

HIA CARGO CENTRE

Import & Export Process

Content



Import process guidelines



Export process guidelines



HIA Cargo Centre map guide

CUSTOMER SERVICES IMPORT GUIDELINES (Freight Forwarders / Customs Clearing Agents)



1. Collect the visitor pass at the HIA Cargo Centre Reception (HCCR) and proceed to the HIA Cargo Centre (HCC) via the shuttle bus service located in front of HCCR.
 - Customs Clearing Agents with a valid airport pass may directly proceed to the shuttle service.
 - The existing Midfield public parking area may be used as parking to access HCC.



2. Once arrived at the HCC, take the token number for IMPORT and collect the shipping document from the Cargo Customer Service (CS) waiting area, 1st floor West Tower, HCC.



3. Prepare the bayan and send an email request for an inspection slot booking to facilitate shipment inspection to qascgoinspection@qataraviation.com

Note:

- The email request must be sent at least 6 hours before the requested inspection booking slot in order to receive a confirmation.
- A copy of the bayan and other relevant documents must be submitted at the CS counter 1 hour before the confirmed inspection time slot.
- Government entity/Embassy/Perishable/Personal shipment are exempted on the inspection slot booking



4. Take the token number for IMPORT and submit the bayan documents to the CS counter together with the confirmation email.

Note: Only shipments with a confirmed inspection booking slot will be accepted.



5. Issuance of the delivery order and vehicle pass. A copy of the DO/invoice and vehicle pass will be given to the Customs Clearing Agent.

Note: During the inspection period, the Customs Clearing Agent must be available in case the Customs Inspector will require their presence or some documents. This will be conveyed through SMS.



6. After the cargo is inspected and cleared by Customs Inspector, the Customs Clearing Agent will receive an SMS from Customs that the shipment is cleared.

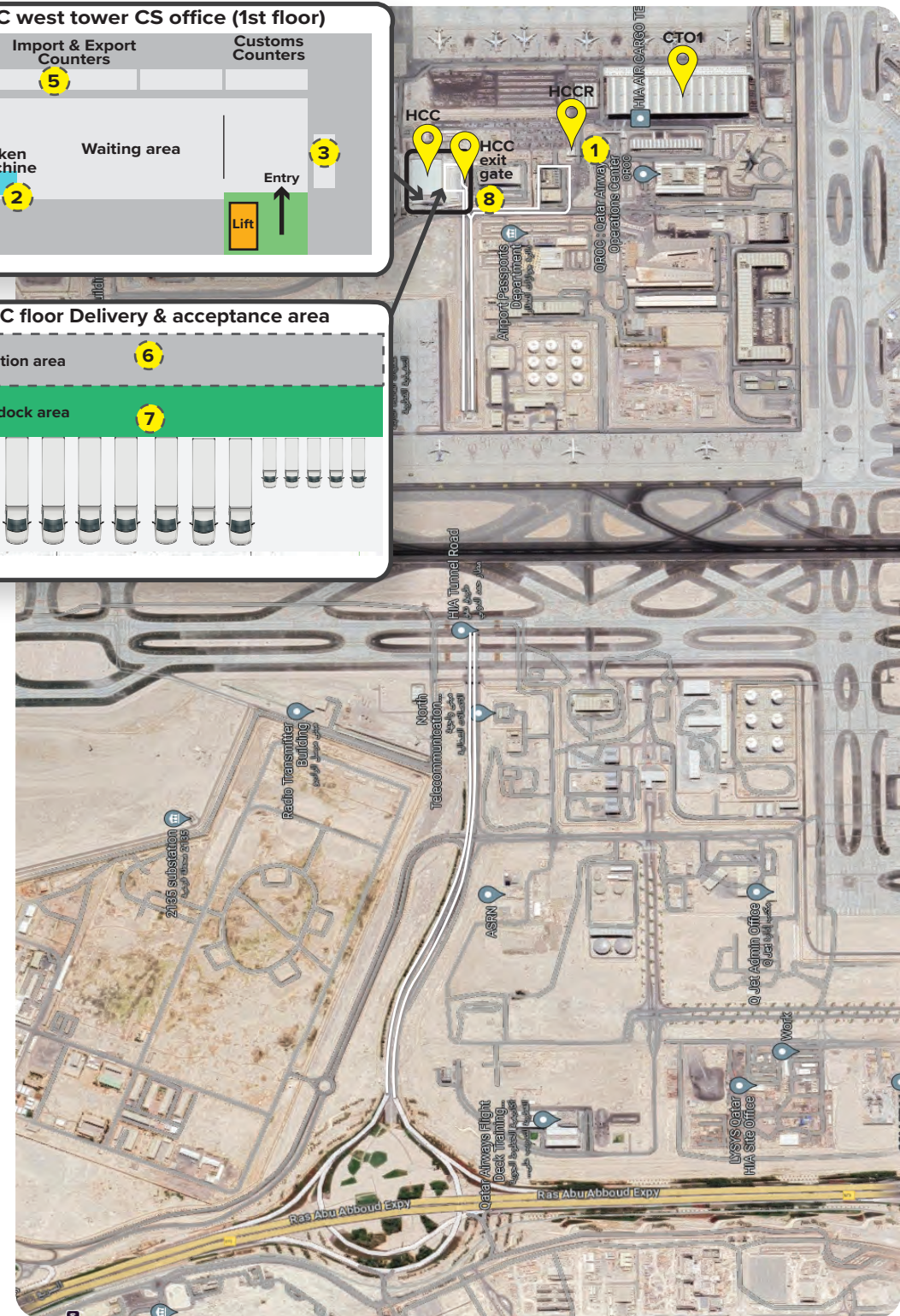
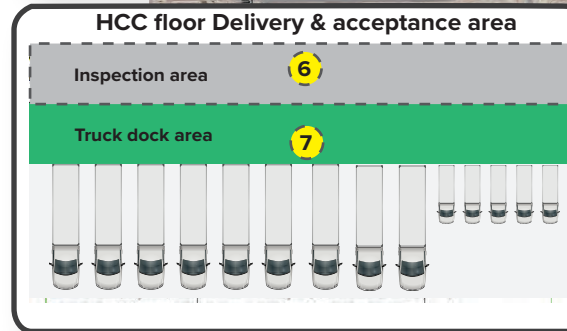
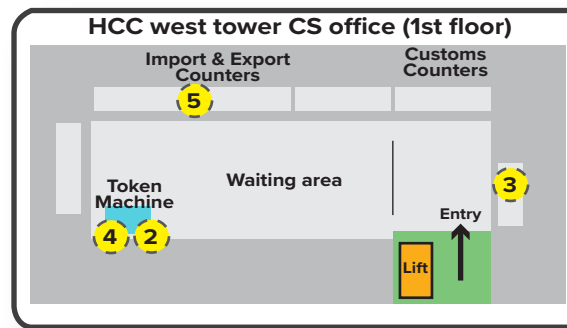


7. Delivery team will send an SMS with the dock number. Upon receipt of the dock number, the driver must proceed to the designated delivery dock area within 20 minutes for the collection of cargo.

Note: The driver can access only the HCC if there is a dock number assigned. Any accompanied person in the truck must collect a visitor pass at HCCR to avoid being refused entry to HCC.



8. After loading has been completed, the vehicle leaves the HCC and the driver submits the vehicle pass at the exit gate which has been signed by the QAS delivery staff during delivery.



The numbers are corresponding to the guidelines

CUSTOMER SERVICES EXPORT GUIDELINES (Freight Forwarders / Customs Clearing Agents)



1. Please ensure that the dock slot has been booked through the SHAHNAT portal.

Note:

- The customer can only bring their cargo within 48 hours from the flight date and time.
- The customer can only access the HIA Cargo Centre (HCC) if there is a dock number assigned.



2. Park the vehicle in the allocated parking in front of the HIA Cargo Centre Reception (HCCR) office. Present the export related documents and obtain the vehicle pass at the HCCR.



3. Proceed to the HCC and present the vehicle pass at the HCC entry point.



4. Park at the designated dock and submit the required documents to the QAS Acceptance staff in order to unload the cargo. Driver must remove the vehicle from HCC premises once the loading activity has been completed.

Note: Driver can park at HCCR after unloading the cargo by presenting the export vehicle pass duly signed/stamped by QAS Acceptance dock staff.



5. QAS Acceptance process will be initiated.



6. Customer has to coordinate with the Customs Clearing Agent to prepare the export bayan.



7. Customer must proceed to Cargo Customer Service waiting area – 1st Floor until the bayan from the Customs Clearing Agent has been received.



8. Once the bayan is received, take the token number for the payment settlement and submission of original documents.

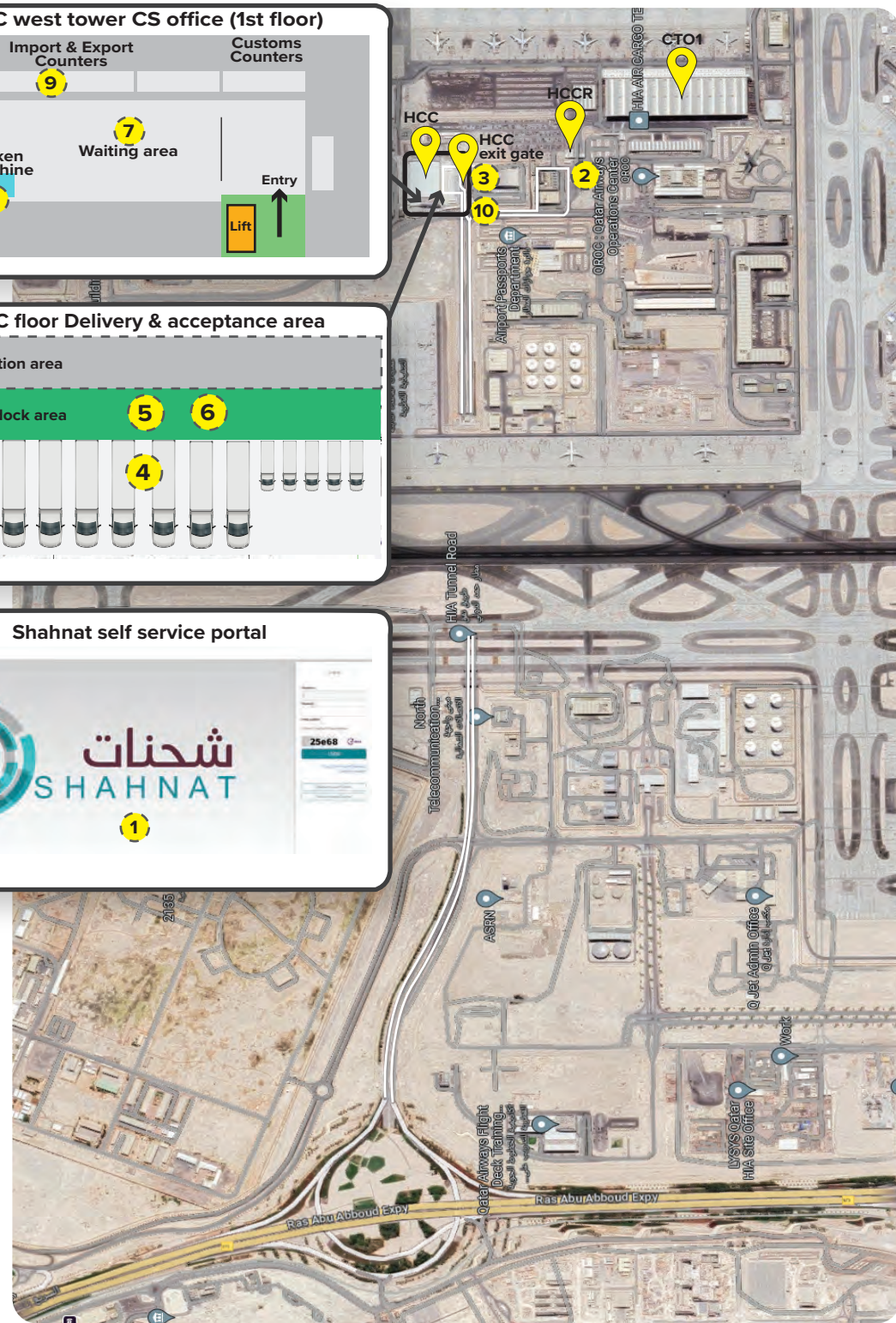
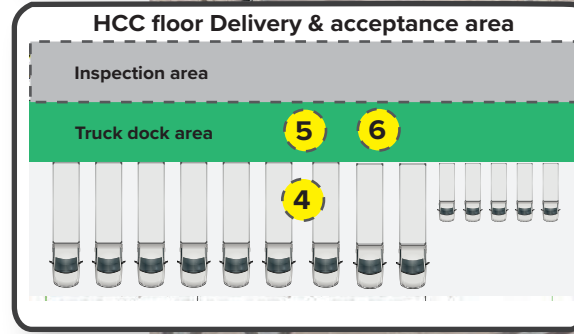
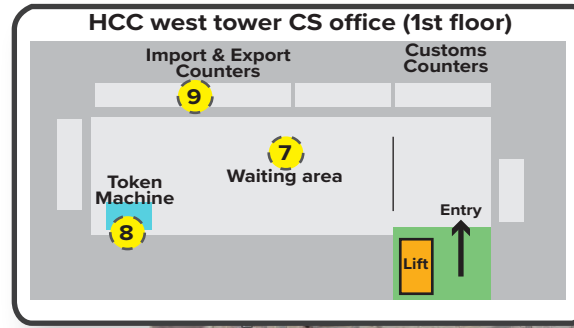
Note: Customer has to wait for the MOI security check and Customs inspection.



9. After the shipment is cleared from the MOI/Customs inspector, the customer will be called at the counter to provide the QAS invoice receipt.



10. Customer can leave the cargo facility after the export formalities are completed.



The numbers are corresponding to the guidelines

For any inquiry for Import – Export of Cargo you may contact the following :

IMPORT
QAS Customer Services Office
+974-40106073 / 6230 / 6074
+974-40106077 / 6228 / 6237

Qatar Airways
qrcargonotification@qatarairways.com.qa
qrcargoimpsupervisor@qatarairways.com.qa

OAL
oalimpnotification@qataraviation.com
oalimportsupervisor@qataraviation.com

EXPORT:
QAS Export Acceptance Office
+974-40106210 / 6218
+974-40181685 / 40181797

Qatar Airways
qrcgoaccptsupervisor@qatarairways.com.qa

OAL
oalexportsuprv@qataraviation.com



HIA Cargo Centre Reception Office Address:
Hamad International Airport (HIA) Cargo
+974-40103432

Scan to locate us



SHUTTLE SERVICE

SHUTTLE STATION AND VISITOR PASS ISSUANCE

