<sup>45</sup> <http://www.customs.gov.qa/customs/en-main.htm>

<sup>46</sup> <http://www.qatarairways.com/>

<sup>47</sup> <http://www.qatar.net.qa/qnntc/>

## SAUDI ARABIA

No online information regarding Customs clearance, border crossing and import and export procedures was found.

Saudi Airlines has a website that offers cargo tracking plus a variety of static information including flight schedules. Online reservation and ticketing is promised soon.<sup>48</sup> The three main airports have websites with a multitude of static information and provisions for providing flight departure and arrival information eventually.<sup>49</sup>

The Saudi Port Authority has a website with links to the 8 seaports that are administrated by the Authority. The website has vessel arrival and departure schedules and static information regarding port statistics, rules and regulations, tariffs, summary information on services and facilities and details about the organization and the Saudi port privatization program.<sup>50</sup>

Some of the private terminal operators have websites such as Globe Marine Services in Jeddah that, in addition to static information on services and facilities, offers e-business services which so far include online booking, requests for quotations and tracking.<sup>51</sup> The other four or five terminal operators with websites linked to the Port Authorities site provide static information only.

## SYRIA

There do not appear to be any Syrian transport related presence on the Web as of yet, nor is there any information in regard to goods clearance and border crossing procedures.

## UNITED ARAB EMIRATES

Transportation and border crossing issues are dealt with at the level of each Emirate. Of the seven emirates, two Customs authorities have web sites: Dubai and Sharjah. The Dubai Ports and Customs introduced an electronic customs clearance system called e-Mirsal, in June 2000.

E-Mirsal, which is the e-commerce version of the Mirsal cargo community system, allows agents, shippers, transport companies and other companies in the cargo business to process their customs clearing documents and payments 24 hours a day, 7 days a week using the Internet. The system processes up to 8,000 transactions per day for Dubai's air, land and sea Customs offices. Mirsal integrates air, land and sea Customs processes in one network linking nine individual Customs offices. The DPC website provides static information on procedures and duties.<sup>52</sup>

The Sharjah Customs web site has basic information on procedures and tariffs as well as a directory of shipping lines and agents.<sup>53</sup> There is also an inactive link to an Internet Customs clearance site, suggesting that something is being planned in that regard.

<sup>48</sup> <http://www.saudiairlines.com/english/>

<sup>49</sup> <http://www.pca.gov.sa/KAIA/kaia.htm>

<sup>50</sup> <http://www.saudiports.gov.sa/>

<sup>51</sup> <http://www.globemarine.com.sa/ebusiness/ebusiness.htm>

<sup>52</sup> <http://www.dxbcustoms.gov.ae/>

<sup>53</sup> <http://www.sharjahcustoms.gov.ae/>

The Adu Dhabi port Mina Zayed's website contains strictly static information such as services and facilities, but is noteworthy because it has detailed published tariffs.<sup>54</sup> The Port of Fujairah has, in addition to static information, a daily shipping list. It also has access to tariff information for registered users with a password.<sup>55</sup> The website of the port of Khor Fakkan has some information about the port and useful links to the Sharjah emirate in general.<sup>56</sup>

The Dubai Port Authority (DPA) operates two ports: Port Rashid and the Jebel Ali Free Zone. The two ports are about 35 km apart. Each port has its own data processing center using the same database. The two centers are networked through high-speed communication lines and each one can back up the other in case of breakdown. The terminals are highly computerized. The handling of containers is supported by an electronic data interchange system, which can receive electronic bayplans (the Edifact BAPLIE message) and a proprietary EDI manifest.

The information received by the electronic bayplan message, an electronic list of the location of containers on a vessel, is integrated into the proprietary Container Terminal Management System. Once the ship is loaded, an updated bayplan is transmitted to the shipping line. The port has introduced barcoding, global positioning technology and radio data transmission in order to improve tracking of cargo through the port and to handle equipment positioning and to monitor crane movements.<sup>57</sup>

The DPA website provides static information on facilities, services, directories and statistics and, in particular, detailed tariffs. The website also has schedules of vessels in port and expected arrivals. DPA is in the process of improving customer interaction and document processing by developing a secure web portal where agents, shipping lines and forwarders will be able to track and view the status of shipments as well as submit work orders and requests.

The Dubai airport's website offers useful information on flights and weather.<sup>58</sup> Sharjah Airport's website is more extensive and offers cargo tracking in addition to flight schedules and weather information and static information of various kinds.<sup>59</sup>

A USD 1.4 billion expansion of Dubai Airport is planned and in July 2001 it was reported that all tendering for this project would be conducted online through the Middle East AirportXchange (MAX), an offshoot of a Malaysian electronic procurement site for airports. MAX is owned to 51% by Dubai's Civil Aviation Authorities and other airports in the Middle East will be encouraged to buy in.<sup>60</sup>

The Emirates Airline has a more advanced website that allows booking online for travels starting in the UAE, UK, Kuwait, Singapore or Germany. Payment is by credit card with the interesting condition that the credit card holder must be a passenger.<sup>61</sup>

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<sup>54</sup> <http://www.portzayed.gov.ae/>

<sup>55</sup> <http://www.fujairahport.com/>

<sup>56</sup> <http://sharjah-welcome.com/Commerce/facilities/ports.htm>

<sup>57</sup> <http://www.dpa.co.ae/> and Cargo Systems: Recent Developments in Information Technology for Container Terminals

<sup>58</sup> <http://www.dubaiairport.com/> *Note: The site doesn't seem to be active as on July 4, 2001 and again on September 14, 2001 arrival and departure flight dates were given for January 23-24, 2001 and weather information was given for November 27, 2000*

<sup>59</sup> <http://www.shj-airport.gov.ae/>

<sup>60</sup> <http://www.ax-max.com/> and the Daily Star, Lebanon July 4, 2001

<sup>61</sup> <http://www.emiratesairline.com/>

## YEMEN

Yemen Airways has a website that provides a phone number for reservations in the USA and Canada, an e-mail address and some links to other sites about Yemen.<sup>62</sup>

Some information on the Aden Free Zone and the port can be found on the Arab World Online site.<sup>63</sup> There is no information on Customs clearance and border crossing procedures and no other transport related site was found.

## CONCLUSIONS

For the Internet to become widely accepted in the ESCWA region, the cost of using it must be affordable, services must be at least adequate and content must be of relevance and in Arabic, as well as in English. The best way to achieve these objectives is usually to open the market to competition.

There are some companies in the ESCWA region that have developed a sophisticated presence on the Internet allowing for on-line transactions of various kinds, in particular in the banking and the news sectors. On the whole, however, the use of the Internet by businesses and governments is still in an early stage and largely limited to presenting basic information of products and services and providing e-mail contacts for communication.

The current Internet penetration in the ESCWA region is about 1.7%, about a third of world average. This means that local on-line markets are very limited. Also, many commercial websites in the region are in English, addressing themselves primarily to an overseas or expatriate market or the local elite with good knowledge of English. As the Internet penetration grows one can expect the number of Arab sites to grow accordingly – although it may also be that the existence of quality Arab content is a pre-requisite for the growth of the Internet in the region.

## RECOMMENDATIONS

ICT and e-business techniques are tools and not ends in themselves. An integrated e-business website with on-line transaction capabilities can be very complex and cost in the tens of millions of dollars. An investment of such magnitude is clearly an important business decision that must be taken and implemented with great care. However, a conventional presence on the Internet can be a low cost and effective means for businesses and governments to become more transparent in their operations and provide essential information to citizens, customers, stakeholders and partners. This is particularly true for international trade and transport where information is critical and often difficult to come by. In accordance with the principles of a step-by-step implement the following is therefore recommended:

- That governments, in particular customs authorities, use the Internet to publish all relevant information required for clearing goods, means of transport and drivers/operators at border crossings and in ports. This information should include, but not necessarily be limited to: rules and regulations, tariffs, fee schedules, locations, working hours and contact information.
- That customs authorities and other government agencies involved in the international trade process, at a more sophisticated level, implement electronic data interchange and

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<sup>62</sup> <http://home.earthlink.net/~yemenair/>

<sup>63</sup> <http://www.awo.net/country/aden.asp>

allow for transportation companies, traders and their agents to submit data remotely. At an intermediate level of sophistication, government agencies should make relevant forms, preferably aligned to international standards, available for downloading directly off the Internet

- That seaports and airports also publish on the Internet all relevant information required for the use of facilities and the clearing of goods and means of transport. This information should include, but not necessarily be limited to: a description of facilities, rules and regulations, fee schedules, working hours, contact information and directories to government agencies and service providers.
- That, at a more sophisticated level, seaports and airports use the Internet to provide dynamic information such as arrival and departure information, schedules, berth occupancy and delays as well as allowing for on-line booking, application for permits and downloading of forms. Seaports and airports should also implement EDI.
- That transportation companies, importers and exporters, agents and other private sector stakeholders in international trade use the Internet along the same lines as government agencies and ports to provide essential information, as a first step, and when justified, introduce EDI and other more sophisticated services such as on-line freight rates, booking and tracking.

## ICT AND E-BUSINESS IN TRANSPORT IN THE ESCWA REGION

## WEB PAGES OF INTEREST

1. ESCWA Region	<i>See below</i>
2. UN System Organizations	<i>See below</i>
3. Other International Organizations	<i>See below</i>
4. Agreements and Conventions	<i>See below</i>
5. E-business	<i>See below</i>
6. Other	<i>See below</i>
7. Still searching for more information?	<a href="http://ixquick.com">http://ixquick.com</a>

## 1. ESCWA REGION

## ESCWA Region

- Governments
- Customs Authorities
- Sea ports
- Air ports
- Free zones
- Transportation companies
- Country Internet portals

*Availability of Internet information  
is indicated by an "X":*

	GOVERNMENTS	CUSTOMS	SEAPORTS	AIRPORTS	FREE TRADE ZONES	TRANSPORTATION COMPANIES	INTERNET PORTALS
Bahrain	X		X	X		X	X
Egypt	X		X			X	X
Iraq	X						X
Jordan	X	X	X	X	X	X	X
Kuwait	X		X	X	X	X	X
Lebanon	X	X	X	X		X	X
Oman	X		X	X			X
Palestine	X						X
Qatar	X	X				X	X
Saudi Arabia	X		X	X		X	X
Syria	X				X		X
UAE	X	X	X	X	X	X	X
Yemen	X		X		X	X	X
General		X	X	X	X	X	X



## ESCWA Region - Governments

### GOVERNMENTS

<a href="#"><u>Bahrain</u></a>	<a href="http://www.gksoft.com/govt/en/bh.html">http://www.gksoft.com/govt/en/bh.html</a>
<a href="#"><u>Egypt</u></a>	<a href="http://www.gksoft.com/govt/en/eg.html">http://www.gksoft.com/govt/en/eg.html</a>
<a href="#"><u>Iraq</u></a>	<a href="http://www.gksoft.com/govt/en/iq.html">http://www.gksoft.com/govt/en/iq.html</a>
<a href="#"><u>Jordan</u></a>	<a href="http://www.gksoft.com/govt/en/jo.html">http://www.gksoft.com/govt/en/jo.html</a>
<a href="#"><u>Kuwait</u></a>	<a href="http://www.gksoft.com/govt/en/kw.html">http://www.gksoft.com/govt/en/kw.html</a>
<a href="#"><u>Lebanon</u></a>	<a href="http://www.gksoft.com/govt/en/lb.html">http://www.gksoft.com/govt/en/lb.html</a>
<a href="#"><u>Oman</u></a>	<a href="http://www.gksoft.com/govt/en/om.html">http://www.gksoft.com/govt/en/om.html</a>
<a href="#"><u>Palestine</u></a>	<a href="http://www.gksoft.com/govt/en/pal.html">http://www.gksoft.com/govt/en/pal.html</a>
<a href="#"><u>Qatar</u></a>	<a href="http://www.gksoft.com/govt/en/qa.html">http://www.gksoft.com/govt/en/qa.html</a>
<a href="#"><u>Saudi Arabia</u></a>	<a href="http://www.gksoft.com/govt/en/sa.html">http://www.gksoft.com/govt/en/sa.html</a>
<a href="#"><u>Syria</u></a>	<a href="http://www.gksoft.com/govt/en/sy.html">http://www.gksoft.com/govt/en/sy.html</a>
<a href="#"><u>United Arab Emirates</u></a>	<a href="http://www.gksoft.com/govt/en/ae.html">http://www.gksoft.com/govt/en/ae.html</a>
<a href="#"><u>Yemen</u></a>	<a href="http://www.gksoft.com/govt/en/ye.html">http://www.gksoft.com/govt/en/ye.html</a>

## ESCWA Region - Customs Authorities

### CUSTOMS

<a href="#"><u>Bahrain</u></a>	
<a href="#"><u>Egypt</u></a>	
<a href="#"><u>Iraq</u></a>	
<a href="#"><u>Jordan</u></a>	<a href="http://www.customs.gov.jo/">http://www.customs.gov.jo/</a>
<a href="#"><u>Kuwait</u></a>	
<a href="#"><u>Lebanon</u></a>	<a href="http://www.customs.gov.lb/">http://www.customs.gov.lb/</a>
<a href="#"><u>Oman</u></a>	
<a href="#"><u>Palestine</u></a>	
<a href="#"><u>Qatar</u></a>	<a href="http://www.qatar.net.qa/customs/en-main.htm">http://www.qatar.net.qa/customs/en-main.htm</a>
<a href="#"><u>Saudi Arabia</u></a>	
<a href="#"><u>Syria</u></a>	
<a href="#"><u>United Arab Emirates</u></a>	
- Sharjah	<a href="http://www.sharjahcustoms.gov.ae/">http://www.sharjahcustoms.gov.ae/</a>
- Dubai	<a href="http://www.dxbcustoms.gov.ae/">http://www.dxbcustoms.gov.ae/</a>
<a href="#"><u>Yemen</u></a>	
General: Market Access and Trade Barriers Database by the European Union	<a href="http://mkacddb.eu.int/mkdb/mkdb.pl?METHOD=COUNTRY">http://mkacddb.eu.int/mkdb/mkdb.pl?METHOD=COUNTRY</a>
General: Customs and trade information for all countries, including ESCWA countries, by US Trade Administration	<a href="http://www.ita.doc.gov/TICFrameset.html">http://www.ita.doc.gov/TICFrameset.html</a>
General: Customs Manual for 80 countries, including ESCWA countries	<a href="http://www.euro-trans.com/customs/manual.html">http://www.euro-trans.com/customs/manual.html</a>

## ESCWA Region - Seaports

### SEAPORTS

<u>Bahrain</u>	- Salman	<a href="http://www.bahrainports.gov.bh/">http://www.bahrainports.gov.bh/</a>
<u>Egypt</u>	- Alexandria	<a href="http://www.lethsuez.com/ports/alexagen.htm">http://www.lethsuez.com/ports/alexagen.htm</a>
	- Ayn Sukhna	<a href="http://www.lethsuez.com/ports/ainsugen.htm">http://www.lethsuez.com/ports/ainsugen.htm</a>
	- Damietta	<a href="http://www.lethsuez.com/ports/damiegen.htm">http://www.lethsuez.com/ports/damiegen.htm</a>
	- Nuweiba	<a href="http://www.lethsuez.com/ports/nuweigen.htm">http://www.lethsuez.com/ports/nuweigen.htm</a>
	- Port Said	<a href="http://www.lethsuez.com/ports/portsgen.htm">http://www.lethsuez.com/ports/portsgen.htm</a>
<u>Iraq</u>	- Safaga	<a href="http://www.lethsuez.com/ports/safaggen.htm">http://www.lethsuez.com/ports/safaggen.htm</a>
	- Basrah	
	- Umm Qasr	
<u>Jordan</u>	- Aqaba	<a href="http://www.nis.gov.jo/portscorp/doc1.html">http://www.nis.gov.jo/portscorp/doc1.html</a>
<u>Kuwait</u>	- Shuaiba	<a href="http://absckwt.com.kw/shuaiba.htm">http://absckwt.com.kw/shuaiba.htm</a>
	- Shuwaik	<a href="http://www.shuwaikh.com/">http://www.shuwaikh.com/</a> <a href="http://absckwt.com.kw/shuwaikh.htm">http://absckwt.com.kw/shuwaikh.htm</a>
<u>Lebanon</u>	- Beirut	<a href="http://www.beirut-port.gov.lb/">http://www.beirut-port.gov.lb/</a>
<u>Oman</u>	- Salalah	<a href="http://www.salalahport.com/">http://www.salalahport.com/</a>
	- Sultan Qaboos	
<u>Palestine</u>	- Gaza	
<u>Qatar</u>	- Doha	
<u>Saudi Arabia</u>	- Damman	<a href="http://www.saudiports.gov.sa/king_abdul_aziz_port.htm">http://www.saudiports.gov.sa/king_abdul_aziz_port.htm</a>
	- Jeddah	<a href="http://www.saudiports.gov.sa/jeddah_islamic_port.htm">http://www.saudiports.gov.sa/jeddah_islamic_port.htm</a>
	- Jubail	<a href="http://www.saudiports.gov.sa/kng_fahd_industrial_port_in_juba.htm">http://www.saudiports.gov.sa/kng_fahd_industrial_port_in_juba.htm</a>
	- Yanbu	<a href="http://www.saudiports.gov.sa/king_fahad_industrial_port.htm">http://www.saudiports.gov.sa/king_fahad_industrial_port.htm</a>
<u>Syria</u>	- Lattakia	
	- Tartous	
<u>UAE</u>	- Abu Dhabi (Zayed)	<a href="http://www.portzayed.gov.ae/">http://www.portzayed.gov.ae/</a>
	- Dubai (Jebel Ali & Rashed)	<a href="http://www.dpa.co.ae/">http://www.dpa.co.ae/</a>
	- Fujairah	<a href="http://www.fujairahport.com/">http://www.fujairahport.com/</a>
	- Khor Fakkan (Sharjah)	<a href="http://sharjah-welcome.com/Commerce/facilities/ports.htm">http://sharjah-welcome.com/Commerce/facilities/ports.htm</a>
<u>Yemen</u>	- Aden	
	- Al-Mukalla	
	- Hodeidah	
	- General	<a href="http://www.hodship.com/ports.html">http://www.hodship.com/ports.html</a>
<u>General:</u>	Harbours Marinas Worldwide	<a href="http://www.portfocus.com/">http://www.portfocus.com/</a>

## ESCWA Region - Airports

### AIRPORTS

<u>Bahrain</u>	- Bahrain	<a href="http://www.bahrainairport.com/">http://www.bahrainairport.com/</a>
<u>Egypt</u>	- Alexandria - Cairo - Luxor - Hurghada	
<u>Iraq</u>	- Saddam (Baghdad)	
<u>Jordan</u>	- Queen Alia (Amman) - Amman Marka - Aqaba	<a href="http://www.jcaa.gov.jo/airports.htm">http://www.jcaa.gov.jo/airports.htm</a> <a href="http://www.jcaa.gov.jo/markaa.htm">http://www.jcaa.gov.jo/markaa.htm</a> <a href="http://www.jcaa.gov.jo/aqaba1.htm">http://www.jcaa.gov.jo/aqaba1.htm</a>
<u>Kuwait</u>	- Kuwait	<a href="http://www.kuwait-airport.com.kw/">http://www.kuwait-airport.com.kw/</a>
<u>Lebanon</u>	- Beirut	<a href="http://www.beirutairport.gov.lb/">http://www.beirutairport.gov.lb/</a>
<u>Oman</u>	- Seeb (Muscat)	
<u>Palestine</u>	- Gaza	
<u>Qatar</u>	- Doha	
<u>Saudi Arabia</u>	- King Abdulaziz (Jeddah) - King Khaled (Riyadh) - King Fahed (Damman)	<a href="http://www.pca.gov.sa/KAIA/kaia.htm">http://www.pca.gov.sa/KAIA/kaia.htm</a> <a href="http://www.pca.gov.sa/KKIA/kkia.htm">http://www.pca.gov.sa/KKIA/kkia.htm</a> <a href="http://www.pca.gov.sa/KFIA/kfia.htm">http://www.pca.gov.sa/KFIA/kfia.htm</a>
<u>Syria</u>	- Damascus - Aleppo - Shahid Basil - Al Asad (Lattakia)	
<u>UAE</u>	- Abu Dhabi - Dubai - Sharjah	<a href="http://www.dcaaah.gov.ae/adair_index.html">http://www.dcaaah.gov.ae/adair_index.html</a> <a href="http://www.dubaiairport.com/">http://www.dubaiairport.com/</a> <a href="http://www.shj-airport.gov.ae/">http://www.shj-airport.gov.ae/</a>
<u>Yemen</u>	- Sana'a - Aden	

## ESCWA Region - Free Trade Zones

### FREE TRADE ZONES

Bahrain

Egypt

Iraq

Jordan

<http://www.free-zones.gov.jo/>

Kuwait - KFTZ

<http://www.kuwaitfreezone.com/>

Lebanon

Oman

Palestine

Qatar

Saudi Arabia

Syria - Decree regarding the free zones of Damascus, Adra, the airport, Aleppo, Lattakia and Tartous

[http://www.syrecon.org/investment\\_reg2a.html](http://www.syrecon.org/investment_reg2a.html)

UAE

- Abu Dhabi
- Ajman FTZ
- Sharjah (Hamriyah FTZ)
- Sharjah Airport FTZ
- Dubai (Jebel Ali FTZ)
- Dubai Airport FTZ
- Ras El Khaimah FTZ

<http://www.ajmanfreezone.gov.ae/>

<http://www.hamriyahfz.com/>

<http://www.saif-zone.com/>

<http://www.jafza.com/02.html>

<http://www.dubaiairportfreezone.com/>

<http://www.rakiftz.com/rc1/index.html>

Yemen

<http://www.awo.net/country/aden.asp>

General: Free Trade Zones World Wide

[http://www.escapeartist.com/ftz/ftz\\_index.html](http://www.escapeartist.com/ftz/ftz_index.html)

[http://www.ceemail.com/free\\_zones.html](http://www.ceemail.com/free_zones.html)

## ESCWA Region - Transportation and Logistics

### TRANSPORTATION & LOGISTICS

#### Bahrain

Air: Gulf air <http://www.gulfairco.com/>

#### Egypt

Air: Egypt Air <http://www.egyptair.com.eg/>

Marine: Arab Academy for Science and  
Technology and Maritime Transport  
(AASTMT) <http://www.aast.edu>

Suez Canal Home Page <http://www.suez-canal.com/>

#### Iraq

Air: Iraqi Airways

#### Jordan

Air: Royal Jordanian Airlines <http://www.rja.com.jo/>

#### Kuwait

Air: Kuwait Airways <http://www.kuwait-airways.com/>

#### Lebanon

Air: Middle Eastern Airlines <http://www.mea.com.lb/>  
TMA <http://www.tma.com.lb/>

#### Oman

Air: Oman Aviation Services

#### Palestine

Air: Palestinian Airlines

#### Qatar

Air: Qatar Airways <http://www.qatarairways.com/>

#### Saudi Arabia

Air: Saudi Arabian Airlines <http://www.saudiairlines.com/>

#### Syria

Air: Syrian Arab Airlines

#### UAE

Air: Emirates Airline <http://www.emiratesairline.com/>  
Marine: UAE Portal <http://www.infomarine.gr/uae/>

#### Yemen

Air: Yemen Airways <http://home.earthlink.net/~yemenair/>

#### General:

##### A. EXPRESS CARRIERS

DHL <http://www.dhl.com/>

FedEx <http://www.fedex.com/>

UPS <http://www.ups.com/>

##### B. MARINE

IMO's extensive list of maritime links <http://www.imo.org/HOME.html>

Middle East Marine Portal <http://www.marine52.com/>

Maritime Global Net <http://www.mgn.com/>

## ESCWA Region - Internet Portals and Country Information

### A. INTERNET PORTALS – COUNTRY SPECIFIC

#### Bahrain

<http://www.inet.com.bh/>  
<http://www.albahrain.net/>  
<http://bahrain.middle-east-pages.com/>  
<http://www.inet.com.bh/>

#### Egypt

<http://www.egtrade.com/>  
<http://www.sis.gov.eg/>

#### Iraq

<http://www.baghdad.com/>

#### Jordan

<http://www.baladna.com.jo/>  
<http://www.jordanwide.com/>

#### Kuwait

<http://www.kems.net/home.asp>  
<http://www.my-kuwait.com/>

#### Lebanon

<http://www.big-bang.com/>  
<http://www.lebanon.com/>  
<http://www.lebanon2000.com/>  
<http://www.libanmall.com/>  
<http://www.lebanon-net.com/>  
<http://www.lebanonpress.com/>  
<http://www.lynx.net.lb/>  
<http://web.naharnet.com/>  
<http://www.thisiscyberia.com/>  
<http://www.yalla.com.lb/>

#### Oman

<http://directory-oman.com/>  
<http://www.mctmnet.gov.om/>  
<http://www.omanet.com/>  
<http://omanonline.com/>

#### Palestine

[http://www.palestine-info.com/index\\_e.htm](http://www.palestine-info.com/index_e.htm)  
<http://www.alburag.net/>

#### Qatar

<http://www.qatar-info.com/>  
<http://www.qatar.net.qa/usefulsites.htm>

#### Saudi Arabia

<http://www.alnokhba.com/>  
<http://www.saudiembassy.net/>  
<http://www.saudia-online.com/>  
<http://www.saudi-pages.com/>

#### Syria

<http://syriagate.com/>  
<http://www.cafe-syria.com/>  
<http://www.syrecon.org/>  
<http://www.syria-online.com/>

#### UAE

<http://www.abudhabi.net/>  
<http://www.emirates.net.ae/>  
<http://www.etisalatyp.com/>  
<http://www.uae-pages.com/>  
<http://www.uae-market.com/>  
<http://www.uae.ac/>

Yemen

<http://www.nic.gov.ye/>  
<http://www.YemenWeb.com/>

B. PORTALS – ARAB AND REGIONAL

<http://www.4arabia.com/>  
<http://www.4arabs.com/>  
<http://www.aiwagulf.com/>  
<http://www.ajeeb.com/>  
<http://www.al-bab.com/>  
<http://www.albawaba.com/>  
<http://www.arab.net/>  
<http://www.arabdatanet.com/>  
<http://www.arabia.com/>  
<http://www.arabist.com/>  
<http://www.arabji.com>  
<http://www.arabworldnews.com/>  
<http://www.ameinfo.com/>  
<http://www.fayez.net/>  
<http://www.libanis.com/>  
<http://www.maktoob.com/>  
<http://www.mebusinessdaily.com/>  
<http://www.middleeastdirectory.com/>  
<http://www.middle-east-pages.com/>  
<http://www.nawal.com/>  
<http://www.planetarabia.com/>  
<http://www.zawya.com/>

## 2. UNITED NATIONS SYSTEM OF ORGANIZATIONS

### UNITED NATIONS SYSTEM OF ORGANIZATIONS

ICAO – The International Civil Aviation Organization	<a href="http://www.icao.int/">http://www.icao.int/</a>
<i>Facilitation</i>	<a href="http://www.icao.int/cgi/goto_atb.pl?icao/en/atb/fal/overvie">http://www.icao.int/cgi/goto_atb.pl?icao/en/atb/fal/overvie</a>
IMO – The International Maritime Organization	<a href="http://www.imo.org/">http://www.imo.org/</a>
IMF – The International Monetary Fund	<a href="http://www.imf.org/">http://www.imf.org/</a>
ITU – The International Telecommunication Union	<a href="http://www.itu.int/home/index.html">http://www.itu.int/home/index.html</a>
ITC – The International Trade Centre	<a href="http://www.intracen.org/">http://www.intracen.org/</a>
UNITED NATIONS SITE INDEX	<a href="http://www.un.org/site_index/">http://www.un.org/site_index/</a>
UN REGIONAL ECONOMIC AND SOCIAL COMMISSIONS	
ECA	<a href="http://www.uneca.org/">http://www.uneca.org/</a>
ECE	<a href="http://www.unece.org/Welcome.html">http://www.unece.org/Welcome.html</a>
<i>ECE Transport</i>	<a href="http://www.unece.org/trans/Welcome.html">http://www.unece.org/trans/Welcome.html</a>
<i>CEFACT (Facilitation and e-business)</i>	<a href="http://www.unece.org/cefact/">http://www.unece.org/cefact/</a>
ECLAC	<a href="http://www.eclac.cl/default.asp?idioma=IN">http://www.eclac.cl/default.asp?idioma=IN</a>
<i>ECLAC Transport</i>	<a href="http://www.eclac.cl/transporte/default.asp?idioma=IN">http://www.eclac.cl/transporte/default.asp?idioma=IN</a>
ESCAP	<a href="http://unescap.org/">http://unescap.org/</a>
<i>ESCAP Transport</i>	<a href="http://unescap.org/tctd/index.htm">http://unescap.org/tctd/index.htm</a>
<i>ESCAP Trade Promotion and Facilitation</i>	<a href="http://unescap.org/itid/trprom.htm">http://unescap.org/itid/trprom.htm</a>
ESCWA	<a href="http://www.escwa.org.lb/">http://www.escwa.org.lb/</a>
UNCTAD (International Trade and Development)	<a href="http://www.unctad.org/">http://www.unctad.org/</a>
<i>ACIS – Advance Cargo Information system</i>	<a href="http://www.unctad.org/en/techcop/tran0105.htm">http://www.unctad.org/en/techcop/tran0105.htm</a>
<i>ASYCUDA –Automated System for Customs Data</i>	<a href="http://www.asycuda.org/english.htm">http://www.asycuda.org/english.htm</a>
UNCITRAL (International Trade Law)	<a href="http://www.uncitral.org/">http://www.uncitral.org/</a>
The World Bank	<a href="http://www.worldbank.org/">http://www.worldbank.org/</a>
<i>Global Facilitation Partnership</i>	<a href="http://wbln0018.worldbank.org/twu/gfp.nsf">http://wbln0018.worldbank.org/twu/gfp.nsf</a>
Transport	<a href="http://www.worldbank.org/html/fpd/transport/index.html">http://www.worldbank.org/html/fpd/transport/index.html</a>
WTO - The World Trade Organization	<a href="http://www.wto.org/index.htm">http://www.wto.org/index.htm</a>



### 3. INTERNATIONAL ORGANIZATIONS

#### INTER-GOVERNMENTAL ORGANIZATIONS

EU – European Union

*Facilitation*

*Transport*

[http://europa.eu.int/index\\_en.htm](http://europa.eu.int/index_en.htm)

[http://europa.eu.int/comm/trade/miti/tradefac/index\\_en.htm](http://europa.eu.int/comm/trade/miti/tradefac/index_en.htm)

[http://europa.eu.int/comm/transport/index\\_en.html](http://europa.eu.int/comm/transport/index_en.html)

ISO – The International Organization for Standardization

<http://www.iso.ch/>

OECD – Organization for Economic Cooperation and  
Development

<http://www.oecd.org/>

WCO – The World Customs Organization

<http://www.wcoomd.org/frmpublic.htm>

#### INTERNATIONAL & REGIONAL ORGANIZATIONS

AACO – Arab Air Carriers Organization

<http://www.aaco.org/>

ACI – Airport Council International

<http://www.airports.org/>

CIT – International Rail Transport Committee

[http://www.cit.ch/cit/index\\_e.htm](http://www.cit.ch/cit/index_e.htm)

EIA – European Intermodal Association

<http://www.eia-ngo.com/>

FIATA – International Freight Forwarder

<http://www.fiata.com/>

IAPH – International Association of Ports and Harbours

<http://www.iaphworldports.org/top.htm>

IATA – International Air Transport Association

<http://www.iata.org/>

ICC - International Chamber of Commerce

<http://www.iccwbo.org/>

ICHCA – International Cargo Handling Co-ordination Ass.

<http://www.ichca.org.uk/>

IRF – International road Federation

<http://www.irfnet.org/>

IRU – International Road Transport Union

<http://www.iru.org/>

PIANC – the International Navigation Association

<http://www.pianc-aipcn.org/>

UIC –International Union of Railways

<http://www.uic.asso.fr/>

## 4. TRANSPORT AND FACILITATION CONVENTIONS

### MARITIME LAW IN GENERAL

Comite Maritime International – Status of ratification of maritime conventions <http://www.comitemaritime.org/ratific/ratsmal.html>

### MARITIME LIABILITY

Maritime law, an introduction from Encyclopedia Britannica <http://www.britannica.com/bcom/eb/article/1/0,5716,115491+2+108706,00.html>

Hague-Visby Rules <http://www.jus.uio.no/lm/sea.carriage.hague.visby.rules.1968/doc.html>

Hamburg Rules (United Nations Convention on the Carriage of goods by Sea, 1978) <http://www.uncitral.org/english/texts/transport/hamburg.htm>

United Nations Convention on the Liability of Operators of Transport Terminals in International Trade, 1991 <http://www.uncitral.org/english/texts/transport/ott.htm#TOP>

### MULTIMODAL CONVENTIONS

United Nations Convention on International Multimodal Transport of Goods (1980) <http://www.jus.uio.no/lm/un.multimodal.transport.1980/doc.html>

### ROAD LIABILITY AGREEMENT

Council of Bureaux – The International Motor Insurance card <http://www.ofesauto.es/Ingles/Council.HTM>

### TRANSPORTATION OF DANGEROUS GOODS

United Nations Recommendations on the Transport of Dangerous Goods Model Regulations (*Information and ordering details*) <http://www.unece.org/trans/danger/publi/unrec/pubdet.htm>

### ECE TRANSPORT AGREEMENTS

AGCT - European Agreement on Important International Combined Transport Lines and Related Installations (1991) [http://www.unece.org/trans/new\\_tir/conventions/agtc.htm](http://www.unece.org/trans/new_tir/conventions/agtc.htm)

AGR – European Agreement on Main International Traffic Arteries <http://www.unece.org/trans/main/sc1/sc1agr/sc1-99-3.pdf>

TIR – United Nations Convention on the International Transport of Goods under Cover of TIR Carnets (1975) [http://www.unece.org/trans/new\\_tir/welctir.htm](http://www.unece.org/trans/new_tir/welctir.htm)

### CUSTOMS CONVENTIONS – INCLUDING:

International Convention on the simplification and harmonization of Customs procedures (Kyoto Convention) - Revised Version (June 1999) <http://www.wcoomd.org/frmpublic.htm>  
(International Customs Conventions)

Convention on the Harmonized Commodity Description and Coding System

Customs Convention on Containers

Convention on the Valuation of Goods for Customs Purposes

## 5. ELECTRONIC BUSINESS

### THE INTERNET

The Internet Society	<a href="http://www.isoc.org/">http://www.isoc.org/</a>
Internet resources	<a href="http://www.internet.com/home-d.html">http://www.internet.com/home-d.html</a>
Sizing the Internet	<a href="http://www.netsizer.com/">http://www.netsizer.com/</a>
Internet Surveys	<a href="http://www.nua.ie/surveys/">http://www.nua.ie/surveys/</a>
Hobbes' Internet Timeline	<a href="http://www.zakon.org/robert/internet/timeline/">http://www.zakon.org/robert/internet/timeline/</a>
High speed access, article from Scientific American	<a href="http://www.sciam.com/1999/1099issue/1099clark.html">http://www.sciam.com/1999/1099issue/1099clark.html</a>

### THE WORLD WIDE WEB

The World Wide Web Consortium	<a href="http://www.w3.org/">http://www.w3.org/</a>
Hypersearching the Net, article from Scientific American	<a href="http://www.sciam.com/1999/0699issue/0699raghavan.html">http://www.sciam.com/1999/0699issue/0699raghavan.html</a>

### LEGAL ASPECTS OF E-BUSINESS

E-commerce legislation worldwide	<a href="http://www.mbc.com/ecommerce/ecom_overview.asp">http://www.mbc.com/ecommerce/ecom_overview.asp</a>
Internet Law and Policy Forum	<a href="http://www.ilpf.org/">http://www.ilpf.org/</a>

### ELECTRONIC BUSINESS, GENERAL

UN Centre for electronic business (UNCEFACT)	<a href="http://www.unece.org/cefact/">http://www.unece.org/cefact/</a>
OECD E-commerce site	<a href="http://www.oecd.org/subject/e_commerce/">http://www.oecd.org/subject/e_commerce/</a>

### SERVICE PROVIDERS & MARKETPLACES

E-commerce market place	<a href="http://www.marketsite.net/">http://www.marketsite.net/</a>
GE Global eXchange Services	<a href="http://www.gegxs.com/geiscom/template.jsp?page=0&amp;id=(">http://www.gegxs.com/geiscom/template.jsp?page=0&amp;id=(</a>
Bolero Internet B2B messaging	<a href="http://www.bolero.net/">http://www.bolero.net/</a>

### STANDARDS AND CODES

EDIFACT Directories, codes and much more	<a href="http://www.unece.org/etrades/welcome.htm">http://www.unece.org/etrades/welcome.htm</a>
ebXML	<a href="http://www.ebxml.org/">http://www.ebxml.org/</a>
XML standards by the WWW Consortium	<a href="http://www.w3.org/XML/">http://www.w3.org/XML/</a>
XML markup specification for business information	<a href="http://www.xmlguide.org/">http://www.xmlguide.org/</a>
XML resources (Microsoft)	<a href="http://www.biztalk.org/home/default.asp">http://www.biztalk.org/home/default.asp</a>
XML information and resources	<a href="http://www.schema.net/">http://www.schema.net/</a>
XML, article from Scientific American	<a href="http://www.sciam.com/1999/0599issue/0599bosak.html">http://www.sciam.com/1999/0599issue/0599bosak.html</a>

### EDI IMPLEMENTATION GUIDES

Information Systems Agreement for Ocean Transportation - ISA Members: American President Lines, Crowley American Transport, Hapag - Lloyd, "K" Line America, Inc., Maersk, Mitsui OSK Lines, OOCL, P& O Nedlloyd, Sea-Land and Yang Ming Line (Downloads are free but user must register)	<a href="http://www.wpc-edi.com/Products/isa/index.html">http://www.wpc-edi.com/Products/isa/index.html</a>
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### TUTORIALS

Web building tutorials, including XML	<a href="http://www.w3schools.com/">http://www.w3schools.com/</a>
EDIFACT tutorial	<a href="http://www.gegxs.com/gxs/tutorials/tutor/edifact1">http://www.gegxs.com/gxs/tutorials/tutor/edifact1</a>
Edifact – XML Examples	<a href="http://www.xml-edifact.org/">http://www.xml-edifact.org/</a>

#### OTHER USEFUL E-BUSINESS SITES

Electronic commerce, definition and links

[http://webopedia.internet.com/TERM/e/electronic\\_comme](http://webopedia.internet.com/TERM/e/electronic_comme)

Hypersearching the Net, article from Scientific American

<http://www.sciam.com/1999/0699issue/0699raghavan.html>

#### 6. OTHER LINKS

Middle East IT News

DIT Group

<http://www.ditnet.co.ae/index.asp>

ITP Publications

<http://www.itp.net/>

Transportation news on the Internet

Digital Ship

<http://www.thedigitalship.com/>

Containerisation International

<http://www.ci-online.co.uk/>

#### 7. FOR MORE INFORMATION

Our favorite meta search engine

<http://ixquick.com>