



Customer Advisory

Date: 18th March 2024

Dear Valued Customers,

Subject: Shipping Instruction - Reminder

Thank you for your support to ESL. Being your business partner, we would like to remind you the importance of accurate and timely Shipping Instruction for facilitating the carriage flow. Below is the highlight of critical elements focused by local authorities of various destination countries. We sincerely appreciate your kind attention and cooperation for securing the smooth import process at destination.

Moreover, Saudi Arabia local authorities have recently announced the strict enforcement of manifest regulations especially on Consignee details. Heavy penalties will be imposed for incomplete and inaccurate customer information on manifest.

Timeliness: Shipping Instruction should be submitted at least 24 hours before vessel arriving POL or local SI Cut off time whichever earlier. BL Confirmation is also simultaneously important for meeting import manifest per regulations at destination countries.

Consignee: Local Consignee's full detail of registered company name, address, contact name, email address and telephone number is a must for Manifest, Arrival Notice and any Emergency incidents

Commodity: Cargo description / quantity / package / weight must be clearly and properly provided

HS code: at least 6 digits HS code or per customs requirement

Other requirement: based on regulations of destination countries

Incomplete or Late Shipping Instruction: Manifest will be rejected by customs. Any ROB (retain on board), penalties and administration charge will be on cargo owner's account

We are looking forward to your collaboration for expediting import manifest and cargo delivery at destination. Please feel free to contact our local agencies if you have any queries or visit our website <https://www.emiratesline.com> for more information.

Global Customer Service
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