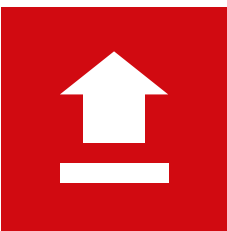


# EXPORT AND IMPORT GUIDE

*For walk-in customers*







# EXPORT/ACCEPTANCE



To submit your shipment, please follow the steps below:

## STEP 1

Before your confirmed flight, as stated in the shipment booking, visit the Emirates SkyCargo customer service office, located in [Cargo Village, Dubai Airport Road](#) [↗](#).

## STEP 2

Enter Cargo Village through the security gate (A) and park your vehicle at our dedicated customer parking (B) located on ground level.

## STEP 3

Enter the customer service area (D) and collect a token. A member of staff will process the booking and provide you with an Air Waybill (AWB) number. Please note, you do not need your shipment at this time.

## STEP 4

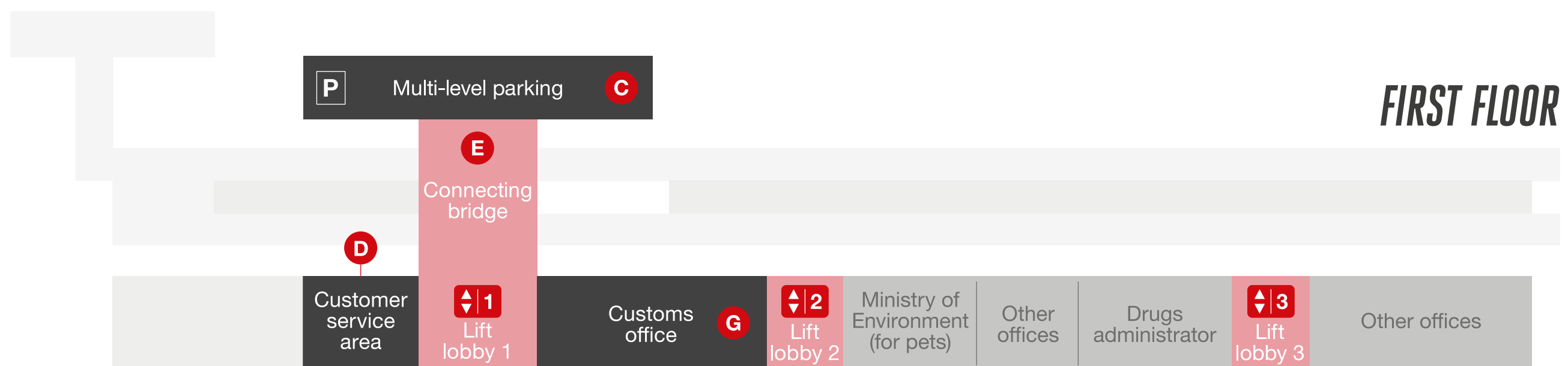
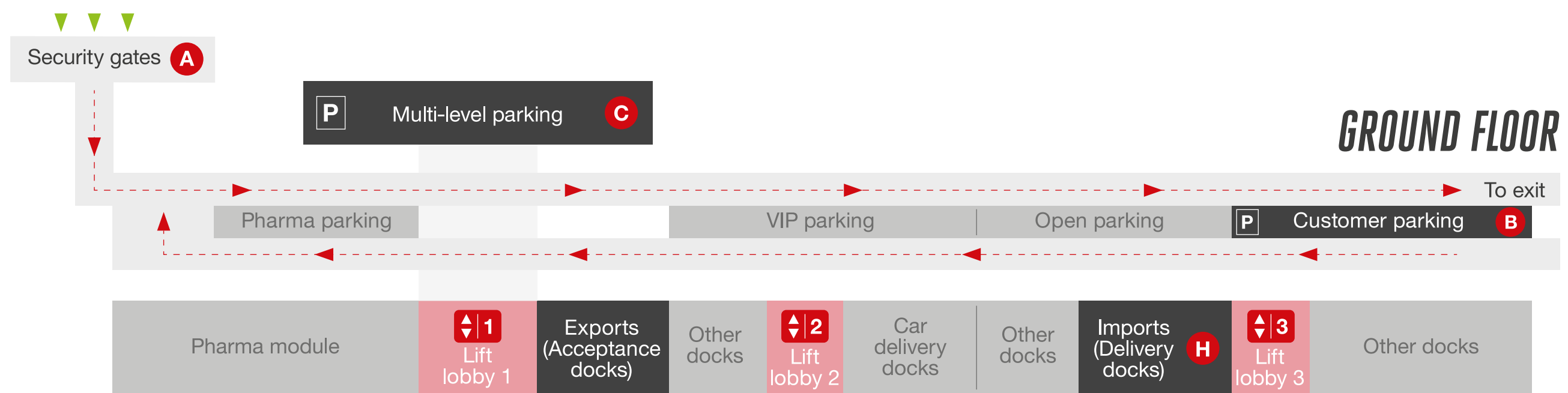
Proceed to exports (acceptance docks) (F), located on the ground floor, to handover your shipment. Our acceptance staff will receive your shipment and crosscheck the weight and dimensions. Your shipment will then be screened by Dubai Police.

## STEP 5

Upon completion of the above, please return to the customer service area (D) to complete the customs formalities. Staff will then print the required Air Waybill upon payment.

## STEP 6

To check the status of your shipment at any time, simply visit [skycargo.com](http://skycargo.com) and enter your booking details in the 'track shipments' section.



## REQUIRED DOCUMENTS

Please be sure to carry all the required documents for your shipment prior to import/export.

### FOR PERSONAL/ GENERAL ITEMS

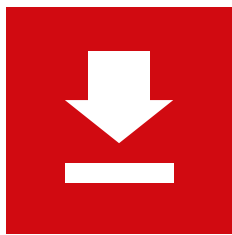
- Passport/UAE ID
- Booking reference number
- Packing list

### FOR PETS

- Passport/UAE ID
- Booking reference number
- UAE veterinary health certificate
- Updated vaccination records
- Picture of the pet inside travel container
- Rabies vaccination certificate
- Pet passport

### FOR VEHICLES

- Passport/UAE ID
- Booking reference number
- Dangerous goods declaration
- CARNET certificate
- Car registration/ownership document
- Car insurance certificate
- NOC from local authorities



# IMPORT/DELIVERY



To collect your shipment, please follow the steps below:

## STEP 1

To check the shipment status, visit [skycargo.com](https://skycargo.com) and enter all details required in the 'track shipments' section.

## STEP 2

When your shipment is ready for collection, the status will update to 'Received from flight'. At this point, you should visit the Emirates SkyCargo customer service office, located in [Cargo Village, Dubai Airport Road](#).

## STEP 3

Enter Cargo Village through the security gate (A) and park your vehicle at our dedicated customer parking (B). Alternatively, you can use the multi-level parking (C) and access the customer service area (D) via the connecting bridge (E) on the first floor.

## STEP 4

Enter the customer service area (D) and collect a token. A member of staff will issue a Delivery Order upon payment of applicable charges.

## STEP 5

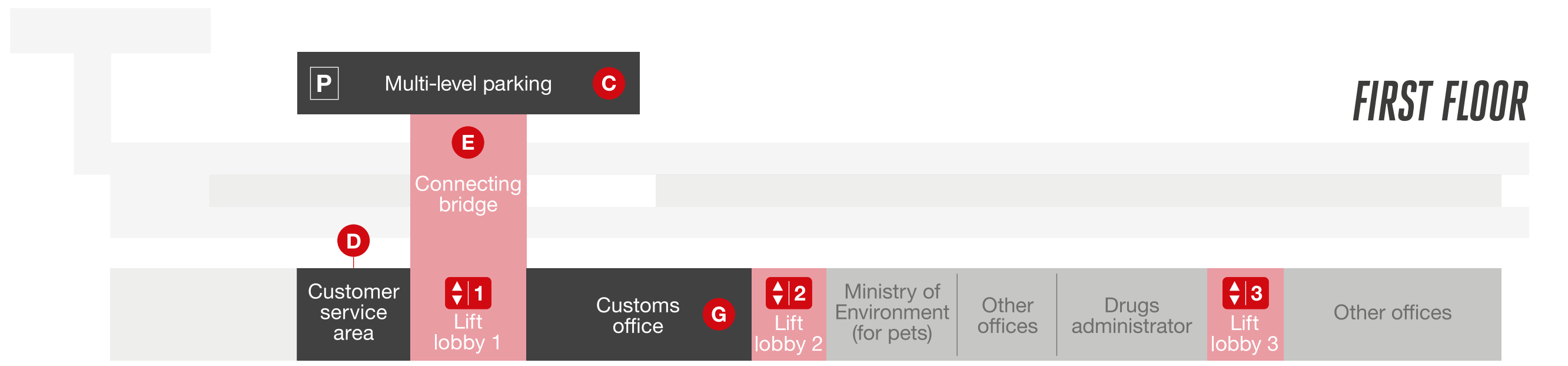
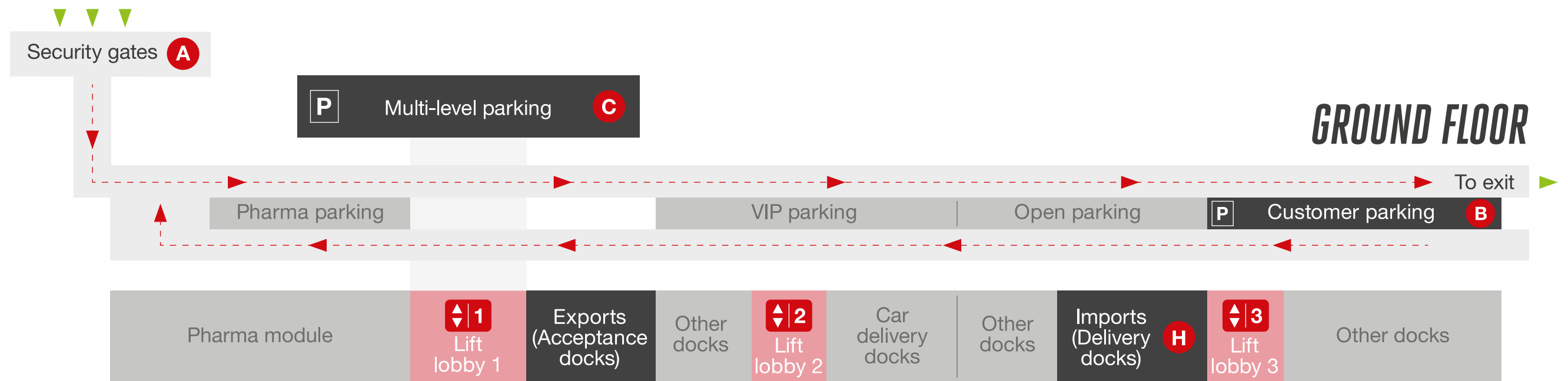
Please proceed to the customs office (G) next door, to complete the formalities.

## STEP 6

If required, complete the inspection process. Our customer service staff will be on hand to offer any assistance.

## STEP 7

Proceed, via lift lobby 3, to imports (delivery docks) (H), located on the ground floor, to collect your shipment.



## REQUIRED DOCUMENTS

Please be sure to carry all the required documents for your shipment prior to import/export.

### FOR PERSONAL/ GENERAL ITEMS

- Passport/UAE ID
- Booking reference number
- Packing list

### FOR PETS

- Passport/UAE ID
- Booking reference number
- UAE veterinary health certificate
- Updated vaccination records
- Picture of the pet inside travel container
- Rabies vaccination certificate
- Pet passport

### FOR VEHICLES

- Passport/UAE ID
- Booking reference number
- Dangerous goods declaration
- CARNET certificate
- Car registration/ownership document
- Car insurance certificate
- NOC from local authorities