



User Manual

To Authorize The Customs Broker To Submit The Air Transit Declaration



About the Manual

This Manual aims to explain how to create an authorization from the shipping agent, freight forwarder, carrier, or importer to the customs broker, enabling them to accept or reject the authorization and submit the customs declaration through the Fasah platform.



Create a new mandate

Steps to benefit from the service:

1. Log in to the "Fasah" platform using the account of the shipping agent, freight forwarder, carrier, or importer.

هيئة الزكاة والضريبة والجمارك
Zakat, Tax and Customs Authority

Welcome to FASAH

Login using IAM (for individuals)

National ID or Iqama number

login

Login using FASAH account

Username

password

Send OTP via*

☒ Mobile ☐ Email

[Forgot Password ?](#)

[Forgot username ?](#)

[Do not have account? Sign up!](#)

login

2. Select «Customs Broker Authorization» from the menu on the right on the homepage.
3. Click on «Request New Authorization.»

هيئة الزكاة والضريبة والجمارك
Zakat, Tax and Customs Authority

Find Service

Dashboard

Replenishment Services

Air Services

Truck Appointments

Invoice Inquiry

Customs Broker Authorization

Truck Appointments

Transit Declaration

Payment

Permits for entry / exit of materials from ports

Customs Broker Authorization

New Authorization Request

Search

Request Number	Custom Broker Name	Authorization Number	Request Date	Port Name	Type	Authorization Start Date	Authorization End Date	Request Status
XXXXXXXX	XXXXXXXXXXXXXXXXXX		XXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXX
XXXXXXXX	XXXXXXXXXXXXXXXXXX		XXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXX
XXXXXXXX	XXXXXXXXXXXXXXXXXX		XXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXX
XXXXXXXX	XXXXXXXXXXXXXXXXXX		XXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXX
XXXXXXXX	XXXXXXXXXXXXXXXXXX		XXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXX
XXXXXXXX	XXXXXXXXXXXXXXXXXX		XXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXX

Activate Windows



4. Fill in the required information: entry point name, license type, and license number, then click on «Next.»

Find Service

Truck Appointments

Customs Broker Authorization

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Payment

You can view the directory of Custom Brokers from here

Port Name*

License Type*

Custom Broker License Number*

Next

Custom Broker Name*

Authorization Start Date*

Authorization End Date*

Acknowledge*

☐ I certify that I have authorized the customs broker to do customs procedures, follow-up on transactions, submit required documents, attend transaction procedures, access and pay fees, sign clearing card and receive goods, and I hold full responsible for the validity of this information and responsible for any violation committed due to this authorization

Submit

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5. The name of the customs broker will appear.
6. Set the start and end dates for the authorization, then click on «Submit Request.»

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Permits for entry / exit of materials from ports

You can view the directory of Custom Brokers from here

Port Name*

License Type*

Custom Broker License Number*

Next

Custom Broker Name*

Authorization Start Date*

Authorization End Date*

Acknowledge*

☐ I certify that I have authorized the customs broker XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX to do customs procedures, follow-up on transactions, submit required documents, attend transaction procedures, access and pay fees, sign clearing card and receive goods, and I hold full responsible for the validity of this information and responsible for any violation committed due to this authorization

Submit

Activate Windows



- A message will appear stating that «the application has been successfully created».

The screenshot displays the Zakat Tax and Customs Authority portal. A dark blue sidebar on the left contains a search bar and a list of services: Dashboard, Replenishment Services, Air Services, Truck Appointments, Invoice Inquiry, Customs Broker Authorization (highlighted), Truck Appointments, Transit Declaration, Payment, and Permits for entry / exit of materials from ports. The main content area shows a form for Customs Broker Authorization. A white alert box with a green checkmark icon and the title "Alert" is centered on the screen, displaying the message: "Request Number (xxxxxxxxx) has been created successfully and sent to custom broker for approval." The form in the background includes fields for Port Name*, Custom Broker License Number*, Custom Broker Name*, Authorization Start Date* (with a Gregorian calendar icon), and Authorization End Date* (with a Gregorian calendar icon). There is a "Next" button next to the license number field and a "Submit" button at the bottom right. An "Acknowledge*" section with a checked checkbox and a paragraph of text is also visible. The top right corner shows user profile icons and a notification bell.



Steps to cancel an authorization with a status of either: Active, Under Review, or Not Started:

1. Log in using the account of the shipping agent, freight forwarder, carrier, or importer.

2. Select «Customs Broker Authorization» from the menu on the right on the homepage.
3. Search for the authorization you wish to cancel.

Request Number	Custom Broker Name	Authorization Number	Request Date	Port Name	License Type	Authorization Start Date	Authorization End Date	Request Status	
XXXXXXXX	XXXXXXXXXXXXXXXXXX		XXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXX	
XXXXXXXX	XXXXXXXXXXXXXXXXXX		XXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXX	
XXXXXXXX	XXXXXXXXXXXXXXXXXX		XXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXX	
XXXXXXXX	XXXXXXXXXXXXXXXXXX		XXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXX	
XXXXXXXX	XXXXXXXXXXXXXXXXXX		XXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXX	
XXXXXXXX	XXXXXXXXXXXXXXXXXX		XXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXX	



4. Click on "Yes" to confirm the cancellation of the authorization

Confirmation message

Are you sure you want to cancel the request ?

Yes No

Customs Broker Authorization

New Authorization Request

Search

Request Number	Custom Broker Name	Authorization Number	Request Date	Port Name	License Type	Authorization Start Date	Authorization End Date	Request Status	
									Cancel Request
									Reject Reason

Windows



If there is an active transit declaration submitted for the same authorization, the authorization cannot be canceled.

1. Log in using the account of the shipping agent, freight forwarder, carrier, or importer.

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Zakat, Tax and Customs Authority

Welcome to FASAH

Login using IAM (for individuals)

National ID or Iqama number

login

Login using Fasah account

Username

password

Send OTP via*

☒ Mobile ☐ Email

[Forget Password ?](#)

[Forget username ?](#)

[Do not have account? Sign up!](#)

login

2. Select «Customs Broker Authorization» from the menu on the right on the homepage.
3. Search for the authorization you wish to cancel.

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Zakat, Tax and Customs Authority

Find Service

Dashboard

Replenishment Services

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Truck Appointments

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Customs Broker Authorization

New Authorization Request

Search

Request Number	Custom Broker Name	Authorization Number	Request Date	Port Name	License Type	Authorization Start Date	Authorization End Date	Request Status
XXXXXXXX	XXXXXXXXXXXXXXXXXXXX		XXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXX
XXXXXXXX	XXXXXXXXXXXXXXXXXXXX		XXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXX
XXXXXXXX	XXXXXXXXXXXXXXXXXXXX		XXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXX
XXXXXXXX	XXXXXXXXXXXXXXXXXXXX		XXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXX
XXXXXXXX	XXXXXXXXXXXXXXXXXXXX		XXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXX
XXXXXXXX	XXXXXXXXXXXXXXXXXXXX		XXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXX



4. Notification will appear to the authorizer indicating that the authorization cannot be canceled.

The screenshot displays the 'Customs Broker Authorization' interface. A central alert box with a green checkmark icon and the title 'Alert' states: 'Request Number (xxxxxxxxx) has been created successfully and sent to custom broker for approval.' The background form includes fields for 'Port Name*', 'Custom Broker License Number*', 'Custom Broker Name*', 'Authorization Start Date *' (with a 'Gregorian' calendar selector), and 'Authorization End Date *' (also with a 'Gregorian' selector). An 'Acknowledge*' section contains a checked checkbox and a certification statement. A 'Submit' button is located at the bottom right of the form. The left sidebar lists various services, and the top header identifies the 'Zakat, Tax and Customs Authority'.



Steps to accept an authorization from the customs broker:

1. Log in using the customs broker account

2. Click on «Authorizations» from the menu on the right, then select «Carrier Authorizations.»
3. Search for the authorization you wish to accept.

Request Number	Request Date	Authorization Number	Port	Authorizer Name	Authorizer Type	Commercial Registration No	Phone Number	Authorization Start Date	Authorization End Date	Request Status	
XXXXXXXX	XXXXXXXX	XX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX		XXXXXXXX	XXXXXXXX	Active	
XXXXXXXX	XXXXXXXX	XX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX		XXXXXXXX	XXXXXXXX	Pending Custom Broker	<button>Accept</button> <button>Reject</button>
XXXXXXXX	XXXXXXXX	XX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX		XXXXXXXX	XXXXXXXX	Cancelled	
XXXXXXXX	XXXXXXXX	XX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	Expired	
XXXXXXXX	XXXXXXXX	XX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX		XXXXXXXX	XXXXXXXX	Rejected	<button>Rejection Reason</button>



- Click on "Yes" to confirm accepting the request.

The screenshot shows the 'Authorization' page of the Zakat, Tax and Customs Authority system. A confirmation dialog box is displayed in the center, asking 'Are you sure you want to approve the request?'. The 'Yes' button is highlighted with a red box. The background shows a table with columns for Request Number, Request Date, Authorization Number, Port, Authorizer Name, Authorizer Type, Commercial Registration No, Phone Number, Authorization Start Date, Authorization End Date, Request Status, and Request Reason. The 'Request Status' column shows 'Pending Custom Broker', 'Cancelled', and 'Expired'.

- An alert will appear confirming the authorization.

The screenshot shows the 'Authorization' page of the Zakat, Tax and Customs Authority system. A confirmation alert is displayed in the center, showing a green checkmark and the text 'Alert' and 'Authorization Number xx'. The background shows the same table as the previous screenshot, with columns for Request Number, Request Date, Authorization Number, Port, Authorizer Name, Authorizer Type, Commercial Registration No, Phone Number, Authorization Start Date, Authorization End Date, Request Status, and Request Reason. The 'Request Status' column shows 'Pending Custom Broker', 'Cancelled', and 'Expired'.



Steps to reject an authorization from the customs broker:

1. Log in using the customs broker account.

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Zakat, Tax and Customs Authority

Welcome to FASAH

Login using IAM (for individuals)

National ID or Iqama number

login

Login using Fasah account

Username

password

Send OTP via*

☒ Mobile ☐ Email

[Forgot Password?](#)

[Forgot username?](#)

[Do not have account? Sign up!](#)

login

2. Click on «Authorizations» then select «Carrier Authorizations.»
3. Search for the authorization you wish to reject

Find Service

Authorization

Importer Authorizations **Transporter Authorizations**

Search

Request Number	Request Date	Authorization Number	Port	Authorizer Name	Authorizer Type	Commercial Registration No	Phone Number	Authorization Start Date	Authorization End Date	Request Status	Action
XXXXXXXX	XXXXXXXX	XX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX		XXXXXXXX	XXXXXXXX	Active	
XXXXXXXX	XXXXXXXX	XX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX		XXXXXXXX	XXXXXXXX	Pending Custom Broker	Accept Reject
XXXXXXXX	XXXXXXXX	XX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX		XXXXXXXX	XXXXXXXX	Cancelled	
XXXXXXXX	XXXXXXXX	XX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	Expired	
XXXXXXXX	XXXXXXXX	XX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX		XXXXXXXX	XXXXXXXX	Rejected	Rejection Reason

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Go to Settings to activate Windows.



- Click on "Authorizations" from the menu on the right, then select "Rejection Reason" to enter the reason for rejection.

The screenshot shows the ZATCA system interface. A modal dialog titled "Add Remark" is open, allowing the user to enter a reason for rejection. The dialog has a text input field and "Save" and "Cancel" buttons. In the background, the "Authorization" section is visible, showing a table of import and transporter authorizations. The "Transporter Authorizations" tab is selected. The table has columns for Request Number, Request Date, Authorization Number, Port, Authorizer Name, Authorizer Type, Commercial Registration No, Phone Number, Authorization Start Date, Authorization End Date, Request Status, and Request Reason. The "Request Status" column shows "Active", "Pending Custom Broker", "Cancelled", "Expired", and "Rejected". The "Rejected" status has a "Rejection Reason" button next to it.

- An alert will appear confirming the rejection.

The screenshot shows the ZATCA system interface with an alert message displayed. The alert is a white box with a green information icon and the text "Alert" and "Request has been rejected". The background shows the "Authorization" section with the "Transporter Authorizations" tab selected. The table of transporter authorizations is visible, showing columns for Request Number, Request Date, Authorization Number, Port, Authorizer Name, Authorizer Type, Commercial Registration No, Phone Number, Authorization Start Date, Authorization End Date, Request Status, and Request Reason. The "Request Status" column shows "Active", "Rejected", "Cancelled", "Expired", and "Cancelled". The "Rejected" status has a "Rejection Reason" button next to it.



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