



## Customer Advisory

Date: 4<sup>th</sup> September 2025

Dear Valued Customers

**Subject: Mandatory Shipping Instruction Requirement for Export to Saudi Arabia (IMPORTANT)**

Referring to our previous notice regarding the importance of providing Shipping Instructions for manifesting at destination, we would like to draw your immediate attention to the following **mandatory requirements** for all shipments to Saudi Arabia, as per customs regulations.

Failure to comply will result in severe penalties, multiple fines, and clearance delays. We kindly request your full cooperation to ensure accurate and complete shipping instructions are provided to us.

### **Key Requirements**

#### **1. Consignee Information (Header Tab):**

- Full registered company name and address
- Valid email address and mobile number
- VAT Number (15 digits) – **must** appear in the BL Consignee or Notify Party address field for manifest, arrival notice, and emergency purposes
- Note: Any overflow of information into the BL body will be **rejected** by Saudi Customs and treated as invalid.

#### **2. Customer Master Tab:**

- Must be updated with the valid 15-digit VAT number.

#### **3. Commodity Information:**

- Cargo description, quantity, package, and weight must be clearly and accurately stated.

#### **4. HS Code:**

- Minimum of 6 digits as per customs requirements.

#### **5. Timeliness:**



- Manifest submission via EDI:
  - At least **72 hours prior to ETA** for vessels arriving from long-distance ports
  - At least **24 hours prior to ETA** for vessels arriving from short transshipment ports
- BL confirmation is also essential to comply with import manifest regulations at destination.

#### **6. Other Requirements:**

- Any additional requirements must be observed as per destination country regulations.

#### **Consequences of Non-Compliance**

- Customs will **reject incomplete or late shipping instructions**.
- Any ROB (retain on board), penalties, or administrative charges will be on shipper / POL account

We sincerely appreciate your cooperation in ensuring smooth manifest submission and timely cargo delivery at destination.

Feel free to contact our local agencies or visit our website: [www.emiratesline.com](http://www.emiratesline.com).

Thank you.

**Customer Service**  
***Emirates Shipping Co. Ltd.***  
**As Agent for ESL Saudi Arabia**