



Interactive Guideline **e-services**



Introduction

The Zakat, Tax and Customs Authority has prepared this guideline to guide the taxpayers and business owners about the e-services, and to learn more on how to perform their Zakat, Tax and Customs transactions electronically.

This guideline is based on a full and detailed explanation of the e-services provided by the Authority, how to perform your transactions, and how to benefit from them in the easiest and most effective way, with the goal of making the experience of the taxpayers and beneficiaries easier.

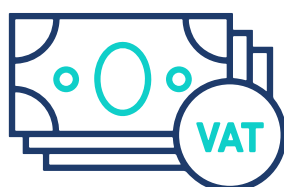
The Authority is keen, through this guideline, to inform the taxpayers of the services steps procedures, to perform their transaction and pay the taxes including the Value Added, Withholding, Excise, Real Estate Transactions, and Corporate Income electronically, without facing difficulties.



CONTENTS



ZAKAT



Value Added Tax



Corporate income Tax



Excise Tax



Withholding Tax



Real Estate Tax Service



Customs



General Services

Zakat



Zakat Registration for Businesses

It's an e-service for Zakat registration, where activities generating income are subject to Zakat. After registering with the Ministry of Commerce, a Tax Identification Number (TIN) is generated. The zakat payer then logs into the ZATCA e-portal to complete the registration, and will be proactively enrolled in Zakat services.

Service Steps

- 1  Complete Ministry of Commerce registration
- 2  Log in
- 3  Log in to ZATCA portal www.zatca.com
- 4  Go to "Zakat" tab
- 5  Complete the Zakat/CIT registration form
- 6  You will receive a notification upon completion of the request



Beneficiaries of the Service

All companies that do business and are subject to zakat services.



Requirements

- Registration in Ministry of Commerce
- Establishment contract (for companies only)



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

One working day



Enter the Service

[Click here](#)





Update Registration Information

Through this service, you can make data amendments in the portal including shareholder data and financial statements.

Service Steps

- 1



Log in to ZATCA portal
www.zatca.com
- 2



Go to "General Services"
then select "Amend/
Deregistration" tab
- 3



Select "Display/Amend Details"
- 4



Choose which details you wish to amend
and attach relevant documents
- 5



Submit the request



Beneficiaries of the Service

All registered taxpayers in Zakat/Income Tax



Requirements

- Submit a registration amendment request



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa

 zatca app



Time Required

1 business day



Enter the Service

[Click here](#)





Holding / Subsidiary Company Registration

Through this service, you are allowed to register one or multiple holding companies along with their subsidiaries with 100% ownership

Service Steps

- 1



Log in to ZATCA portal

>
- 2



Go to "Register/Deregister Holding Company"

>
- 3



Select "Register Holding Company"
- 4



Fill in the subsidiary company details and submit it

>
- 5



You will receive a notification upon completion of the request



Beneficiaries of the Service

Holding Company and its subsidiaries



Requirements

- Establishing contract of the holding company and its subsidiaries
- Commercial records of the holding company and its subsidiaries
- Registration of the holding company and its subsidiaries



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

business days after 3 request submission



Enter the Service

[Click here](#)





Holding Company Deregistration

Through this service, you are allowed to deregister one or multiple holding companies along with its subsidiaries with 100% ownership

Service Steps

- 1  Log in to ZATCA portal
- 2  Go to "Register/Deregister Holding Company"
- 3  Select "Register Holding Company"
- 4  Fill in the holding company and its subsidiary details
- 5  You will receive a notification upon completion of the request



Beneficiaries of the Service

Holding Company and its subsidiaries



Requirements

- To benefit from this service you must have an approved application to register a holding company.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

To benefit from this service you must have an approved application to register a holding company.



Enter the Service

[Click here](#)





Submit Zakat Return for Establishments

This service allows you to submit Zakat related returns for a specific financial period (including transaction pricing forms). Your declaration will be available for submission on time on the ZATCA portal.

Service Steps

- 1

Log in to ZATCA portal

>
- 2

Go to "Returns" tab

>
- 3

Select the return to be filled

>
- 4

Fill in the required financial data and submit it

>
- 5

You will receive a submission notification by SMS and e-mail

Beneficiaries of the Service

All registered taxpayers for Zakat/CIT

Requirements

- The registration data
- The validity of the declaration and the financial period
- Financial statements for your company
- Transaction pricing form
- *Requirements may differ according to the declaration type

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Time Required

Immediately

Enter the Service

[Click here](#)

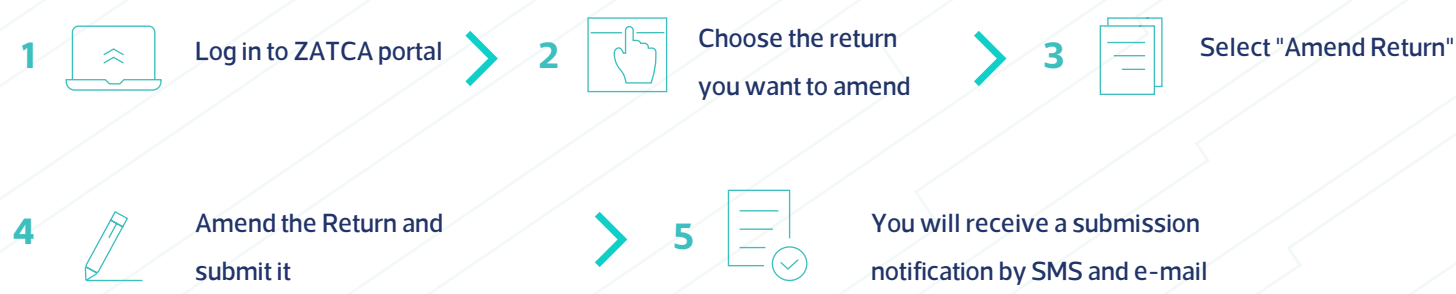




Zakat Return Amendment for Establishments

This e-service allows you to submit a request to amend Zakat returns after submitting them.

Service Steps



Beneficiaries of the Service

All registered taxpayers



Requirements

- Amendments reasons
- Required files
- Financial statements amendment



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Zakat Payment for Corporate

It is an e-service that allows you to pay outstanding dues via a SADAD invoice, either through online banking or an ATM, after submitting or amending the tax return. Once the payment is fulfilled, the certificate is proactively issued by the Authority and made available to the taxpayer via the e-portal.

Service Steps

1



Receive SADAD invoice



2



Make the payment through online banking or ATM



3



You will receive a payment notification by SMS and e-mail



Beneficiaries of the Service

All registered taxpayers



Requirements

- Complete declaration of Zakat



ZATCA's Website

[Click here](#)



Channel



zatca.gov.sa



Zatca App



Time Required

Immediately



Enter the Service

[Click here](#)





Zakat & Corporate Income Tax Installment Plan

An e-service that allows you to request installment payments in cases where you face difficulties in paying the full amount due.

Service Steps

- 1  Log in to ZATCA portal
- 2  Select "Zakat and CIT" tab
- 3  Select "New Request" and choose the installment plan
- 4  Click in the Zakat and CIT Icon
- 5  Select "New Request" and then fill in the requested form and pay the down payment
- 6  Once approved, a notification of your installment plan will be sent to you

ZATCA's Website

[Click here](#)

Time Required

20 business days (after completing the required documents)

Beneficiaries of the Service

Taxpayers registered for Zakat

Enter the Service

[Click here](#)

Channel

 zatca.gov.sa

Requirements

- Request submission via Zatca portal
- Prepayment of the down installment payment
- Bank statement for the last 3 months
- Justification for the installment request
- Submit all due declarations
- Pay all other due amounts





Print Zakat Certificate Instantly

It is an e-service that allows obtaining the certificate, which is proactively issued and made available to the taxpayer via the portal upon completing the submission of Zakat returns and paying the outstanding dues, while enabling them to access and download it directly.

Service Steps

- 1



Log in to ZATCA portal

>
- 2



Go to "Returns" tap then select "Display Returns"

>
- 3



Select the return you need to change and fill it with the financial data of your establishment and submit it

>
- 4



You will receive a submission notification and invoice number by SMS and e-mail

>
- 5



Certificate issuance as soon as the due amount is paid



Beneficiaries of the Service

All registered taxpayers and a discretionary declaration (without statutory accounts)



Requirements

- Complete the Zakat return
- Pay the amounts due



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa

 Branch



Time Required

Immediately



Enter the Service

[Click here](#)





Zakat & Tax Certificate Request

This service allows you to apply for a Zakat / Tax Certificate.

Service Steps

- 1  Log in to ZATCA portal >
- 2  Go to "Zakat" tab >
- 3  Select "Request for certificate"
- 4  Select "New Request" >
- 5  Fill in the requested form >
- 6  You will receive your certificate



Beneficiaries of the Service

All registered taxpayers



Requirements

- There are no cases of late returns or payments.
- There are no liabilities present.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Contract Release Application

If you cannot get the certification due to ongoing appeal process or another reason, this service allows you to obtain the release of a contract used in specific contracts.

Service Steps

- 1

Log in to ZATCA portal

>
- 2

Go to "Zakat" tab

>
- 3

Click "Contract Release Form Request" tab

>
- 4

Select "New Request"

>
- 5

Fill in the required information

>
- 6

Once approved, a notification of Contract Release will be sent to you

Beneficiaries of the Service

All registered taxpayers in Zakat / Income Tax

Requirements

- Copy of contract or purchase order
- Submit all due declaration
- Pay all other due amounts
- Pay Tax/ Zakat of the released contract

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Zatca App

Time Required

business days upon 3 submission

Enter the Service

[Click here](#)





Objection Settlement

It is an e-service that allows users to submit requests to ZATCA for settlement of objections.

Service Steps

- 1

Log into the ZATCA website
- >
- 2

Click on "Settlement Request"
- >
- 3

Create a new request and fill in all the required fields
- >
- 4

Click on "Submit" to send your request

Beneficiaries of the Service

All registered taxpayers

Requirements

- Submit your objection's settlement request through ZATCA Portal

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Time Required

5 Minutes

Enter the Service

[Click here](#)





Apply VAT on Profit Margin for Used Cars

It is an e-service that allows users to submit requests to ZATCA for settlement of objections.

Service Steps

- 1

Access the service through the Authority's E-portal
- 2

Fill out the application form
- 3

Review and approve the application by the Authority
- 4

You will receive notification by SMS and e-mail

Requirements

- The car must be classified as a "qualified used car" by the Authority.
- The used car must be registered in the Kingdom.
- The taxpayer must be licensed to practice car trading activity according to a commercial register or similar license.
- The Authority's approval is required before the person licensed to engage in car trading can apply the profit margin on used vehicles.
- Input tax must have been paid by taxpayers in accordance with the law on the sum paid for the eligible used car purchase.
- Adhering to the terms specified in the tax invoice, maintaining official records, and the guidelines set forth in Articles 48 and 53 of the VAT Law's Implementing Regulations.

Beneficiaries of the Service

Taxpayers who hold a license or commercial register to engage in car trading activities, such as car dealerships and showrooms

ZATCA's Website

[Click here](#)

Channel

[zatca.gov.sa](#)

Time Required

Immediate Approval

Enter the Service

[Click here](#)





Zakat Reassessment Objection

If you disagree with the re-evaluated tax return, this service allows you to appeal and explain the reasons.

Service Steps

- 1

Log in to ZATCA portal
www.zatca.com
- 2

Go to "Zakat" tab
- 3

Select "Request
objection on Return"
- 4

Fill in the required
information
- 5

You will receive an SMS and e-mail
response upon objection submission

Beneficiaries of the Service

All registered taxpayers

Requirements

- Full payment of undisputed amount before objection
- Explaining reasons for objection

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Zatca App

Time Required

If ZATCA provides no resolution within 90 days you can object to GSTC committee

Enter the Service

[Click here](#)





Tax Residency Certificate Verification

If you disagree with the re-evaluated tax return, this service allows you to appeal and explain the reasons.

Service Steps

- 1

Select "Verify Residency Certificate" service
- >
- 2

Fill in the required information
- >
- 3

Search certificate

Beneficiaries of the Service

Establishments and Companies
Government Entities

Requirements

- Resident in the Kingdom according to Income Tax Law or according to Avoidance of Double Taxation Convention Law

ZATCA's Website

[Click here](#)

Channel

- zatca.gov.sa
- Mobile App  
- Call Center
- Branch
- Relationship
- Managers
- Live Chat
- Email

Time Required

Immediately

Enter the Service

[Click here](#)



Value Added Tax (VAT)



VAT Registration for Businesses

This service enables you to register as a VAT-compliant Company, and upon registration, you will be assigned a VAT number.

Service Steps

- 1



Enter service via the ZATCA website
- >
- 2



Go to the "General Services" tab.
- >
- 3



Go to the "Registration for VAT" tab.
- >
- 4



Fill out the registration form and submit it
- >
- 5



You will receive a notification and VAT certification upon completion of the request.



Beneficiaries of the Service

Enterprise engaged in economic activity subject to VAT.



Requirements

- Annual Earnings hit or exceed the limit of Voluntary/Mandatory Registration



ZATCA's Website

[Click here](#)



Channel

-  zatca.gov.sa
-  [Zatca App](#)
-  



Time Required

5 working days



Enter the Service

[Click here](#)





VAT Registration Verification

It is an e-service that allows you to verify the registration of a business in Value Added Tax (VAT).

Service Steps

- 1



Enter into ZATCA Website
- >
- 2



Enter search parameter to verify registration, and select "send"
- >
- 3



VAT registration status will appear on your screen



Beneficiaries of the Service

Available to taxpayers and the public



Requirements

- One of the following:
- VAT account number
- Commercial Registration No
- VAT certificate number



ZATCA's Website

[Click here](#)



Channel

-  zatca.gov.sa
-  Zatca App
-  



Time Required

5 Minutes



Enter the Service

[Click here](#)





VAT Payment

It is an e-service that allows you to pay dues via e-banking services or ATMs after submitting or amending the return. If there are penalties, a "SADAD" invoice will be generated with the invoice number and the due amount.

Service Steps

- 1

Receive SADAD invoice
- >
- 2

Make the payment through online banking or ATM
- >
- 3

You will receive a payment notification by SMS and e-mail



Beneficiaries of the Service

All registered taxpayers



Requirements

- Payment of amounts due on SADAD invoice number



ZATCA's Website

[Click here](#)



Channel

- zatca.gov.sa
- Zatca App
-



Time Required

5 Minutes



Enter the Service

[Click here](#)





VAT Registration for Individuals

This service is for individuals engaged in economic activity in the Kingdom. Upon registration, a VAT account number will be generated.

Service Steps

- 1  Login to ZATCA's Website
- 2  Go to "E-Services"
- 3  Select "VAT"
- 4  Select "VAT Registration for Individuals"
- 5  Fill out the registration form
- 6  You will receive a notification and VAT certificate when the application is completed

Beneficiaries of the Service

- Individuals whose annual revenues exceed SAR 375,000.
- Registration is optional for those whose annual revenues exceed SAR 187,500 and less than SAR 375,000

Requirements

N/A

ZATCA's Website

[Click here](#)

Channel

-  zatca.gov.sa
-  Zatca App
-  

Time Required

One business day
(after submitting the application)

Enter the Service

[Click here](#)





VAT Registration for Group

The process by which two or more legal persons residing for VAT registration purposes meet. After ZATCA approves the application for registration of the group, the group is treated as one person for VAT purposes, without prejudice to the joint liability of each group member.

This service also provides facilities to register as a group through the portal of the ZATCA.

Service Steps

- 1



Enter service via the ZATCA website
- >
- 2



Go to the "Indirect Tax- Value Added Tax" tab.
- >
- 3



Choose "VAT Group Registration Application"
- >
- 4



Fill out the form and upload documents
- >
- 5



You will receive a notification upon completion of the request.

Beneficiaries of the Service

Two or more legal persons wishing to register as a group for VAT purposes and who satisfy the legal criteria.

Requirements

- From the representative of the group:
- Information about sales or purchases subject to VAT at the Group's overall level.
- The tax group shall be established as of the first day of the following month from the date the Authority approves the application for registration or any later date it determines.
- Other group members:
- Tax registration number, if any.
- Information on sales or purchases to which VAT applies.
- Directory linking with group membership

Channel

-  zatca.gov.sa
-  Zatca App
-  

Time Required

Three business days (after submitting the application)

Enter the Service

[Click here](#)

ZATCA's Website

[Click here](#)





Update VAT Registration Details

Through this service, you can amend registration details in VAT, including financial details.

Service Steps

- 1



Login to ZATCA's Website
- >
- 2



Go to the Indirect Taxes (VAT) tab
- >
- 3



Go to "Amend VAT registration details"
- >
- 4



Choose the details you wish to amend and attach the documents
- >
- 5



Save changes
- >
- 6



You will receive notification by SMS and e-mail



Beneficiaries of the Service

All registered taxpayers of VAT



Requirements

- Submit a request to amend the registration with the reasons.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

One business day (after submitting the application)



Enter the Service

[Click here](#)





VAT Return Amendment

It is an e-service that allows the submission of Value Added Tax (VAT) returns, where the return is proactively made available to the taxpayer at the scheduled time, enabling them to review, complete, and submit it through the Zakat, Tax and Customs Authority porta.

Service Steps

- 1  Log into the ZATCA website
- 2  Go to "Indirect Tax - Value Added Tax" tab
- 3  Go to "Returns"
- 4  Select the return to be filed
- 5  Submit VAT return form
- 6  Submit the request, and you will receive a notification confirming the receipt of the return and the invoice amount via SMS and email

Beneficiaries of the Service

All registered taxpayers of VAT

Requirements

- Total sales details
- Total purchases details

ZATCA's Website

[Click here](#)

Channel

-  zatca.gov.sa
-  Zatca App
-  

Time Required

Immediate (after submitting the application).

Enter the Service

[Click here](#)





Request for Tax Return Amendment

This e-service enables the amendment of the tax return if needed. Taxpayers can use this service to amend any previously filed returns.

Service Steps

- 1



Enter service via the ZATCA website
- >
- 2



Go to the "Indirect Tax- Value Added Tax" tab.
- >
- 3



Go to the "Returns of VAT" tab.
- >
- 4



Select "VAT Return Amendment"
- >
- 5



Go to the Submitted return and amend it
- >
- 6



You will receive a submission acknowledgment, a copy of your return and bill.



Beneficiaries of the Service

All registered taxpayers of VAT



Requirements

- Existence of a previously submitted tax return
- Specifying the reasons for the amendment
- Attaching supporting documents
- Amending the financial information



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

One business day (after applying.)



Enter the Service

[Click here](#)





Tax Filing Period Amendment

An e-service that allows you to request a change in the filing period for VAT returns, either quarterly or monthly. Approval from ZATCA is required to change the VAT return submission period.

Service Steps

- 1



Log into ZATCA website

>
- 2



Go to "Indirect Tax" - VAT

>
- 3



Select "VAT Returns"

>
- 4



choose "Tax Filing Period Amendment"

>
- 5



Fill out the form and submit the request

>
- 6



You will receive notification by SMS and e-mail



Beneficiaries of the Service

All registered taxpayers of VAT



Requirements

- Submit all tax returns



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa

 Zatca App



Time Required

One business day (after submitting the application."



Enter the Service

[Click here](#)





Proportional Deduction of Input Tax

It's an e-service that allows you to request an alternative method for calculating the proportional VAT deduction when it more accurately reflects the taxpayer's use of goods and services.

Service Steps

- 1



Enter service via ZATCA website
- >
- 2



Got to the "indirect Tax - Value Added Tax"
- >
- 3



Choose "Proportional Deduction of Input Tax"
- >
- 4



Fill out the form and upload the request letter
- >
- 5



You will be informed of decision of ZATCA



Beneficiaries of the Service

All registered taxpayers



Requirements

- Submit all tax returns
- Reason for request.
- The proposed method of deducting input tax and its percentage.
- Evidence supporting the accuracy of the proposed method of deducting input tax.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

3 business days
(after submitting the application.)



Enter the Service

[Click here](#)





VAT Installment Plan

An e-service that allows you to request installment payments in cases where you face difficulties in paying the full outstanding amount.

Service Steps

- 1



Enter service via the ZATCA website
- >
- 2



Go to the "Indirect Tax- Value Added Tax" tab.
- >
- 3



Click "VAT Installment Plan"
- >
- 4



Select "Create New Request" fill in the request form, and complete the steps to submit the request.
- >
- 5



Once approved, a notification of your installment plan will be sent to your email



Beneficiaries of the Service

All registered taxpayers of VAT



Requirements

- Submit a request using the portal
- Prepayment of the installment request
- Bank statement for the last 3 months
- Explain the justification for the installment request
- Submit all due returns
- Pay all other due amounts



ZATCA's Website

[Click here](#)



Channel

-  zatca.gov.sa
-  Zatca App
-  



Time Required

20 business days after down payment and completing the documentation



Enter the Service

[Click here](#)





VAT Refund

This service allows you to request a refund of VAT credits.

Service Steps

- 1



Enter service via the ZATCA website
- >
- 2



Go to the "Indirect Tax- Value Added Tax" tab.
- >
- 3



Go to the "VAT Refund" tab.
- >
- 4



Create "Refund Request"
- >
- 5



You will receive an acknowledgment for your request, and then we will inform you after the refund request evaluation.



Beneficiaries of the Service

All registered taxpayers of VAT



Requirements

- Credit balance.
- Bank account number (IBAN) and linked to the main register



ZATCA's Website

[Click here](#)



Channel

-  zatca.gov.sa
-  Zatca App
-  



Time Required

30 working days



Enter the Service

[Click here](#)





VAT Refund Registration for Eligible Persons

This service provides VAT refunds to selected entities from the Ministry of Finance, such as charities, diplomatic agencies, and international organizations

Service Steps

- 1



Enter service via the ZATCA website
- >
- 2



Click the "E-electronic Services" tab then select "Value Added Tax".
- >
- 3



Click the service "VAT Refund Registration for Eligible Persons".
- >
- 4



Fill in the request form as eligible for a VAT refund.
- >
- 5



Once the request has been submitted, you will be sent a notification by SMS and Email.



Beneficiaries of the Service

Charitable associations, foundations, diplomatic organizations, and international organizations



Requirements

- The association and other similar must be licensed under a statutory document that authorizes them to carry out the activities that they are entitled to perform, including public charitable activities.
- The association's or charity institution's disbursements, and the like, must be directed to the benefit of the public, with no commercial or financial interest.
- To be listed on the Ministry of Finance's permitted list (for diplomatic and international organizations).
- Not engaging in a VAT-taxable economic activity.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa

 Zatca App



Time Required

60 working days



Enter the Service

[Click here](#)





Print VAT Certificate

It is an e-service that allows reprinting the Value Added Tax (VAT) certificate, which is proactively made available to the taxpayer via the portal immediately upon issuance, enabling them to view and reprint it whenever needed.

Service Steps

- 1

Enter service via the ZATCA website
- >
- 2

Click the "E-electronic Services" tab then select "Value Added Tax".
- >
- 3

Select "Print VAT Certificate".
- >
- 4

Click "Reprint of VAT Certification"
- >
- 5

Open soft copy of certification and print.



Beneficiaries of the Service

All registered taxpayers of VAT



Requirements

- Completion of VAT registration



ZATCA's Website

[Click here](#)



Channel

- zatca.gov.sa
- Branch



Time Required

Immediately (After submitting the request)



Enter the Service

[Click here](#)





VAT Reassessment Objection

An e-service that allows submitting an objection request against the re-assessed tax return.

Service Steps

- 1



Enter service via the ZATCA website
- >
- 2



Choose "Indirect Tax"/VAT and select "Taxpayer Request"
- >
- 3



Tab "View Request" then establish a new request and select "VAT Review Request" from the dropdown menu.
- >
- 4



Fill in the form clarifying the review justifications write down the objection reasons and attach the supporting documents.
- >
- 5



The finical guarantee amount will popup automatically, select Bank or Cash Guarantee then submit the form.
- >
- 6



Bank guarantee: The application is made, and the bank guarantee is provided within the period specified in the notice after providing. You will receive a notice of receipt.

Cash guarantee: A notification of the cash security payment number is received to complete the payment process and the application. You will receive a notice of receipt of the objection.
- >
- 7



You will receive a reference number notification once your request is received.



Beneficiaries of the Service

All registered taxpayers of Excise.



ZATCA's Website

[Click here](#)



Requirements

- Full payment of undisputed amount before objecting.
- Objection note explaining reasons for objection.
- Provide bank guarantee or pay the required cash guarantee on disputed amounts.



Channel

 zatca.gov.sa



Time Required

the General Secretariat of Zakat, Tax and Customs Committees if ZATCA does not submit any confirmation within 90 days.



Enter the Service

[Click here](#)





VAT Penalty Objection

An e-service to submit an objection request if the taxpayer believes that the imposed penalties are incorrect.

Service Steps

- 1



Enter service via the ZATCA website
- >
- 2



Go to "Taxpayer Request".
- >
- 3



Select "Create/view Request."
- >
- 4



Fill in the VAT review, and then select VAT Penalty Objection".
- >
- 5



You will receive an SMS and email response upon evaluation of the objections.



Time Required

The taxpayer may submit his objection to the General Secretariat of Zakat, Tax and Customs Committees if ZATCA does not submit any confirmation within 90 days.



Beneficiaries of the Service

All VAT-registered taxpayers



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Enter the Service

[Click here](#)



Requirements

- Reason for objection (The taxpayer is fully responsible for delivering the additional documents required by the Authority within the specified period).
- Bank guarantee of the total amount of new VAT not paid, including fines calculated as a percentage of VAT.
- A Bank guarantee is not required in case of objection to fines stipulated by the system in fixed amounts.
- A bank guarantee for VAT-related fines requires but is not limited to penalties for wrongful declaration.
- If the taxpayer wishes to object to the evaluation and the fines thereof, the taxpayer shall submit an objection to the evaluation at the beginning.
- In case of objection to the fines without objecting to the evaluation, this is an acknowledgment by the taxpayer that the evaluation is correct and is not entitled to object to it.





Cancel your VAT Registration

This e-service allows users to register your business from VAT if eligible, which may mean that users stopped performing an economic activity, or their revenues did not exceed the mandatory registration threshold, or the lack of legal status for the business, or any of the other cases according to the Law.

Service Steps

- 1  Enter service via the ZATCA website
- 2  Go to "Indirect Tax" and select "VAT"
- 3  Go to the "Cancel your VAT Registration" tab.
- 4  Fill in the form, agree to conditions attach the support documents.
- 5  You will receive a notification when our VAT account is deregistered.



Beneficiaries of the Service

All registered VAT taxpayers that become ineligible for VAT registration.



Requirements

- Reason for deregistration if not related to a threshold.
- Additional proof documents that support the reason for deregistration.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

5 business days If no liabilities exist



Enter the Service

[Click here](#)





Reporting VAT Violations

An e-service that allows reporting cases of tax evasion or manipulation by a merchant or service provider, for example:

- Incorrect Tax Identification Number (TIN)
- Collecting tax by an unregistered person
- Calculating tax lower or higher than 15%

Service Steps



Corporate Income Tax



Corporate Income Tax (CIT) Registration

It is an e-service that enables taxpayers to register for income tax for foreign establishments, income tax applies to any natural or legal person conducting business in the kingdom, non-residents earning income from sources within the kingdom, resident capital companies on the shares of non-Saudi partners, and individuals working in the production of oil and hydrocarbon materials.

After the establishment is registered with the Ministry of Commerce, a TIN is generated for the taxpayer to complete the registration for the foreign establishments' income tax services through the ZATCA's e-portal.

Service Steps

- 1

 Complete Ministry of Commerce registration.

>
- 2

 Receive registration information.

>
- 3

 Sign up at ZATCA website
- 4

 Complete required information

>
- 5

 Application confirmation message

**Beneficiaries of the Service**

Anyone who is engaged in business and subject to CIT regulations

**Requirements**

- Registration in Ministry of Commerce
- Establishment contract (for companies only)

**ZATCA's Website**

[Click here](#)

**Channel**

 zatca.gov.sa

**Time Required**

One business day

**Enter the Service**

[Click here](#)





Submit Corporate Income Tax (CIT) Return

This service allows you to submit CIT declarations for a specified financial period, including Transfer pricing forms. Your declaration will be available for timely submission on the Authority's website.

Service Steps

- 1



Enter the service via the ZATCA website.
- >
- 2



Go to Return
- >
- 3



Choose your return
- >
- 4



Fill in and submit your return of financial statements for your establishment.
- >
- 5



You will receive a notification of the invoice amount by SMS and email.



Beneficiaries of the Service

Taxpayers Registered in CIT



Requirements

Apply registration amendment request



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Corporate Income Tax (CIT) Payment

It is an e-service that allows you to pay dues via e-banking services or ATMs after submitting or amending the return. If there are penalties, a "SADAD" invoice will be generated with the invoice number and the due amount.

Service Steps



Beneficiaries of the Service

Taxpayers Registered in CIT

Requirements

- Payment of amounts due on SADAD invoice number.

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Zatca App

Time Required

Immediately

Enter the Service

[Click here](#)





Corporate Income Tax (CIT) Amendment

This e-service allows you to file a request to amend a filed CIT return.

Service Steps

- 1  Enter the service via the ZATCA website.
- 2  Go to Returns
- 3  Choose Return Amendment
- 4  Fill in the amendment request
- 5  You will receive a notification of the invoice amount by SMS and email.

Beneficiaries of the Service

Taxpayers Registered in CIT

Requirements

- Amendment causes
- Attach documents
- Financial information Amendment

ZATCA's Website

[Click here](#)

Channel

 zatca.gov.sa

Time Required

Immediately

Enter the Service

[Click here](#)





Zakat Reassessment Objection

An e-service that provides the ability to submit an objection request against the re-assessed return.

Service Steps

- 1



Enter service via the ZATCA website

>
- 2



Click the "Objections" tab

>
- 3



Select "Request Objections on Return"

>
- 4



Fill in the request

>
- 5



You will receive a notification by SMS and e-mail



Beneficiaries of the Service

All registered taxpayers



Requirements

- Full payment of undisputed amount before objecting.
- Objection note explaining reasons for objection.



ZATCA's Website

[Click here](#)



Channel



zatca.gov.sa



Time Required

Minutes 5



Enter the Service

[Click here](#)





Apply for Advance Pricing Arrangement (APA)

It is an e-service enabling users to apply for a phase-one Advance Pricing Agreement. This service helps determine authorized methods for pricing transactions involving related parties, according to the rules and conditions specified in.

Service Steps

-  1 Visit ZATCA's website
-  2 Log in using your TIN or email and password
-  3 Click on "Zakat and Tax Management" at the top of the main page, then select "Zakat and Income Tax Service"
-  4 Click on "Applying for an Advance Pricing Agreement Service"
-  5 Fill out the required form and submit the request

Beneficiaries of the Service

All taxpayers registered for Zakat and Income Tax for foreign establishments

Requirements

- General requests
- Functional analysis (including business sector analysis)
- General requests about Transfer Pricing
- Detailed requests for how each transaction in the advance pricing agreement will be priced

ZATCA's Website

[Click here](#)

Channel

 zatca.gov.sa

Time Required

90 Days

Enter the Service

[Click here](#)





Zakat & Corporate Income Tax Installment Plan

An e-service that allows you to request installment payments in cases where you face difficulties in paying the full amount due.

Service Steps



Beneficiaries of the Service

Taxpayers Registered in Zakat / CIT

Time Required

20 business days after down payment and completing the documentation

ZATCA's Website

[Click here](#)

Requirements

- Submit a request using the portal
- Prepayment of the installment request
- Bank statement for the last 3 months
- Explain the justification for the installment request
- Submit all due returns
- Pay all other due amounts

Enter the Service

[Click here](#)

Channel

zatca.gov.sa





Advance Payments Reduction for Corporate Income Tax

This e-service allows users to file a request to reduce the prices of the second and third expedited payments in proportion to the decrease in income, upon of submission of proof to ZATCA that the income for the tax year decreased by at least (30%) compared to the previous year.

Service Steps

-  1 Enter the service via the ZATCA website.
-  2 Click the Advance Payments Reduction for Corporate Income Tax" tab
-  3 Fill in the request
-  4 You will receive a notification by SMS and email.

Beneficiaries of the Service

Taxpayers Registered in CIT

Requirements

Provide evidence that income in the tax year is at least 30% lower than the previous year's income.

ZATCA's Website

[Click here](#)

Channel

 zatca.gov.sa

Time Required

Five business days

Enter the Service

[Click here](#)





Zakat Reassessment Objection

An e-service that provides the ability to submit an objection request against the re-assessed return.

Service Steps

-  Enter the service via the ZATCA website.
-  Click the "Objections" tab
-  Select "Request Objections on return"
-  Fill in the request
-  You will receive a notification by SMS and email.



Beneficiaries of the Service

All registered taxpayers



Requirements

- Full payment of undisputed amount before objection.
- Objection note explaining reasons for the objection.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

If ZATCA provides no resolution within 90 days, you can object to the GSTC committee



Enter the Service

[Click here](#)





Tax Ruling (Registered Taxpayers)

This E-service can be used to submit requests for interpretative decisions to request an opinion from ZATCA on the interpretation of the provisions of the tax laws and regulations applicable within the Kingdom (Value Added Tax, Income Tax and Withholding tax) and the mechanism for their application to transactions related to the applicant’s activity. This shall be in accordance with the conditions and controls set out in the Interpretative Decisions Guidelines.

Service Steps

- 1

Complete the Tax Ruling Request Form
- 2

Describe the issue subject of the Tax Ruling request
- 3

Submit all necessary supporting documents
- 4

Fulfill all other requirements outlined in the guideline
- 5

You will receive a notification.

Beneficiaries of the Service

All registered taxpayers

Time Required

business days 45

ZATCA’s Website

[Click here](#)

Requirements

- Description of issue for which ruling is sought.
- Supporting documents if applicable.

Enter the Service

[Click here](#)

Channel

zatca.gov.sa





Refund of Excise Tax on Goods Held as of the Law’s Effective Date

This e-service allows taxpayers to claim a refund for the Excise tax paid on goods in their possession when the amendments to the Excise Regulations of the Excise Tax Law take effect on January 1, 2026.

Service Steps

- 1



Visit ZATCA’s website
- >
- 2



Go to “Tax Services”, and select " Refund of Excise Tax on Goods Held as of the Law’s Effective Date"
- >
- 3



Log in using your username and password
- >
- 4



Enter the verification code received via SMS on your registered mobile number
- >
- 5



From the side menu, select " Excise Tax Services," then choose " Refund of Excise Tax on Goods Held as of the Law’s Effective Date "
- >
- 6



Complete the required fields and upload the mandatory Excel files (applicable to producers or importers)
- >
- 7



Submit the request
- >
- 8



You will receive notification by SMS and e-mail

 Beneficiaries of the Service Taxpayers registered for Excise Tax purposes (Sweetened Beverages - Carbonated Drinks), producer , importer	 Requirements N/A	 ZATCA’s Website Click here
 Channel  zatca.gov.sa	 Time Required 5 Minutes	 Enter the Service Click here





Product Identification for Excise Goods

An electronic service that enables producers and importers of Excise goods to accurately register their products. It also enables them to view all their registered Excise goods, as well as request registration, update, suspension, or cancellation of a product.

Service Steps

- 1



Visit ZATCA's website
- >
- 2



Click on "Tax Services", then select "Excise Tax"
- >
- 3



Click on "Product Identification for Excise Tax Goods" service
- >
- 4



Click on "Start"
- >
- 5



Login in the e-portal, and enter the username and password
- >
- 6



Click on "Product Identification for Excise Tax Goods" Service
- >
- 7



Select identify new product "Each Product Individually" or "Download Multiple Products"
- >
- 8



Enter the required information and submit the request



Beneficiaries of the Service

Businesses or individuals registered with ZATCA as an importer or producer of excise goods



Requirements

- The importer or producer must be registered in the Excise tax, in addition to having a registered account in the customs services of ZATCA.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

2 Business Days



Enter the Service

[Click here](#)





Excise Goods Indicative Prices

It’s an e-service that provides the user with knowledge of the items to which the Excise Goods Tax applies, as well as indicative prices of the items.

Service Steps

- 1



Go to ZATCA website
- >
- 2



Go to E-services
- >
- 3



Go to Excise Tax
- 4



Searching and Viewing Indicative Price for Excise Goods



Beneficiaries of the Service

Individuals



Requirements

N/A



ZATCA’s Website

[Click here](#)



Channel

 zatca.gov.sa

 Branch



Time Required

5 Minutes



Enter the Service

[Click here](#)





Excise Tax Payment

It is an e-service that enables you to pay your dues through a SADAD bill, either via online banking services or an ATM, after submitting or amending the return.

Service Steps

- 1



Receive payment invoice
- >
- 2



Login to ZATCAs website
- >
- 3



Go to “E-services” then “Tax services”
- >
- 4



Payment can be made through online banking services or ATMs
- >
- 5



You will receive a payment notification via SMS or email



Beneficiaries of the Service

.All registered taxpayers



Requirements

- Complete declaration of Zakat and/or taxes.
- Payment of amounts due to receive proof of payment.



ZATCA’s Website

[Click here](#)



Channel

-  zatca.gov.sa
-  Zatca App
- 
- 



Time Required

5 Minutes



Enter the Service

[Click here](#)





Excise Tax Registration

An e-service that allows you to register for excise tax purposes. Excise tax is imposed on goods that negatively impact public health or the environment at varying rates. These include carbonated drinks, energy drinks, sweetened beverages, electronic smoking devices and similar products, liquids used in such devices, as well as tobacco and its derivatives.

Service Steps

-  Enter service via the ZATCA website
-  Go to the "Excise Tax registration" tab
-  Submit the request
-  You will receive a notification upon completion of the request via your e-mail



Beneficiaries of the Service

All the registered taxpayers who produce, possess, or import goods subject to Excise Tax from outside the customs suspension or who dispose of them for consumption



Requirements

- Registration of the establishments with the Ministry of Commerce
- Registration in ZATCA



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

One day



Enter the Service

[Click here](#)





Amend Registration's Information

An e-service that allows users to amend or update the information they provided during registration, such as shareholder and financial data. If such information is updated by the Ministry of Commerce, the registration data on ZATCA's website will be automatically updated.

Service Steps

-  1 Log in to the ZATCA website
-  2 Go to General Services, then select the "Update/De-Registration" tab.
-  3 Select "Display or Amend details"
-  4 Choose which details you wish to amend and attach relevant documents
-  5 Submit the request

Beneficiaries of the Service

All registered taxpayers

Requirements

- Submitting a request to amend the registration and mentioning the reasons

ZATCA's Website

[Click here](#)

Channel

 zatca.gov.sa

 Zatca App



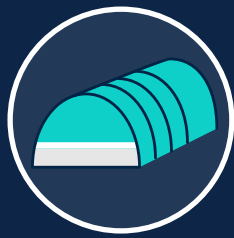
Time Required

One Business Day

Enter the Service

[Click here](#)





Tax Warehouse License

An e-service that allows obtaining a tax warehouse license from ZATCA. A tax warehouse is a specified physical area where the licensee is permitted to produce, store, receive, hold, or dispatch goods subject to Excise Tax under a tax suspension arrangement in the course of conducting business.

Service Steps

- 1



Enter service via the ZATCA website
- >
- 2



Go to the "Excise Tax"
- >
- 3



Select " New Warehouse License"
- >
- 4



Fill in the form and submit it
- >
- 5



Provide the original bank guarantee to one of ZATCA's branches
- >
- 6



You will receive a notification upon completion of the request via your Email



Beneficiaries of the Service

Manufacturing, transferring, storage, or receipt establishments of Excise Goods under suspended tax or production and/or storage establishments of Excise Goods.



Time Required

3 Working days



ZATCA's Website

[Click here](#)



Enter the Service

[Click here](#)



Channel

 zatca.gov.sa



Requirements

- Registration in the Excise Tax service
- Determine whether the Tax Warehouse to be licensed will be used to produce and/or store excise goods.
- The type of Excise Goods to be received or preserved under the Tax Warehouse License.
- Information regarding the location of the warehouse to be licensed.





Submit Excise Tax Return

It is e-service that allows taxpayers to file Excise Tax Returns.

Service Steps

- 1



Enter service via the ZATCA website

>
- 2



Go to the "Excise Tax" tab

>
- 3



Go to the "Returns" tab
- 4



Fill in the return and submit it

>
- 5



You will receive a notification with the amount of the invoice via e-mail and SMS.



Beneficiaries of the Service

All registered taxpayers of Excise tax



Requirements

- Disclosure of Excise Goods that have been put up for consumption.
- Obtain a Tax Warehouse License.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediate after request submission



Enter the Service

[Click here](#)





Excise Phase Return

This e-service allows possessors of excise goods to submit a declaration of goods subject to excise tax when excise tax law or any other regulation is enacted or amended, or any decisions are issued, resulting in expanding the scope of application of excise tax.

Service Steps

- 1

 Enter service via the ZATCA website

>
- 2

 Go to the "Excise Phase Return" tab

>
- 3

 Fill in the return and submit it

>
- 4

 Pay the due Excise Tax



Beneficiaries of the Service

The possessor of the Excise Goods on the date of which the Excise Tax implementation was extended



Requirements

- The excise goods shall not be under customs duties suspension or an Excise Tax suspension. A government entity shall not own it and be designated for commercial purposes.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediate



Enter the Service

[Click here](#)





Excise Tax Reassessment Objection

An E-service that enables taxpayers to file objections to the reassessed Excise Tax return, along with valid and logical reasons for disagreeing with the reassessment.

Service Steps

- 1



Enter service via the ZATCA website
- >
- 2



Go to the "Returns" tab
- >
- 3



Select "Request objection on return."
- >
- 4



Fill in the form
- >
- 5



You will receive an SMS and e-mail response upon evaluation of the objection



Beneficiaries of the Service

All registered taxpayers .of Excise



Requirements

- Full payment of undisputed amounts before objection.
- An objection note explaining the reasons for the objection.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

If ZATCA did not provide resolutions within 90 days, you could object to the GSTC committee.



Enter the Service

[Click here](#)





Tax Warehouse License Cancellation

An E-service that allows the cancellation of a tax warehouse license byZATCA. A Tax Warehouse is a designated physical space in which a licensed person is authorized to produce, process, possess, store or receive excise goods under tax suspension in the course of carrying out its business. This e-service allows you to receive a tax warehouse license from ZATCA.

Service Steps

- 1



Enter service via the ZATCA website

>
- 2



Go to the "Indirect taxes - Excise Tax" tab

>
- 3



Select "cancel warehouse license."

>
- 4



Select the warehouse you want to cancel

>
- 5



Fill in the forms required and submit the request

>
- 5



You will receive a notification upon completion of the request via your e-mail



Beneficiaries of the Service

Manufacturing, transferring, storage, or receipt establishments of Excise Goods under suspended tax or production and/or storage establishments of Excise Goods.



Requirements

- Cancellation of the Commercial Register - no payment due - stopping, producing or changing the tax warehouse.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

14 days



Enter the Service

[Click here](#)





Cancel your Excise Tax Registration

If the company ceases to participate in the production or distribution of goods subject to Excise Tax, this e-service allows the taxpayer to notify ZATCA that it will no longer be required to pay the excise tax.

Service Steps

- 1



Login to ZATCA website
- >
- 2



Go to "indirect taxes"
- >
- 3



Go to the "Registration details"
- >
- 4



Select "De- register Excise tax"
- >
- 5



Fill out form, and submit request
- >
- 6



You will receive a notification when your Excise Tax account is deregistered from our system.



Beneficiaries of the Service

All taxpayers who have stopped practicing any taxable activity on excise goods and were obliged to register.



Requirements

- Documentations that prove you have ceased participating in the production or distribution of taxable goods.
- Cancellation of the warehouse license.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

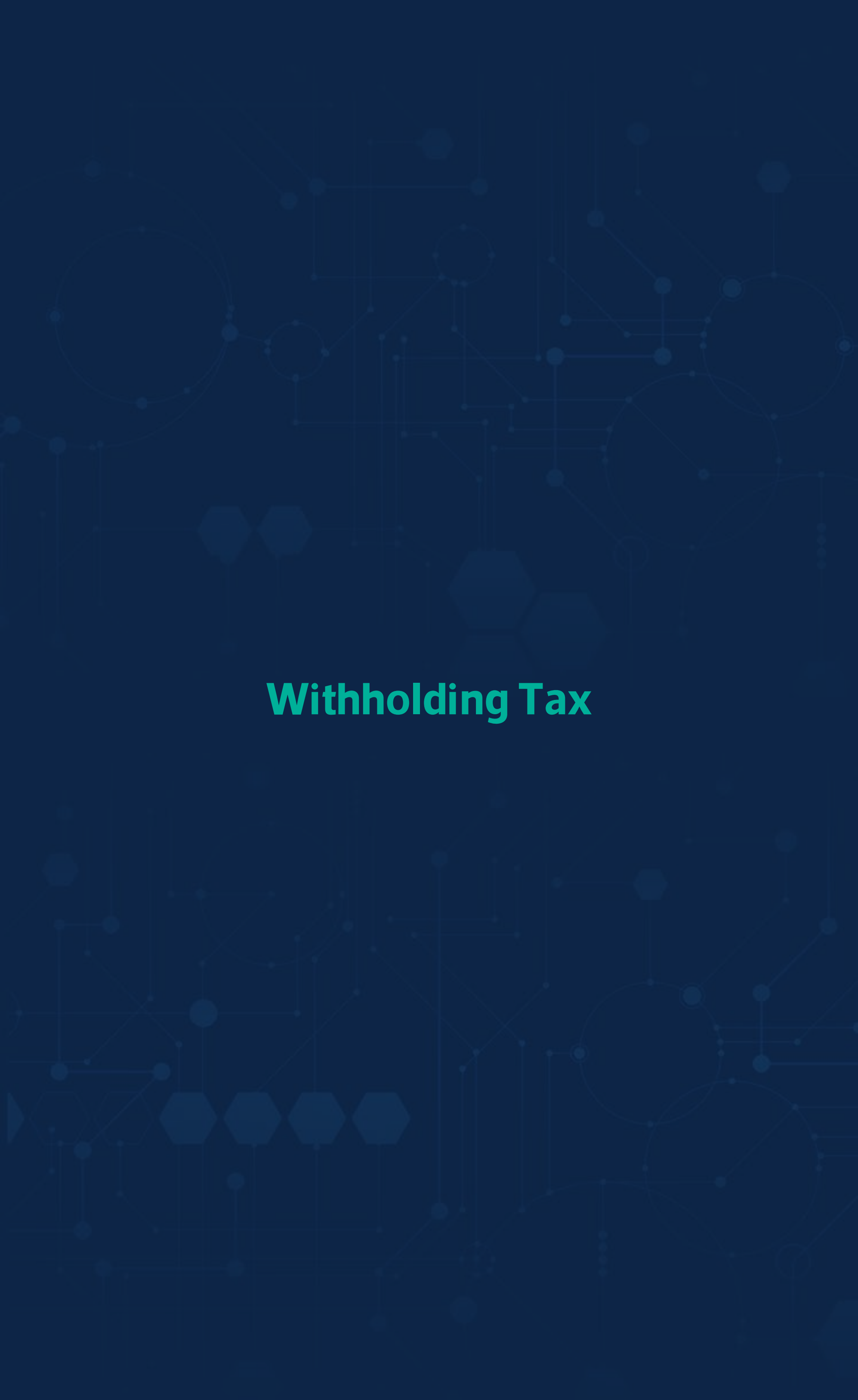
Three days



Enter the Service

[Click here](#)





Withholding Tax



Submit Withholding Tax Return

If you are a resident who made payments to a non-resident within the Kingdom of Saudi Arabia, then you shall apply withholding tax on the unpaid amounts due to the non-resident in accordance with the applicable tax rate. This E-service allows you to submit declarations on the withholding tax amounts.

Service Steps

- 1



Enter service via ZATCA website and log in to the "Zakat and Income Tax" tab
- 2



Go to the "Returns" tab then to the "Display Returns" then click on "Monthly Withholding Return" tab
- 3



Fill in the "New Monthly Withholding Return" form
- 4



Submit the request
- 5



You will receive a submission acknowledgement, a return copy and an invoice



Beneficiaries of the Service

All registered taxpayers



Requirements

- Data Services / Contractor.
- International Account ID (IBAN).



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa
 Zatca App



Time Required

Immediate after request submission



Enter the Service

[Click here](#)





Withholding Tax Certificate Verification

It is an e-service that allows establishments and companies to verify withholding certificate authenticity.

Service Steps

- 1  Select Verify Withholding Certificate service
- 2  Fill in the required information
- 3  Search certificate



Beneficiaries of the Service

Establishments and Companies
Government Entities



Requirements

- Provide withholding Tax return and pay accordingly



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Tax Residency & Withholding Tax Certificate

This e-service facilitates the issuance of Tax Residency Certificates and Withholding Tax Certificates in compliance with the Saudi Income Tax Law or Double Taxation Avoidance Agreements (DTAAs). It also enables users to track the status of their certificate requests and view the final result of the request.

Service Steps

-  1 Log in to ZATCA e-Portal
-  2 Go to "Zakat, tax and customs services"
-  3 Select "Request for Certificate"
-  4 Choose "New Request"
-  5 Fill in the requested form
-  6 You will receive a notification with the certificate
-  7 You will receive notification by SMS and e-mail

Beneficiaries of the Service

Establishments and Companies and Government Entities

Requirements

- Withholding Tax Certificate: Submission of the withholding tax return and payment of the amounts due thereunder.
- Tax Residency Certificate: Residency in Saudi Arabia in accordance with the Income Tax Law or the applicable Double Taxation Avoidance Agreement.

ZATCA's Website

[Click here](#)

Channel

 zatca.gov.sa

Time Required

2 Business Days

Enter the Service

[Click here](#)





Double Taxation Avoidance Agreements (DTAAs) Application

E-service allowing taxpayers to fill out form (Q7B) to request the application of the provisions of the DTA concluded between the Kingdom of Saudi Arabia and another country.

Service Steps

-  Visit ZATCA's website
-  Go to "Tax Services"
-  Select "Request the Application of the Agreement for Avoidance of Double Taxation"
-  Fill out the form and submit
-  Print the form, and it should be signed and certified by the other tax authority
-  Submit the form to ZATCA

Beneficiaries of the Service

- The non-resident beneficiary or their authorized representative
- The resident withholder (whether for applying the withholding rate or refunding the paid tax)

Requirements

N/A

ZATCA's Website

[Click here](#)

Channel

-  zatca.gov.sa
-  EMAIL

Time Required

5 Mins

Enter the Service

[Click here](#)





Withholding Tax Payment

It is an e-service that allows you to pay dues via e-banking services or ATMs after submitting or amending the return. If there are penalties, a "SADAD" invoice will be generated with the invoice number and the due amount.

Service Steps

- 1  After receiving your SADAD invoice
- 2  Make the payment through online banking or ATM
- 3  You will receive an acknowledgement upon your payment by SMS and e-mail



Beneficiaries of the Service

All registered taxpayers



Requirements

- Payment of amounts due on SADAD invoice number.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa
 Zatca App



Time Required

Immediately after payment



Enter the Service

[Click here](#)



Real Estate Transactions Tax



Real Estate Transaction Registration

This Platform enables individuals and businesses to register the property to be transferred as a required step before conveyance or contract documentation, ensuring that the tax is due and paid entirely electronically.

Service Steps

- 1



Login with the Conveyor account
- >
- 2



Select the nature of the Conveyor
- >
- 3



Choose the documentation path
- >
- 4



Enter property details and type
- >
- 5



Enter the transaction information as well as the real estate transaction value



Beneficiaries of the Service

Individuals
Establishments and companies
Governmental entities
Diplomatic missions and international organizations



Requirements

- The vendor data and instrument or contract information
- Determine the type of real estate disposal
- Agree to the tax terms and conditions



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

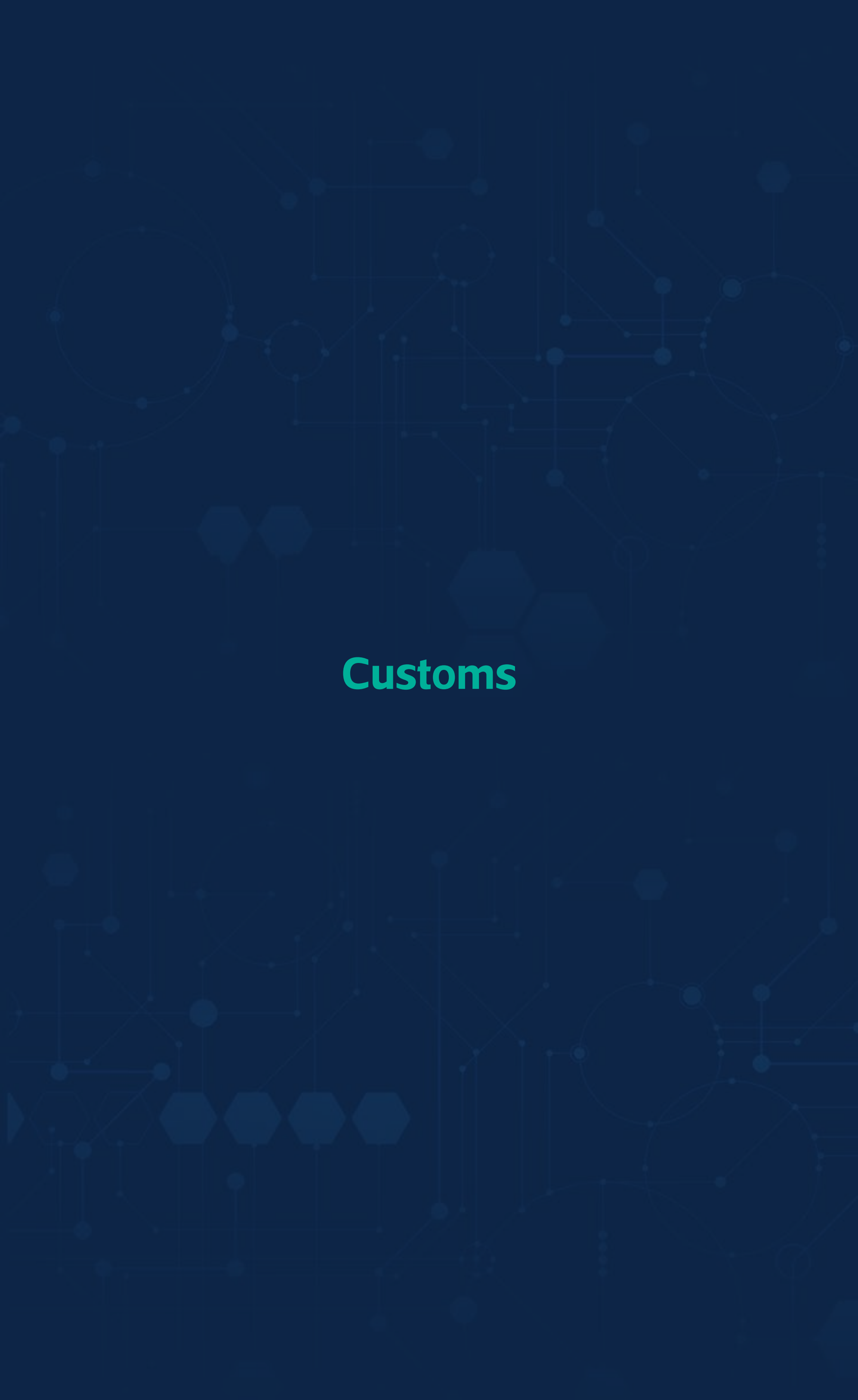
Immediatly



Enter the Service

[Click here](#)



The background is a dark blue gradient with a complex network of thin, light blue lines and dots, resembling a circuit board or a molecular structure. There are several large, faint circles and hexagons scattered across the page. In the center, the word "Customs" is written in a bold, white, sans-serif font.

Customs



Customs Declaration Inquiry

This service enables beneficiaries to identify customs declaration information, declaration details, and duties details.

Service Steps

- 1



Enter service via Website `Zatce.gov.sa`

>
- 2



Login to the inquiry page about the customs declaration

>
- 3



Inquire about customs declaration information or policy information

>
- 4



Fill in the required information blanks

>
- 5



Enter verification Code

>
- 6



Search



Beneficiaries of the Service

Traders including importers and suppliers



Requirements

Port selection



ZATCA's Website

[Click here](#)



Channel

 `zatca.gov.sa`



Time Required

Immediately



Enter the Service

[Click here](#)





Demurrage Charges Exemption

It is an e-service that enables the importer and clearance agent, via their account on the Authority's electronic portal, to submit a request for exemption from demurrage fees, send the request for review after submitting all supporting documents, and inquire about the status of the request.

Service Steps

- 1



Login to ZATCA's Website
- >
- 2



Select the "Demurrage Charges Exemption"
- >
- 3



Enter the customs declaration information
- >
- 4



Select to "Submit a new request" or "Inquire about previous requests"



Beneficiaries of the Service

- Importers
- brokers



Requirements

- Customs declaration information
- Importer of the correct customs declaration and customs broker



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

1 business day



Enter the Service

[Click here](#)





Annual Disclosure Form for Regional Headquarters

Service Steps

- 1



Access the Zakat, Tax and Customs Authority website
- 2



Log in using your unique ID number and password
- 3



Select the Zakat and Tax Management icon
- 4



Select the Other Services icon
- 5



Select the "Annual Disclosure Form for Regional Headquarters" icon
- 6



Fill out and submit the form



Beneficiaries of the Service

Target Audience



Requirements

Port selection



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Print Customs & Statistical Declaration

This e-service allows users to print a specific customs or statistical data statement, to view all statement details, including customs items and duties for auditing or documentation purposes or for use in any subsequent transactions.

Service Steps

- 1  Enter service
- >
- 2  Login
- >
- 3  Fill in the required information blanks
- >
- 4  Enter Verification Code



Beneficiaries of the Service

Traders including importers and suppliers.



Requirements

An activated account at Fasah platform.



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Customs Clearance License Status Inquiry

You can use this e-service to check the status of the establishment's customs clearance license.
This e-service is one of customs clearance services.

Service Steps

- 1



Access to the service via ZATCA website
- >
- 2



Search to verify Customs License
- >
- 3



Enter verification code



Beneficiaries of the Service

All taxpayers



Requirements

- License Number
- Commercial



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Voluntary Disclosure of Customs Declaration Violations

An e-service that enables stakeholders involved in customs operations to voluntarily disclose violations within their customs declarations.

Service Steps

- 1  Access the service via the website
- 2  Fill out the "Voluntary Disclosure" form
- 3  Attach the required documents



Beneficiaries of the Service

Natural or legal persons involved in customs operations



Requirements

An activated account at Fasah platform.



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 minutes



Enter the Service

[Click here](#)





Customs Tariff: Restriction & Prohibition Requests

An e-service enables authorized government entities to submit and track requests regarding the restriction, prohibition, or lifting of restrictions on specific customs tariff items.

Service Steps

- 1



Log in to the ZATCA electronic portal using the authorized user's credentials (username and password)
- >

2



Select the "Restricting, Lifting Restrictions or Prohibiting Customs Tariff Items Request" service
- >

3



Fill in the required fields, attach the formal request letter, and submit request



Beneficiaries of the Service

Restricting Government Entities



Requirements

Obtain login credentials and authorization from ZATCA



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 - 10 Mins



Enter the Service

[Click here](#)





Request to Issue an External Travel Authorization for Government Vehicles

An E-Service that enables government entities to submit a request to issue an authorization for government vehicles to travel outside the Kingdom of Saudi Arabia.

Service Steps

- 1



The authorized person from the government entity opens ZATCA's website
- >

2



The authorized person logs in (using their username and password)
- >

3



Select the service (Request to Issue Authorization for Government Vehicles)
- 3



The authorized person submits the authorization request after filling in the required fields and attaching the necessary letter
- *The request is reviewed by the specialists at ZATCA, and the appropriate action is taken



Beneficiaries of the Service

All Government Entities



Requirements

N/A



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Product Identification

An e-service that enables importers to accurately register their products, view all products registered by them, and update, suspend, or cancel registered products in the system. Additionally, it allows the use of registered product data by the customs broker and the automatic retrieval of product data on the customs declaration.

Service Steps

- 1



Visit ZATCA's website
- >
- 2



Select "Customs Services" and select "Others"
- >
- 3



Click on "Product Identification" service and click on "Start"
- >
- 4



Login in the e-portal, and enter the username and password
- >
- 5



Click on "Product Identification" service
- >
- 6



Select identify new product "Each Product Individually" or "Download Multiple Products"
- >
- 7



Enter the required information and submit the request



Beneficiaries of the Service

Registered with ZATCA as Importers of Specified Products



Requirements

The importer must have an account with the customs services of ZATCA



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 - 10 Mins



Enter the Service

[Click here](#)





Customs Ports Live Stream

E-service allowing users to watch a live stream of customs land ports in real time, which gives them a direct view of traffic flow and congestion status.

Service Steps

-  Enter ZATCA's website
-  Click on E-services
-  Select "Zakat, Tax, and Customs"
-  Select "General Services"
-  Click on "live feed service"
-  Select the port you would like to view
-  A live feed will pop up instantly



Beneficiaries of the Service

All authority customers



Requirements

N/A



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa

 Zatca App



Time Required

Immediately



Enter the Service

[Click here](#)





Customs Card Amendment

It is an e-service enabling importers or clearance agents to apply for an amendment to the customs card.

Service Steps

- 1



Log in to the Authority’s website using the importer’s or customs broker’s account
- >
- 2



Click on electronic services, and click on customs services
- >
- 3



Click on the customs card modification service
- >
- 4



Enter the required data to search for the customs card
- >
- 5



The parts that can be modified on the customs card will appear to you
- >
- 6



After the modification, the application can be submitted
- >
- 7



You can track the order and its status through the service page



Beneficiaries of the Service

- Importers
- Customs Broker



Requirements

- An active account for the customs broker or importer
- Customs declaration information and customs card
- Acceptance by the relevant administration to modify the customs card



ZATCA’s Website

[Click Here](#)



Channel

 zatca.gov.sa

 Zatca App



Time Required

5 Mins



Enter the Service

[Click here](#)





Temporary Admission Using ATA Carnet

An e-service that allows the importer holding a temporary admission carnet to submit a pre-approval request for the entry of goods into the Kingdom of Saudi Arabia.

Service Steps

- 1



Access the Form
- >
- 2



Fill in the importer's information and attach a passport copy
- >
- 3



Enter the ATA Carnet information and attach a copy
- >
- 4



Fill in the goods information included in the ATA Carnet
- >
- 5



Fill in the consignment arrival information
- >
- 6



Enter any additional information
- >
- 7



Submit the request

Advantages:
Facilitating the admission procedures of the consignment into the Kingdom of Saudi Arabia under the ATA Carnet.



Beneficiaries of the Service

Foreign Importer



Requirements

- Importer Number
- Passport
- ATA Carnet from the exporting country



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Days



Enter the Service

[Click here](#)





Laboratory Sample Analysis Results Inquiry

It is an e-service that allows importers to access the results of sample test provided by SFDA, the Ministry of Environment, Water, and Agriculture, or other laboratories on our website.

Service Steps



Beneficiaries of the Service

Importers

Requirements

- Port name & the type, date and number of the customs declaration

ZATCA's Website

[Click Here](#)

Channel

zatca.gov.sa

Time Required

Immediate

Enter the Service

[Click here](#)





Customs Broker Services

This e-service allows for the submittal of several requests by customs brokers (renewal/cancellation of license, opening/closing a branch, adding/canceling an employee, renewal of an entry card), with the possibility of uploading the necessary documents and submitting the request.
This is a customs clearance service

Service Steps

- 1



Login to ZATCA's website
- >
- 2



Login to the platform
- >
- 3



Select "E-Service" and then choose "Brokers"
- >
- 4



Choose Requests for Customs Clearance Licenses Holders
- >
- 5



Fill out the application form and attach required documents
- >
- 6



You will receive a submission notification by SMS an e-mail



Beneficiaries of the Service

Customs Brokers



Requirements

Depending on the targeted service application.



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

Immediate



Enter the Service

[Click here](#)





Submit a Cruise Ship & Yachts Inspection Form

This e-service enables the electronic submission of the yacht and cruise ship inspection form by filling out the form with details about the ship, its captain, the importer, and the goods in the warehouse that will later be checked by the customs officer.

Service Steps

- 1



Go to ZATCA website
- >
- 2



Go to "E-Services"
- >
- 3



Select "Cruise Ship and Yachts Inspection Form"
- >
- 4



Fill out the required information
- >
- 5



Submit the application



Beneficiaries of the Service

Captains of Cruise Ship And Yachts



Requirements

Filling out the required information



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Customs Broker Authorization

This e-service provides the importer and exporter (individual/trader) with the authorization of a customs broker to perform customs dealings, on his behalf to follow up and complete such customs procedures. The authorization shall be made for import only or export only or both of them. The importer and exporter determine the authority of the customs broker in term of using the authorization one or several times while the individual determines the authority of the customs broker in term of use the authorization for one time only.

Service Steps

- 1  Visit ZATCA website
- 2  Login to Fasah platform
- 3  Enter the service at the platform
- 4  Fill in the required information blanks
- 5  Create an authorization
- 6  You will receive notification by SMS and e-mail

Beneficiaries of the Service

Traders and individuals including importers and suppliers

Requirements

- An activated account at Fasah platform
- Customs broker's license number
- Authorization duration

ZATCA's Website

[Click Here](#)

Channel

 zatca.gov.sa

Time Required

Immediate

Enter the Service

[Click here](#)





View Customs Declaration Invoice

It is an e-service that allows importers to access the results of sample test provided by SFDA, the Ministry of Environment, Water, and Agriculture, or other laboratories on our website.

Service Steps

- 1



Login to ZATCAs website
- >
- 2



Go to "E-services" then click "Customs Services"
- >
- 3



Go to "General Inquiries"
- >
- 4



Select "Invoice Viewing Service"
- >
- 5



Enter the invoice and port number then search
- >
- 6



View the invoice, then request to download it



Beneficiaries of the Service

Importers and Customs Brokers



Requirements

- Invoice Number
- Port Name



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

Immediate



Enter the Service

[Click here](#)





Estimated Vehicle Import Duty Calculator

It is an e-service that enables the calculation of the financial fees for additional duties on non-compliant vehicles.

Service Steps



Beneficiaries of the Service

Saudi individuals and premium residency holders of used and light vehicles

Requirements

- Car model
- The current actual value of the car by Saudi Riyal
- Car type
- Actual fuel economy- km/L

ZATCA's Website

[Click Here](#)

Channel

zatca.gov.sa

Time Required

5 Minutes

Enter the Service

[Click here](#)





Transfer of Goods Ownership (Endorsement of Bills of Lading)

This e-service allows the transfer of ownership of goods from one importer to another or from an importer to shipping agent electronically without following up officials at ports to get the approvals.

Service Steps

-  1 Sign in to ZATCA website
-  2 Go to Bill of Lading Endorsement
-  3 Fill up needed information
-  4 Submit the application
-  5 Notification will be sent after the application has been processed



Beneficiaries of the Service

- shipping agent or representative
- Importer



Requirements

An active account for the shipping agent on the Authority's website



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Customs Clearance License

This e-service allows brokers to submit the issuance of customs clearance licenses. This e-service is one of customs clearance services.

Service Steps

- 1



Login to the ZATCA website
- >
- 2



Select "E-Services"
- >
- 3



Select "General Services"
- >
- 4



Fill out the application form and attach required documents
- >
- 5



you will receive a submission notification by SMS and e-mail



Beneficiaries of the Service

All Customs Brokers



Requirements

- Bank Guarantee
- National Address
- National ID



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Restricted Goods Clearance

It is an e-service provided by the Zakat, Tax and Customs Authority to enable government entities to issue clearance permits for their imports, through importers or any other parties, by entering clearance information into the portal.

Service Steps

- 1



Visit ZATCA website
- >
- 2



Login to the platform
- >
- 3



Fill up the form
- >
- 4



Create Clearance



Beneficiaries of the Service

Importers



Requirements

It depends on the requirements of the competent entities



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Print Customs & Statistical Declaration

This e-service allows users to print a specific customs or statistical data statement, to view all statement details, including customs items and duties for auditing or documentation purposes or for use in any subsequent transactions.

Service Steps

- 1



Enter service
- >
- 2



Login
- >
- 3



Fill in the required information blanks
- >
- 4



Enter Verification Code



Beneficiaries of the Service

Traders including importers and suppliers



Requirements

An activated account at Fasah platform



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Customs Duty Deferral

The e-service allows importers to seek a 30-day postponement of customs duty payment in order to encourage the private sector and allow them to continue conducting business.

Service Steps

- 1



Login to ZATCA's Website.
- >
- 2



Choose the required service (postponement of collection of fees with a bank guarantee) or (postponement of collection of fees by documentary obligation)
- 3



Agree to the terms and conditions and fill in all required fields



Beneficiaries of the Service

Importers



Requirements

- Provide financial statements through "Qawaem" program in case you wish to obtain a postponement
- Providing a bank guarantee after approving the postponement request under a bank guarantee



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Industrial Exemption Inquiry

It is an e-service within the industrial exemption inquiry services for importing machinery, equipment, and materials, allowing users to obtain a detailed report on the deducted and remaining quantities for industrial exemption decisions.

Service Steps

- 1



Login to the ZATCA website
- >
- 2



Select the required service from the available options
- >
- 3



Enter the required inputs for the report
- >
- 4



Submit the request
- >
- 5



Download the report



Beneficiaries of the Service

Importers and exporters



Requirements

Register on the Authority's portal



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Tariff Items of Exemptions Inquiry

An e-service among the inquiry services for exemptions (such as industrial exemptions) that allows obtaining a report on the tariff items related to the type of exemption.

Service Steps

- 1

Login to the ZATCA website
- >
- 2

Select the required service from the available options
- >
- 3

Enter the required inputs for the report
- >
- 4

Submit the request
- >
- 5

Download the report



Beneficiaries of the Service

Importers and exporters



Requirements

Register on the Authority's portal



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Request a Non-Import/Export Letter

This E-service allows organizations and companies that are not registered with ZATCA's website to get a letter of no imports or exports.

Service Steps

- 1

Login to the service from the list of available services
- >
- 2

Provide the relevant report inputs (CR number, report type Imports or exports; indicate the timeframe)
- >
- 3

request the letter
- >
- 4

Check out the letter

Beneficiaries of the Service

All taxpayers

Requirements

Commercial Register

ZATCA's Website

[Click Here](#)

Channel

zatca.gov.sa

Time Required

5 Minutes

Enter the Service

[Click here](#)





Print Export Report

This E-service allows organizations and companies that are not registered with ZATCA's website to get a letter of no imports or exports.

Service Steps

-  1 Login to Fasah platform
-  2 Enter service at the platform
-  3 Fill in the required information blanks
-  4 Get the report



Beneficiaries of the Service

Importers and Exporters



Requirements

- An activated account at Fasah portal
- The first (15) sheets of paper are (100) riyals, and the excess of that each sheet is (10) riyals



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Insurance-Related Transaction Inquiry

It is an e-service that enables importers and exporters to obtain a detailed report of transactions linked to insurance

Service Steps

- 1



Log into the ZATCA website
- >
- 2



Select the required service from the available options
- >
- 3



Enter the required inputs for the report
- >
- 4



Submit the request
- >
- 5



Download the report



Beneficiaries of the Service

Importers and Suppliers



Requirements

Register on ZATCA's Website



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Deferred Customs Duty Inquiry

It is an e-service that allows express transportation company brokers and beneficiaries of the Deferred Fees initiative to check data reports and deferred fees and export the report as an Excel file.
This e-service is one of customs clearance services.

Service Steps

- 1  Login to the service via ZATCA website
- > 2  Fill in the required information
- > 3  Enter the verification code



Beneficiaries of the Service

Express Transportation Companies



Requirements

- The company holds a customs clearance license for express transport
- Enter into the deferral of collection service.
- Log in to the authority's website as an approved customs broker for the express transport company.



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Customs Consulting License

An e-service that allows individuals interested in customs consulting and customs clearance professionals to submit applications for a customs consulting license in accordance with the requirements and regulations.

Service Steps

- 1



Login into ZATCA website
- >

2



Click on "E-Services" on the homepage and select "Zakat, Tax, and Customs Services."
- >

3



Click on "Customs Services" and choose "Customs Consulting License."



Beneficiaries of the Service

- Saudis
- GCC Citizens



Requirements

N/A



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 working days



Enter the Service

[Click here](#)





E-Auction - Zakat, Tax and Customs Authority

It is an e-service that allows users to access and browse the Authority's auctions, and bid remotely in multiple auctions simultaneously without the need to attend the auction site or visit the ports.

Service Steps

- 1  Use ZATCA's website to access the Service
- 2  Register for the Service
- 3  Browse and participate in auctions



Beneficiaries of the Service

- Individuals (citizens and residents)
- Entities



Requirements

[View the guideline](#)



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Inquiry about Export Report

Service Steps

- 1  Log into the ZATCA website
- 2  Select the required service from the available options
- 3  Download the report



Beneficiaries of the Service

Importers and Exporters



Requirements

Register on ZATCA's Website.



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Bonded Zone License

This e-service provides the beneficiary with a report detailing his incoming customs declarations.

Service Steps

- 1

Submit the request via ZATCA website and attach the required documents. You can also track the status of your request online. After reviewing the request by ZATCA:

 - In the event of an acceptance, the establishment will be granted preliminary approval and begin to provide the essential operational requirements and conditions.
 - In the event of a rejection, the establishment will be notified, including the reasons for the rejection, and the request will be modified accordingly.
- 2

ZATCA's officials will visit the bonded zone to confirm that the requirements and conditions are implemented.

 - If the requirements and regulations are met, the establishment will be granted a final approval and a license to start operations.
 - If the requirements and conditions are not met, the initial approval will be cancelled and the request will be rejected, with an explanation of the reasons.

Beneficiaries of the Service

- Exporters
- Importers
- Logistical

Requirements

Commercial Register

ZATCA's Website

[Click Here](#)

Channel

 zatca.gov.sa

Time Required

5 Minutes

Enter the Service

[Click here](#)





Print import Report

It is an e-service that allows users to print customs or statistical data reports, or any specific statement to view all data details, including customs items and duties for auditing or documentation purposes or for use in any other transactions.

Service Steps

- 1



Log in to the Fasah platform
- >
- 2



Navigate to the Service Page
- >
- 3



Fill in the required fields
- >
- 4



Obtain the report



Beneficiaries of the Service

Importers and Exporters



Requirements

- Invoice Number
- Port Name



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Container Closure

It is an e-service that allows submitting the closing a container request by using Fasah Platform, as well as allows to track the status of the request, and discover the reasons for rejection (if any). This e-service helps to manage the containers and increases flexibility to the shipping agent's business requirements.

Service Steps

- 1



Access to Fasah Platform by using the shipping agent's account
- >
- 2



Select Services
- >
- 3



Enter a "Container Closure
- >
- 4



After request submission, the Authority will either approve or reject it. If the application is rejected, the reason will be provided



Beneficiaries of the Service

Shipping Agents at Sea Ports



Requirements

Shipping Agent account on Fasah Platform



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Importer Customs Number Inquiry

This service allows Brokers to inquire about the importer’s customs number electronically.
This service is one of customs clearance services.

Service Steps

- 1



Sign in to ZATCA website
- >
- 2



Go to Brokers inquiring about customs number of an importer
- >
- 3



Fill in the importer’s commercial register
- >
- 4



Inquiring



Beneficiaries of the Service

Customs Brokers



Requirements

- An active account for the Customs Broker on the Authority’s website
- Importer’s commercial register



ZATCA’s Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Shipping Agent Representative Registration

It is an e-service that allows the beneficiary to print customs or statistical data reports, or a specific declaration to view all data details—including tariff items and customs duties—for review, documentation, or transaction purposes.

Service Steps

- 1



Sign in to ZATCA website
- >
- 2



Go to Customs Services
- >
- 3



Shipping Agent Registration
- >
- 4



Fill up required information



Beneficiaries of the Service

- Shipping Agent or Representative Importers



Requirements

- Shipping Agent Number
- License number of the representative previously registered with ZATCA



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Print Customs Card

It is an e-service that allows you to print the Customs Card as a PDF.
This e-service is one of customs clearance services.

Service Steps

- 1



Sign in to ZATCA website
- >
- 2



Go to "Customs Card Printing"
- >
- 3



Fill up required information
- >
- 4



Print the card



Beneficiaries of the Service

- Importers
- Customs Brokers



Requirements

- An active account for an importer or customs broker
- Approval of the Customs Card by the relevant department



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa

 Call center



Time Required

Immediate



Enter the Service

[Click here](#)





Customs Clearance License Status Inquiry

You can use this e-service to check the status of the establishment's customs clearance license.
This e-service is one of customs clearance services.

Service Steps

- 1

Access to the service via ZATCA website
- >
- 2

Search to verify Customs License
- >
- 3

Enter verification code

Beneficiaries of the Service

All taxpayers

Requirements

- License Number
- Commercial Registration Number (optional)

ZATCA's Website

[Click Here](#)

Channel

zatca.gov.sa

Time Required

Immediate

Enter the Service

[Click here](#)





Event Disclosure in Saudi Arabia

This e-service allows importers working in the field of events and exhibitions to notify ZATCA in advance of their intention to hold event or exhibition inside KSA by filling out the Disclosure Request. This service aims to regulate and facilitate customs procedures and answer all inquiries on tax obligations.

Service Steps

- 1

Log in to the ZATCA websiteSelect "Customs Services" under E-Services.Choose "Event Planners"Select "Notification of an event or exhibition within the Kingdom."Enter the needed information.Application submission

Beneficiaries of the Service

Importers who work in the events and exhibitions

Requirements

Active Importers Account

ZATCA's Website

[Click Here](#)

Channel

zatca.gov.sa

Call center

Time Required

24 Hours

Enter the Service

[Click here](#)





Add Authorized Representatives for Freight Forwarders

This e-service allows freight forwarders to add their representative after logging in and receive freight forwarders number and username.

Service Steps

- 1



Log into ZATCA Website
- >
- 2



Fill in the required information
- >
- 3



Submit request
- >
- 4



You will be informed through text message and email when the request has been received, whether it has been approved or rejected, and why
- >
- 5



If the request was approved, a text message will be sent with freight forwarder's number, username, and a password



Beneficiaries of the Service

Freight Forwarders



Requirements

- Freight Forwarders Username



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Freight Forwarders Registration

An e- service that allows users to register freight forwarders and receive a number and a username that authorizes them to access "Request to Add Representative for Freight Forwarders" service.

Service Steps

- 1



Enter service via the ZATCA website
- >
- 2



Fill in the required information
- >
- 3



Submit request
- >
- 4



You will receive an SMS and an email confirming the receipt of your request. If it's approved, you will receive a message and email containing the shipping agent's tracking number, username, and password. If the request is rejected, the reason for the rejection will be provided



Beneficiaries of the Service

Freight Forwarders



Requirements

- Valid customs clearance license.
- Attach the unified logistics license or freight forwarders license issued by the concerned body.
- A valid copy of the commercial register.
- Provide proof that supports the existence of a warehouse to consolidation and break-bulk of shipments, whether it is subcontracted or rented.
- Provide a valid work agreement with cargo handling (operators) company in the port where the activity will be performed. according to the standards set by the concerned body in the port, whereby the operator is obligated consolidation and break-bulk of shipments on behalf of the freight forwarders requesting the license.



ZATCA's Website

[Click Here](#)



Channel

 zatca.gov.sa



Time Required

5 Minutes



Enter the Service

[Click here](#)





Transports Internationaux Routiers (TIR) Registration

An e-service that enables the Saudi Automobile Association (SATA) to provide the joining request for the TIR system (TIR).

Service Steps

- 1



Visit ZATCA website
- >
- 2



Select "E-Services" then "Customs Services"
- >
- 3



Select "Join the Transports Internationaux Routiers (TIR) System"
- To inquire about Transports Internationaux Routiers (TIR) System, [click here](#)



Beneficiaries of the Service

Saudi Automobile Association (SATA)



Requirements

- Port name & the type, date and number of the customs declaration



ZATCA's Website

[Click Here](#)



Channel

-  zatca.gov.sa
-  Call center



Time Required

10 working days



Enter the Service

[Click here](#)





Customs Advance Rulings Issuance

An e-service that allows an economic operator (AEO) to get an advance ruling prior to the arrival of the consignment to be imported, as well as to request preferential treatment for products covered by international trade agreements.

Service Steps



Beneficiaries of the Service

Authorized Economic Operators

Requirements

- To identify the customs item, pictures of the goods and technical bulletins containing the imported commodity's specifications must be provided.
- For preferred origin, a certificate of origin is required to validate the legal context of the imported goods.
- To clarify the customs valuation method: identify the type and specifications of the products, attach photos of the product, and include a copy of the invoice or trade agreement contract.

ZATCA's Website

[Click Here](#)

Channel

zatca.gov.sa

EMAIL

Time Required

60 Days

Enter the Service

[Click here](#)





Vehicle Import for Individuals

It is an e-service that allows citizens and resident individuals to directly import vehicles from outside the Kingdom through customs ports, without the need for a customs broker.

Important Notes:

- Additional fees may apply if the vehicle's efficiency and age do not meet the criteria.
- The vehicle must be inspected at an accredited center by the Saudi Standards, Metrology and Quality Organization in the following cases:
 - If the distance traveled exceeds 1,000 km.
 - If the vehicle's data is not registered with the Saudi Standards Metrology & Quality Organization.

Service Steps

- 1  Login to ZATCAs website
- 2  Go to "E-services" then "Customs Services"
- 3  Select "Vehicle Import Service for Individuals"
- 4  Enter the vehicles chassis number and its details
- 5  Fill in the import details
- 6  Attach the required documents
- 7  Submit request





Vehicle Import for Individuals





Express Shipments Arrival Confirmation

This service is provided to the Express transport company's broker assurance of the arrival of Express transport shipment at the port after submission of their customs declarations in advance.

Service Steps

- 1  Enter service
- >
- 2  Login
- >
- 3  Fill in the required information blanks
- >
- 4  Enter Verification Code



Beneficiaries of the Service

Express transport companies



Requirements

Policy Number



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Customs Fines Inquiry

This service provides the beneficiary with an inquiry about the various types of offenses issued by the Authority (arrest warrant, fine of pledges, and fine as a result of the conviction of customs cases).

Service Steps

- 1



Enter service

>
- 2



Login to Fasah platform

>
- 3



Enter service at the platform

>
- 4



Fill in the required information blanks
- 5



Submit application



Beneficiaries of the Service

Importers and exporters



Requirements

An activated account at Fasah portal



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Saudi Authorized Economic Operator (Saudi AEO) Registration

It is an e-service enabling businesses to join the Saudi Authorized Economic Operator (AEO) program. It offers a bundle of advantages and trade facilitation measures for enterprises complying with the requirements and standards set in the program's policy.

Service Steps

- 1  Enter the service
- 2  Log in
- 3  Complete the required fields and upload the necessary documents
- 4  Submit the request

Beneficiaries of the Service

Traders including
.importers and suppliers

Requirements

An activated account the
Authority website.

ZATCA's Website

[Click here](#)

Channel

 zatca.gov.sa

Time Required

Immediately

Enter the Service

[Click here](#)





Customs Declaration Insurance Fee Refund Inquiry

This service provides the importer with a status inquiry about the request for payment of a specific customs declaration insurance fee, the fees of which include insurance items collected to be paid when their eligibility requirements are met.

Service Steps

- 1



Enter service

>
- 2



Login to Fasah Platform

>
- 3



Enter service at the platform

>
- 4



Fill in the required information blanks

>
- 5



Payment status review



Beneficiaries of the Service

Traders including importers and suppliers



Requirements

An activated account at Fasah portal



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





View Customs Declaration Fees and Taxes Report

This service provides the user of the portal with a review of a report with customs and statistical declarations over a specified period at all ports, explaining the declaration fees, the value-added tax amount, and the excise tax amount.

Service Steps

- 1



Login to Fasah Platform
- >
- 2



Enter Service at the latform
- >
- 3



Fill in the required information blanks
- >
- 4



Review the report



Beneficiaries of the Service

Traders including .importers and suppliers



Requirements

An activated account at Fasah portal



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





View Pledges

This service provides the beneficiary with a review of the pledges and their status within a specified period at all customs ports in order to take the necessary action to pay the pledges based on the status and date of the end of the pledge, including non-disposition pledges and various documentary pledges.

Service Steps

- 1



Enter service

>
- 2



Login to Fasah Platform

>
- 3



Enter service at the platform

>
- 4



Fill in the required information blanks

>
- 5



Review the pledges



Beneficiaries of the Service

Traders including .importers and suppliers



Requirements

An activated account at Fasah portal



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Review and Follow-up of Differences Declarations

This service provides the importer with access to a report of all customs duty differences due to it, based on which the necessary action will be taken, either by paying them or by reviewing the competent authorities.

Service Steps

- 1  Login to Fasah Platform
- 2  Enter Service at the platform
- 3  Review of differences declarations



Beneficiaries of the Service

Importers and exporters



Requirements

An activated account at Fasah platform.
Differences sums, if any.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Customs Declaration Fees Inquiry

This service provides beneficiaries with Inquiry about customs declaration duties of all types (import, immediate liquidation, issued declaration, re-export, petroleum exports, issued personal, an incoming statistical, issued statistical, entry transit, exit transit, an incoming statistic of Gulf origin, an incoming statistic of Saudi origin for details of all charges due on the declaration.

Service Steps



Beneficiaries of the Service

Traders including .importers and suppliers

Requirements

- An activated account at Fasah platform.
- Number of the customs declaration.
- Port.
- Declaration date.

ZATCA's Website

[Click here](#)

Channel

- [zatca.gov.sa](#)
- Mobile App
- Call Center
- Branch
- Relationship
- Managers
- Live Chat
- Email

Time Required

Immediately

Enter the Service

[Click here](#)





Register as an Importer or Exporter

This service provides traders with registration on Fasah platform to start import and export business.

Service Steps

- 1



Enter service

>
- 2



Login to Fasah Platform

>
- 3



Fill in the required information blanks

>
- 4



Activate the account



Beneficiaries of the Service

Traders including .importers and suppliers



Requirements

Commercial register or ID number



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)

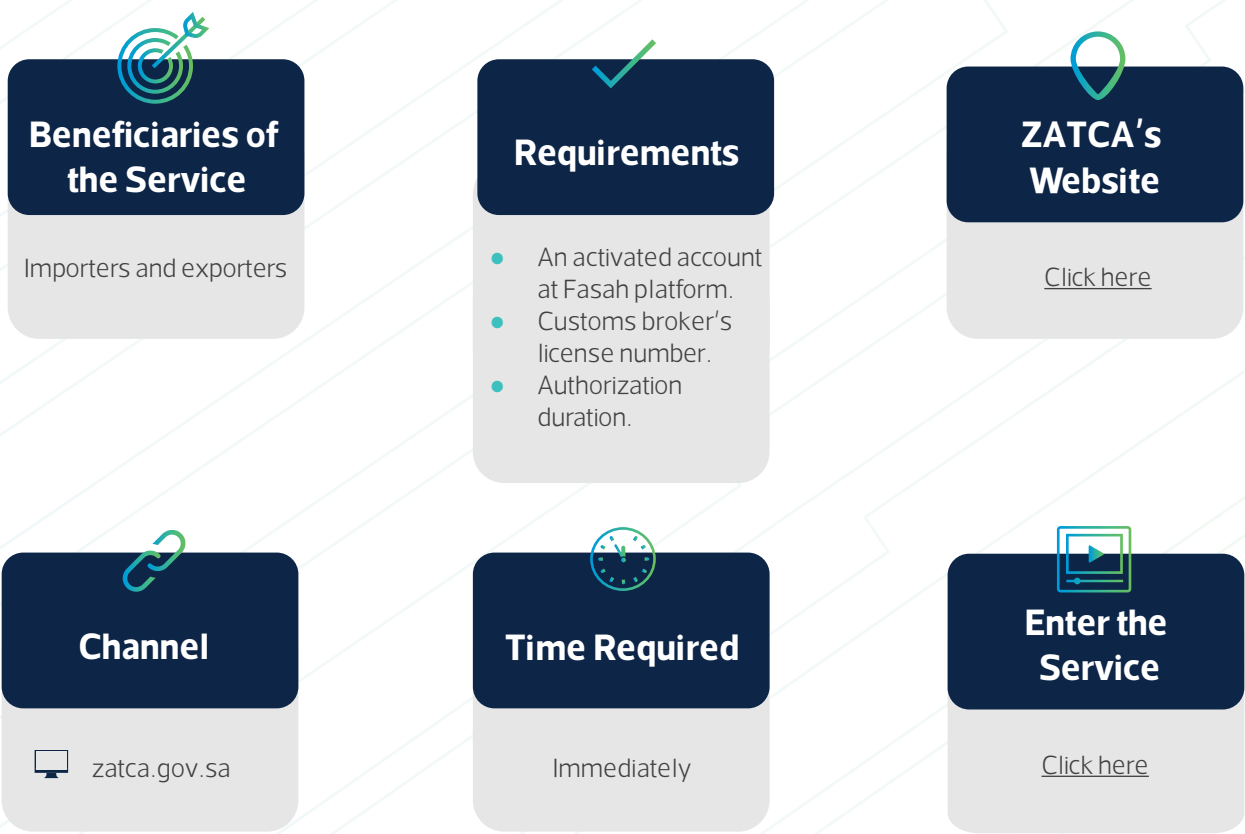




Customs Broker Authorization

This service provides the importer and exporter (individual/trader) with the authorization of a customs broker to perform customs dealings, on his behalf to follow up and complete such customs procedures. The authorization shall be made for import only or export only or both of them. The importer and exporter determine the authority of the customs broker in term of using the authorization one or several times while the individual determines the authority of the customs broker in term of use the authorization for one time only.

Service Steps

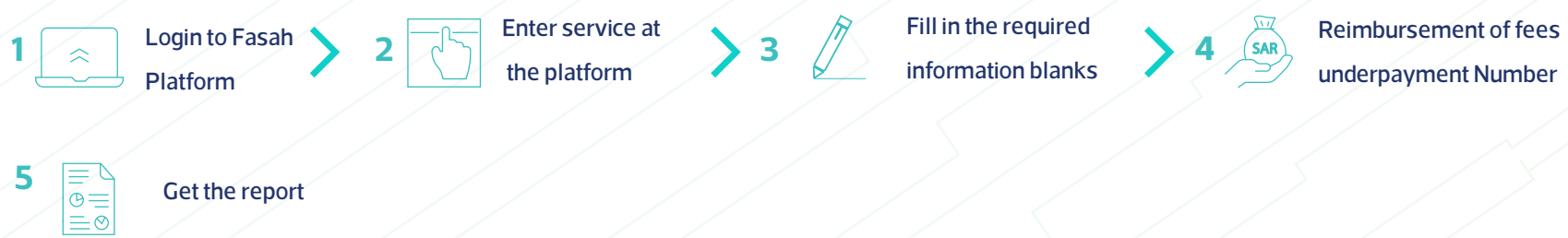




Print Export Report for Importers

This e-service allows users to print customs or statistical data reports, or any specific statement to view all data details, including customs items and duties for auditing or documentation purposes or for use in any other transactions.

Service Steps



Beneficiaries of the Service

Traders including .importers and suppliers

Requirements

An activated account at Fasah platform.
The first (15) sheets of paper are (100) riyals, and the excess of that each sheet is (10) riyals.

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Time Required

Immediately

Enter the Service

[Click here](#)





Restricted Goods Clearance Letters Inquiry

This service provides the beneficiary with an inquiry about letters of release and cases of restricted goods and the remaining balance for each item in the letter. Accordingly, the importer and the exporter may know whether or not to use a letter of release for the import or export of restricted goods. The importer can also Inquiry about a specific release letter or review all release letters registered to the importer at all customs ports.

Service Steps

- 1



Enter via Website
- >
- 2



Login to Fasah Platform
- >
- 3



Enter service at the platform
- >
- 4



Fill in the required information
- >
- 5



Review the latters and balances



Beneficiaries of the Service

Traders including importers and exporters-Customs .brokers



Requirements

- An activated account at Fasah platform.
- For customs brokers:
- Required to be authorized by the trader of the release letter.
- Permit port.
- Serial number of the letter of release.
- Importer number.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Suspend Customs Broker Authorization

This service provides the importer and exporter with the suspension of its valid authorization to a customs broker by reviewing a list of all applicable authorization as per the customs port and selecting a specific authorization for suspension.

Service Steps

- 1



Enter service at the platform
- >
- 2



Login to Fasah Platform
- >
- 3



Fill in the required information blanks
- >
- 4



Suspension of authorization



Beneficiaries of the Service

Importers and exporters



Requirements

An activated account at Fasah portal



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Manually Inspected Containers Inquiry

This service provides importers with verification of the number of hand-checked containers.

Service Steps

- 1



Enter Service via Website
- >
- 2



Login to Fasah Platform
- >
- 3



Fill in the required information blanks
- >
- 4



Enter Verification Code



Beneficiaries of the Service

Traders including .importers and suppliers



Requirements

- Number of the customs declaration.
- Port.
- Declaration date.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

immediate



Enter the Service

[Click here](#)





Objection to Collections, Panalties, and Customs Refund

This service provides for submitting an objection request on collection decisions, Penalties and rejected refund requests.

Service Steps

- 1  Enter Service via Website
- >
- 2  E-service
- >
- 3  Customs
- >
- 4  Customs Objections



Beneficiaries of the Service

- Importers
- Customs brokers



Requirements

Objection note explaining the reasons for the objection
Supporting documents for the objection



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

90 calender day



Enter the Service

[Click here](#)





Customs Cases Inquiry

This service provides you with an inquiry about customs case data and submission of a request for settlement.

Service Steps

- 1



Enter Service via Website
- >
- 2



Login
- >
- 3



Fill in the required information blanks
- >
- 4



Enter Verification Code



Beneficiaries of the Service

Importers and exporters-Traders
International Travelers
Customs brokers
.Shipping agent



Requirements

Requisition number.
Identification number or commercial register.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Integrated Customs Tariff Inquiry

This service provides the beneficiary with a search for customs duties by browsing them or by the customs item number, description, chapter, or section.

Service Steps

1



Enter the page of search for customs duties



2



Search by: A word, a key item or a harmonized system code or a review of tariff sections and chapters



Beneficiaries of the Service

Individuals including importers and suppliers



Requirements

N/A



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Submit Customs Declaration for Travelers

- This service provides you with the possibility to fill in the form of declaration of the items to be declared and to provide customs officers when entering or leaving Saudi Arabia for international travelers. These items include:
- Currencies or bearer negotiable instruments, gold bullion, precious metals, precious stones, and jewelry, with a value of up to 60,000 riyals or more, or equivalent in foreign currencies.
- Goods in commercial quantities or at a value higher than 3000 riyals.
- The goods subject to excise tax.
- Prohibited and restricted goods and items.
- The list of items to be declared for international travelers leaving Saudi Arabia is limited to the following:
- Currencies or bearer negotiable instruments, gold bullion, precious metals, precious stones, and jewelry, with a value of up to 60,000 riyals or more, or equivalent in foreign currencies.
- The Items prohibited to be exported (such as antiquities, etc.) and subsidized items.

Service Steps

1



Enter Service
via Website



2



Fill in the required
information blanks



3



Maintenance of the reference Number of
the declaration process for submission
to the customs officer upon arrival to
complete the declaration procedure.





Submit Customs Declaration for Travelers



Beneficiaries of the Service

Travelers



Requirements

- Filled declaration form
- If sums of money, financial instruments, gold bullion, precious metals, and jewelry worth up to 60,000 riyals or more are declared, official papers shall be submitted to demonstrate ownership of any goods or sums and explaining the origin of such funds and property.



Channel

 zatca.gov.sa
 Zatca App
 



Time Required

Immediately



Enter the Service

[Click here](#)



ZATCA's Website

[Click here](#)





Customs Violations Inquiry

This service provides customs brokers and freight agents with Inquiry about offenses and fines owed by them or their representatives in customs branches, and the status of payment of each offense, so that the necessary measures are taken regarding the payment of such offenses in order to avoid the suspension of their customs dealings.

Service Steps

- 1



Enter Service via Website
- >
- 2



Login
- >
- 3



Fill in the required information blanks
- >
- 4



Enter Verification Code



Beneficiaries of the Service

Customs Brokers



Requirements

An activated ZATCA account



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Customs Declaration Amendment

This e-service provides a request to amend the information of a declaration issued or received for the customs brokers to be reviewed and approved by the Authority.

Service Steps

- 1



Enter Service via Website

>
- 2



Login to Fasash Platform

>
- 3



Enter Service at the plat form

>
- 4



Fill in the required information blanks

>
- 5



Review the latters and balances



Beneficiaries of the Service

Customs Brokers



Requirements

An activated account at Fasah platform



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

24 hours



Enter the Service

[Click here](#)





Provide an Re-Exportation Declaration With an Entitlment Number

This e-service provides the cutsoms broker to submit a re-exportation declaration with an entitlment number, in case the customs broker is subject to the GCC Automated Direct Transfer System.
This service is included in the customs clearance services.

Service Steps

- 1  Access the service via our website
- 2  Login to FASAH portal
- 3  Enter "Export Declaration" service
- 4  Fill in the required
- 5  Submit the declaration



Beneficiaries of the Service

Customs Brokers



Requirements

Invoice
The first import declaration
The customs card -if any-



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

24 hours



Enter the Service

[Click here](#)





Provide an Incoming Declaration With an Entitlement Number

This e-service provides the customs broker to submit an incoming declaration with an entitlement number, in case the customs broker is subject to the GCC Automated Direct Transfer System.
This service is included in the customs clearance services.

Service Steps

- 1



Acess the service via our website
- 2



Login to FASAH portal
- 3



Enter "Import Declaration" service
- 4



Fill in the required
- 5



Submit declaration



Beneficiaries of the Service

Customs Brokers



Requirements

Entitlmnt Number



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

24 hours



Enter the Service

[Click here](#)





Submit Transit Declaration

This e-service provides the customs broker with the transit transport declaration through Fasah platform.
This e-service is one of customs clearance services.

Service Steps

- 1



Enter Service via Website
- 2



Login to Fasash Platform
- 3



Enter Service at the plat form
- 4



Fill in the required information blanks
- 5



Create a declaration



Beneficiaries of the Service

Customs Brokers



Requirements

Fee 20 riyals



ZATCA's Website

[Click here](#)



Channel



zatca.gov.sa



Time Required

24 hours



Enter the Service

[Click here](#)





Provide an Issued Declaration

This service is provided via Fasah portal for customs brokers to provide export declarations electronically, where customs brokers can reuse the manifest information provided in advance by the freight forwarder, or customs broker to create and submit an issued declaration.

Service Steps





Beneficiaries of the Service

Customs Brokers



Requirements

No fees required



ZATCA's Website

[Click here](#)



Channel

 [zatca.gov.sa](#)

 Branch



Time Required

Two hrs



Enter the Service

[Click here](#)





Provide an Incoming Declaration

This service provides via Fasah portal for customs brokers the submission of import declaration electronically, as well as the possibility to receive approval of the incoming declaration along with information on the duty payable and others.

Service Steps

- 1



Enter Service via Website
- >
- 2



Login to Fasash Platform
- >
- 3



Enter Service at the plat form
- >
- 4



Fill in the required information blanks
- >
- 5



Create a declaration



Beneficiaries of the Service

Customs Brokers



Requirements

- Commercial invoice
- Shipping policy



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

hours 24



Enter the Service

[Click here](#)

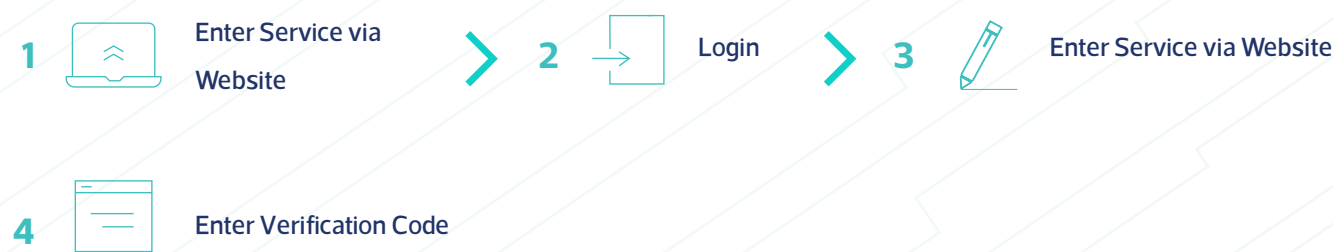




Customs Declarations Data Access Request

This e-service provides the customs broker with a comprehensive report of all open declarations.
This e-service is one of customs clearance services

Service Steps



**Beneficiaries of the Service**

Customs Brokers

**Requirements**

- Information of the customs broker license.

**ZATCA's Website**

[Click here](#)

**Channel**

 zatca.gov.sa

**Time Required**

Immediately

**Enter the Service**

[Click here](#)





Update Customs Broker Mobile Number

It is an e-service that allows the customs brokers to modify the mobile numbers within the ports so that the messages of the customs declaration are sent to them. This service is one of customs clearance services.

Service Steps

- 1



Enter Service via Website
- >
- 2



Login
- >
- 3



Fill in the required information blanks
- >
- 4



Enter Verification Code



Beneficiaries of the Service

Customs Brokers



Requirements

- Information of the customs broker license.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Customs Card Inquiry

This service allows you to inquire about customs cards.

Service Steps

- 1

Enter Service

>
- 2

Login

>
- 3

Fill in the required information blanks
- 4

Enter Verification Code

Beneficiaries of the Service

Customs Brokers

Requirements

- Information of the customs broker license.

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Time Required

Immediately

Enter the Service

[Click here](#)





Financial & Administrative Violations Reporting

This service provides the beneficiary with communications of violations of the Authority’s regulations and procedures, such as bribes, embezzlement, and financial and administrative corruption, without disclosing the identity of the beneficiary.

Service Steps

- 1



Enter Service via Website
- >
- 2



Login
- >
- 3



Fill in the required information blanks
- >
- 4



Enter Verification Code



Beneficiaries of the Service

The public including individuals and authorities.



Requirements

- Documentation of the details of the case or grounds for complaint.



ZATCA’s Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Submit Complaints, Suggestions and Inquiries

An E-Service that allows users to easily file their complaints or submit their suggestions and inquires via the website, with the ability to track the request and get responses within 3 working days.

Service Steps

- 1



Access the service via ZATCA's website.
- 2



Click on <<Contact us>> icon.
- 3



Select request Complaint or Suggestion.
- 4



Fill in the required information.
- 5



Complaints and suggestions will be responded to within 3 working days.

 Beneficiaries of the Service ZATCA's Customers	 Requirements N/A	 ZATCA's Website Click here
 Channel  zatca.gov.sa  Zatca App  	 Time Required 3 working days	 Enter the Service Click here





Shipment Tracking

An e-service that allows individuals and companies to track shipments and the status of the customs declaration by entering the type of freight, and shipment information (Customs Declaration, Bill of Lading).

Service Steps

- 1



Log in to ZATCA website
- >
- 2



Choose Shipment Tracking
- >
- 3



Select shipping type
- >
- 4



Choose the tracking method by entering customs declaration information or shipping policy
- >
- 5



Shipment status and fees will appear the authority obtained this shipment



Beneficiaries of the Service

Suppliers using express transport companies.



Requirements

- Bill of lading number.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Laboratory Sample Analysis Fee Payment Status Inquiry

This service allows private laboratories to inquire about the status of due testing fees if they were registered with the authority and responsible for testing samples sent to them by the customs, based on previously sent requests for testing samples.

Service Steps



Beneficiaries of the Service

Private laboratories registered with the authority.

Requirements

- Customs Port Name
- Laboratory-Specific Request Number
- Request Date

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Time Required

Immediately

Enter the Service

[Click here](#)





Customs Duty Refund

It is an e-service that allows importers to request customs duties refunds, insurance fees, and refunds in accordance with the National Rules of Origin.

Service Steps

-  1 Enter Service via Website
-  2 Fill in the refund request information
-  3 Approve the acknowledgment, undertaking and application
-  4 The importer will be notified by a text message
-  5 The request is approved or rejected.

Beneficiaries of the Service

Importers of goods that conferred origin from GCC countries.

Requirements

- Customs declaration date should be on or after 23rd of Dhu Al- Qidah 1442 AH.
- Customs declaration shall contain the items of the commodity from a GCC origin.
- Refund amount shall be in Saudi Riyal.

ZATCA's Website

[Click here](#)

Channel

 zatca.gov.sa

Time Required

30 working days

Enter the Service

[Click here](#)





SABER Certificate Exception

This e-service allows customs brokers to request an Exemption from SABER Certificate for goods that have been temporarily exported which brokers wish to retrieve by matching the conformity of the exported item to the imported item. This is a customs clearance service.

Service Steps

- 1



Enter Service via Website
- >
- 2



Select request an exception from SABER certificate
- >
- 3



Login to the National unified access portal
- >
- 4



Select the exported and imported items
- >
- 5



After validation, the application is submitted



Beneficiaries of the Service

Customs Brokers.



Requirements

- Sign in via the National Unified Access Portal.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

N/A



Enter the Service

[Click here](#)





Customs Duty Refund Request

This service allows the importers to request for customs duties refund or insurance fees refund.

Service Steps

-  Login to the Service via the Website
-  Login to the platform
-  Fill out the form including the required information and documents
-  You will receive a submission notification by SMS an e-mail

Beneficiaries of the Service

All Importers.

Requirements

- The Customs Declaration duties must be fulfilled.
- Provide all documents related to the refund eligibility.

ZATCA's Website

[Click here](#)

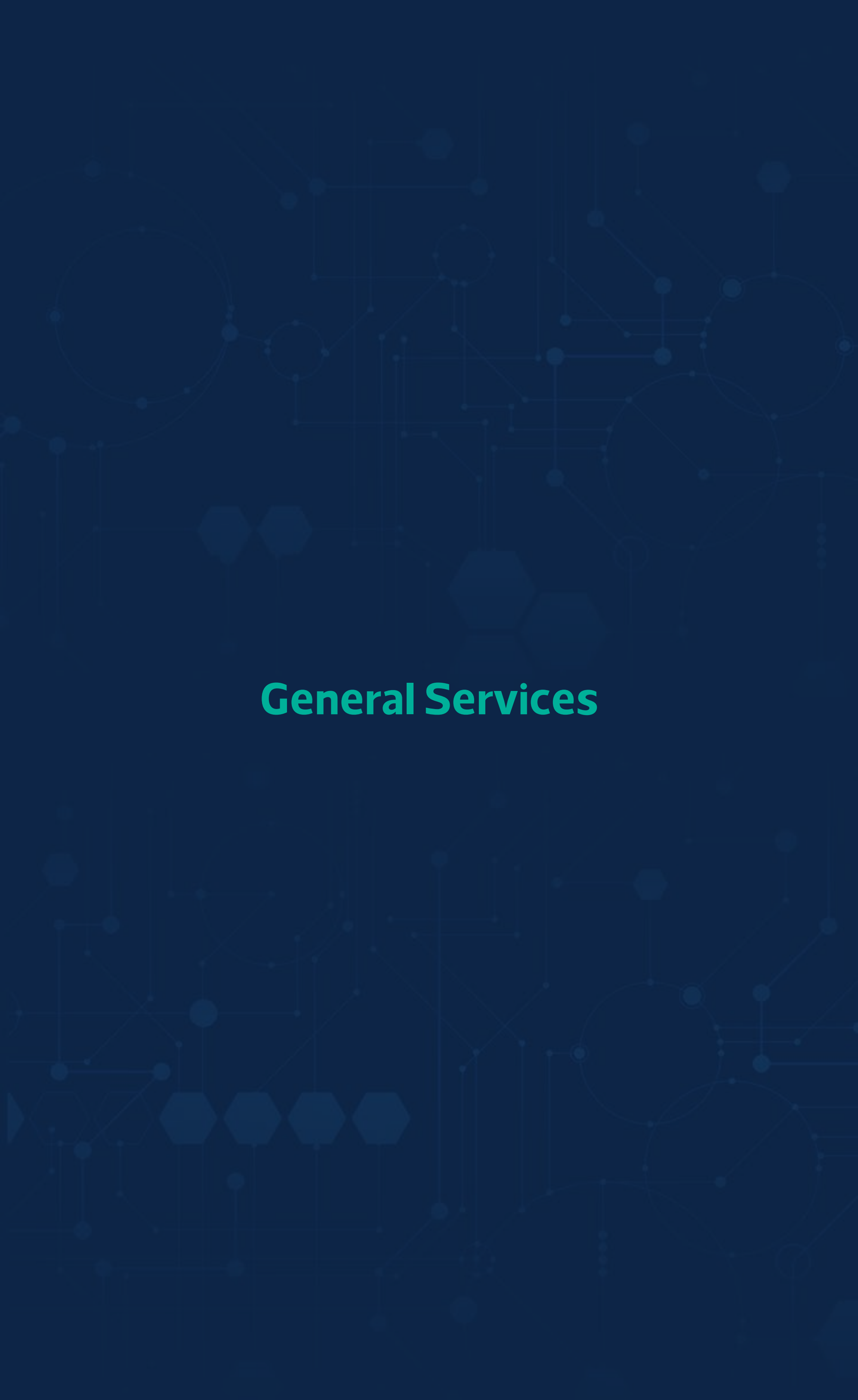
Channel

 zatca.gov.sa

Enter the Service

[Click here](#)



The background is a dark blue gradient with a complex network of thin, light blue lines and dots, resembling a circuit board or a molecular structure. There are several large, faint circles and hexagons scattered across the page. In the center, the text "General Services" is written in a bold, white, sans-serif font.

General Services



Update Password

Through This e-service, you can change your ZATCA portal log-in password after passing the authentication through OTP (one-time-password) sent to your registered mobile number.

Service Steps

- 1



Log into the ZATCA website
- >
- 2



Choose "General services"
- >
- 3



Go to "Amend/Registration Cancellation"
- >
- 4



Select "Taxpayer Profile, then choose "Change Password"
- >
- 5



Enter new password
- >
- 6



A verification code will be sent to you; enter it to complete the transaction



Beneficiaries of the Service

All registered Taxpayers



Requirements

- OTP verification



ZATCA's Website

[Click here](#)



Channel

-  zatca.gov.sa
-  Zatca App
-  



Time Required

Immediately



Enter the Service

[Click here](#)





Freedom of Information Request

It is an e-service through which you can submit a Freedom of Information (FOI) request.

 Beneficiaries of the Service Individuals	 Requirements N/A	 ZATCA's Website Click here
 Channel  zatca.gov.sa	 Time Required 5 Mintues	 Enter the Service Click here





Open Data Request

It is an e-service provided by the Zakat, Tax and Customs Authority to enable users to submit open data requests and use it freely without technical, financial or legal restrictions, in accordance with approved policies and controls.

Service Steps

-  1 Log in to ZATCA e-portal
-  2 Go to the e-Participation tab
-  3 Go to the Open Data tab
-  4 Click on "Request Open Data"
-  5 Fill out the form and submit the request



Beneficiaries of the Service

Individuals



Requirements

N/A



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

According to the period stipulated in the policies of the National Data Management Office (NDMO)



Enter the Service

[Click here](#)





Update Contact Information

Through This e-service, you can change your registered e-mail address and phone number. This means that all communications from ZATCA will now be directed to the updated contact details.

Service Steps

-  1 Log into ZATCA website, and click the "General Services" tab
-  2 Go to the "Amend/Registration Cancellation" tab
-  3 Select "Taxpayer Profile"
-  4 Edit e-mail address or mobile number
-  5 Activate new e-mail through authentication e-mail or receive immediate confirmation of mobile number



Beneficiaries of the Service

All registered Taxpayers



Requirements

- Activated and valid e-mail address and mobile number



ZATCA's Website

[Click here](#)



Channel

-  zatca.gov.sa
-  Call Center
-  Branch
-  Relationship Managers



Time Required

Immediately



Enter the Service

[Click here](#)





Cancel your Taxpayer Identification (Number (TIN

Deregistration of the Tax Identification Number (TIN) is an e-service that allows users to deregister their TIN if their business is no longer eligible to pay Zakat or taxes in KSA. This covers deregistration of Zakat and all other taxes, which indicates that users have ceased to carry out any economic activity and/or cease to exist as a legal entity. Upon cancellation of the Commercial Register, the TIN will be automatically deactivated in certain cases.

Service Steps

- 1  Go to "Zakat and Tax Management"
- 2  Select "Update/deregister"
- 3  Choose "Cancel your Taxpayer Identification Number (TIN)"
- 4  Complete the required form and provide the reason for deregistration
- 5  You will be notified once your TIN has been successfully deregistered
- 6  You will receive a notification when you TIN is deregistered from our system

Beneficiaries of the Service

All taxpayers that ceased to carry on an economic activity, and/or ceased to exist as a legal entity in KSA.

Requirements

- Cancellation of indirect taxes, if any.
- Determine the reasons for canceling the TIN with attaching proof.

ZATCA's Website

[Click here](#)

Channel

 zatca.gov.sa

Time Required

5-7 working days

Enter the Service

[Click here](#)





Cancel an Business's Branch Registration

It is an e-service that allows you to request branch cancellation via the Authority's portal if the branch is registered under one TIN.

Service Steps



Beneficiaries of the Service

All registered taxpayers that have registered additional outlets.

Requirements

- No Obligation with ZATCA
- Additional proof documents that support reason for deregistration

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Time Required

3 business days after request submission

Enter the Service

[Click here](#)





Customs and Tax Calculator Fee Service

It is an e-service that enables customers to calculate the customs duties and taxes applicable to imported goods and products.

Service Steps

- 1



Log in through ZATCA website
- >
- 2



Select the General service
- >
- 3



Select "Customs and Tax Fee Calculator"
- >
- 4



Select the type of goods and Category if available
- >
- 5



Enter total value of goods
- >
- 6



Click "Calculate"
- >
- 7



Total value of goods will display



Beneficiaries of the Service

All



Requirements

N/A



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa

 Zatca App



Time Required

Immediate



Enter the Service

[Click here](#)





Due Invoices Payment

An e-service that enables users to access and pay outstanding invoices via online payment channels.

Service Steps

- 1



Visit ZATCA website
- >
- 2



Select "E-Services", then "Zakat, Tax and Customs Services"
- >
- 3



Go to "Unpaid Invoices"
- >
- 4



Click on "Start"
- >
- 5



Login to your account
- >
- 6



Click on "Menu"
- >
- 7



Select "Unpaid Invoices"
- >
- 8



You will receive notification by SMS and e-mail

 Beneficiaries of the Service Public	 Requirements N/A	 ZATCA's Website Click here
 Channel  zatca.gov.sa	 Time Required 5 Mins	 Enter the Service Click here





Business Consult

It is an e-service that helps taxpayers find out which taxes apply to their business activity.

Service Steps

- 1



Log in to the ZATCA website.
- >
- 2



Select "E-Services."
- >
- 3



Click on "Zakat, Tax and Customs Services."
- >
- 4



Choose "Tax Services."
- >
- 5



Click on "Business Consult Service."
- >
- 6



Fill in the required information.
- >
- 7



Click on "Inquire."



Beneficiaries of the Service

- All taxpayers
- Citizens and Residents



Requirements

N/A



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa

 Live Chat



Time Required

Immediate



Enter the Service

[Click here](#)





Verify Instant Zakat Certificate

An e-service that allows you to verify the validity of the Zakat certificate issued for the entity.

Service Steps

- 1



Log in to ZATCA website
- >
- 2



Go to "e-Services"
- >
- 3



Select "Verify Instant Zakat Certificate"
- >
- 4



Enter the search details to verify the certificate issued for the entity



Beneficiaries of the Service

Available to taxpayers and the public.



Requirements

- One of the following numbers is available:
- Commercial Registration No.
- National Identification No.
- License number.
- Tax Number.
- Certificate Number.
- Company ID.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately (after request submission)



Enter the Service

[Click here](#)





VAT Registration Verification

It is an e-service that allows you to verify the registration of a business in Value Added Tax (VAT).

Service Steps

- 1



Enter into ZATCA Website
- >
- 2



Enter search parameter to verify registration, and select "send"
- >
- 3



VAT registration status will appear on your screen



Beneficiaries of the Service

Available to taxpayers and the public.



Requirements

- One of the following:
- VAT account number
- Commercial Registration No
- VAT certificate number



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa

 Zatca App



Time Required

Immediately



Enter the Service

[Click here](#)





Verify Contract Release Certificate

This is an online service to verify the contract release certificate.

Service Steps

- 1



Log into ZATCA website, and Go to the "E-service" tab and choose "General Services".
- 2



Select "Verify Contract Release Certificate"
- 3



Enter search parameter to obtain verification
- 4



Zakat certification status will appear on your screen



Beneficiaries of the Service

Available to taxpayers and the public.



Requirements

- TIN
- Commercial Registration Number
- Certificate Number



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

Immediately



Enter the Service

[Click here](#)





Exchange of Information Under the Foreign Account Tax Compliance Act (FATCA)

Automatic Exchange of financial accounts held by US persons is exchanged based on the Agreement between the Government of the Kingdom of Saudi Arabia and the Government of the United States of America for the Improvement of International Tax Compliance and the Implementation of the Foreign Accounts Tax Compliance Act (FATCA)

Service Steps

-  1 Log in to ZATCA website
-  2 Log in to your financial institution's account or create a new account
-  3 You will receive an email notification only in the case of a new registration
-  4 Complete the login and upload the required reports



Beneficiaries of the Service

Available to taxpayers and the public.



Time Required

One business day



Enter the Service

[Click here](#)



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Requirements

- The financial institution must have a GIIN number obtained by registering with the Internal Revenue Service (Internal Revenue Service).
- The financial institution shall identify an authorized person as an admin user of the system.





Exchange of Financial Information (CRS)

Automatic Exchange of financial accounts information base on the Multilateral Competent Authority Agreement on Automatic Exchange of Financial Account Information.

Service Steps

- 1



Go to the Service
- >

2



Login into the financial institution account or create a new account
- >

3



You will receive a notification on your e-mail for new registrations only
- 4



Complete the process and upload the requested reports



Beneficiaries of the Service

Saudi financial institutions and branches of foreign institutions registered in the Kingdom that maintain financial accounts of Residents who are resident for tax purposes in partner countries



Requirements

- The financial institution shall identify an authorized person an admin user of the system.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

One business day



Enter the Service

[Click here](#)





Exchange of Annual Country-By-Country Reports (CBCR)

It is an e-service that allows the exchange of financial account information for multinational groups according to the multilateral agreement between the relevant authorities on reporting economic activities in different countries, as per transfer pricing guidelines. Taxpayers are required to submit country-specific reports if the multinational group's revenue exceeds 3.2 billion riyals, based on the consolidated financial statements for the fiscal year prior to the tax year of the declaration.

Service Steps

-  Visit the service link as shown below
https://zatca.gov.sa/en/eServices/Pages/eServices_082.aspx
-  Log into the financial institution account or create a new account
-  You will receive a notification on your e-mail for new registrations only
-  Complete the process and upload the requested reports



Beneficiaries of the Service

Multinational Enterprise Groups ("MNE Group") to which taxpayer belong exceeds SAR 3.2 Billion during the year immediately preceding the current Reporting Year, as reflected in the MNE Group's Consolidated Financial Statements for that preceding year.



Requirements

- Taxpayer must have TIN (tax identification number) and Company Identification Number obtained. Taxpayer shall identify an authorized person an admin user of the system.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

One business day (after submission)



Enter the Service

[Click here](#)





Accounting Firm Authorization

It is an electronic service provided by ZATCA to companies, as they may delegate authorizations to accounting offices and tax service providers so that they can complete your company's procedures and transactions automatically on behalf. You can delegate different accounting offices to perform specific services for pre-set durations.

Service Steps

-  Log into ZATCA website
-  Select "Service Authorization"
-  Select "Accounting Office or Service Provider" and then select the services to which you wish to delegate to them. (1) Verification number for the accounting office. (2) Specify authorization period
-  To complete the authorization process, the entity you wish to authorize needs to log on to their account and consent to the authorization request
Request Status "Pending"

Beneficiaries of the Service

All registered taxpayers

Requirements

- There are no specific requirements

ZATCA's Website

[Click here](#)

Channel

 zatca.gov.sa

Time Required

Immediately (After request submission)

Enter the Service

[Click here](#)





Mutual Agreement Procedure Request

An e-service that allows setting out the process through which taxpayers can request assistance from ZATCA to resolve disputes arising from taxation not in accordance with the provisions of double taxation agreements.

Service Steps

- 1

Access the service
- >
- 2

Fill in all required fields
- >
- 3

Attach any supporting documents (if applicable)
- >
- 4

If the request is incomplete, you will receive a message specifying the missing information/ documents.
- >
- 5

Once complete, you will receive a confirmation message accepting the request.

Beneficiaries of the Service

Targeted category is Persons covered by double tax treaties who consider that the actions of the Kingdom and/or of the other State result or will result in taxation not in accordance with the provisions of such double tax treaty.

Requirements

- Submittal of the request with information and documents as required and specified in the Request for Mutual Agreement Procedure- Taxpayer Guide.

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Time Required

90 calender days

Enter the Service

[Click here](#)





Submit Complaints, Suggestions and Inquiries

An E-Service that allows users to easily file their complaints or submit their suggestions and inquires via the website, with the ability to track the request and get responses within 3 working days.

Service Steps

- 1



Access the service via ZATCA's website.
- >
- 2



Click on <<Contact us>> icon
- >
- 3



Select request Complaint or Suggestion.
- >
- 4



Fill in the required information.
- >
- 5



Complaints and suggestions will be responded to within 3 working days.

 Beneficiaries of the Service ZATCA's Customers	 Requirements N/A	 ZATCA's Website Click here
 Channel  zatca.gov.sa  Mobile App    Call Center  Branch  Email  X	 Time Required 5 Minutes	 Enter the Service Click here





Live Chat

An E-service that allows users to connect directly with customer service team to respond to inquiries, and to provide the necessary services and support. Data is then verified using Artificial Intelligence (AI) tools.

Service Steps

- 1

Access the website or ZATCA's App
ZATCA's website.
- >
- 2

Select live chat icon
- >
- 3

Fill in the required blanks
- >
- 4

Responses are provided through AI

Beneficiaries of the Service

Companies, institutions and individuals

Requirements

N/A

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Mobile App

Live chat

Time Required

Immediately

Enter the Service

[Click here](#)





Tax Ruling (Unregistered Taxpayers)

An e-service that allows non-registered individuals and entities to obtain ZATCA's opinion on the interpretation of applicable tax regulations and laws in the Kingdom, and how they apply to transactions related to the applicant's activity, in accordance with the conditions and requirements for ruling requests.

Service Steps

- 1



Access ZATCA E-website
- >
- 2



Choose " Ruling Request for Non-Registered "
- >
- 3



Creating a new request and filling in the details
- >
- 4



Submit the application and receive the request application notification



Beneficiaries of the Service

Contracts and documents related to the request



Requirements

N/A



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

45 Working days



Enter the Service

[Click here](#)





Road Feeder Service (RFS) Registration

The Road Feeder Service (RFS) Registration is an e-service that allows transportation companies to apply to join the RFS (Road Feeding Service).

Service Steps

- 1



Visit ZATCA website
- >
- 2



Select "E-Services" then "Customs Services"
- >
- 3



Select "Road Feeder Service (RFS) Registration"
- >
- 4



To inquire about Road Feeder Service (RFS) Registration, [Click here](#)



Beneficiaries of the Service

Contracts and documents related to the request



Requirements

N/A



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa

 Call



Time Required

45 Working days



Enter the Service

[Click here](#)





Tax Residency Certificate for Individuals

This service provides tax residency certificates (TRC) for individuals residing in the Kingdom of Saudi Arabia according to the Saudi income tax regulations or the agreements to avoid double taxation of individuals with other countries and provide them an exemption from income tax. It also allows the users to inquire about the status of certificate issuance and the result of the request.

Service Steps

- 1

 Log in to the ZATCA website

>
- 2

 Go to "E-Services"

>
- 3

 Go to "General Services"

>
- 4

 Enter the "Tax Residency Certificate Service"

>
- 5

 Complete the required information



Beneficiaries of the Service

Individuals residing in the Kingdom of Saudi Arabia



Requirements

- Residency in the Kingdom for more than 183 days.
- A valid passport.
- A proof of residency.
- Letter from the work agency.
- Attachment of clear copies of the required documents.



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

2 working days



Enter the Service

[Click here](#)





E-letters - Zakat, Tax and Customs Authority

A E-service that allows individuals, companies, and taxpayers to write letters online and receive progress updates on acceptance or rejection without having to visit Zakat, Tax and Customs Authority headquarters.

Service Steps

- 1

National single sign on (NAFATH)
- >
- 2

If you did not already register, register using your mobile phone number
- >
- 3

Fill in the required fields and attach the transaction , and Submit the request
- >
- 4

After reviewing the request, you will receive a text message indicating whether your request has been accepted or rejected, as well as the reasons for re-uploading it
- >
- 5

You can inquire about and track the status of your request through the designated email or by contacting the Unified Call Center at 19993

Beneficiaries of the Service

Individuals residing in the Kingdom of Saudi Arabia

Requirements

- An electronic letter in Arabic signed and addressed to the Zakat, Tax and Customs Authority, provided that the letter is in PDF format.
- The letter should not be specific to a transaction provided by the Authority through its website, such as: (inquiries and complaints, services of brokers, printing of import or export reports ... etc). The letter is also not specific to a financial claim or a government letter.

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Zatca App

Time Required

One Business Day

Enter the Service

[Click here](#)





Mutual Agreement Procedure Request

An e-service that allows setting out the process through which taxpayers can request assistance from ZATCA to resolve disputes arising from taxation not in accordance with the provisions of double taxation agreements.

Service Steps

- 1



Access the service
- >
- 2



Fill in all required fields
- >
- 3



Attach any supporting documents (if applicable)
- >
- 4



If the request is incomplete, you will receive a message specifying the missing information/ documents
- >
- 5



Once complete, you will receive a confirmation message accepting the request



Beneficiaries of the Service

Targeted category is
Persons covered by double tax treaties who consider that the actions of the Kingdom and/or of the other State result or will result in taxation not in accordance with the provisions of such double tax treaty



Requirements

- Submittal of the request with information and documents as required and specified in the Request for Mutual Agreement Procedure- Taxpayer Guide



Channel

 zatca.gov.sa

 EMAIL



ZATCA's Website

[Click here](#)



Enter the Service

[Click here](#)



Time Required

5 minutes





Contracts Disclosure

This e-service allows taxpayers to raise contracts concluded with other parties regardless of whether they are "Expenditure or Revenue" contracts. It also offers the option to amend and terminate contracts.

Service Steps

- 1



Log in to the electronic portal
- >
- 2



Select the "Contracts" icon
- >
- 3



Fill out all required fields and register the contract



Beneficiaries of the Service

Taxpayers



Requirements

N/A



ZATCA's Website

[Click here](#)



Channel

 zatca.gov.sa



Time Required

5 minutes



Enter the Service

[Click here](#)





Submit Objection to GSTC Secretariat

An e-service that allows you to escalate your objection to the Tax Committee for Resolution through the General Secretariat of Tax Committees for reconsideration.

Service Steps

- 1

Register for a new case/ lawsuit through logging into GSTC website: (gstc.gov.sa)
- >

2

Fill in the required information and data
- 3

You will receive an e-mail response upon evaluation of the objection

Beneficiaries of the Service

All registered taxpayers

Requirements

- Provide complete information and documents

ZATCA's Website

[Click here](#)

Channel

zatca.gov.sa

Time Required

The expected date for considering escalation of the objection will be determined following the issuance of the committees' rules

Enter the Service

[Click here](#)





General Inquiries

Whenever you wish to inquire about anything related to ZATCA, there are various channels available to reach us. These channels will allow you to interact with knowledgeable ZATCA employees who will answer any question you might have.

Communication channels

- 1



Website for direct communications

[\(Click here\)](#)
- 2



Unified Call Center

(19993)
- 3



E-mail

info@zatca.gov.sa
- 4



X Account @Zatca_care
- 5



ZATCA Branches

[\(Click here\)](#)
- 6



Relationship Managers
- 7



Application

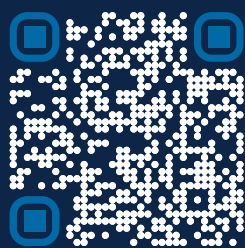
 





External document

This Manual has been prepared for educational and awareness only and its content is subject to mandate at any time. It is not considered in any way binding on the Zakat, Tax and Customs Authority and is not considered in any way legal advice. It cannot be relied upon as a legal reference on its own, and it is always necessary to refer to the texts of the laws contained in the applicable regulations in this regard. Every person subject to the laws of zakat, taxes and customs shall verify his legal duties and obligations, and he alone is responsible for discipline and compliance with these laws and instructions. The Zakat, Tax and Customs Authority will not be responsible in any way for any damage or loss suffered by the taxpayer as a result of his non-compliance with the instructions and applicable laws.



Scan this code to view the last
version and all published documents
Or visit the website zatca.gov.sa