



From Now On: ODeX Use Mandatory in Jordan – What You Need to Know

Dear Customer,

Shipping to and from Jordan? As a follow up to our initial communication regarding ODeX, we'd like to remind you of an important update regarding the management of import and export payments for shipments to and from Jordan.

From January 21, 2025, the use of ODeX will be mandatory for import and export payments.

Key Highlights:

- **Mandatory use of ODeX:** From January 21, 2025, all import and export payments must be processed through ODeX. Please note that manual requests will no longer be accepted.
- **Seamless Transition:** We have been onboarding customers since ODeX went live in Jordan in October 2024, and we appreciate your cooperation in this transition. If you have not yet registered, please do so at: online.odexglobal.com.

Benefits:

- **24/7 Accessibility:** Access Non-Freight Invoices at any time via [ODeX](#)
- **Enhanced Visibility:** Make payments and download receipts via [ODeX](#)
- **Efficient Payments:** Use ODeX-generated codes for fast bank payment confirmations
- **User-Friendly Experience:** Navigate and track invoices and arrival notices effortlessly.

Important Reminder: The process for Delivery Orders remains unchanged. Orders will only be executed once all required documents, including TAX IDs, are submitted to jordan@service.hlag.com.

If you have any questions or require further assistance, please do not hesitate to contact us.

Best regards,