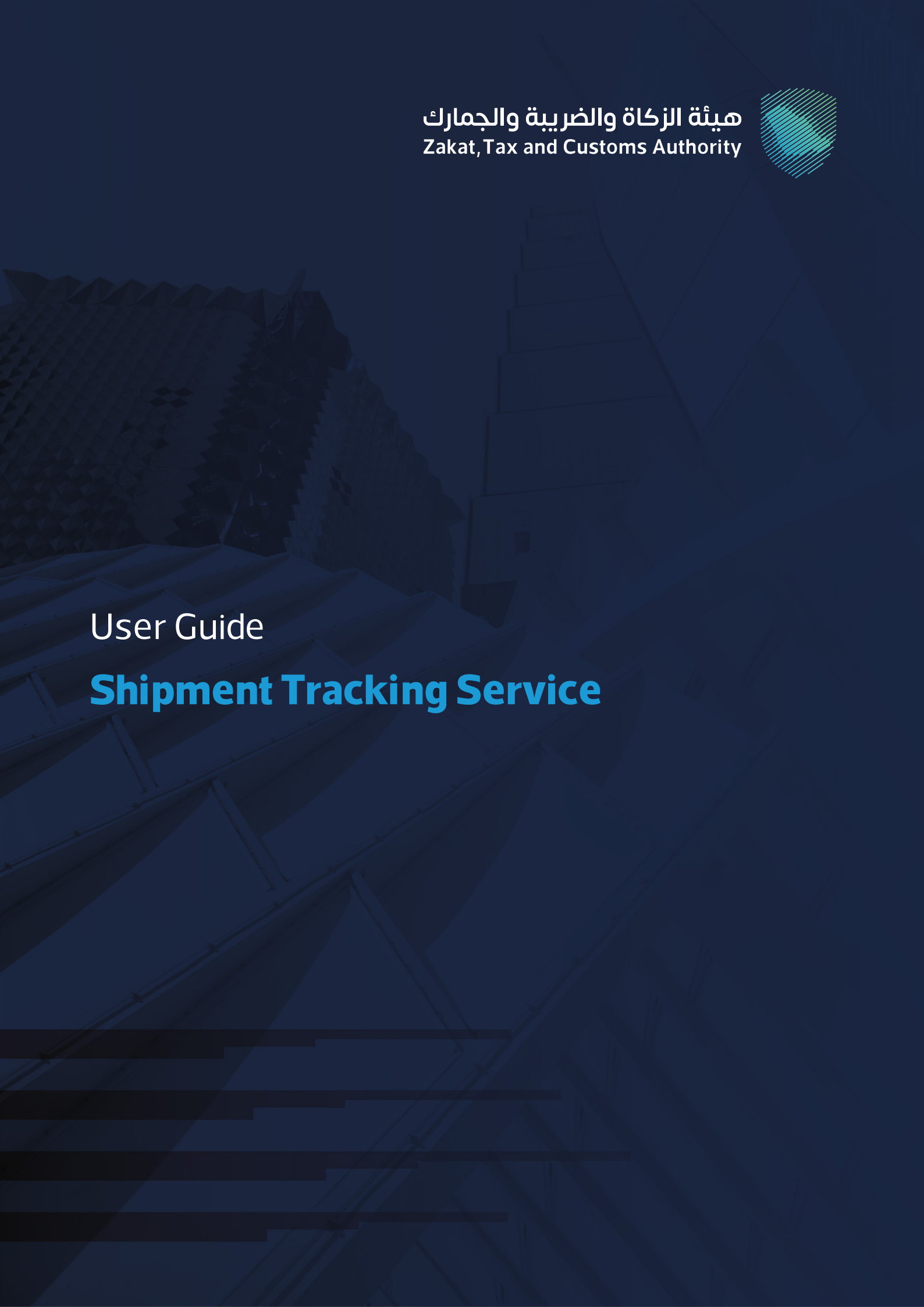
هيئة الزكاة والضريبة والجمارك
Zakat, Tax and Customs Authority



User Guide

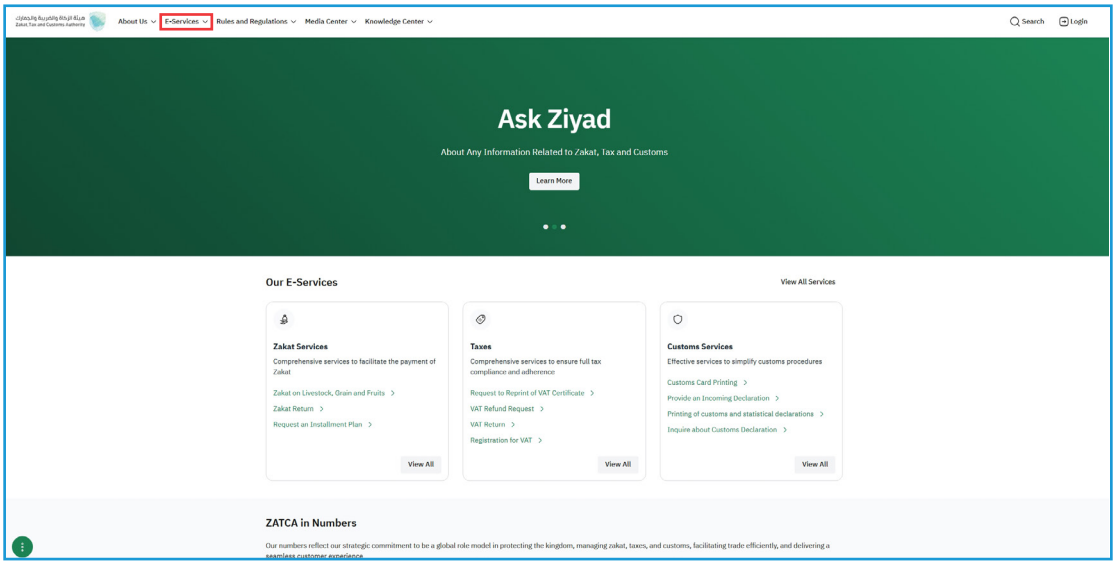
Shipment Tracking Service

About the Guide

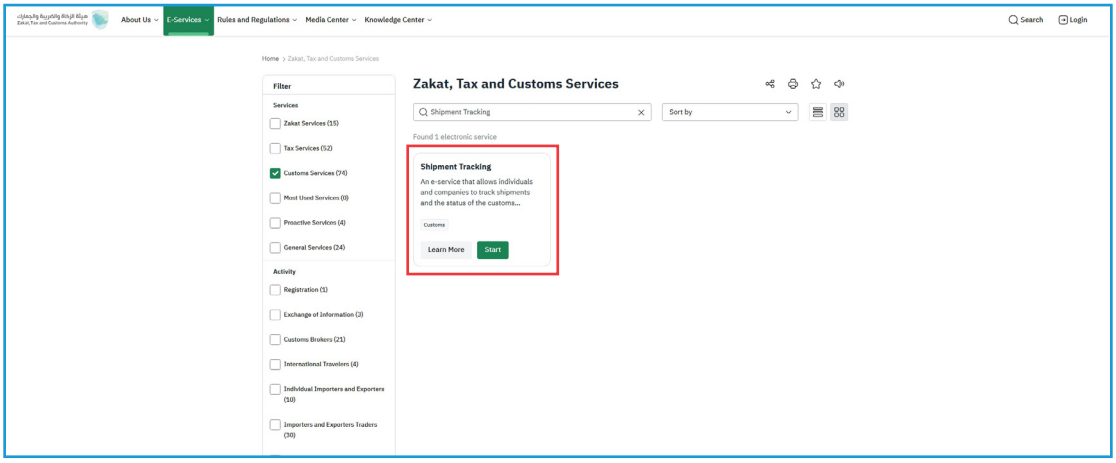
This guide explains how to track incoming shipments through express and standard shipping companies within the Saudi Customs jurisdiction, as well as other delivery methods.

How to Access the Service

- Visit ZATCA website at: **zatca.gov.sa .**
- Select «E-Services» then «Zakat, Tax, and Customs Services».



- Choose «Shipment Tracking».



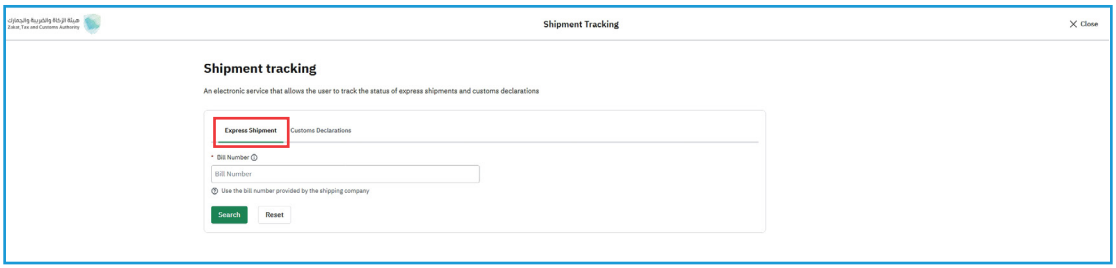
How to Use the Service

Shipments can be tracked via:

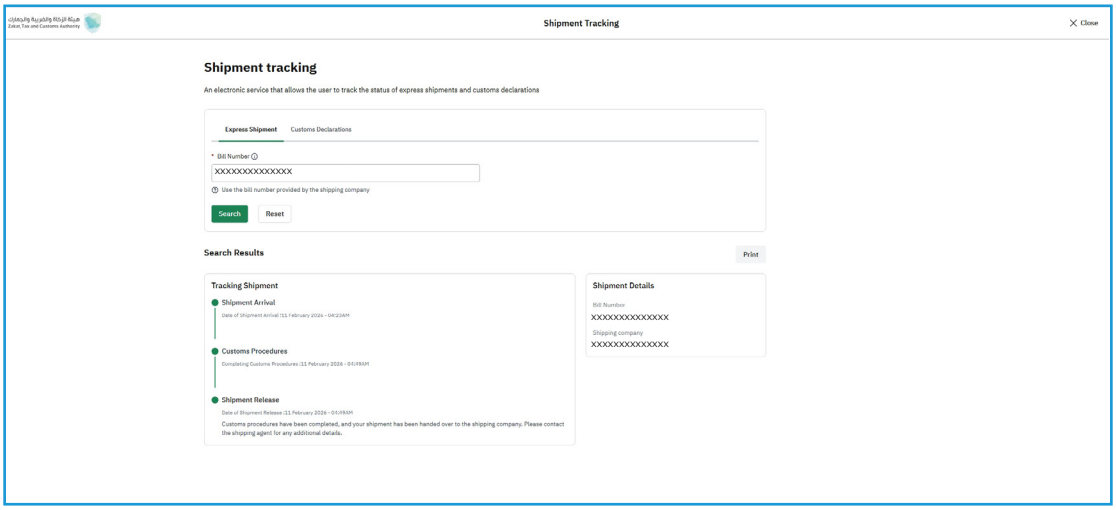
- Express Shipping (via express carriers).
- Standard Shipping via Customs Declarations (Land, Sea, Air, or Rail).

The following steps illustrate tracking via «Express Shipping»:

1. Enter the Bill of Lading or tracking number provided by the carrier.

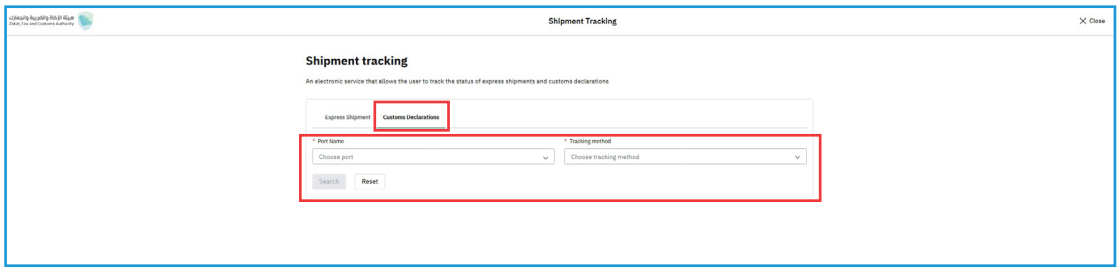


2. View the real-time shipment status, required actions (if any), and shipment details.

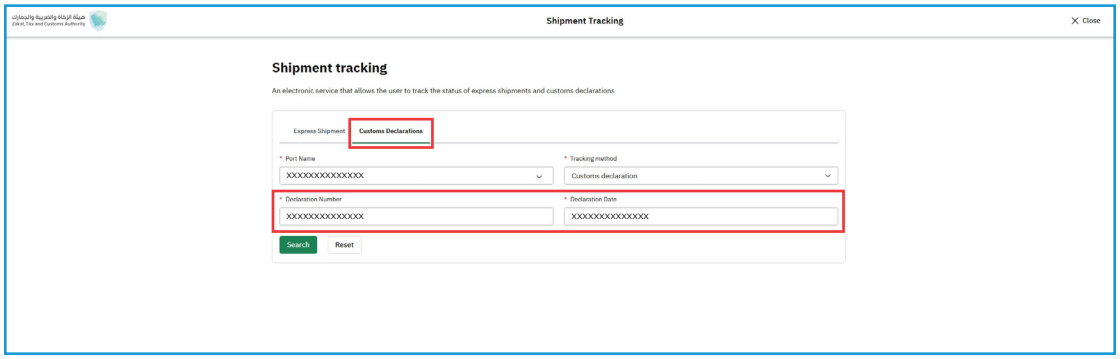


The following images illustrate «Customs Declaration» tracking via standard shipping (Sea):

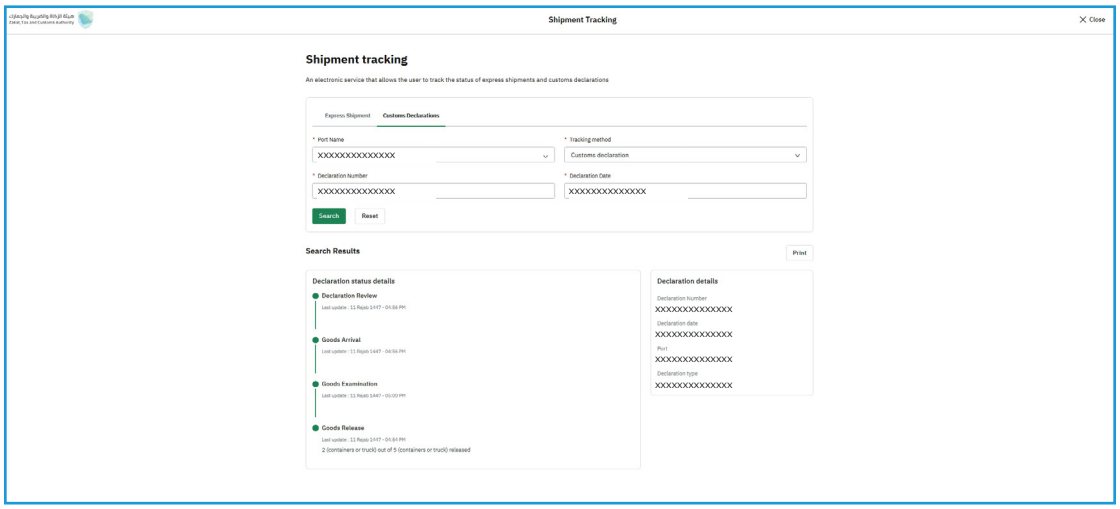
1. Select the port and tracking method.



2. Enter the additional required information based on the selected shipping method.



3. View the real-time status of the Customs Declaration, any required actions, and the declaration details.



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Or visit the website zatca.gov.sa