PVG – Shanghai Pudong International Airport

General Administration of Customs of the PRC

Carnet & Customs Instructions

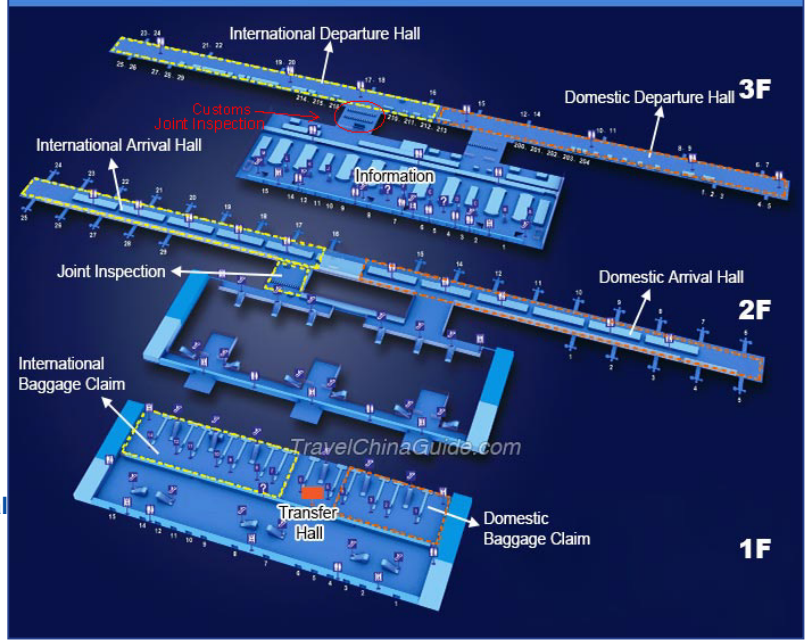
Carnet users must have their carnets validated both when arriving and departing.

1) Bring Carnet and items to the Joint Inspection Offices where Customs is located on the Departure Hall Level 3 in Terminal 1 or 2. For Terminal 2, China Customs office is right by check in counter F.

Customs Service: +86 21 6884 1118
Hours of operation: 0830 – 1630H

For additional help on ATA Carnets when in Shanghai, call or email the China Council for the Promotion of International Trade (CCPIT) at +86 21 6384 6628 or +86 21 6386 8083 and zhujianmin@cpitsh.org.

Map of Pudong Airport Terminal 1 (T1)



Airport Information

Website: https://www.shanghai-airport.com/

Airport Hotline (open 24 hours): +86 21 96990
Customer Service: +86 21 5893 8800 or +86 21 6889 0000

Parking: https://www.shanghai-airport.com/parking.php

Map of Pudong Airport Terminal 2 (T2)

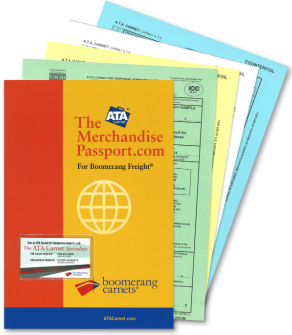
Information is accurate as of March 15th, 2019 but can change at any time. Please allow sufficient time to locate customs and get your carnet validated should the location of customs change due to conditions beyond our control.

Language Aid

Present this language aid to be directed to the nearest Customs area in this Airport.

Please direct me to the nearest Customs area. (English)

请给我指明这个机场中最近的海关办事区。(Simplified Chinese)



Carnet HelpLine® 1-800-ATA-2900
Telephone 1-847-852-3100
E-Mail ..... carnets@atacarnet.com
Website ..... www.atacarnet.com

Corporation for International Business, 8715 Cary Algonquin Road, 2nd Floor, Cary, Illinois 60013