

## ONE LINE USER GUIDE – Handling Door delivery -Import shipments in Saudi Arabia

- **How to book Door delivery shipments with ONE** - Customer to place booking request through ONE e-Commerce log in with routing option as CY-DR, at respective origin (Port of Loading) country.
- **Which are the pick-up points, destinations where ONE offers Door delivery shipments in Saudi Arabia:**  
**Origin pick-up point:** King AbdulAziz Seaport, Dammam / Jubail Seaports / Riyadh Dry Ports  
**Destination:** City Limit of Jeddah / Neom / Riyadh / Dammam / Jubail
- **BL Term:** CY/Door
- **Container Type:** 20DV / 40DV / 40HC / 40RH
- **Commodity:** General / refrigerated / Dangerous (excludes class 1, 4, 5 and 6)
- **Weight limits:** Max 29 tons (including container tare weight) and within CSC plate limitations.
- **Transit Time:** Maximum 24 to 48 hours, upon completion of custom clearance and based on delivery locations.
- **Insurance Options:** Coverage for goods in transit.
- **Specialized Equipment:** Availability of reefer units for temperature-sensitive cargo.
- **Detention clock** - Starts from the day of laden cargo/ container arrival at inland point and stops upon return of empty containers back to respective empty yard.
- **Procedure**

### **Arrival Notification via Shipping Line**

1. ONE notifies consignee upon vessel arrival at the port.
2. Consignee to share / confirm contact details to enable pre-planning for customs clearance and inland transport.

### **Documentation required**

1. Bill of Lading (BL)
2. Commercial Invoice
3. Packing List
4. Importer Exporter Code (IEC)
5. Delivery Order (DO)
6. HS Code classification
7. Import License (if applicable)
8. Settle all charges with ONE (freight, demurrage, detention, etc.).

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