



Dubai Customs

Client Registration Amendment for Registered Users User's Manual

Document Details

Document Information

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Contents

1	INTRODUCTION	4
1.1	REGISTRATION WITH DUBAI CUSTOMS	4
1.2	DOCUMENT ORGANIZATION	4
1.3	REFERENCE DOCUMENTS	4
1.4	ABBREVIATIONS AND SYNONYMS	4
2	ABOUT USER INTERFACE	5
2.1	LOG IN	6
3	LIST OF SERVICES	8
4	TRACK REQUEST	8
5	VIEW/AMEND BUSINESS PROFILE	10
5.1	AMEND BUSINESS ADDRESS	13
5.2	ADD BUSINESS TYPE	14
5.3	ADD GROUP INFORMATION	15
5.4	ADD ATTACHMENTS	16
6	RENEW BUSINESS CODE	18
7	NEW ASSOCIATIONS	22
8	REMOVE ASSOCIATIONS	28
9	VIEW/AMEND FACILITY	31
9.1	VIEW FACILITY	31
9.2	AMEND FACILITY	33
9.3	REMOVE FACILITY	38
10	NEW FACILITY	39
10.1	BRANCH FACILITY	41
10.2	FREE ZONE FACILITY	47
10.3	PREMISES FACILITY	49
10.4	WAREHOUSE FACILITY	51
11	VIEW/AMEND USER	53
11.1	VIEW USER	53
11.2	AMEND USER	55
11.3	ENABLED/DISABLE USER	64
11.4	REMOVE USER	65
12	NEW USER	66
12.1	LOGIN DETAILS	69
12.2	ROLES	70
12.3	USER CREDENTIALS	70
12.4	USER ADDRESS	70
12.5	USER ATTACHMENTS	70
13	CHANGE AUTHORIZED PERSON	70
14	MANAGE SERVICES	72

1 Introduction

1.1 Registration with Dubai Customs

All companies that wish to declare Customs declarations for themselves or their clients for the import, export or transshipment of goods or handling of the same in Dubai are required to be registered with Dubai Customs.

Dubai Customs now provides complete registration services online. The companies intending to get registered with Dubai Customs; need to apply online and receive the approval electronically after review of application and payment collection by the Customs authorities.

This document covers detailed steps to register different types of requests for any change/modification in registered and approved company details such as change in user/facility/company address, new company associations etc

1.2 Document Organization

This document is organized into 2 chapters/sections.

- **About User Interface:** This chapter explains commonly used buttons and link during the registration process.
- Next chapters explain the steps to use different types of requests (Amend Business Profile, New/Amend Facility, New/Amen User, Manage Services, Change Authorized Person, New Association, Remove Association, Renew Business Code)

1.3 Reference Documents

S NO	DOCUMENT	LOCATION
1	NA	NA


1.4 Abbreviations and Synonyms

Client	Registered and Approved Company
Users	Registered or Unregistered User
CR Officer	Client Registration Officer
Sr. CR Officer	Senior Client Registration Officer
Customs Officer	Either CR Officer OR Sr. CR Officer
ECR	Enterprise Client Registration
DTP	Dubai Trade Portal
Forms	Set of user input fields used for entering the data

	by Users.
Screens	Set of forms, links and user interface elements generally dealing with specific system functionality.

2 About User Interface

The following table provides the detail of common buttons or links and illustrates how to use them during the registration process.

Button	Description
New	Creates a new record
Delete	Deletes the specified record(s)
Cancel	Cancels the previous operation
Query	Turns the user interface into query mode
Go	Proceeds with the execution of a specified operation
Submit	Saves and submits the specified record to the next step in the process
Withdraw	Withdraws the suspended request
Continue	1. Proceeds to the next screen 2. Allows the client the continue submitting the request whether it's a draft request or a suspended one
Make Payment	Allows the client to make a payment for an approved request. It will direct the client to a new page for ePayment to make the payment
Recheck	Rechecks the Status of the Payment made using the above option
Go to Homepage	Takes the client to the Homepage of the application. Applicable only for logged in Users
I agree	Indicates that the client have read and understood the Terms & Conditions and wants to proceed with the submission of the request
I disagree	Indicates that the client have read and understood the Terms & Conditions and <u>DO NOT</u> want to proceed with the submission of the request
Print Request	Prints the submitted request with all the details entered
	Navigates to next record

	Navigates to the previous record
---	----------------------------------

2.1 Log In

Only registered clients who have valid User Id and Password can access the application.

To login-

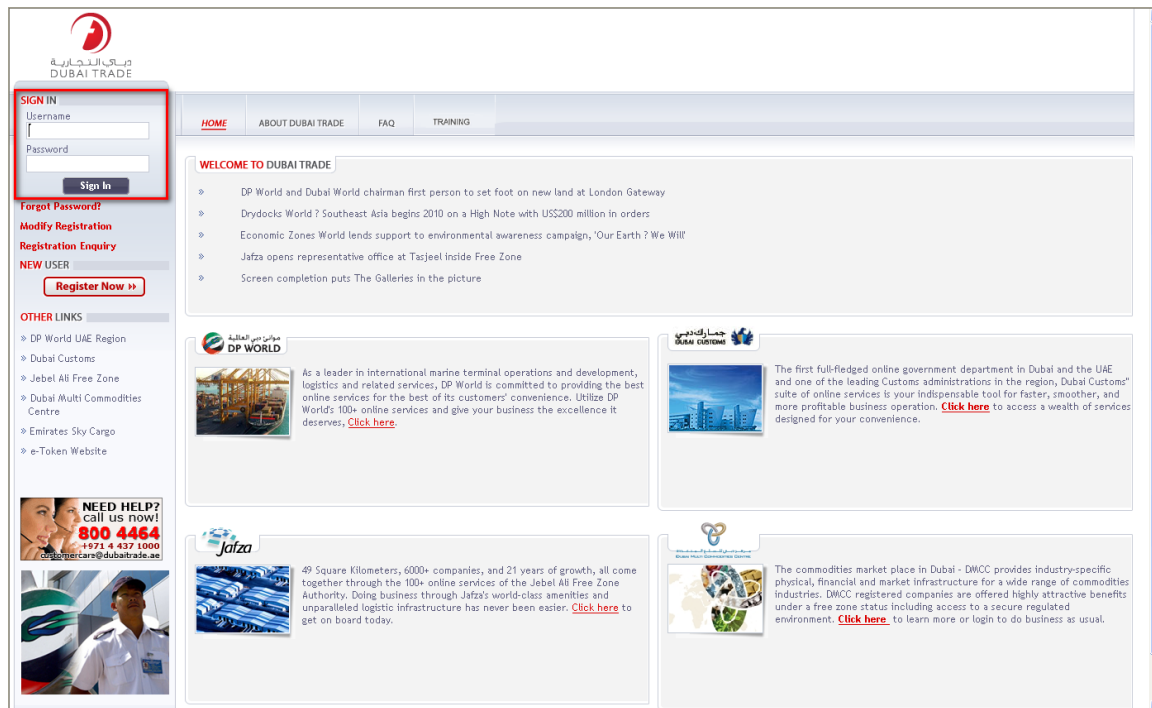
1. Open the web browser (Internet Explorer) and type the URL www.dubaitrade.ae



Tip: Save the shortcuts in your Browser's Favorites for easy access in the future.

2. Enter valid 'User Id' and 'Password'.

3. Click on "Sign In" button.



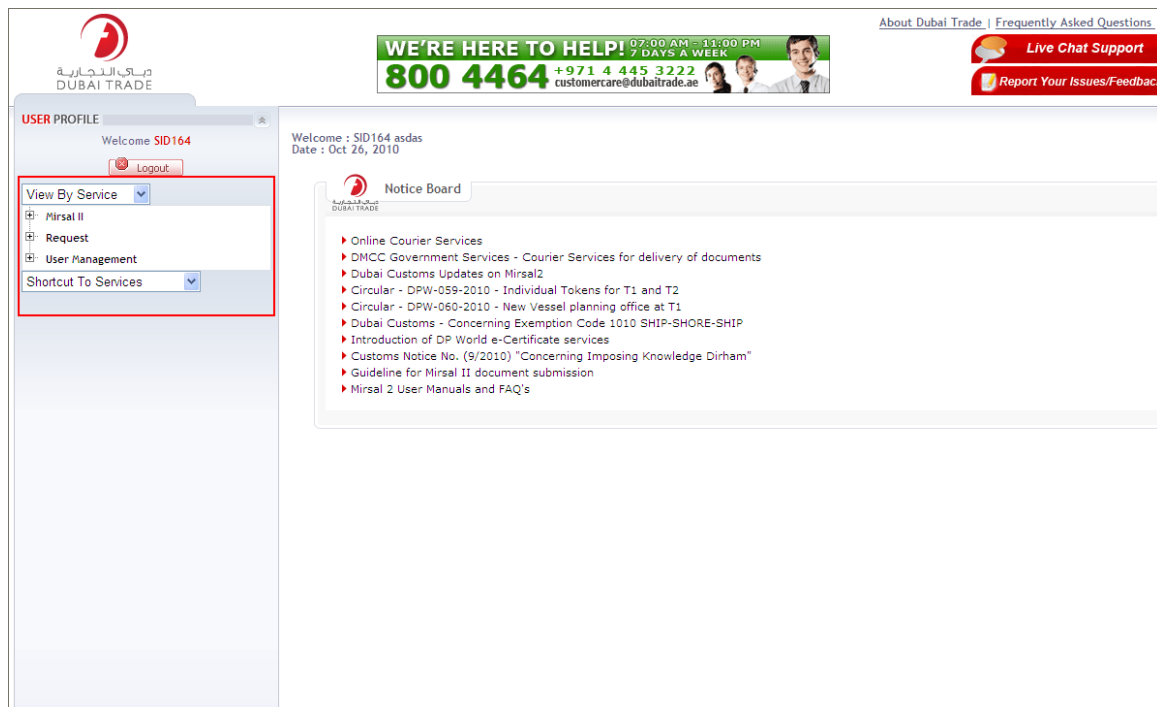
The screenshot shows the Dubai Trade website interface. On the left, there is a sidebar with links for 'Forgot Password?', 'Modify Registration', 'Registration Enquiry', and 'NEW USER' with a 'Register Now' button. Below this are 'OTHER LINKS' including DP World UAE Region, Dubai Customs, Jebel Ali Free Zone, Dubai Multi Commodities Centre, Emirates Sky Cargo, and e-Token Website. The main content area has a 'WELCOME TO DUBAI TRADE' section with news items. Below that are three featured sections: 'DP WORLD' (international marine terminal operations), 'Dubai Customs' (first full-fledged online government department), and 'Jafza' (commodities market place). Each section includes a brief description and a 'Click here' link.



Tip: Click 'Enter' button instead of the Sign In button.

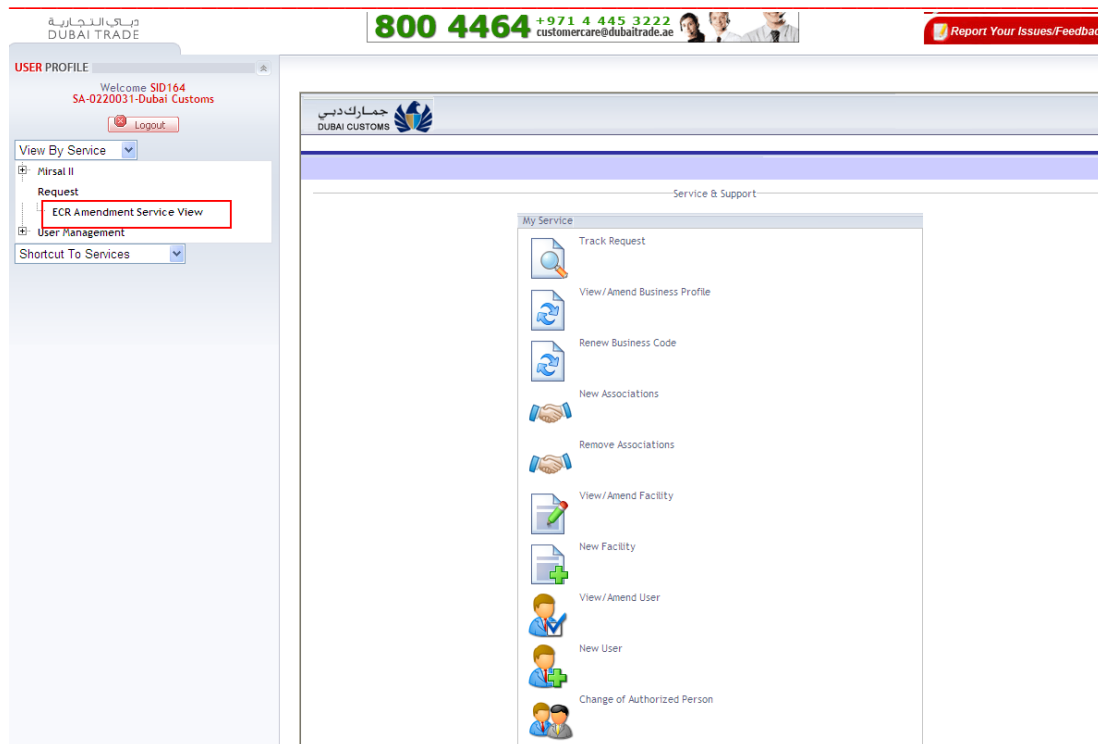
The system validates the User Id and the Password.

After successful validation of login credentials, the below screen appears with all the available services for the logged-in user on the left side of the screen



The screenshot displays the Dubai Trade portal interface for a registered user. The top navigation bar features a 'We're Here to Help!' banner with contact information (800 4464, +971 4 445 3222, customercare@dubaitrade.ae) and a 'Live Chat Support' button. The main content area is divided into two sections: 'USER PROFILE' on the left and 'Notice Board' on the right. The 'USER PROFILE' section shows the user's name 'SID164' and a 'Logout' button. Below this, a 'View By Service' dropdown menu is visible, with a red box highlighting the 'Request' service. The 'Notice Board' section lists various updates and services, including 'Online Courier Services', 'DMCC Government Services', 'Dubai Customs Updates on Mirsal2', 'Circular - DPW-059-2010 - Individual Tokens for T1 and T2', 'Circular - DPW-060-2010 - New Vessel planning office at T1', 'Dubai Customs - Concerning Exemption Code 1010 SHIP-SHORE-SHIP', 'Introduction of DP World e-Certificate services', 'Customs Notice No. (9/2010) "Concerning Imposing Knowledge Dirham"', 'Guideline for Mirsal II document submission', and 'Mirsal 2 User Manuals and FAQ's'.

Under the “Request” service, “ECR Amendment Service View” link is available. Click on “ECR Amendment Service View” link to view all the available services for the logged-in user.



3 List of Services

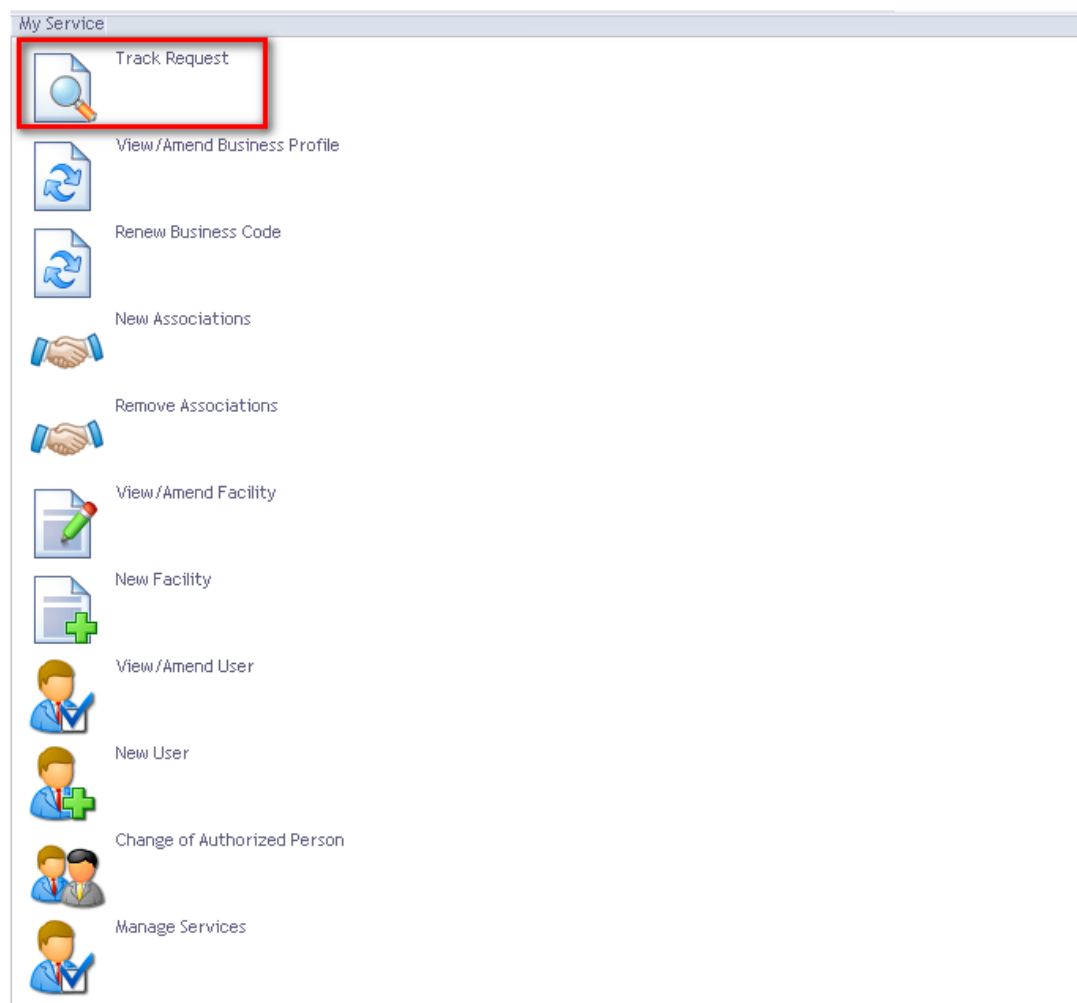
This section illustrates the set of Amendment services. These services can be used by a registered user as per the access rights assigned to him/her while registering a new registration request.

1. Track Request
2. View/Amend Business Profile
3. Renew Business Code
4. New Association
5. Remove Association
6. View/Amend Facility
7. New Facility
8. View/Amend User
9. New User
10. Change Authorized Person
11. Manage Services

4 Track Request

This service is used to search and track any request created by the registered user.

1. Click on “Track Request” link/icon provided on the Homepage



2. A list of all the requests created by the registered users of that particular client is displayed.

Track Registration Request					
Query	Withdraw	Continue	Make Payment	View Payment Detail	Go To Home Page
					1 - 2 of 2
Request Id	Request Type	Request Status	Requested By	Request Date	
> 1-91497984	Create User	Approved	SID174 sdas	18/10/2010	
> 1-106609873	Amend Renew Business Code	Draft	SID174 sdas	20/10/2010	

Notes			
Query			1 - 2 of 2
Note	Note Type	Created By	Created Date
> dsfsdfsdfsdfsdfs	Approval No	ECR_R	18/10/2010
> ftytyetrytry	Amendment Reason Notes	SID174	18/10/2010

3. After Clicking "Go To Home Page" button, user is directed to homepage.
4. After clicking on "Query" button, following screen is displayed.

Track

Request Id:

Request Type:

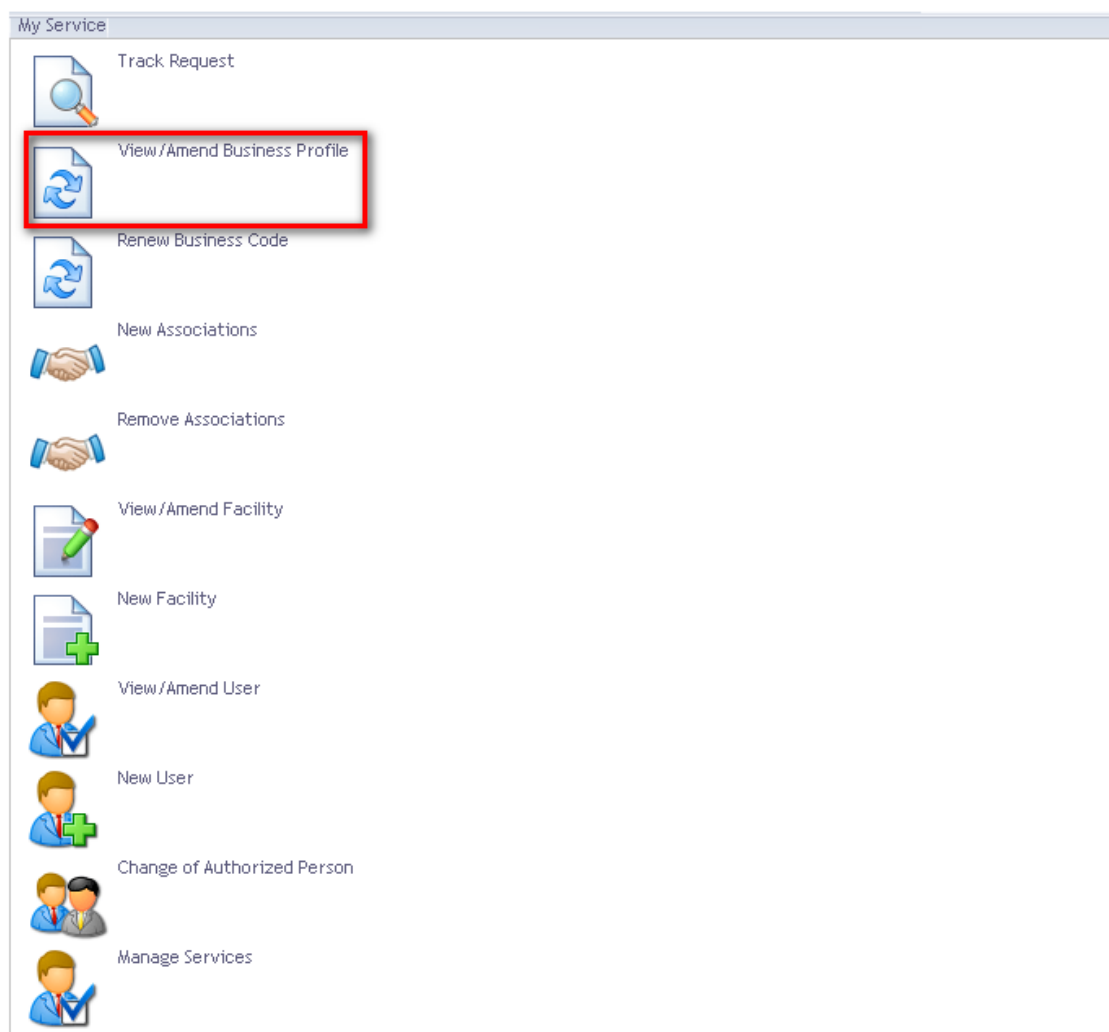
Request Status:

Request Date:

5. Click on “Go” button to query after specifying the search criteria.
6. Click on “Cancel” button to cancel the search.

5 View/Amend Business Profile

This service is used to view /modify the Business Profile details.



1. After clicking on “View/Amend Business Profile” link, business profile details are displayed in read only format

View Client Profile
 [Cancel] [Amend] 1 of 14

Business Details

Business Code: AE-0007995-001
 Business Name: SIT Business 1
 Business Name (Arabic):
 Registration Category: Dubai based companies
 No. Of Employees: 6 - 50
 HOC Number:

License Details

License Number: indaphyd004
 License Type: Commercial
 Issuing Authority: Department of Economic Development - Dubai
 Issue Date: 01/03/2010
 Expiry Date: 31/03/2014
 Renewal Date: 02/03/2010

Business Contact Details

Phone
 (Country-Area-Number): 971-50-9214130
 Fax
 (Country-Area-Number): 971-50-9214130
 Email: maveric.rajesh@dubaicustoms.ae
 Operational Email: maveric.rajesh@dubaicustoms.ae
 Website:

Business Addresses

Address Line 1	Country	City	P.O.Box
www	United Arab Emirates	Dubai	1578
www	United Arab Emirates	Dubai	1578
www	United Arab Emirates	Dubai	1578
www	United Arab Emirates	Dubai	1578
www	United Arab Emirates	Dubai	1578
www	United Arab Emirates	Dubai	1578
www	United Arab Emirates	Dubai	1578

Business Type

Business Type	Miral Code	Miral Type
Importer (Commercial)		

2. Rest of sub-sections are displayed in below screen shot

Business Type

Business Type	Miral Code	Miral Type
Importer (Commercial)		
Exporter (Commercial)		
Customs Warehouse		

License Activities

License Activity
Acids & Alkaline Trading

Facilities

Facility Code	Facility Name	Facility Type	Facility Status
WH-0001	subharsh chandrabose branch	Warehouse	Active

User

User Id	First Name	Middle Name	Last Name
RA37	rajesh1		india

Business Associations

Associated Business	Association Type
22 march 2010 vipin	Importer to Broker

Group Information

Related Business Name	Related Business UCID	Relationship to the Business
No Records		

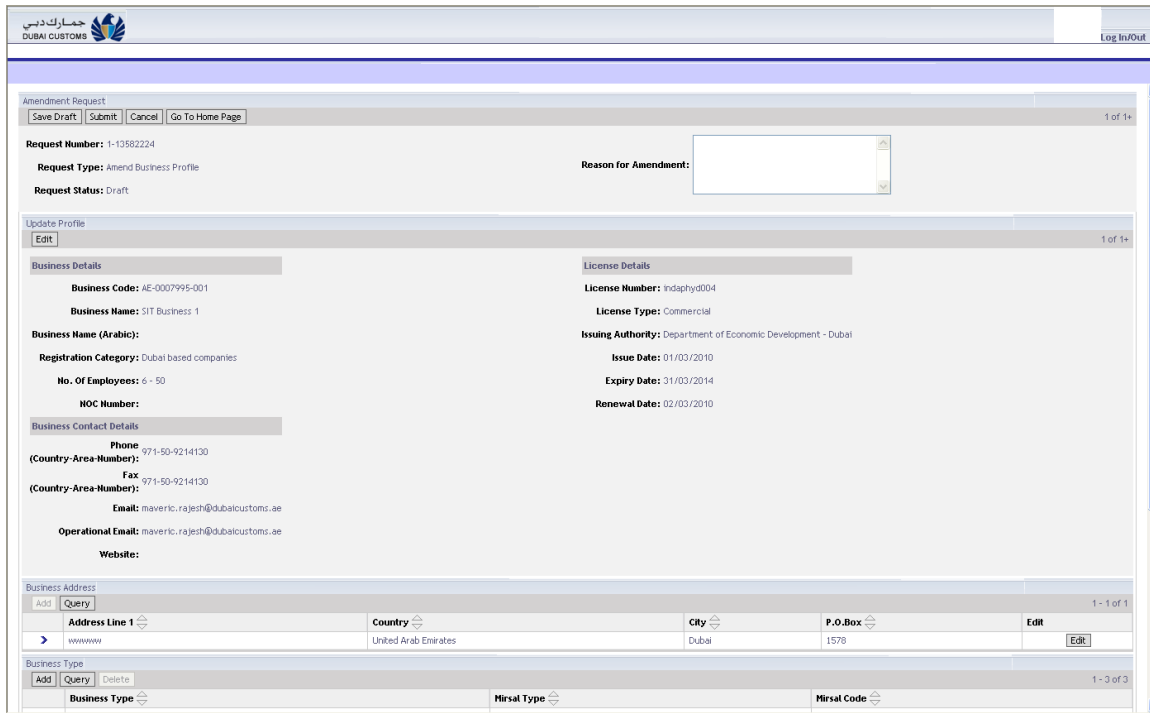
Attachments

File Name	Document Title	Document Type	File Type	Document Size (in Bytes)
Changes	adfsdfsdf	Letter of Agreement b/w client	TXT	495

3. Click on

- "Cancel" button to navigate back to the Homepage
- "Amend" button to create a request for Amending the Business Profile

4. After clicking on “Amend” button, following screen is displayed.



Amendment Request
 Save Draft | Submit | Cancel | Go To Home Page 1 of 1+

Request Number: 1-13582224
 Request Type: Amend Business Profile
 Request Status: Draft

Reason for Amendment:

Update Profile
 Edit 1 of 1+

Business Details
 Business Code: AE-0007995-001
 Business Name: SIT Business 1
 Business Name (Arabic):
 Registration Category: Dubai based companies
 No. Of Employees: 6 - 50
 NOC Number:

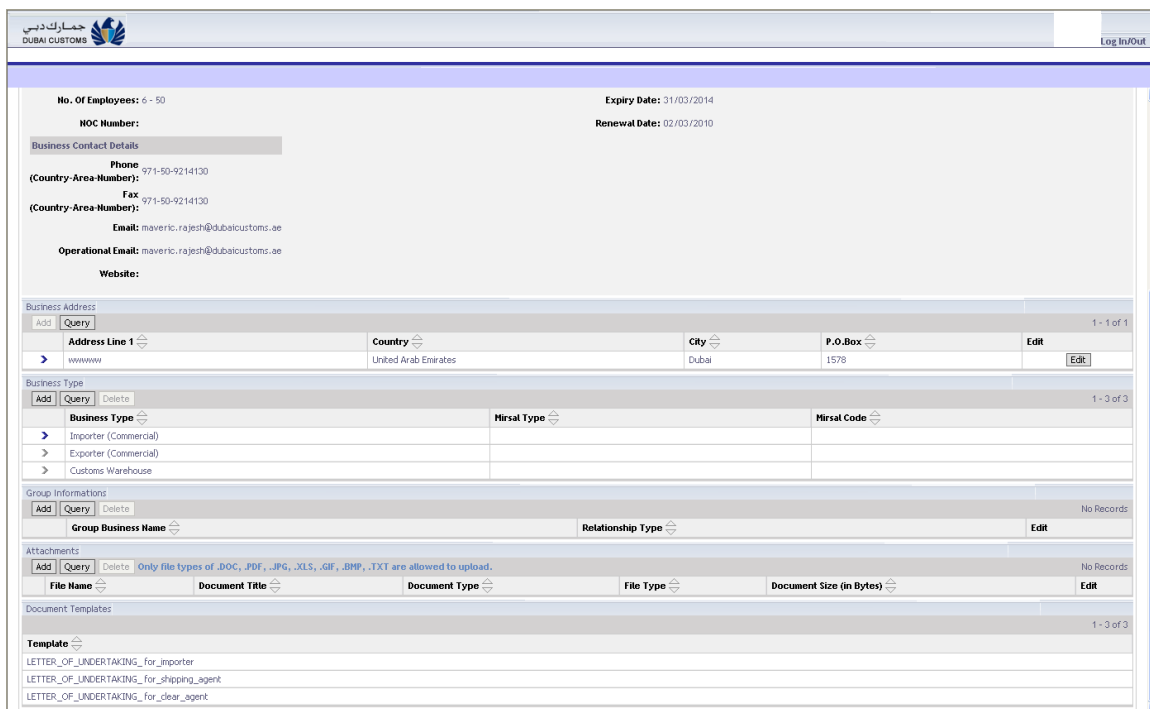
License Details
 License Number: indaphyd004
 License Type: Commercial
 Issuing Authority: Department of Economic Development - Dubai
 Issue Date: 01/03/2010
 Expiry Date: 31/03/2014
 Renewal Date: 02/03/2010

Business Contact Details
 Phone (Country-Area-Number): 971-50-9214130
 Fax (Country-Area-Number): 971-50-9214130
 Email: maveric.rajesh@dubaicustoms.ae
 Operational Email: maveric.rajesh@dubaicustoms.ae
 Website:

Business Address
 Add Query 1 - 1 of 1
 Address Line 1: www Country: United Arab Emirates City: Dubai P.O.Box: 1578 Edit
 Edit

Business Type
 Add Query Delete 1 - 3 of 3
 Business Type: Importer (Commercial) Mirsal Type: Importer (Commercial) Mirsal Code: 1578

5. Rest of sub-sections are displayed in below screen shot



No. Of Employees: 6 - 50
 NOC Number:
 Business Contact Details
 Phone (Country-Area-Number): 971-50-9214130
 Fax (Country-Area-Number): 971-50-9214130
 Email: maveric.rajesh@dubaicustoms.ae
 Operational Email: maveric.rajesh@dubaicustoms.ae
 Website:

Expiry Date: 31/03/2014
 Renewal Date: 02/03/2010

Business Address
 Add Query 1 - 1 of 1
 Address Line 1: www Country: United Arab Emirates City: Dubai P.O.Box: 1578 Edit
 Edit

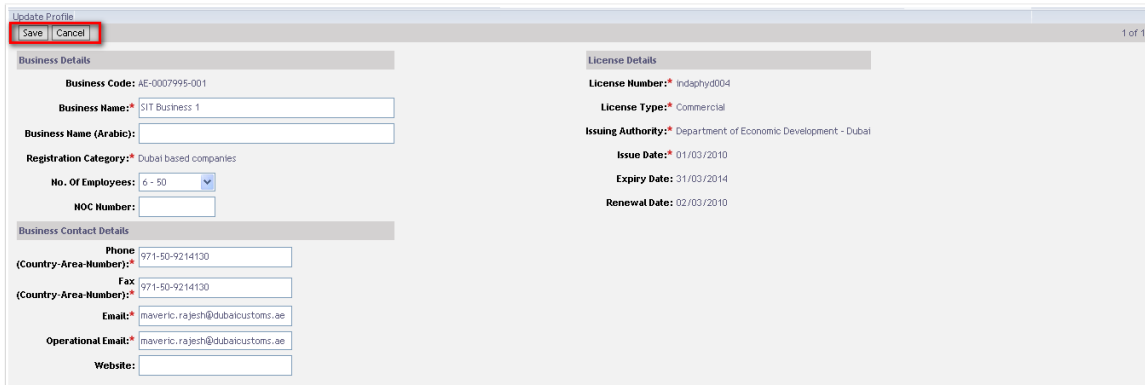
Business Type
 Add Query Delete 1 - 3 of 3
 Business Type: Importer (Commercial) Mirsal Type: Importer (Commercial) Mirsal Code: 1578
 Importer (Commercial)
 Exporter (Commercial)
 Customs Warehouse

Group Information
 Add Query Delete No Records
 Group Business Name: Relationship Type: Edit

Attachments
 Add Query Delete Only file types of .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT are allowed to upload. No Records
 File Name: Document Title: Document Type: File Type: Document Size (in Bytes): Edit

Document Templates
 Template: 1 - 3 of 3
 LETTER_OF_UNDEXTAKING_for_importer
 LETTER_OF_UNDEXTAKING_for_shipping_agent
 LETTER_OF_UNDEXTAKING_for_clear_agent

6. After clicking on the “Edit” button, the following screen is displayed.



Update Profile 1 of 14

Business Details

Business Code: AE-0007995-001

Business Name: SIT Business 1

Business Name (Arabic):

Registration Category: Dubai based companies

No. Of Employees: 6 - 50

NOC Number:

Business Contact Details

Phone (Country-Area-Number): 971-50-9214130

Fax (Country-Area-Number): 971-50-9214130

Email: maveric.rajesh@dubaiCustoms.ae

Operational Email: maveric.rajesh@dubaiCustoms.ae

Website:

License Details

License Number: indaphy0004

License Type: Commercial

Issuing Authority: Department of Economic Development - Dubai

Issue Date: 01/03/2010

Expiry Date: 31/03/2014

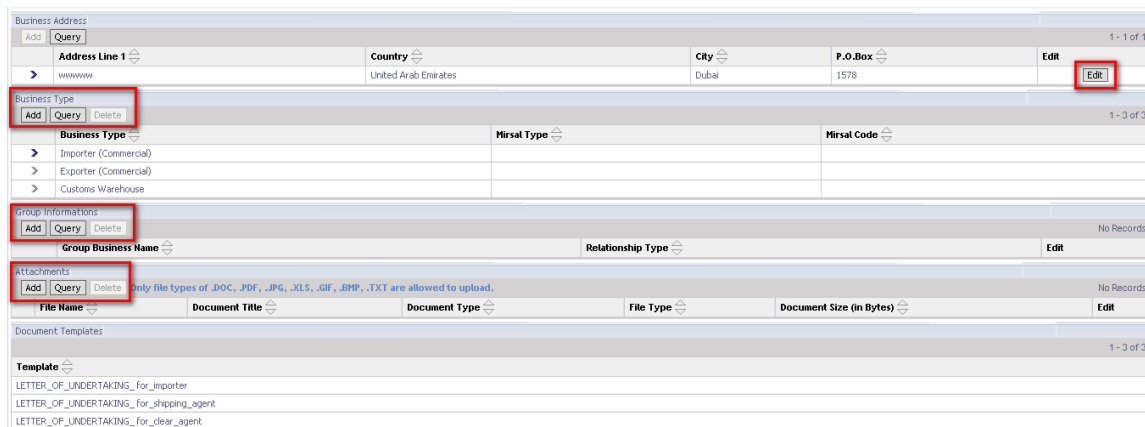
Renewal Date: 02/03/2010

7. Modify any of editable field if required

8. click on

- “Save” button to save the changes
- “Cancel” button to cancel the changes

9. Similarly any change in sub-entities such as Business Type, Group Information, and Attachments can be done



Business Address 1 - 1 of 1

Add Query

Address Line 1	Country	City	P.O.Box	Edit
www	United Arab Emirates	Dubai	1578	Edit

Business Type 1 - 3 of 3

Add Query Delete

Business Type	Mirsal Type	Mirsal Code
Importer (Commercial)		
Exporter (Commercial)		
Customs Warehouse		

Group Information No Records

Add Query Delete

Group Business Name	Relationship Type	Edit
---------------------	-------------------	------

Attachments No Records

Add Query Delete Only file types of .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT are allowed to upload.

File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
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Document Templates 1 - 3 of 3

Template

LETTER_OF_UNDERTAKING_for_importer

LETTER_OF_UNDERTAKING_for_shipping_agent

LETTER_OF_UNDERTAKING_for_clear_agent

5.1 Amend Business Address

1. Click on “Edit” button



Business Address 1 - 1 of 1

Add Query

Address Line 1	Country	City	P.O.Box	Edit
www	United Arab Emirates	Dubai	1578	Edit

2. The below screen is displayed



Business Address 1 - 1 of 1

Save Cancel

Address Line 1: www

Address Line 2: sdvdf

Street:

Area:

P.O.Box: 1578

Country: United Arab Emirates

Emirate/State/Province: DUBAI

City: Dubai

3. Click on

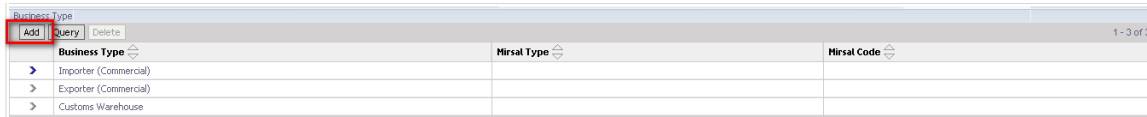
- “Save” button to save the changes
- “Cancel” button to cancel the changes

Note:

- ❖ Business Address can only be modified by clicking on “Edit” button.
- ❖ “Not Available” is added to facilitate the successful migration of Mirsal1 and Mirsal2 records as some of these records does not have values in ‘City’, ‘State’ or ‘Country’.
- ❖ This is applicable to all address entities, be it facility address, user address or business address.
- ❖ System will validate if user will select “Not Available” in ‘City’, ‘State’ or ‘Country’ fields and will throw error to indicate not to pick “Not Available” in any of above mentioned fields.

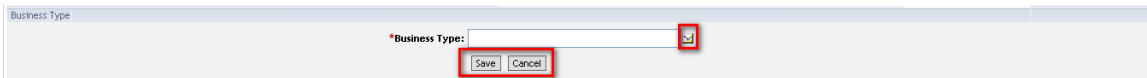
5.2 Add Business Type


1. Click on the “Add” button



Business Type	Mirsal Type	Mirsal Code
> Importer (Commercial)		
> Exporter (Commercial)		
> Customs Warehouse		

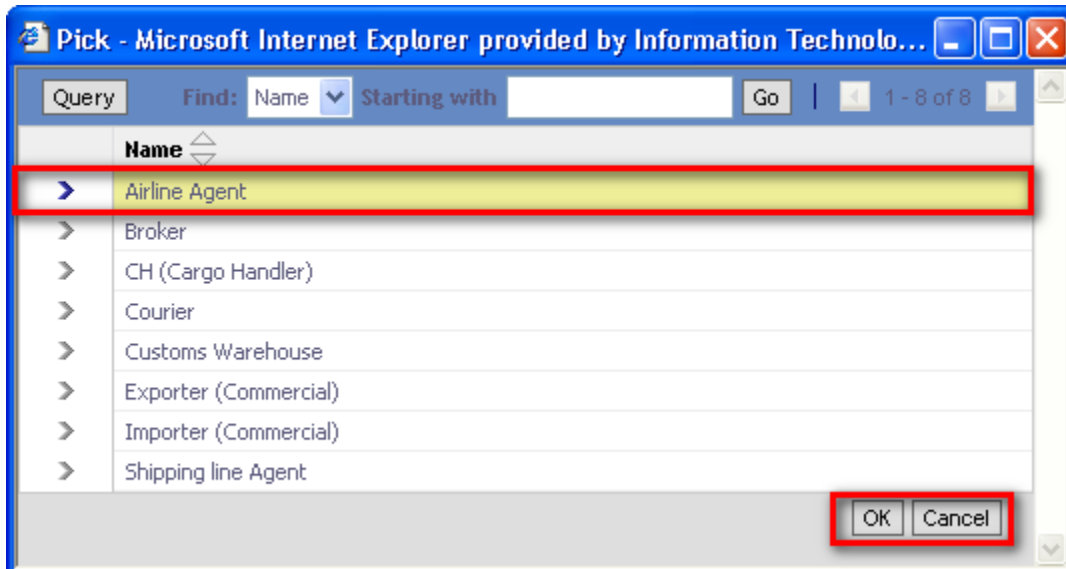
2. The following is displayed



*Business Type: 

3. Click on the pick icon 

4. Select the Business Type by clicking on the arrow on the left side 



Pick - Microsoft Internet Explorer provided by Information Technolo...

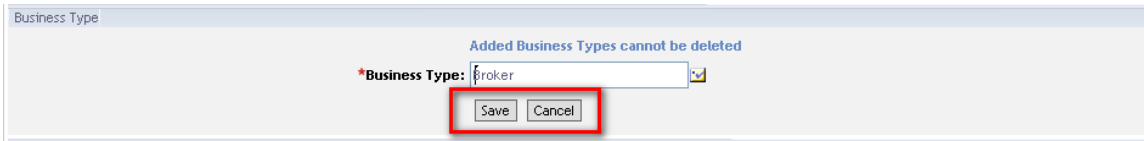
Query Find: Name Starting with Go 1 - 8 of 8

Name
> Airline Agent
> Broker
> CH (Cargo Handler)
> Courier
> Customs Warehouse
> Exporter (Commercial)
> Importer (Commercial)
> Shipping line Agent

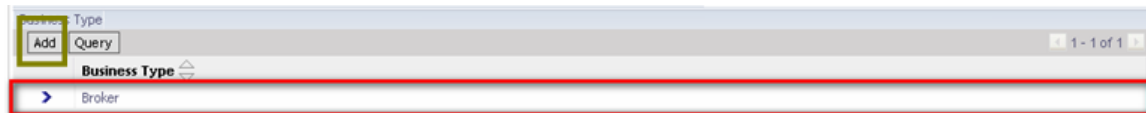
5. Click on

- a. "OK" button to add it to business
- b. "Cancel" button to cancel to close popup

6. After clicking on "OK" button, following screen is displayed



7. Click on
 - a. "Cancel" button to cancel the record
 - b. "Save" button to save the record
8. After adding the business type, following screen is displayed.



9. Click on "Add" button to add more business types.


5.3 Add Group Information

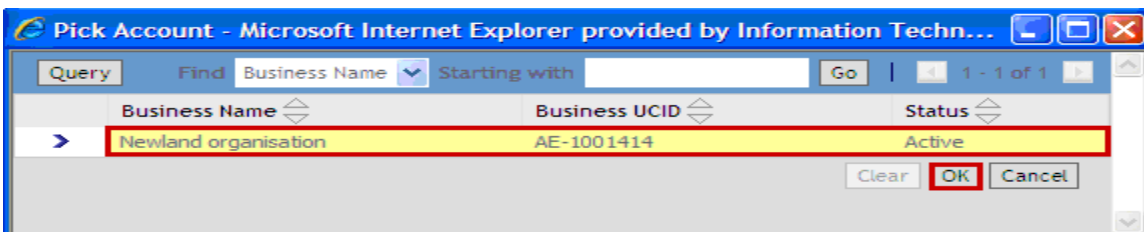
1. Click on the "Add" button



2. The following screen will be displayed



3. Provide the "Business Code" for the business you want to group with
4. Click on the Select Icon  to retrieve the Business Information



5. Select the business by clicking on "OK" button
6. Select a "Relationship Type" from the following list


Parent
Other
Subsidiary

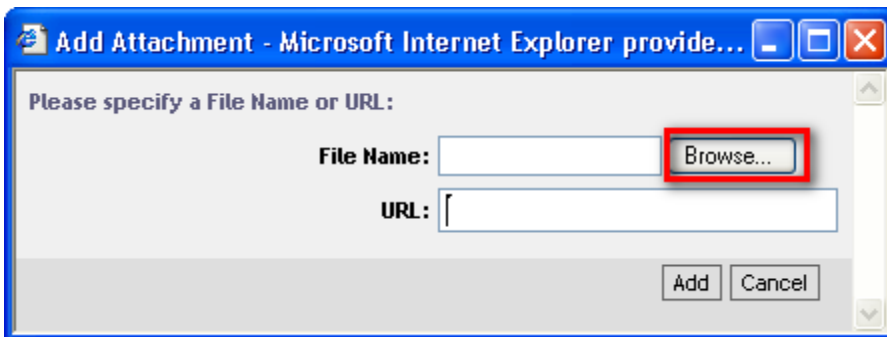
7. Click on
 - a. "Save" button to save the changes
 - b. "Cancel" button to cancel the changes

5.4 Add Attachments

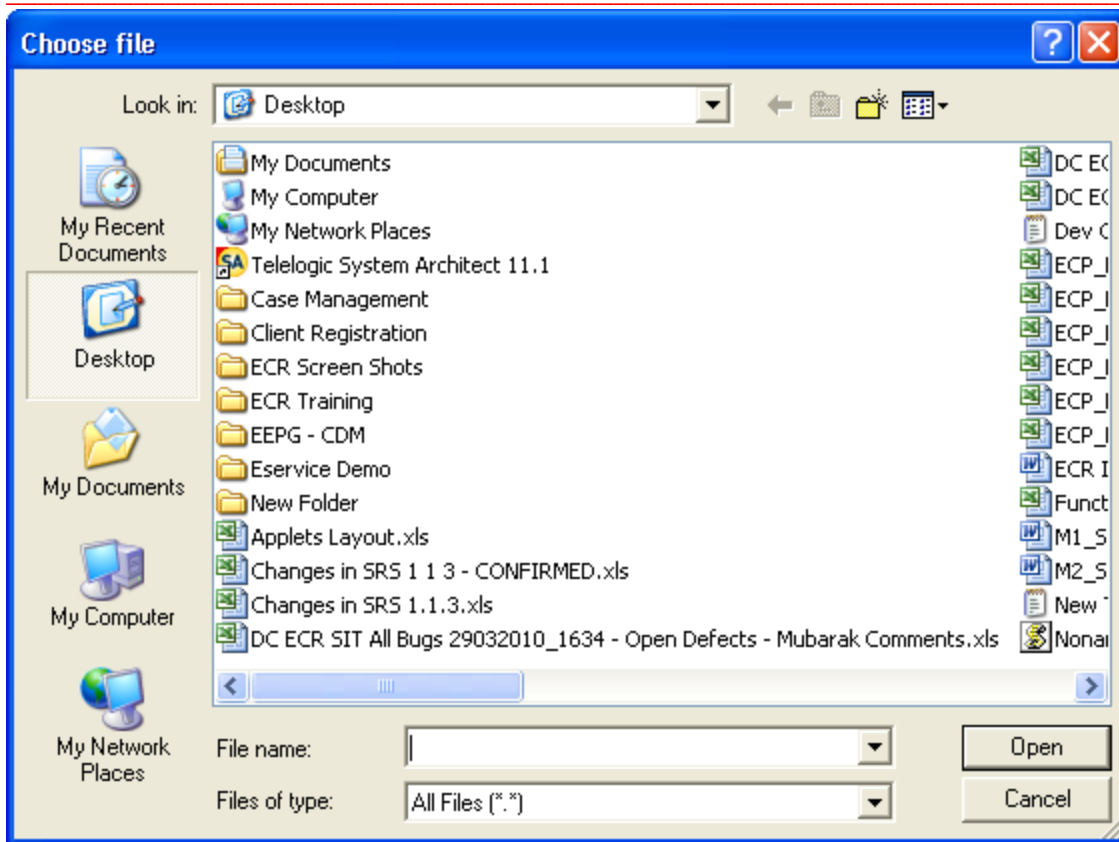
1. Click on the "Add" button



2. Click on the Pick icon  to select a file from the local machine
3. The following popup is displayed.



4. Click on
 - a. "Save" button to save the changes
 - b. "Cancel" button to cancel the changes
5. Click on "Browse" to select a file from local machine



6. Select any file and click on “Open” button to attach it

7. Fill in all the applicable fields.

8. Click on

- a. “Save” button to save the record,
- b. “Cancel” button to cancel the record

9. After clicking on “Save” button, following screen is displayed

Attachments					
Add Query Delete Only file types of .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT are allowed to upload.					
File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
> Sun-040410-0821-362-543	Broker Certification Copy	Broker Certification Copy	XLS	8,919	Edit

Note:

- ❖ Please keep in mind the restrictions on the file type and size when attaching a new file.
- ❖ Allowed file types are: .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT
- ❖ Allowed size is: 10MB per file

10. Fill in “Reason for Amendment” field before submitting the request



Amendment Request

Save Draft Submit Cancel Go To Home Page

Request Number: 1-13582224

Request Type: Amend Business Profile

Request Status: Draft

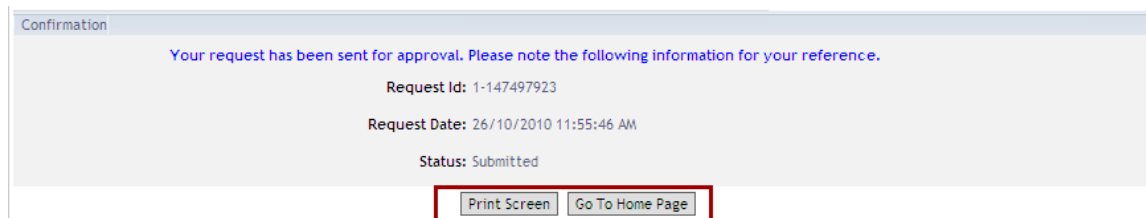
Reason for Amendment:

11. Click on

- a. “Save Draft” button to save the request as a draft
- b. “Submit” button to send the request for approval
- c. “Cancel” button to cancel the request
- d. “Go To Homepage” button to navigate to application homepage

- ❖ In case if the system prompts to enter NOC Number and it is not available then enter 9999 in NOC Number field.

12. After clicking on “Submit” button, following confirmation screen is displayed.



Confirmation

Your request has been sent for approval. Please note the following information for your reference.

Request Id: 1-147497923

Request Date: 26/10/2010 11:55:46 AM

Status: Submitted

Print Screen Go To Home Page

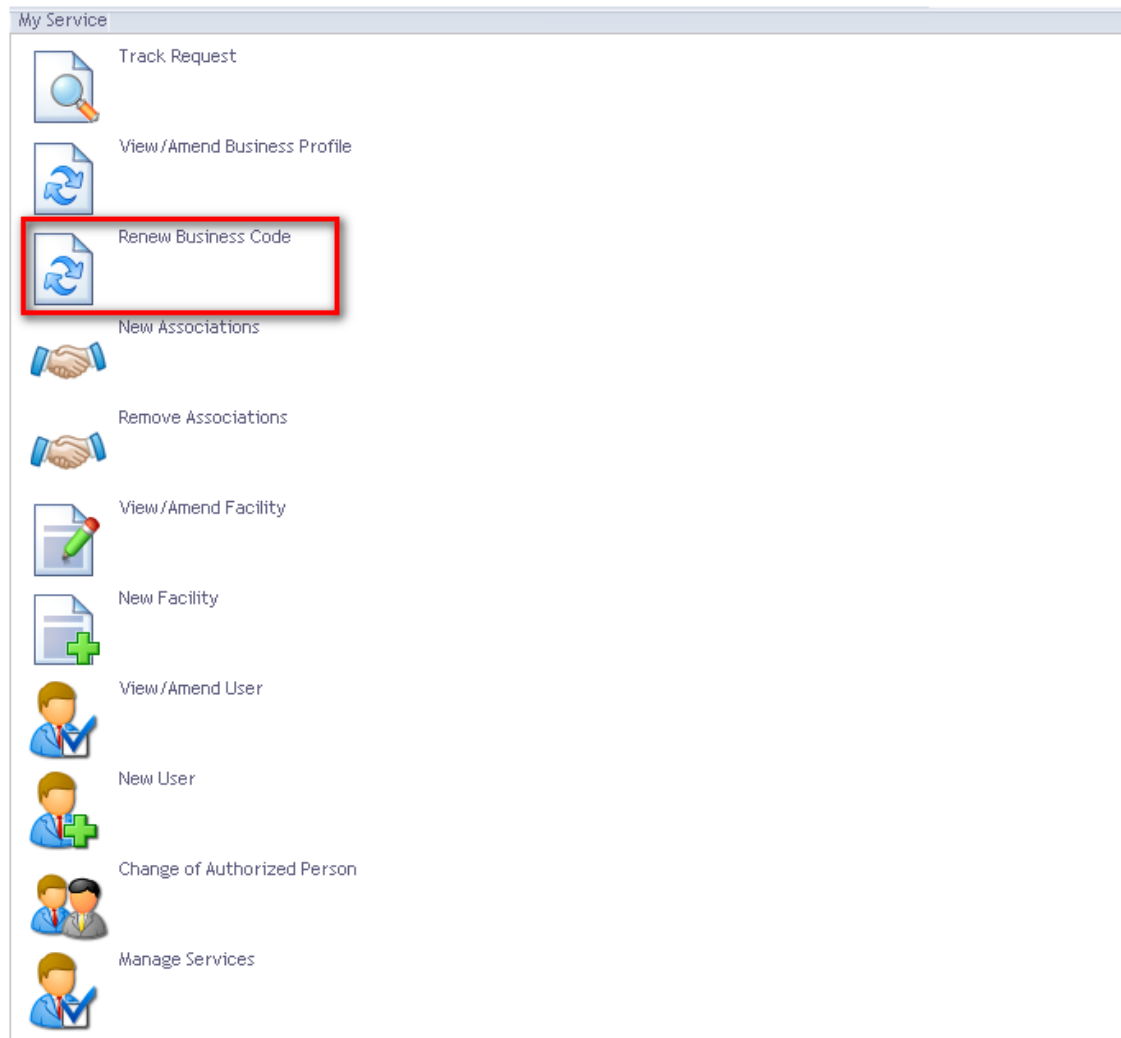
13. Click on

- a. “Print Screen” button to print the request details
- b. “Go To Home Page” button to navigate back to application homepage

6 Renew Business Code

This service is to renew the registration of a client. This option allows the user to change the License Expiry Date and the License Renewal Date. It also gives the option to upload documents to support the changes.

1. Click on “Renew Business Code” link/icon in the Homepage



2. The following screen is displayed

Amendment Request

Save Draft | Submit | Cancel | Go To Home Page

Request Number: 1-13767929

Request Type: Amend Renew Business Code

Request Status: Draft

Reason for Amendment:

Update Profile

Save

Business Details

Business Code: AE-0007965-001

Business Name: 22 march 2010 vipin

Business Name (Arabic):

Registration Category: Dubai based companies

No. Of Employees: 101 - 500

Business Contact Details

Phone (Country-Area-Number): 971-4-2345678

Fax (Country-Area-Number): 971-4-2345678

Email: www@dfghj.com

Operational Email: www@dfghj.com

Website: www.dfd.com

License Details

License Number: 2342

License Type: Commercial

Issuing Authority: Dubai Maritime City

Issue Date: 08/03/2004

Expiry Date: 29/03/2020

Renewal Date: 01/03/2008

Emirates Post License (EPL) Details

EPL Number:

Issue Date:

Expiry Date:

Attachments

Add | Query | Delete

No Records

File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
-----------	----------------	---------------	-----------	--------------------------	------

3. Change the "License Expiry Date" and the "License Renewal Date" and click on "Save" button to save the changes

Amendment Request

Save Draft | Submit | Cancel | Go To Home Page

Request Number: 1-13767929

Request Type: Amend Renew Business Code

Request Status: Draft

Reason for Amendment:

Update Profile

Save

Business Details

Business Code: AE-0007965-001

Business Name: 22 march 2010 vipin

Business Name (Arabic):

Registration Category: Dubai based companies

No. Of Employees: 101 - 500

Business Contact Details

Phone (Country-Area-Number): 971-4-2345678

Fax (Country-Area-Number): 971-4-2345678

Email: www@dfghj.com

Operational Email: www@dfghj.com

Website: www.dfd.com

License Details

License Number: 2342

License Type: Commercial

Issuing Authority: Dubai Maritime City

Issue Date: 08/03/2004

Expiry Date: 29/03/2020

Renewal Date: 01/03/2008

Emirates Post License (EPL) Details

EPL Number:

Issue Date:

Expiry Date:

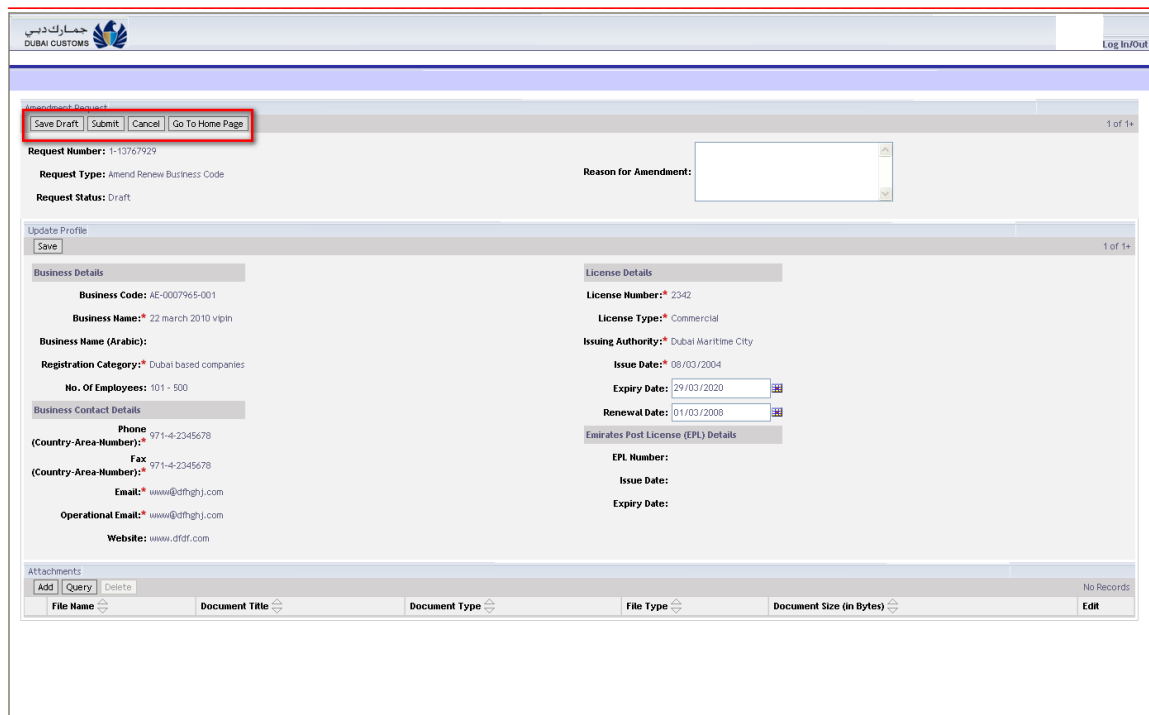
Attachments

Add | Query | Delete

No Records

File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
-----------	----------------	---------------	-----------	--------------------------	------

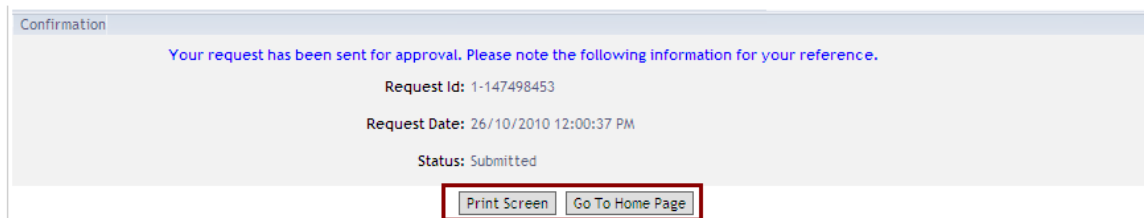
4. Please fill "Reason for Amendment" field before submitting the request



5. Click on

- “Save Draft” button to save the request as a draft
- “Submit” button to send the request for approval
- “Cancel” button to cancel the request
- “Go To Homepage” button to navigate to application homepage

6. After clicking on “Submit” button, following screen is displayed



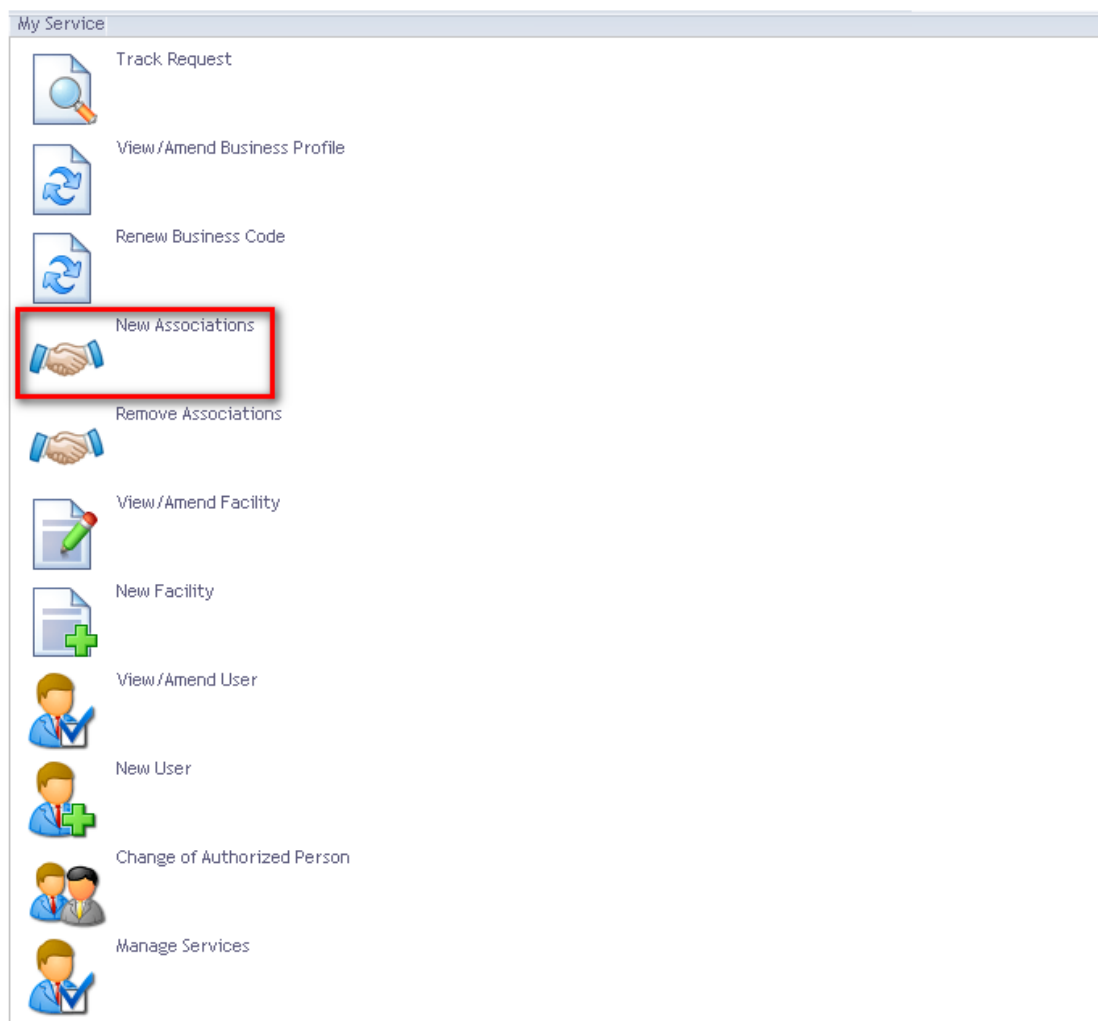
7. Click on

- “Print Screen” button to print the submitted request
- “Go to Homepage” button to navigate to application homepage

7 New Associations

This service is used to add a new association to a client. This option allows the client to view the Business Profile details excluding the sub entities and Add new Associations. It also gives the option to attach documents to support the changes made.

1. Click on “New Associations” link on the Homepage



2. The following screen is displayed

Amendment Request

Save Draft | Submit | Cancel | Go To Home Page

Request Number: 1-13774638

Request Type: New Association

Request Status: Draft

Reason for Amendment:

Client Profile Details

Business Details

Business Name: 22 march 2010 vipin

Business Name (Arabic): 22 ربيع الثاني 2010

Registration Category: Dubai based companies

No. Of Employees: 101 - 500

Business Contact Details

Phone (Country-Area-Number): 971-4-2345678

Fax (Country-Area-Number): 971-4-2345678

Email: www.dghghj.com

Operational Email: www.dghghj.com

Website: www.dghghj.com

License Details

License Number: 2342

License Type: Commercial

Issuing Authority: Dubai Maritime City

Issue Date: 08/03/2004

Expiry Date: 29/03/2020

Renewal Date: 01/03/2008

Emirates Post License (EPL) Details

EPL Number:

Issue Date:

Expiry Date:

Business Associations

Add

Associated Business

Associated Business Code

Association Type

From Date

To Date

No Records

Attachments

Add | Query | Delete

File Name

Document Title

Document Type

File Type

Document Size (in Bytes)

Edit

No Records

3. Click on “Add” under “Business Associations” to add a new association

4. After clicking on “Add” button, following screen is displayed

Amendment Request

Save Draft | Submit | Cancel | Go To Home Page

Request Number: 1-13774638

Request Type: New Association

Request Status: Draft

Reason for Amendment:

Client Profile Details

Business Details

Business Name: 22 march 2010 vipin

Business Name (Arabic): 22 ربيع الثاني 2010

Registration Category: Dubai based companies

No. Of Employees: 101 - 500

Business Contact Details

Phone (Country-Area-Number): 971-4-2345678

Fax (Country-Area-Number): 971-4-2345678

Email: www.dghghj.com

Operational Email: www.dghghj.com

Website: www.dghghj.com

License Details

License Number: 2342

License Type: Commercial

Issuing Authority: Dubai Maritime City

Issue Date: 08/03/2004

Expiry Date: 29/03/2020

Renewal Date: 01/03/2008

Emirates Post License (EPL) Details

EPL Number:

Issue Date:

Expiry Date:

Business Associations

Save | Cancel

Associated Business*

From Date*

Association Type*

To Date*

Associated Business Code:

Attachments

Add | Query | Delete

File Name

Document Title


Document Type

File Type

Document Size (in Bytes)

Edit

No Records

5. Click on the pick icon  under “Associated Business” to retrieve business information



6. The following screen is displayed

Pick Account - Microsoft Internet Explorer provided by Information Technolo...

Query Find Business Name Starting with Go | 1 - 10 of 10+ ▶

Business Name	Business UCID	Status
> testaa	AE-1000123	Active
> Undefined	1111	Active
> asyrdy+_)(*&^%\$#@cc	AE-1aasssssssss	Active
> Export/Importd	asda	Active
> aa	ddddddddddddd	Active
> Undefined	z{x\}	Active
> علي الاستثمار	ssss	Active
> john	234234	Active
> Undefined	s	Active
> asdas	asdsa	Active

Clear OK Cancel

7. Select a specific business. The selected record will be highlighted with Yellow
8. Click on
 - a. "Query" button to search for a specific business
 - b. "OK" button to confirm selection
 - c. "Cancel" button to cancel the selection process
 - d. Right Arrow button  or Left Arrow button  to navigate between the list of companies
9. After clicking on "Query" button, following screen is displayed.

Pick Account - Microsoft Internet Explorer provided by Information Technolo...

Business Name:

Business UCID:

Go Cancel

10. Provide the search criteria

11. Click on

- "OK" button to continue search
- "Cancel" button to cancel the search

Amendment Request

Save Draft Submit Cancel Go To Home Page

Request Number: 1-13774638

Request Type: New Association

Request Status: Draft

Reason for Amendment:

Client Profile Details

Business Details

Business Name: 22 march 2010 vipin

Business Name (Arabic): 22 مارس 2010

Registration Category: Dubai based companies

No. Of Employees: 101 - 500

Business Contact Details

Phone (Country-Area-Number): 971-4-2345678

Fax (Country-Area-Number): 971-4-2345678

Email: wwwa@dfghj.com

Operational Email: wwwa@dfghj.com

Website: www.dtdf.com

License Details

License Number: 2342

License Type: Commercial

Issuing Authority: Dubai Maritime City

Issue Date: 08/03/2004

Expiry Date: 29/03/2020

Renewal Date: 01/03/2008

Emirates Post License (EPL) Details

EPL Number:

Issue Date:

Expiry Date:

Business Associations

Save Cancel

Associated Business: testaa

Association Type:

Associated Business Code:

From Date*:

To Date*:

Attachments

Add Query Delete

File Name Document Type File Type Document Size (in Bytes) Edit

No Records

12. Fill in the “Association Type” by selecting one of the following values



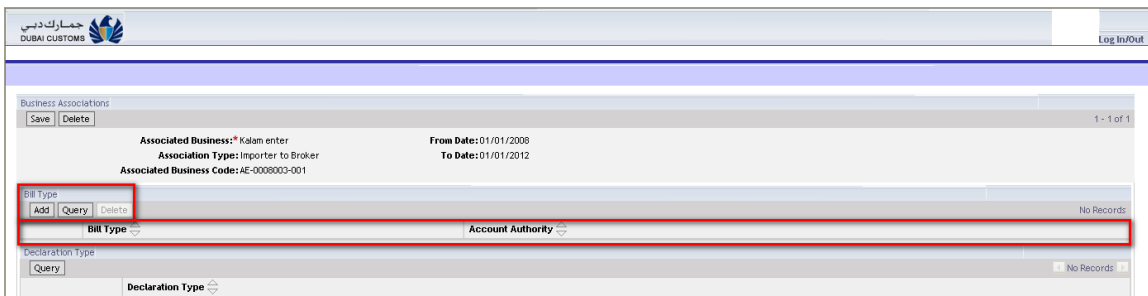
Freezone to Broker
Importer to Broker
Importer to Customs Warehouse
Importer to Freezone Company

13. Fill in association “From Date” and “To Date”

14. Click on

- “Save” button to save the record
- “Cancel” button to cancel the record

15. The following screen is displayed to select Bill Type and Declaration Type



Business Associations

Save Delete 1 - 1 of 1

Associated Business: Kalam enter From Date: 01/01/2008
Association Type: Importer to Broker To Date: 01/01/2012
Associated Business Code: AE-0008003-001

Bill Type Add Query Delete No Records

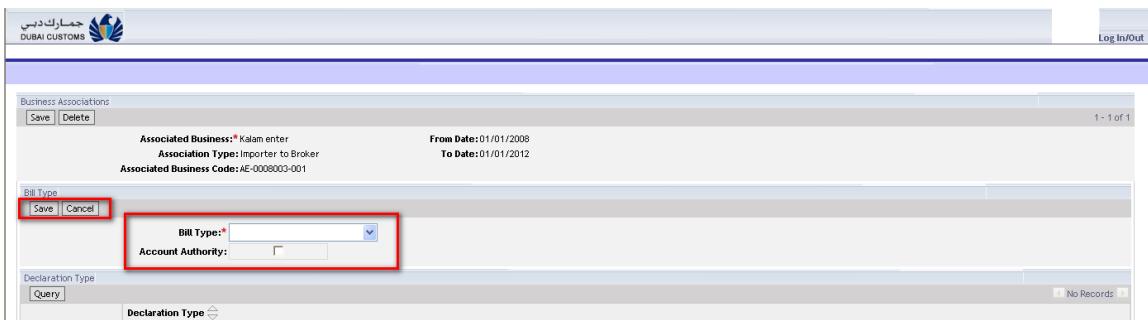
Bill Type Account Authority

Declaration Type Query No Records

Declaration Type

16. Click “Add” button to select a Bill Type

17. Click on “Account Authority” if required



Business Associations

Save Delete 1 - 1 of 1

Associated Business: Kalam enter From Date: 01/01/2008
Association Type: Importer to Broker To Date: 01/01/2012
Associated Business Code: AE-0008003-001

Bill Type Save Cancel No Records

Bill Type: Account Authority

Declaration Type Query No Records

Declaration Type

18. From the drop down list choose the Bill Type

▼

EXPORT

FREEZONE BILL OF ENTRY

FREEZONE INTERNAL TRANSFER

IMPORT

IMPORT FOR RE-EXPORT

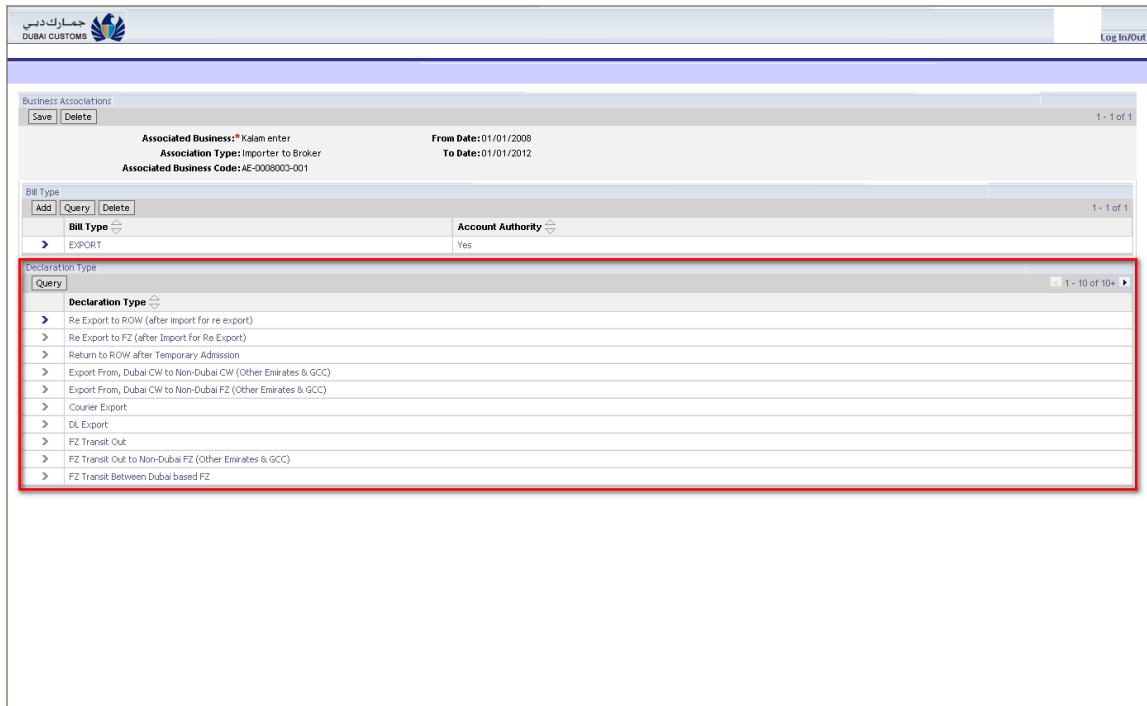
STATISTICAL EXPORT

TEMPORARY ADMISSION

TRANSIT

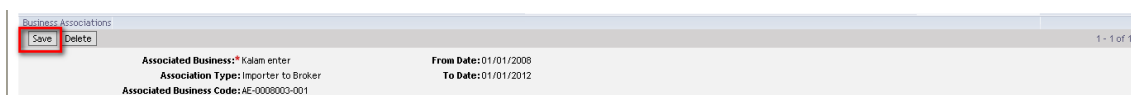
19. Click on

- a. “Save” button to save the changes
- b. “Cancel” button to cancel the changes



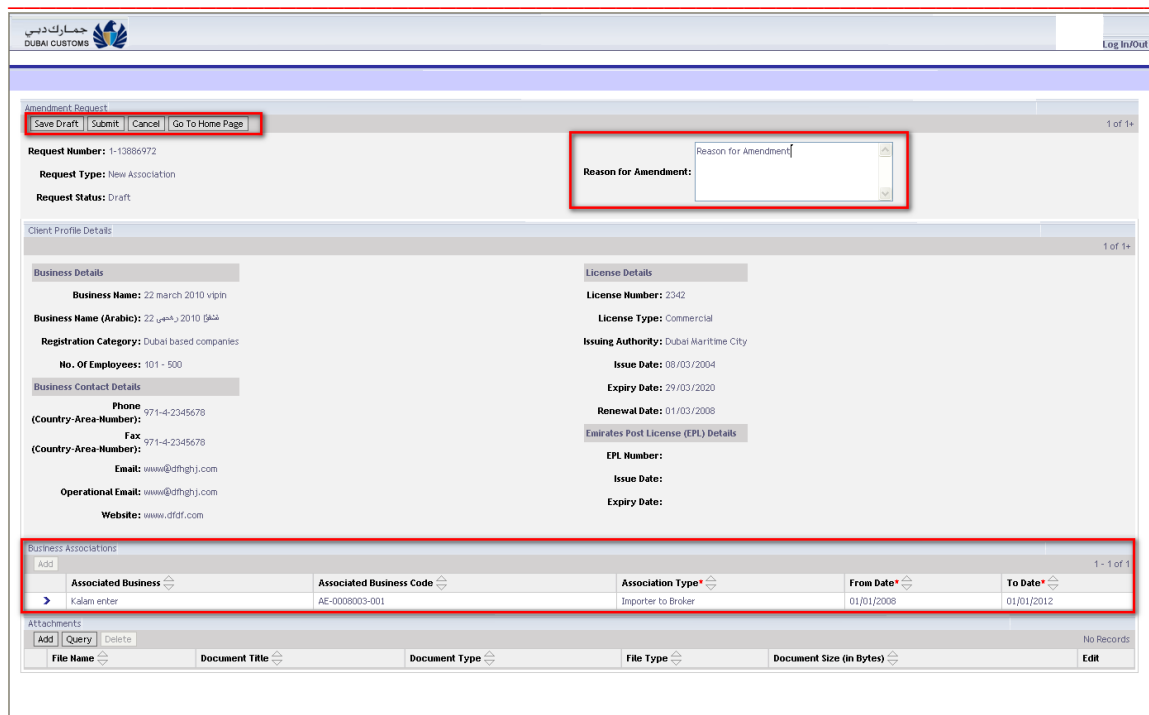
Note:

- ❖ After saving “Bill Type”, system will populate the “Declaration Type” automatically



20. Click on

- a. “Save” button to save all the changes and to navigate to previous screen
- b. “Delete” button to delete any Association



Amendment Request

Save Draft | Submit | Cancel | Go To Home Page

Request Number: 1-13886972

Request Type: New Association

Request Status: Draft

Reason for Amendment:

Client Profile Details

Business Details

Business Name: 22 march 2010 vipin
Business Name (Arabic): 22 مارس 2010 فيبين
Registration Category: Dubai based companies
No. Of Employees: 101 - 500

Business Contact Details

Phone (Country-Area-Number): 971-4-2345678
Fax (Country-Area-Number): 971-4-2345678
Email: www.dhghj.com
Operational Email: www.dhghj.com
Website: www.dhghj.com

License Details

License Number: 2342
License Type: Commercial
Issuing Authority: Dubai Maritime City
Issue Date: 08/03/2004
Expiry Date: 29/03/2020
Renewal Date: 01/03/2008

Emirates Post License (EPL) Details

EPL Number:
Issue Date:
Expiry Date:

Business Associations

Associated Business	Associated Business Code	Association Type	From Date	To Date
Kalam enter	AE-0008003-001	Importer to Broker	01/01/2008	01/01/2012

Attachments

Add | Query | Delete

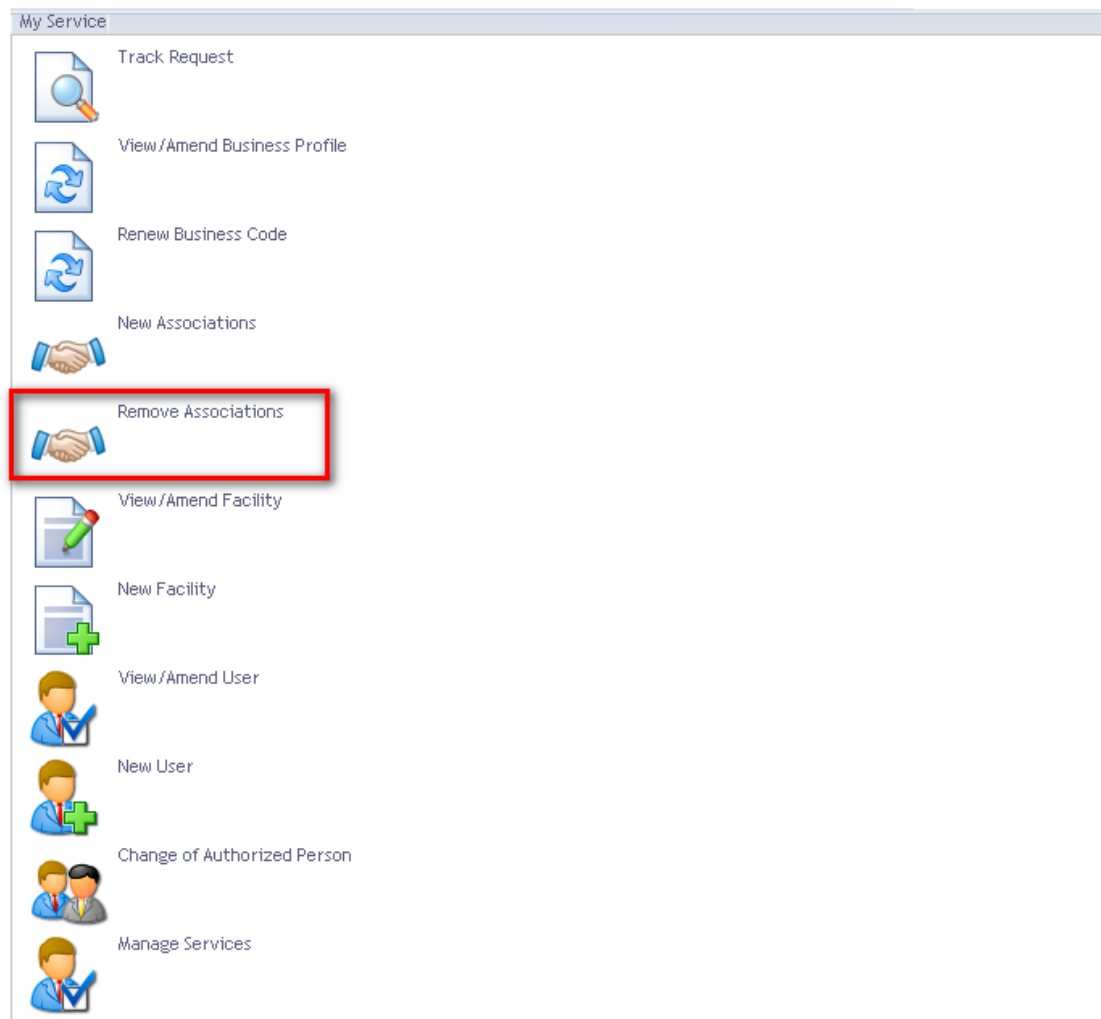
File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
No Records					

21. If required, attach document to support the changes. Please refer to the section (5.4 - View/Amend Business Profile - Add Attachments) for more detail
22. Click on
 - a. "Save Draft" button to save the request as a draft
 - b. "Submit" button to send the request for approval
 - c. "Cancel" button to cancel the request
 - d. "Go To Homepage" button to navigate to application homepage
23. Fill in the "Reason for Amendment" before submitting the request
24. Confirmation screen is displayed after submitting the request
25. Click on
 - a. "Print Screen" button to print the request details
 - b. "Go To Home Page" button to navigate back to application homepage

8 Remove Associations

This service is used to remove associations to the client. This option allows the client to view the Business Profile details, view all the associations defined in the Business Profile, and remove Associations.

1. Click "Remove Associations" link on the Homepage



2. The following screen is displayed

Amendment Request

Save Draft | Submit | Cancel | Go To Home Page

Request Number: 1-13915681

Request Type: Remove Association

Request Status: Draft

Reason for Amendment:

Client Profile Details

Business Details

Business Name: SIT Business 1

Business Name (Arabic):

Registration Category: Dubai based companies

No. Of Employees: 6 - 50

Business Contact Details

Phone (Country-Area-Number): 971-50-9214130

Fax (Country-Area-Number): 971-50-9214130

Email: maveric.rajesh@dubaicustoms.ae

Operational Email: maveric.rajesh@dubaicustoms.ae

Website:

License Details

License Number: indaphy004

License Type: Commercial

Issuing Authority: Department of Economic Development - Dubai

Issue Date: 01/03/2010

Expiry Date: 31/03/2014

Renewal Date: 02/03/2010

Emirates Post License (EPL) Details

EPL Number:

Issue Date:

Expiry Date:

Business Associations

Query View Association Detail

Associated Business	Association Type	From Date	To Date	Active	Remove
22 march 2010 vipin	Importer to Broker	10/04/2010		Yes	Remove

3. A list of all the associations will be displayed in the above screen

4. Click On

- “View Association Details” button to view the Bill Types and the Declaration Types related to the selected association
- “Remove” button to delete the association from the list of associations

Note:

- ❖ The “Active” column states the status of the association. It will show in the list because the value is “Yes”. It will be changed to “No”, once “Remove” button is clicked.

Business Associations					
Query	View Association Detail				
Associated Business	Association Type	From Date	To Date	Active	Remove
22 march 2010 vipin	Importer to Broker	10/04/2010		No	Remove

5. Fill in the “Reason for Amendment” before submitting the request.

6. Click on

- “Save Draft” button to save the request as a draft
- “Submit” button to send the request for approval
- “Cancel” button to cancel the request
- “Go To Homepage” button to navigate to application homepage

Confirmation

Your request has been sent for approval. Please note the following information for your reference.

Request Id: 1-147498453

Request Date: 26/10/2010 12:00:37 PM

Status: Submitted

[Print Screen](#) [Go To Home Page](#)

26. Confirmation screen is displayed after submitting the request

27. Click on

- a. "Print Screen" button to print the request details
- b. "Go To Home Page" button to navigate back to application homepage

9 View/Amend Facility

This service is used to View/Amend the Facilities associated with the company. This option allows you to view the Business Profile details, view all the facilities associated to the Business Profile and Amend a Facility. It also gives the option to attach documents to support the changes.

9.1 View Facility

1. Click "View/Amend Facility" link on the Homepage

My Service

- Track Request
- View /Amend Business Profile
- Renew Business Code
- New Associations
- Remove Associations
- View /Amend Facility**
- New Facility
- View /Amend User
- New User
- Change of Authorized Person
- Manage Services

2. The following screen is displayed

جمارك دبي
DUBAI CUSTOMS

Log In/Out

Client Profile Details

Cancel

1 of 1

Business Details

Business Code: AE-0007995-001

Business Name: SIT Business 1

Business Name (Arabic):

Registration Category: Dubai based companies

No. Of Employees: 4 - 50

Business Contact Details

Phone (Country-Area-Number): 971-50-9214130

Fax (Country-Area-Number): 971-50-9214130

Email: maveric.rajesh@dubai-customs.ae

Operational Email: maveric.rajesh@dubai-customs.ae

Website:

License Details

License Number: indaphyd004

License Type: Commercial

Issuing Authority: Department of Economic Development - Dubai

Issued Date: 01/03/2010

Expiry Date: 31/03/2014

Renewal Date: 02/03/2010

Emirates Post License (EPL) Details

EPL Number:

Issue Date:

Expiry Date:

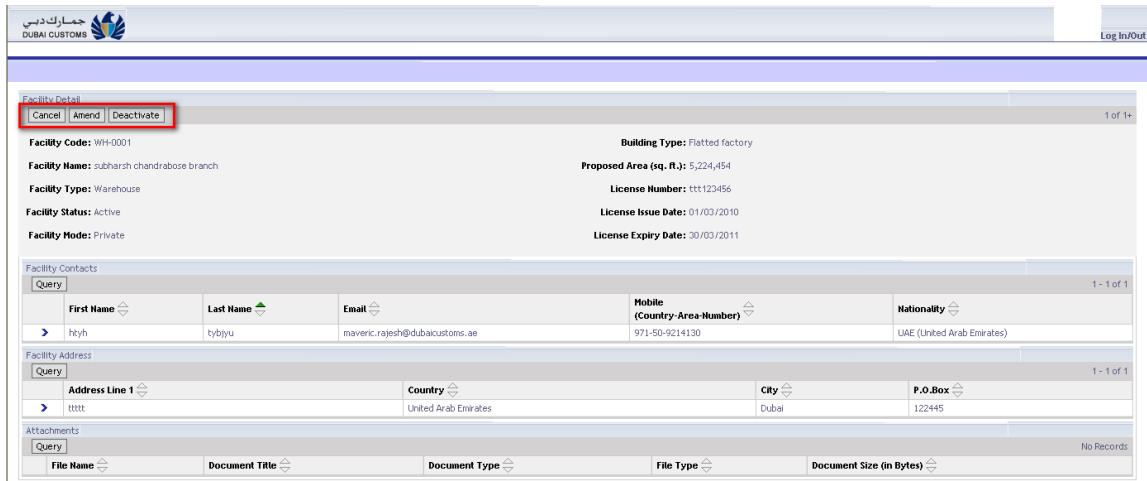
Facilities

Query

1 - 1 of 1

Facility Code	Facility Name	Facility Type	Facility Status
WH-0001	Subharsh chandrasekhar branch	Warehouse	Active

3. After clicking on “Facility Name” link, following screen is displayed.



Facility Detail

Cancel Amend Deactivate

Facility Code: WH-0001 Building Type: Flatted factory

Facility Name: subharsh chandrabose branch Proposed Area (sq. ft.): 5,224,454

Facility Type: Warehouse License Number: ttt123456

Facility Status: Active License Issue Date: 01/03/2010

Facility Mode: Private License Expiry Date: 30/03/2011

Facility Contacts

Query

First Name	Last Name	Email	Mobile (Country-Area-Number)	Nationality
hhyh	tybyu	maveric.rajesh@dubai-customs.ae	971-50-9214130	UAE (United Arab Emirates)

Facility Address

Query

Address Line 1	Country	City	P.O.Box
ttttt	United Arab Emirates	Dubai	122445

Attachments

Query

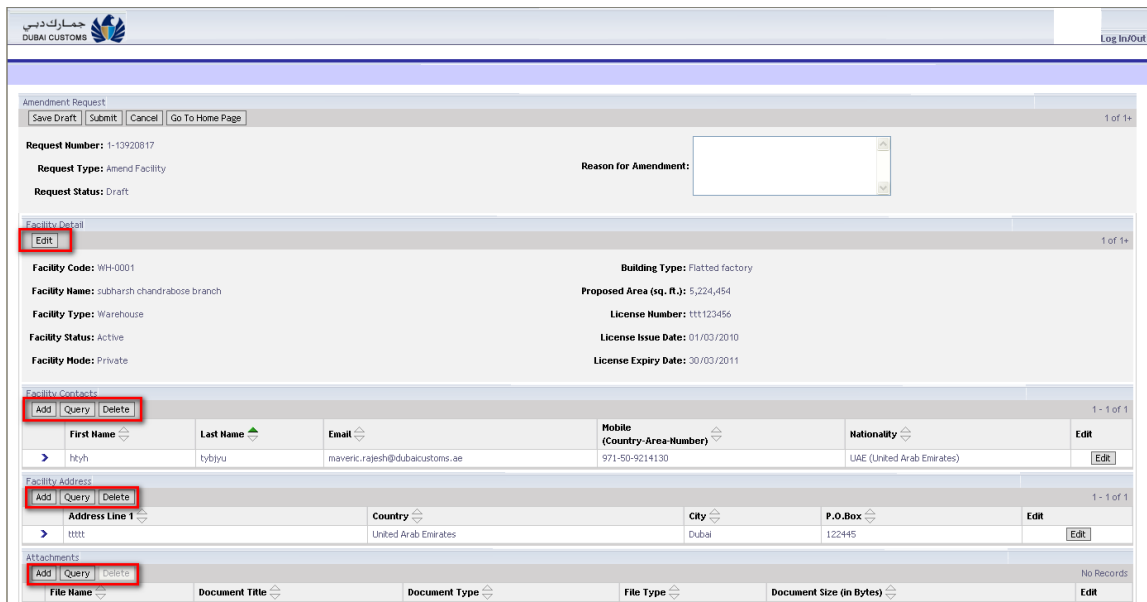
File Name	Document Title	Document Type	File Type	Document Size (in Bytes)
No Records				

4. Click on

- “Amend” button to create a request to amend a facility
- “Cancel” button to navigate back to the previous screen
- “Deactivate” button to inactivate a facility

9.2 Amend Facility

1. After clicking on “Amend” button (refer to step# 4 in section 9.1), following screen is displayed.



Amendment Request

Save Draft Submit Cancel Go To Home Page

Request Number: 1-12920817

Request Type: Amend Facility

Request Status: Draft

Reason for Amendment:

Facility Detail

Edit

Facility Code: WH-0001 Building Type: Flatted factory

Facility Name: subharsh chandrabose branch Proposed Area (sq. ft.): 5,224,454

Facility Type: Warehouse License Number: ttt123456

Facility Status: Active License Issue Date: 01/03/2010

Facility Mode: Private License Expiry Date: 30/03/2011

Facility Contacts

Add Query Delete

First Name	Last Name	Email	Mobile (Country-Area-Number)	Nationality	Edit
hhyh	tybyu	maveric.rajesh@dubai-customs.ae	971-50-9214130	UAE (United Arab Emirates)	Edit

Facility Address

Add Query Delete

Address Line 1	Country	City	P.O.Box	Edit
ttttt	United Arab Emirates	Dubai	122445	Edit

Attachments

Add Query Delete

File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
No Records					

2. After clicking on “Edit” button, following screen is displayed

Amendment Request

Save Draft | Submit | Cancel | Go To Home Page

Request Number: 1-13920817

Request Type: Amend Facility

Request Status: Draft

Reason for Amendment:

Facility Detail

Save | Cancel

Facility Code: WH-0001

Facility Name*: Subharchandrabose branch

Facility Type*: Warehouse

Facility Status*: Active

Facility Mode*: Private

Building Type: Flatted factory

Proposed Area (sq. ft.): 5,224,454

License Number: ttt123456

License Issue Date: 01/03/2010

License Expiry Date: 30/03/2011

Facility Contacts

Add | Query | Delete

First Name	Last Name	Email	Mobile (Country-Area-Number)	Nationality	Edit
hhyh	tybjyu	maveric.raresh@dubai-customs.ae	971-50-9214130	UAE (United Arab Emirates)	Edit

Facility Address

Add | Query | Delete

Address Line 1	Country	City	P.O.Box	Edit
ttttt	United Arab Emirates	Dubai	122445	Edit

Attachments

Add | Query | Delete

File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
No Records					

3. Fill in editable fields required to modify
4. Click on
 - a. "Save" button to save the changes
 - b. "Cancel" to cancel the changes

9.2.1 Facility Contacts

It contains all the contacts associated to the facility. Following are the steps to change contact details.

5. Click on
 - a. "Add" button to create/associate a new facility contact
 - b. "Query" button to search amongst the contacts associated to the facility
 - c. "Delete" button to delete the selected contact

Facility Contacts

Add | Query | Delete

First Name	Last Name	Email	Mobile (Country-Area-Number)	Nationality	Edit
hhyh	tybjyu	maveric.raresh@dubai-customs.ae	971-50-9214130		Edit

6. After clicking on "Add" button, following screen is displayed.

Facility Contacts

Save Cancel

First Name:*

Middle Name:

Last Name:*

Designation:

Nationality:*

Gender:*

Date of Birth:*

Place of Birth:*

Mobile (Country-Area-Number):*

Phone (Country-Area-Number):*

Fax (Country-Area-Number):*

Email:*

7. Fill in all the applicable fields.
8. Click on
 - a. "Save" button to save the record
 - b. "Cancel" button to cancel the record
9. After clicking on "Query" Button, following screen is displayed.

Facility Contacts

Go Cancel

First Name:

Middle Name:

Last Name:

Designation:

Nationality:*

Gender:*

Date of Birth:*

Place of Birth:*

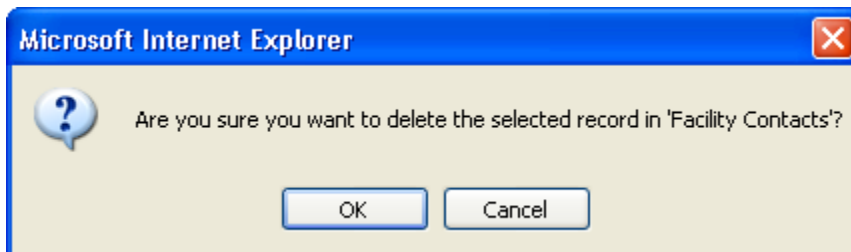
Mobile (Country-Area-Number):*

Phone (Country-Area-Number):*

Fax (Country-Area-Number):*

Email:*

10. Specify the search criteria
11. Click on
 - a. "Go" button to query with specified search criteria
 - b. "Cancel" button to cancel the search process
12. After clicking on "Delete" Button, following confirmation screen is displayed.



13. Click on
 - a. "Ok" button to continue the delete process
 - b. "Cancel" button to cancel the delete process

Facility Contacts

Add Query Delete

First Name	Last Name	Email	Mobile (Country-Area-Number)	Nationality	Edit
hyyh	tybjyu	maveric.rajes@dubaicustoms.ae	971-50-9214130	UAE (United Arab Emirates)	Edit

14. After clicking on “Edit” Button, following screen is displayed.



Facility Contacts

Save Cancel

1 - 1 of 1

First Name*: htyh

Middle Name*:

Last Name*: tybtyu

Designation:

Nationality:

Gender:

Date of Birth:

Place of Birth:

Mobile (Country-Area-Number)*: 971-50-9214130

Phone (Country-Area-Number)*: 971-50-9214131

Fax (Country-Area-Number)*: 971-4-9214130

Email*: maveric.rajesh@dubaiCustoms

15. Fill in all the applicable fields

16. Click on

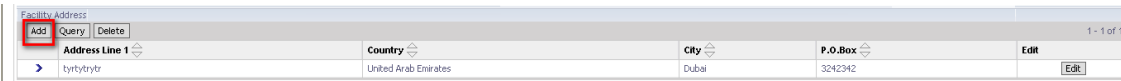
- “Save” to save the changes
- “Cancel” to cancel the changes

9.2.2 Facility Address

It contains all the Addresses associated to the facility. To start amending, follow these steps.

1. Click on

- “Add” button to create/associate a new facility address
- “Query” button to search amongst the addresses associated to the facility
- “Delete” button to delete the selected address



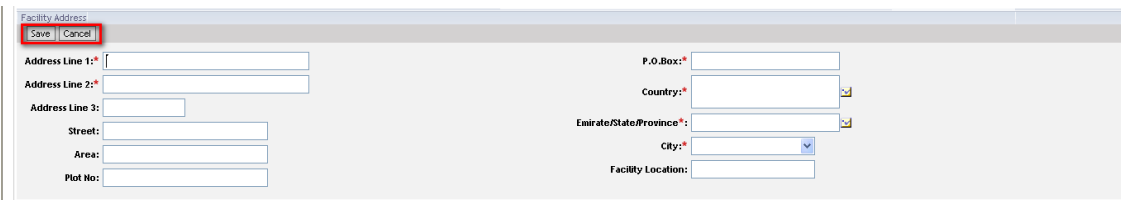
Facility Address

Add Query Delete

1 - 1 of 1

Address Line 1	Country	City	P.O.Box	Edit
tyrtyrtyr	United Arab Emirates	Dubai	3242342	Edit

2. After clicking on “Add” button, following screen is displayed.



Facility Address

Save Cancel

Address Line 1*:

Address Line 2*:

Address Line 3*:

Street:

Area:

Plot No:

P.O.Box*:

Country*:

Emirate/State/Province*:

City*:

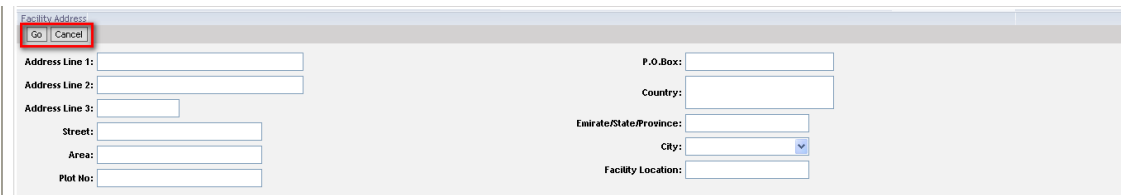
Facility Location:

3. Fill in all the applicable fields.

4. Click on

- “Save” button to save the record
- “Cancel” button to cancel the record

5. After clicking on “Query” Button, following screen is displayed.



Facility Address

Go Cancel

Address Line 1:

Address Line 2:

Address Line 3:

Street:

Area:

Plot No:

P.O.Box:

Country:

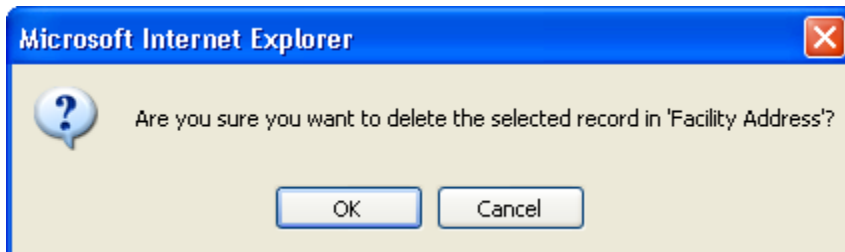
Emirate/State/Province:

City:

Facility Location:

6. Specify the search criteria

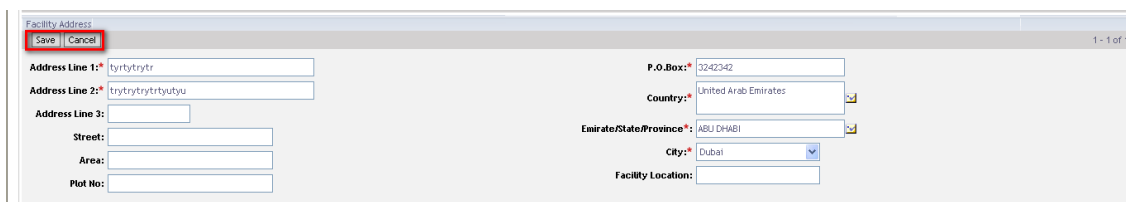
7. Click on
 - a. “Go” button to query with specified search criteria
 - b. “Cancel” button to cancel the search process
8. After clicking on “Delete” Button, following confirmation screen is displayed.



9. Click on
 - a. “Ok” button to continue the delete process
 - b. “Cancel” button to cancel the delete process



10. After clicking on “Edit” Button, following screen is displayed.



11. Fill in all the applicable fields
12. Click on
 - a. “Save” to save the changes
 - b. “Cancel” to cancel the changes

9.2.3 Facility Attachments

1. Attach any document to support the changes made in the Attachments area. Please refer to the section (5.4 View/Amend Business Profile - Add Attachments) for more detail
2. Fill in “Reason for Amendment” field before submitting the request



3. Click on
 - a. “Save Draft” button to save the request as a draft
 - b. “Submit” button to send the request for approval
 - c. “Cancel” button to cancel the request

- d. "Go To Homepage" button to navigate to application homepage

4. After clicking on "Submit" button, following screen is displayed.

Confirmation

Your request has been sent for approval. Please note the following information for your reference.

Request Id: 1-147498453

Request Date: 26/10/2010 12:00:37 PM

Status: Submitted

[Print Screen](#) [Go To Home Page](#)

5. Click on
- "Print Screen" button to print the request details
 - "Go To Home Page" button to navigate back to application homepage

9.3 Remove Facility

1. After clicking on "Deactivate" button (refer to step# 4 in section 9.1), following screen is displayed.

Amendment Request 1 of 1+

[Save Draft](#) [Submit](#) [Cancel Request](#) [Go To Home Page](#)

Request Id: 1-299538742

Request Type: Remove Facility Reason for Amendment:

Request Status: Draft

Facility License Details 1 of 1+

Facility Name: * uat1 branch Facility Status: * Inactive

Facility Type: * Branch Facility Code: 001

Attachments No Records

[Add](#) [Query](#) [Delete](#)

File Name(Max 200 char)	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
-------------------------	----------------	---------------	-----------	--------------------------	------

2. Click on
- "Save Draft" button to save the request as a draft
 - "Submit" button to send the request for approval
 - "Cancel Request" button to cancel the request
 - "Go To Homepage" button to navigate to application homepage
3. Please fill "Reason for Amendment" before submitting the request

Amendment Request

[Save Draft](#) [Submit](#) [Cancel Request](#) [Go To Home Page](#)

Request Id: 1-299538742

Request Type: Remove Facility

Reason for Amendment: deactivate

Request Status: Draft

4. After clicking on submit button, the confirmation screen is displayed.

Confirmation

Your request has been sent for approval. Please note the following information for your reference.

Request Id: 1-299538742

Request Date: 13/12/2010 12:28:41 PM

Status: Submitted

[Print Screen](#) [Go To Home Page](#)

5. Click on
- c. "Print Screen" button to print the request details
 - d. "Go To Home Page" button to navigate back to application homepage

9.3.1 Attachments

1. Please refer to the section 9.2.3 0 - Facility Attachments

10 New Facility

This service is used to create a new Facility related to any company. This option allows you to create a new facility, facility contacts, facility contact addresses, facility contact credentials, facility addresses, and attach documents to support the request.

Note:

- ❖ One facility request cannot be registered to create multiple facilities.

1. Click "New Facility" link on the Homepage

My Service

- Track Request
- View /Amend Business Profile
- Renew Business Code
- New Associations
- Remove Associations
- View /Amend Facility
- New Facility**
- View /Amend User
- New User
- Change of Authorized Person
- Manage Services

2. The following screen is displayed

جمارك دبي
DUBAI CUSTOMS

Log In/Out

Amendment Request

Save Draft | Submit | Cancel | Go To Home Page

1 of 1+

Request Number: 1-14158703

Request Type: Create Facility

Reason for Amendment:

Request Status: Draft

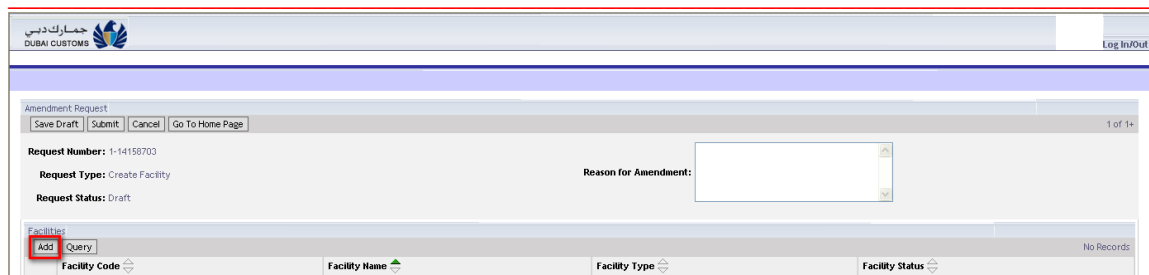
Facilities

Add | Query

No Records

Facility Code	Facility Name	Facility Type	Facility Status
---------------	---------------	---------------	-----------------

3. Click on “Add” button to create a new facility



Amendment Request

Save Draft Submit Cancel Go To Home Page 1 of 1+

Request Number: 1-14158703

Request Type: Create Facility

Request Status: Draft

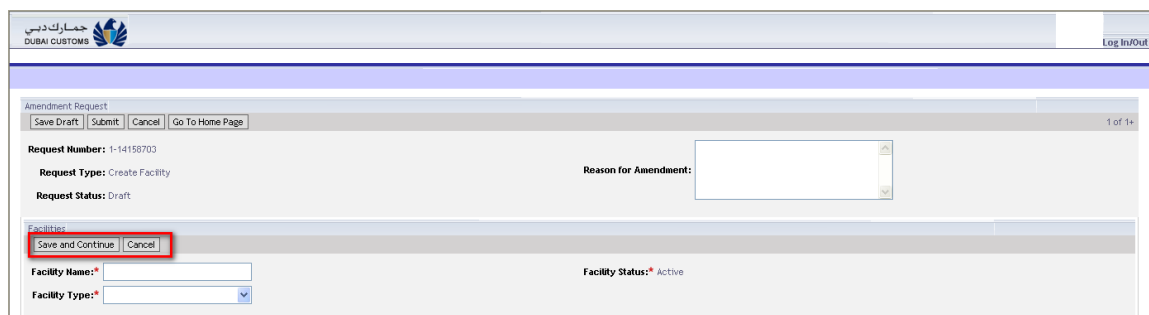
Reason for Amendment:

Facilities

Add Query

Facility Code Facility Name Facility Type Facility Status No Records

4. The following screen will be displayed



Amendment Request

Save Draft Submit Cancel Go To Home Page 1 of 1+

Request Number: 1-14158703

Request Type: Create Facility

Request Status: Draft

Reason for Amendment:

Facilities

Save and Continue Cancel

Facility Name: Facility Status: Active

Facility Type:

5. Fill in all the applicable fields

6. Following are the different values for Facility Type



Branch

Free zone

Premises

Warehouse

7. Click on

- “Save and Continue” button to proceed to the next screen
- “Cancel” button to cancel the record

10.1 Branch Facility

1. Select “Facility Type” as “Branch”



Facilities


Save and Continue Cancel

Facility Name: Branch Facility Facility Status: Active

Facility Type: Branch

2. Fill in all the applicable fields.

3. After clicking “Save and Continue” button following screen is displayed


Log In/Out

Facility License Details

1 of 1+

Facility Name:* Branch Facility **Facility Status:*** Active

Facility Type:* Branch

Facility Contacts

No Records

First Name	Last Name	Email	Mobile (Country-Area-Number)	Nationality	Edit
No Records					

Facility Address

No Records

Address Line 1	Country	City	P.O.Box	Edit
No Records				

Attachments

No Records

File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
No Records					

10.1.1 Facility Contacts

Facility Contacts

No Records

First Name	Last Name	Email	Mobile (Country-Area-Number)	Nationality	Edit
No Records					


1. Click on “Add” under “Facility Contacts” to create new record

Facility Contacts

First Name:*
Middle Name:
Last Name:*
Designation:
Nationality:
Gender:

Date of Birth:
Place of Birth:
Mobile
(Country-Area-Number):*
Phone
(Country-Area-Number):*
Fax
(Country-Area-Number):*
Email:*

2. Fill in all the applicable fields
3. Click on
 - a. “Save” button to add the facility contact
 - b. “Cancel” button to cancel the record
4. After clicking on “Save” button, following screen is displayed


Log In/Out

Facility Contacts

1 - 1 of 1

First Name: Facility Contact First Name **Date of Birth:**
Middle Name: **Place of Birth:**
Last Name: Facility Contact Last Name **Mobile**
Designation: **(Country-Area-Number):** 971-50-1234567
Nationality: **Phone**
Gender: **(Country-Area-Number):** 971-4-1234567
Fax
(Country-Area-Number): 971-4-1234568
Email: email@company.com

Facility Contact Address

No Records

Address Line 1	Country	City	P.O.Box	Edit
No Records				

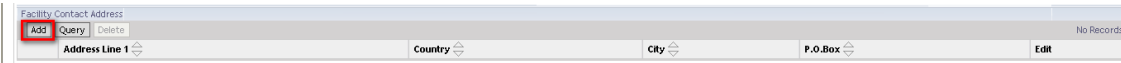
Facility Contact Credential

No Records

Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit
No Records					

10.1.1.1 Facility Contacts Address

5. Click on “Add” under “Facility Contact Address” to create new record



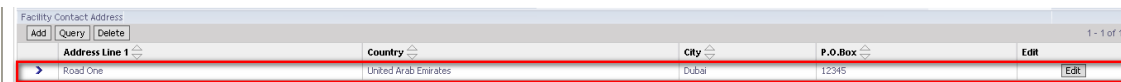
Facility Contact Address					No Records
Add	Query	Delete			
Address Line 1	Country	City	P.O.Box	Edit	

6. Following screen is displayed



Facility Contact Address		1 - 1 of 1
<div>Save</div>		
Address Line 1:*	P.O.Box:*	
Address Line 2:*	Country:*	
Address Line 3:	Emirate/State/Province:*	
Street:	City:*	
Area:		

7. Fill out all the required fields
8. Click on
- “Save” button to add address
 - “Cancel” button to cancel the changes



Facility Contact Address					1 - 1 of 1
Add	Query	Delete			
Address Line 1	Country	City	P.O.Box	Edit	
Road One	United Arab Emirates	Dubai	12345	Edit	

9. Click “Edit” to edit the entered information

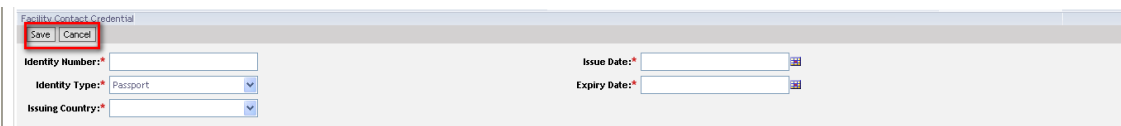
10.1.1.2 Facility Contacts Credentials

10. Click “Add” under “Facility Contact Credentials” to add a new Facility Contact Credentials



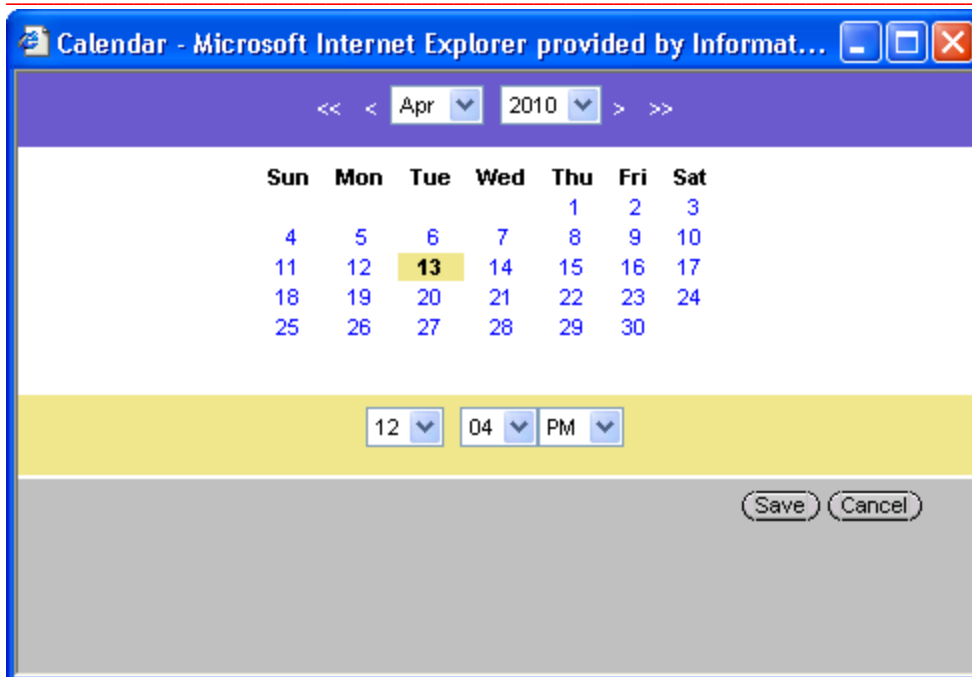
Facility Contact Credentials					No Records
Add	Query	Delete			
Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit

11. The following screen is displayed



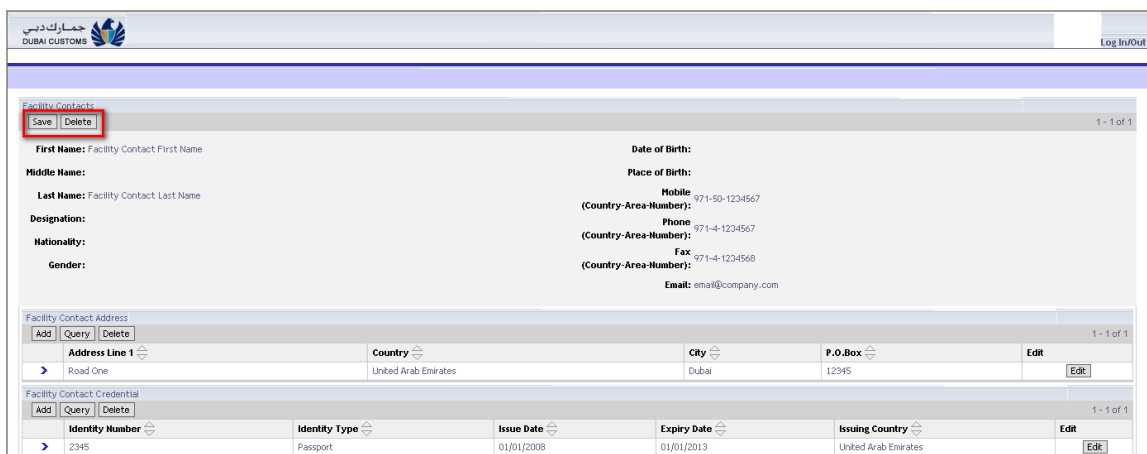
Facility Contact Credentials	
<div>Save Cancel</div>	
Identity Number:*	Issue Date:*
Identity Type:*	Expiry Date:*
Issuing Country:*	

12. Fill in all the applicable fields
13. Click on
- “Save” button to add an address
 - “Cancel” button to cancel the changes
14. Click on the Date Icon to select a date or enter a date manually



15. Click “Edit” to edit the entered information

Facility Contact Credential						1 - 1 of 1
Add	Query	Delete				
Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit	
2345	Passport	01/01/2008	01/01/2013	United Arab Emirates	Edit	

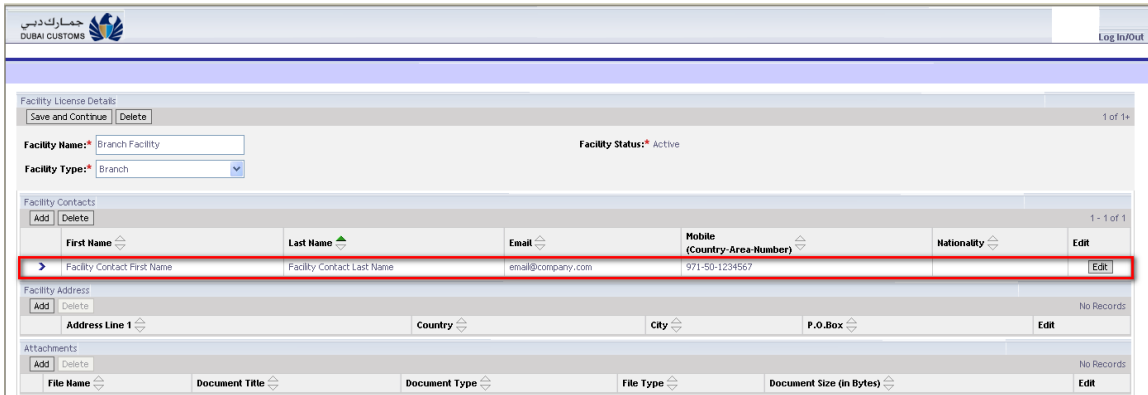


16. Click on

- “Save” button to save the changes and navigate to previous screen

b. “Delete” button to delete the added facility

17. After clicking on “Save” button, following screen is displayed.




10.1.2 Facility Address

1. Click “Add” under “Facility Address” to create a new Facility Address



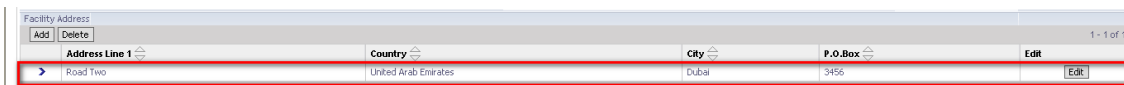
2. The following screen is displayed



3. Fill in all the applicable fields.

4. Click on

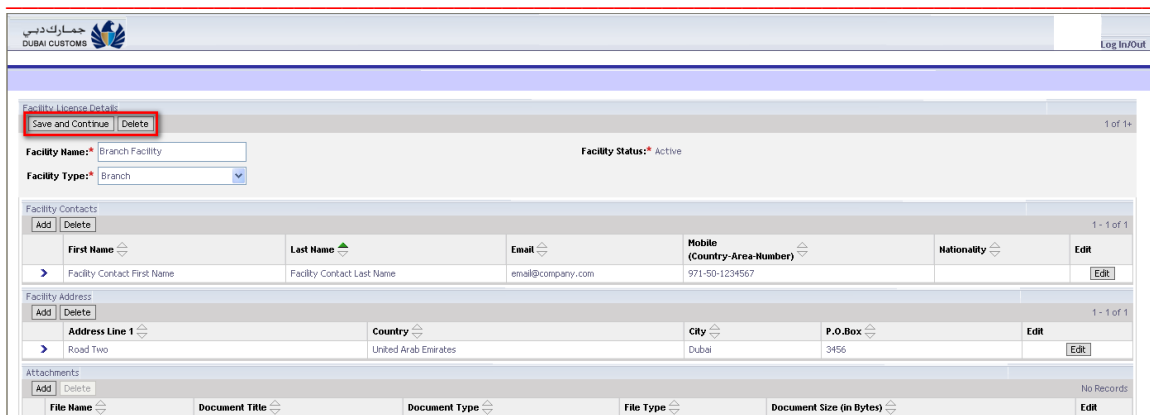
- “Save” button to add an address
- “Cancel” button to cancel the changes



5. Click “Edit” to edit the entered information

10.1.3 Facility Attachments

1. Attach any document to support the changes made in the Attachments area. Please refer to the section (5.4 View/Amend Business Profile - Add Attachments) for more detail



Facility License Details

Save and Continue | **Delete**

Facility Name: Branch Facility Facility Status: Active

Facility Type: Branch

Facility Contacts

First Name	Last Name	Email	Mobile (Country-Area-Number)	Nationality	Edit
Facility Contact First Name	Facility Contact Last Name	email@company.com	971-50-1234567		Edit

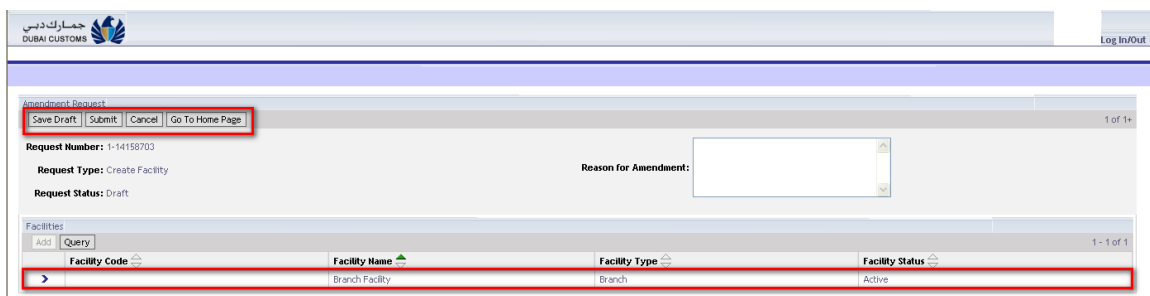
Facility Address

Address Line 1	Country	City	P.O.Box	Edit
Road Two	United Arab Emirates	Dubai	3456	Edit

Attachments

File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
					No Records

2. Click on
 - a. “Save and Continue” button to save the changes and navigate back to previous screen
 - b. “Delete” to delete the added facility
3. The following screen is displayed



Amendment Request

Save Draft | **Submit** | **Cancel** | **Go To Home Page**

Request Number: 1-14158703

Request Type: Create Facility

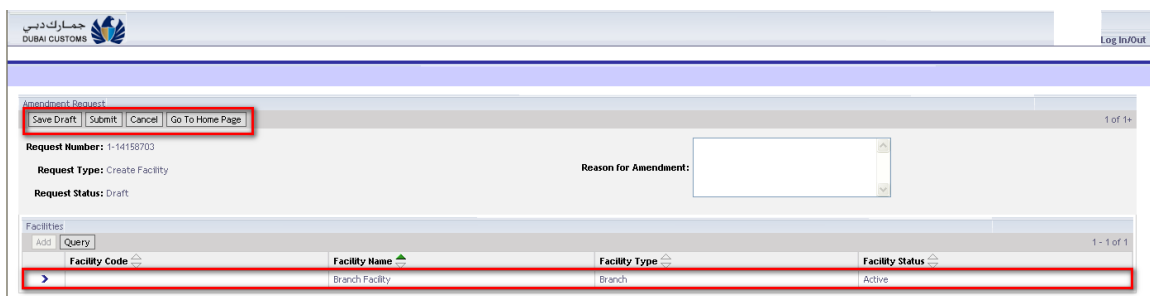
Request Status: Draft

Reason for Amendment:

Facilities

Facility Code	Facility Name	Facility Type	Facility Status
	Branch Facility	Branch	Active

4. Click on
 - a. “Save Draft” button to save the request as a draft
 - b. “Submit” button to send the request for approval
 - c. “Cancel” button to cancel the request
 - d. “Go to Homepage” button to navigate to application homepage
5. Fill in “Reason for Amendment” field before submitting the request



Amendment Request

Save Draft | **Submit** | **Cancel** | **Go To Home Page**

Request Number: 1-14158703

Request Type: Create Facility

Request Status: Draft

Reason for Amendment:

Facilities

Facility Code	Facility Name	Facility Type	Facility Status
	Branch Facility	Branch	Active

6. After clicking on “Submit” button, confirmation screen is displayed.

Confirmation

Your request has been sent for approval. Please note the following information for your reference.

Request Id: 1-147498453

Request Date: 26/10/2010 12:00:37 PM

Status: Submitted

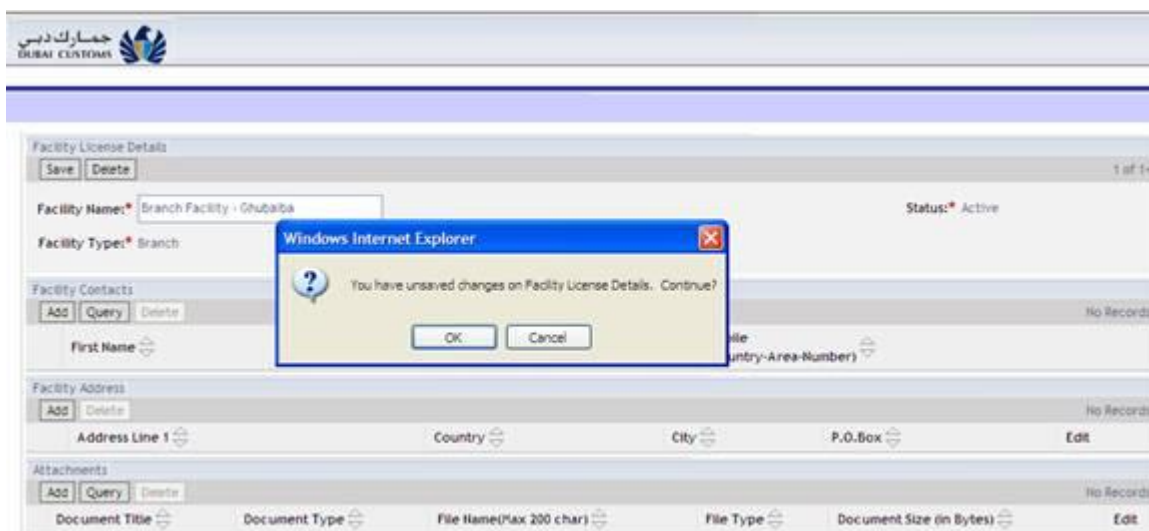
[Print Screen](#) [Go To Home Page](#)

7. Click on

- “Print Screen” button to take a print of the request details
- “Go To Home Page” button to navigate to application homepage

Note:

- ❖ Please save ‘Facility Contacts’ and ‘Facility Address’ information before saving ‘Facility License Details’ information.
- ❖ After modifying any field, if client does not save modification/change and proceed with furnishing the other details, he/she will get a warning message to save the changes.



The screenshot shows the 'Facility License Details' form in the Dubai Customs system. A 'Windows Internet Explorer' dialog box is displayed in the center, asking: 'You have unsaved changes on Facility License Details. Continue?' with 'OK' and 'Cancel' buttons. The form fields include 'Facility Name' (Branch Facility - Ghubaiba), 'Facility Type' (Branch), 'Status' (Active), 'Facility Contacts' (No Records), 'Facility Address' (No Records), and 'Attachments' (No Records).

❖ Click on

- “OK” button to continue without saving the modifications
- “Cancel” button to save the modified information

10.2 Free Zone Facility

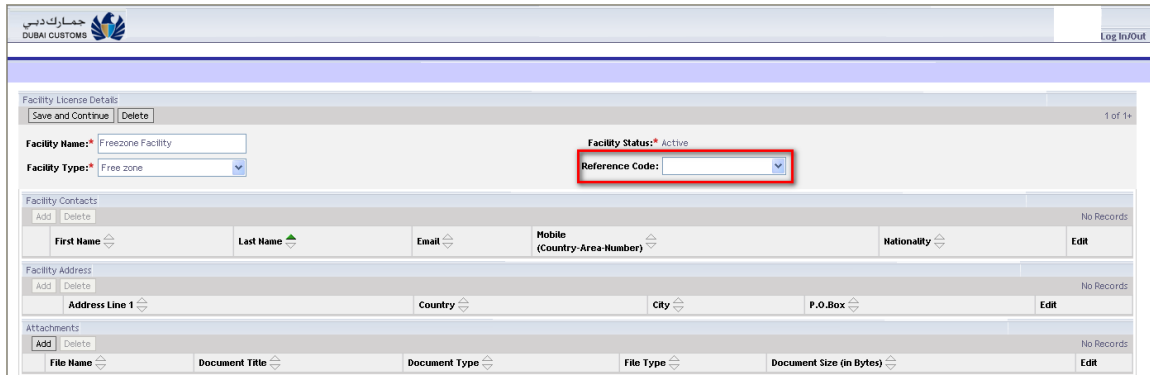
1. Select “Facility Type” as “Free zone”



The screenshot shows the 'Facilities' form. The 'Facility Name' is 'Freezone Facility' and the 'Facility Type' is 'Free zone'. The 'Facility Status' is 'Active'.

2. Click on

- a. "Save and Continue" button to continue with the process
 - b. "Cancel" button to cancel the changes
3. After clicking on "Save and Continue" button, following screen is displayed



4. Fill in all the applicable fields.

10.2.1 Facility Contacts

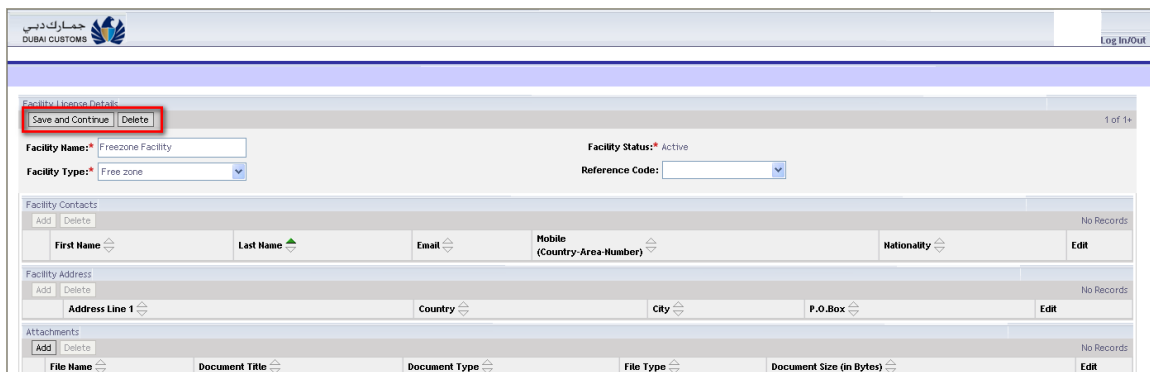
1. Please refer to section 10.1.1- New Facility - Branch Facility - Facility Contacts

10.2.2 Facility Address

1. Please refer to section 10.1. 2 - New Facility - Branch Facility - Facility Address

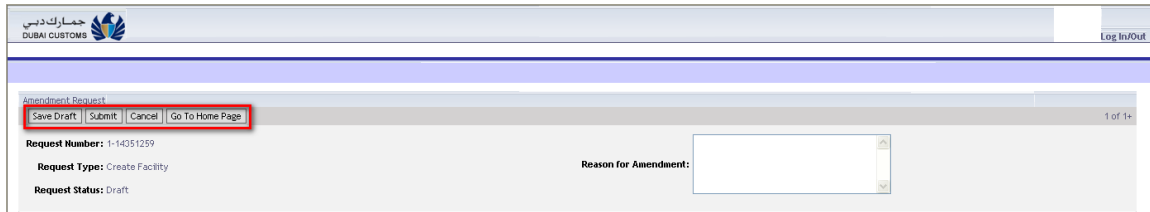
10.2.3 Facility Attachments

1. Attach any document to support the changes made in the Attachments area. Please refer to the section (5.4 View/Amend Business Profile - Add Attachments) for more detail

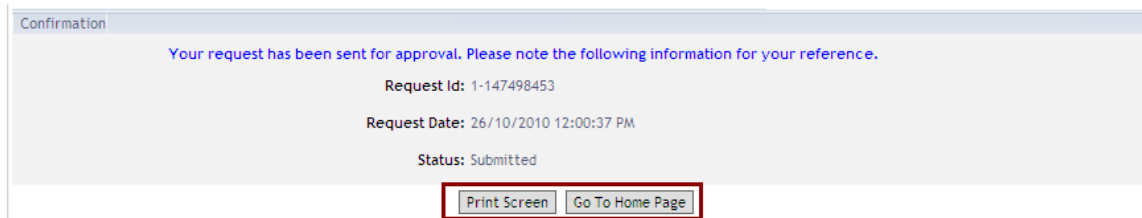


2. Click on
 - a. "Save and Continue" button to save the changes and navigate back to previous screen
 - b. "Delete" to delete the added facility

3. Click on
 - a. “Save Draft” button to the request as a draft
 - b. “Submit” button to send the request for approval
 - c. “Cancel” button to cancel the request
 - d. “Go to Homepage” button to navigate back to application homepage
4. Fill in “Reason for Amendment” field before submitting the request



5. After clicking on “Submit” button, confirmation screen is displayed



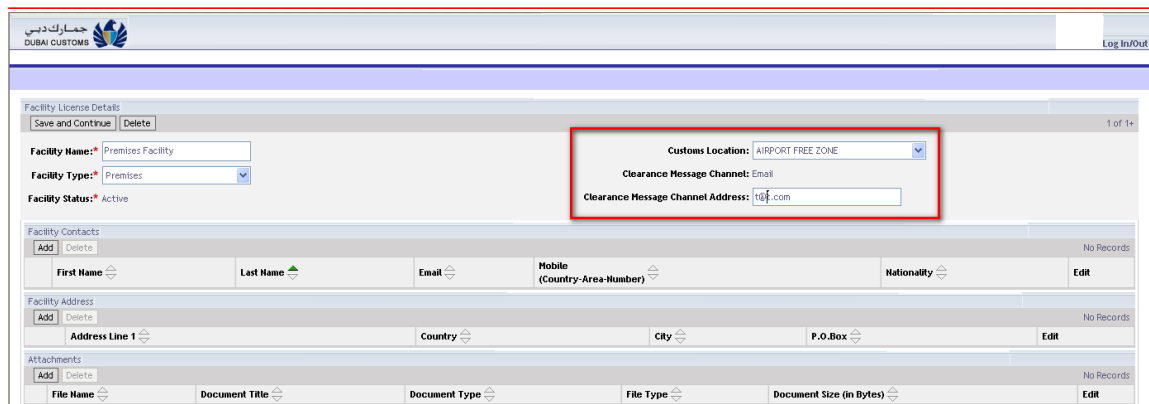
6. Click on
 - a. “Print Screen” button to print the request details
 - b. “Go To Home Page” button to navigate back to application homepage

10.3 Premises Facility

1. Select “Facility Type” as “Premises”



2. After Clicking “Save and Continue”, following screen is displayed



Facility License Details

Save and Continue | Delete

Facility Name: Premises Facility

Facility Type: Premises

Facility Status: Active

Customs Location: AIRPORT FREE ZONE

Clearance Message Channel: Email

Clearance Message Channel Address: t@t.com

Facility Contacts

Add | Delete

First Name	Last Name	Email	Mobile (Country-Area-Number)	Nationality	Edit
No Records					

Facility Address

Add | Delete

Address Line 1	Country	City	P.O.Box	Edit
No Records				

Attachments

Add | Delete

File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
No Records					

3. Fill in all the applicable fields.

10.3.1 Facility Contacts

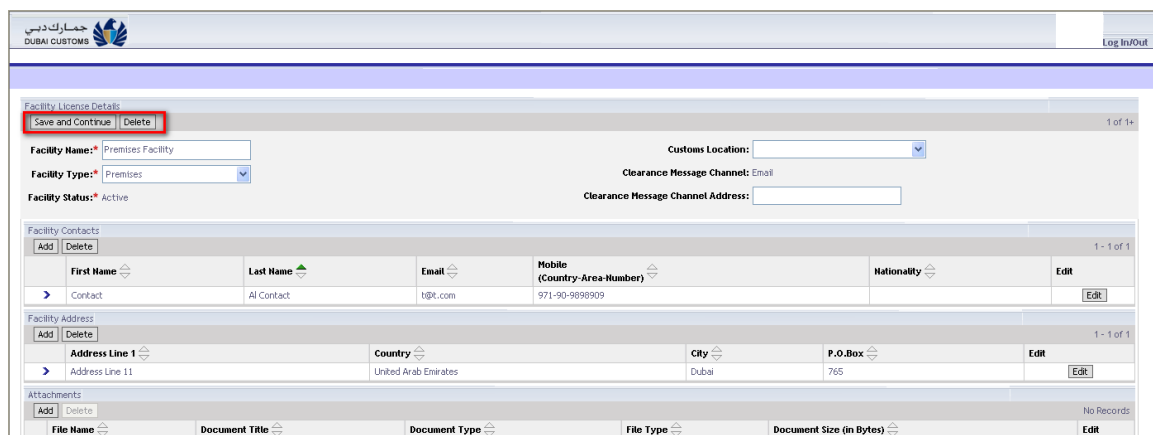
1. Please refer to section 10.1.1- New Facility - Branch Facility - Facility Contacts

10.3.2 Facility Address

1. Please refer to section 10.1. 2 - New Facility - Branch Facility - Facility Address

10.3.3 Facility Attachments

1. Attach any document to support the changes made in the Attachments area. Please refer to the section (5.4 - View/Amend Business Profile - Add Attachments) for more detail



Facility License Details

Save and Continue | Delete

Facility Name: Premises Facility

Facility Type: Premises

Facility Status: Active

Customs Location: AIRPORT FREE ZONE

Clearance Message Channel: Email

Clearance Message Channel Address: t@t.com

Facility Contacts

Add | Delete

First Name	Last Name	Email	Mobile (Country-Area-Number)	Nationality	Edit
Contact	Al Contact	t@t.com	971-90-9898909		Edit

Facility Address

Add | Delete

Address Line 1	Country	City	P.O.Box	Edit
Address Line 11	United Arab Emirates	Dubai	765	Edit

Attachments

Add | Delete

File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
No Records					

2. Click on

- "Save and Continue" button to save all the changes and navigate back to previous screen
- "Delete" button to delete the added facility

3. Click on

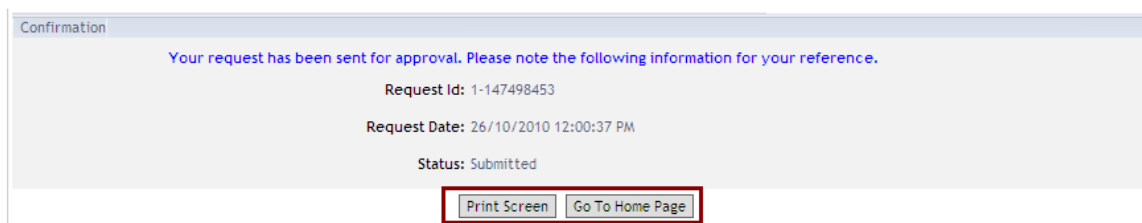
- "Save Draft" to save the request as a draft

- b. "Submit" to send the request for approval
- c. "Cancel" to cancel the request
- d. "Go to Homepage" to navigate back to application homepage

4. Fill in "Reason for Amendment" field before submitting the request



5. After clicking on "Submit" button, confirmation screen is displayed.



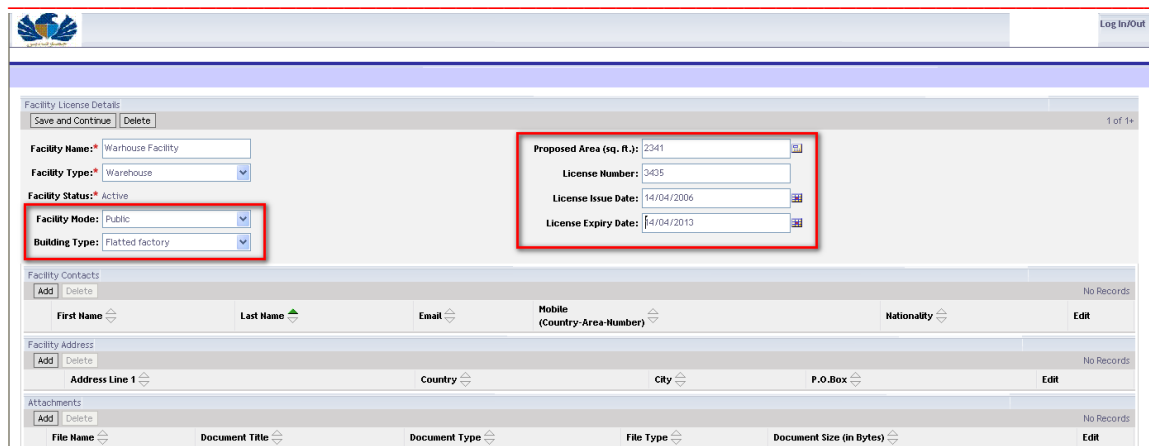
6. Click on
 - a. "Print Screen" button to print the request details
 - b. "Go To Home Page" button to navigate back to application homepage

10.4 Warehouse Facility

1. Click on "Add" button to create a new facility
2. After clicking on "Add" button, following screen is displayed.
3. Select "Facility Type" as "Warehouse"



4. Click on
 - a. "Save and Continue" button to continue with the process
 - b. "Cancel" button to cancel the changes
5. After clicking on "Save and Continue" button, following screen is displayed



Facility License Details

Save and Continue | Delete

Facility Name: Warehouse Facility

Facility Type: Warehouse

Facility Status: Active

Facility Mode: Public

Building Type: Flatted factory

Proposed Area (sq. ft.): 2341

License Number: 3435

License Issue Date: 14/04/2006

License Expiry Date: 14/04/2013

Facility Contacts

Add | Delete

First Name	Last Name	Email	Mobile (Country-Area-Number)	Nationality	Edit
No Records					

Facility Address

Add | Delete

Address Line 1	Country	City	P.O.Box	Edit
No Records				

Attachments

Add | Delete

File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
No Records					

6. Fill in all the applicable fields.

10.4.1 Facility Contacts

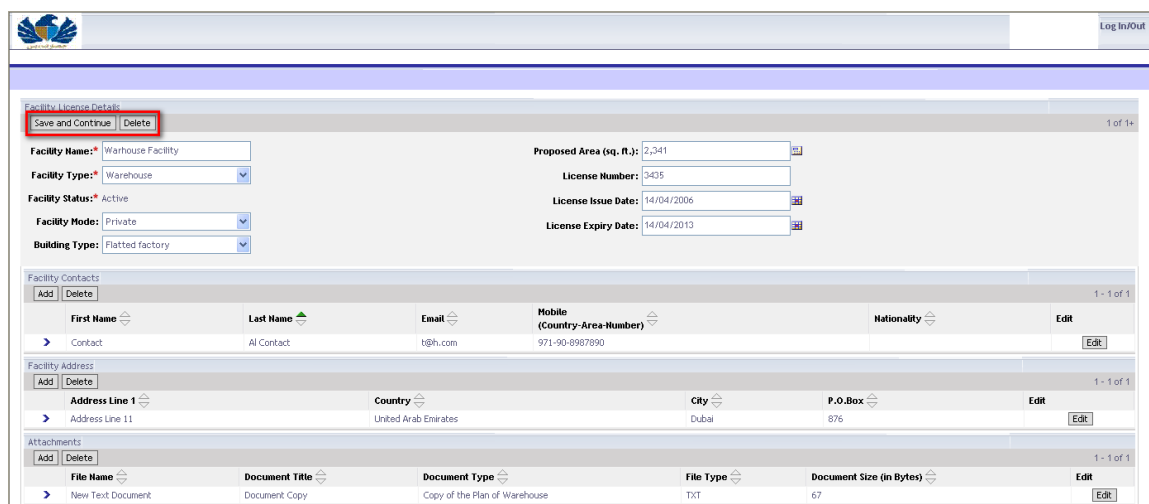
1. Please refer to section 10.1.1- New Facility - Branch Facility - Facility Contacts

10.4.2 Facility Address

1. Please refer to section 10.1. 2 - New Facility - Branch Facility - Facility Address

10.4.3 Facility Attachments

1. Attach any document to support the changes made in the Attachments area. Please refer to the section (5.4 View/Amend Business Profile - Add Attachments) for more detail



Facility License Details

Save and Continue | Delete

Facility Name: Warehouse Facility

Facility Type: Warehouse

Facility Status: Active

Facility Mode: Private

Building Type: Flatted factory

Proposed Area (sq. ft.): 2,341

License Number: 3435

License Issue Date: 14/04/2006

License Expiry Date: 14/04/2013

Facility Contacts

Add | Delete

First Name	Last Name	Email	Mobile (Country-Area-Number)	Nationality	Edit
Contact	Al Contact	t@h.com	971-90-8987890		Edit

Facility Address

Add | Delete

Address Line 1	Country	City	P.O.Box	Edit
Address Line 11	United Arab Emirates	Dubai	876	Edit

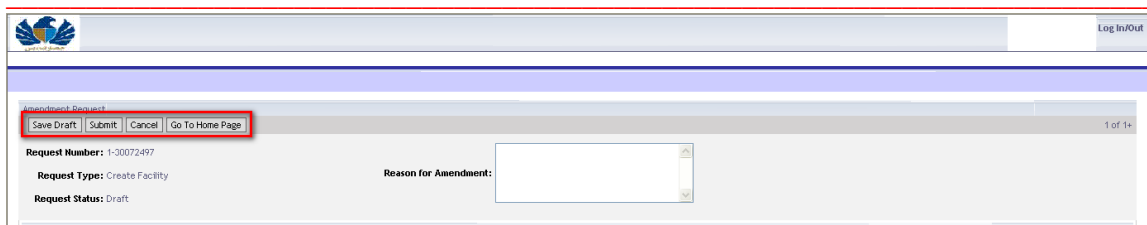
Attachments

Add | Delete

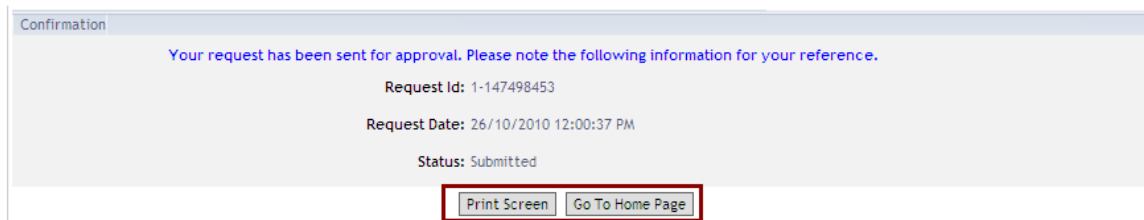
File Name	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
New Text Document	Document Copy	Copy of the Plan of Warehouse	TXT	67	Edit

2. Click on

- "Save and Continue" button to save all the changes and to navigate to previous screen
- "Delete" to delete the added facility



3. Click on
 - a. “Save Draft” button to save request as a draft
 - b. “Submit” button to send the request for approval
 - c. “Cancel” button to cancel the request
 - d. “Go to Homepage” button to navigate back to application homepage
4. Fill in “Reason for Amendment” field before submitting the request
5. After clicking on “Submit” button, confirmation screen is displayed.



6. Click on
 - a. “Print Screen” button to print the request details
 - b. “Go To Home Page” button to navigate back to application homepage

11 View/Amend User

This service is used to View/Amend the Users related to any company. This option allows you to view the Business Profile details, view all the users associated to the Business Profile, and Amend a User. It also gives the option to attach documents to support the request.

11.1 View User

1. Click “View/Amend User” link on the Homepage

My Service

- Track Request
- View /Amend Business Profile
- Renew Business Code
- New Associations
- Remove Associations
- View /Amend Facility
- New Facility
- View /Amend User**
- New User
- Change of Authorized Person
- Manage Services

2. The following screen is displayed

Client Profile Details

Cancel 1 of 1+

Business Details

Business Code: AE-0007965-001

Business Name: 22 march 2010 vipin

Business Name (Arabic): 22 مارس 2010 رامي

Registration Category: Dubai based companies

No. Of Employees: 101 - 500

Business Contact Details

Phone (Country Area Number): 971-4-2345678

Fax (Country Area Number): 971-4-2345678

Email: www@dfghj.com

Operational Email: www@dfghj.com

Website: www.dfd.com

License Details

License Number: 2342

License Type: Commercial

Issuing Authority: Dubai Maritime City

Issued Date: 08/03/2004

Expiry Date: 29/03/2020

Renewal Date: 01/03/2008

Emirates Post License (EPL) Details

EPL Number:

Issue Date:

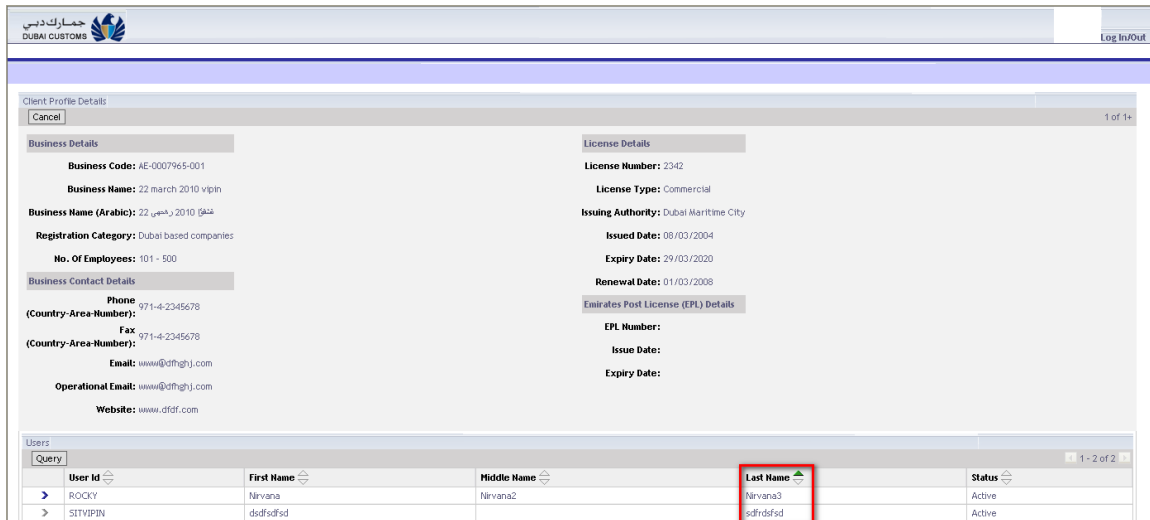
Expiry Date:

Users

Query 1 - 2 of 2

User Id	First Name	Middle Name	Last Name	Status
> ROCKY	Nirvana	Nirvana2	Nirvana3	Active
> SITVIPIN	dsdfdsd		sdfrdsd	Active

3. The business profile is displayed along with a list of all the associated Users
4. Select a user by clicking on the “Last Name” link



Client Profile Details

[Cancel](#) 1 of 1+

Business Details
 Business Code: AE-0007965-001
 Business Name: 22 march 2010 vipin
 Business Name (Arabic): 22 مارس 2010 فيبين
 Registration Category: Dubai based companies
 No. Of Employees: 101 - 500

License Details
 License Number: 2342
 License Type: Commercial
 Issuing Authority: Dubai Maritime City
 Issued Date: 08/03/2004
 Expiry Date: 29/03/2020
 Renewal Date: 01/03/2008

Business Contact Details
 Phone (Country-Area Number): 971-4-2345678
 Fax (Country-Area Number): 971-4-2345678
 Email: www@dfghj.com
 Operational Email: www@dfghj.com
 Website: www.dfgf.com

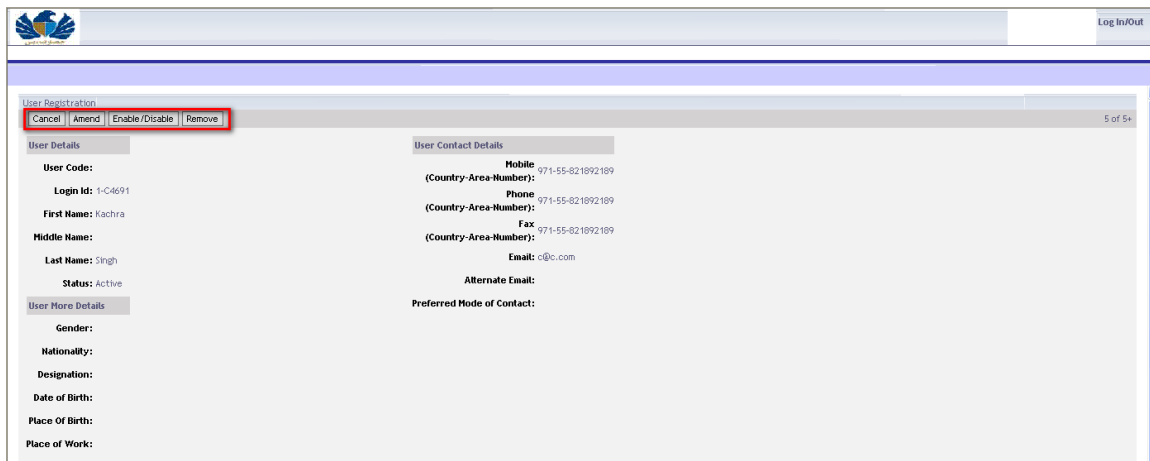
Emirates Post License (EPL) Details
 EPL Number:
 Issue Date:
 Expiry Date:

Users

[Query](#) 1 - 2 of 2

User Id	First Name	Middle Name	Last Name	Status
> ROCKY	Nirvana	Nirvana2	Nirvana3	Active
> SITVIPIN	dsdfdsd		dsdfdsd	Active

5. After clicking on “Last Name” link, following screen is displayed
6. Click on “Remove” to remove a user from the list of users under the company



User Registration

[Cancel](#) [Amend](#) [Enable/Disable](#) [Remove](#) 5 of 5+

User Details
 User Code:
 Login Id: 1-C4691
 First Name: Kachra
 Middle Name:
 Last Name: Singh
 Status: Active

User Contact Details
 Mobile (Country-Area Number): 971-55-821892189
 Phone (Country-Area Number): 971-55-821892189
 Fax (Country-Area Number): 971-55-821892189
 Email: c@c.com
 Alternate Email:
 Preferred Mode of Contact:

User More Details
 Gender:
 Nationality:
 Designation:
 Date of Birth:
 Place Of Birth:
 Place of Work:

7. Click on
 - a. “Cancel” button to navigate back to the previous screen
 - b. “Amend” button to create a request to amend a user
 - c. “Enable/Disable” button to activate/deactivate a user.
 - d. “Remove” button to remove the user

11.2 Amend User

1. If user has valid login Id, after clicking on “Amend” button, following screen is displayed.

Amendment Request

Save Draft

Submit

Cancel Request

Go To Home Page

1 of 1+

Request Number: 1-147697947

Request Type: Amend User

Reason for Amendment:

Request Status: Draft

User Details

Edit

1 of 1+

User Details

User Contact Details

User Code: 51780403

Mobile (Country-Area-Number): 971-50-45656

Login Id: SID164

Phone (Country-Area-Number): 971-50-45656

First Name: SID164

Fax (Country-Area-Number): 971-50-45656

Middle Name:

Email: maveric.taufique@dubaicustoms.ae

Last Name: asdas

Alternate Email: maveric.taufique@dubaicustoms.ae

Status: Active

User More Details

Preferred Mode of Contact:

Broker Certification Details

Gender:

Certification Id: ss22

Nationality: UAE (United Arab Emirates)

Issue Date: 04/10/2008

Designation: asd

Expiry Date: 04/10/2015

Date of Birth:

Place Of Birth:

Place of Work:

Roles

Add

Query

Delete

1 - 3 of 3

Role Name

Authorized Person

- If user does not have valid login Id, after clicking on “Amend” button, following screen is displayed.



Amendment Request

Save Draft

Submit

Cancel Request

Go To Home Page

1 of 1+

Request Number: 1-147698450

Request Type: Amend User

Reason for Amendment:

Request Status: Draft

User Details

Edit

1 of 1+

User Details

User Contact Details

User Code: 147598213

Login Id:

First Name: user without

Middle Name:

Last Name: login id

Status: Active

Mobile
(Country--Area-Number): 971-50-453454

Phone
(Country--Area-Number): 971-4-4234342

Fax
(Country--Area-Number): 971-4-4234342

Email: sd.ghgf@dubai.com

Alternate Email:

User More Details

Preferred Mode of Contact:

Gender:

Nationality:

Designation:

Date of Birth:

Place Of Birth:

Place of Work:

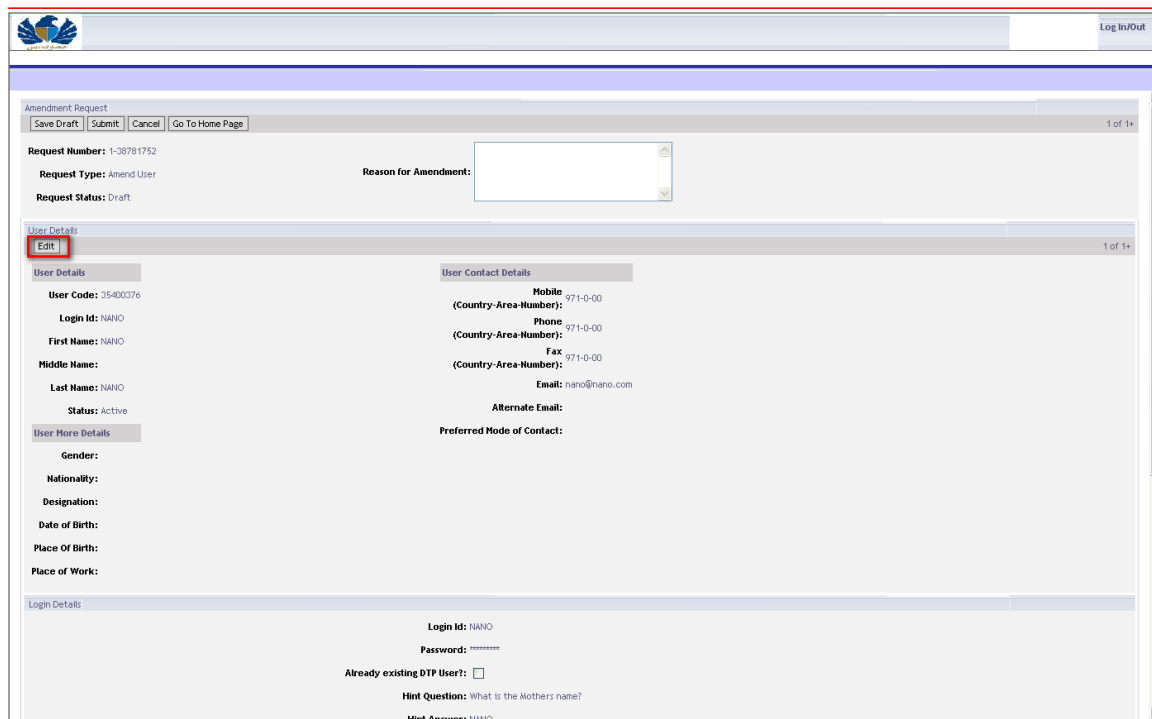
Login Details

Please note: Login Id once created cannot be removed

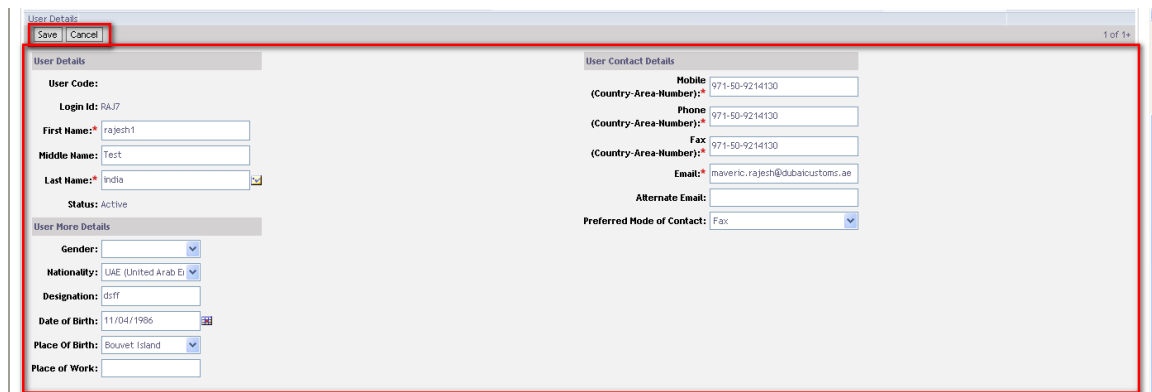
Login Id:

Password(Max 30 Char):

3. Login Detail section will appear, only if amended User does not have login Id



4. Click on “Edit” button to modify the user details



5. Fill in all the applicable fields.

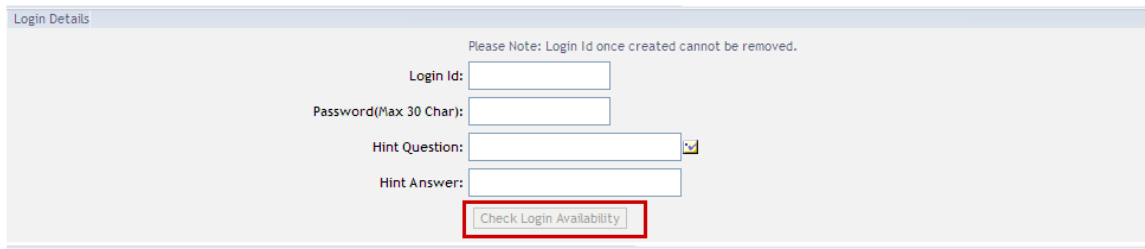
6. Click on

- “Save” button to save the changes
- “Cancel” to cancel the changes

11.2.1 Login Details

Note:

- ❖ “Check Login Availability” button is disabled initially and it enables once user fill in “Login Id” field.




Login Details



Please Note: Login Id once created cannot be removed.

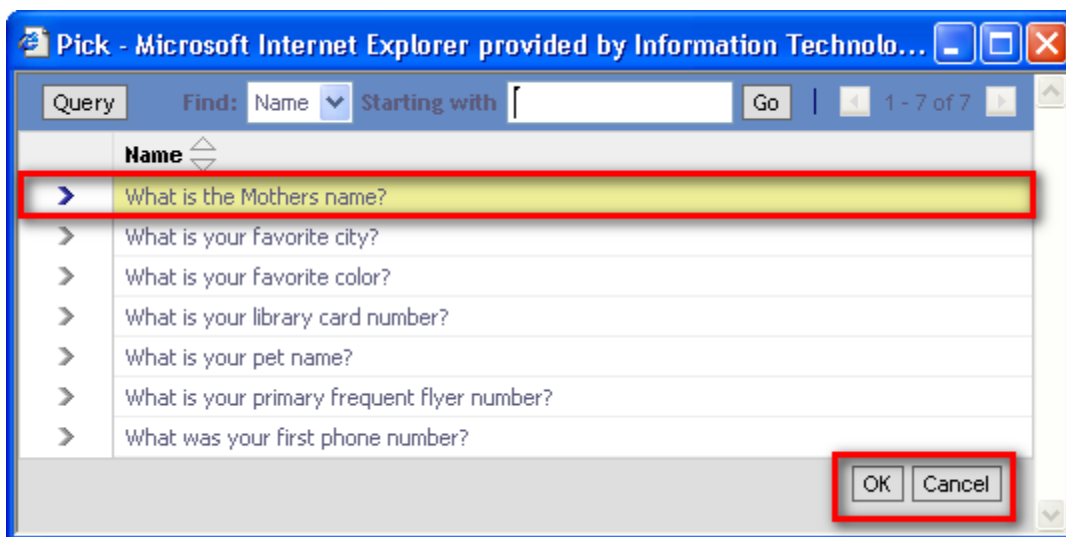
Login Id:

Password(Max 30 Char):

Hint Question: 

Hint Answer:

7. Click on the Select Icon  to select a Hint Question
8. Select the "Hint Question" from the following list
9. Click on the Arrow  to select any specific record



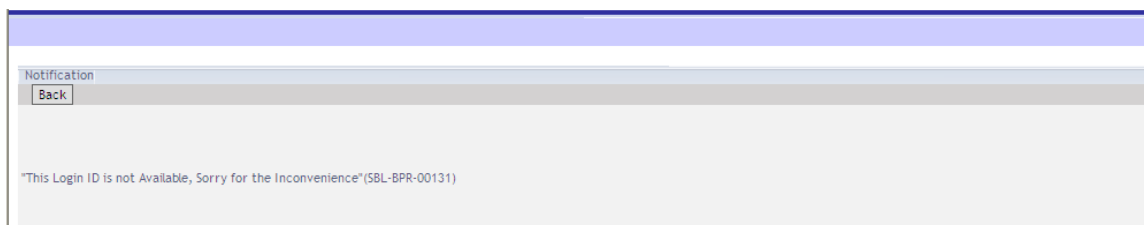
Pick - Microsoft Internet Explorer provided by Information Technolo...

Query Find: Name Starting with [] Go | 1 - 7 of 7

Name
> What is the Mothers name?
> What is your favorite city?
> What is your favorite color?
> What is your library card number?
> What is your pet name?
> What is your primary frequent flyer number?
> What was your first phone number?

OK Cancel

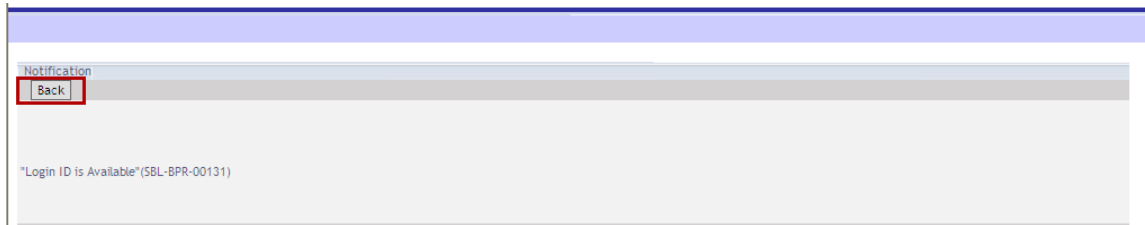
10. Click on
 - a. "OK" button to select the question
 - b. "Cancel" button to cancel the selection
11. Click on "Check Login Availability" to check whether the provided login id is available in Dubai Trade or not
12. If Id is not available, User will get the following screen



Notification

"This Login ID is not Available, Sorry for the Inconvenience"(SBL-BPR-00131)

13. If Id is available, user will get the following screen



Notification

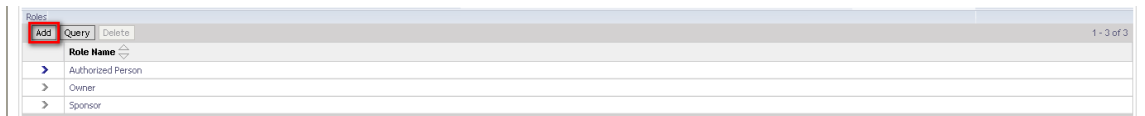
Back

"Login ID is Available"(SBL-BPR-00131)

11.2.2 Roles

1. Click on

- "Add" button to add a new role
- "Query" button to query for any selected role
- "Delete" button to delete any specific role



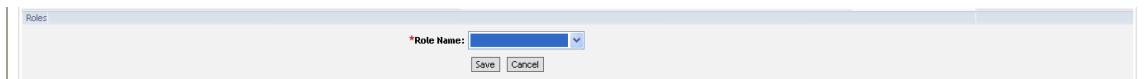
Roles

Add Query Delete 1 - 3 of 3

Role Name

>	Authorized Person
>	Owner
>	Sponsor

2. After clicking on "Add" button, following screen is displayed



Roles

*Role Name:

Save Cancel

3. Select a role from the following drop down list



Authorized Person

Broker Representative

Individual

Manager

Owner

Partner

Sponsor

Trader Representative

4. Click on

- "Save" button to add the selected role
- "Cancel" button to cancel the addition of new role

5. After clicking on "Save" button, following screen is displayed.

Role Name
Manager
Owner
Authorized Person
Sponsor

11.2.3 User Credentials

1. Click on
 - a. "Add" to add a new credential to this user
 - b. "Query" button to query for selected user credential
 - c. "Delete" button to delete any selected user credential

Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit
QWE	Passport	01/04/2010	22/04/2010	Bermuda	Edit

2. After clicking on "Add" button, following screen is displayed

Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country
	Passport			

3. Fill in all the applicable fields
4. Click on
 - a. "Save" button to add the credentials
 - b. "Cancel" button to cancel the addition of record

5. After clicking on "Save" button, following screen is displayed.

Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit
45678	Passport	01/01/2003	01/01/2012	United Arab Emirates	Edit
QWE	Passport	01/04/2010	22/04/2010	Bermuda	Edit

6. Click on "Edit" to modify the details of the selected user credential

Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit
45678	Passport	01/01/2003	01/01/2012	United Arab Emirates	Edit
QWE	Passport	01/04/2010	22/04/2010	Bermuda	Edit

7. After clicking on "Edit" button, following screen is displayed.

Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country
45678	Passport	01/01/2003	01/01/2012	United Arab Emirates

8. The fields will be editable and you can make any changes
9. Click on
 - a. "Save" button to add the changes
 - b. "Cancel" button to cancel the changes

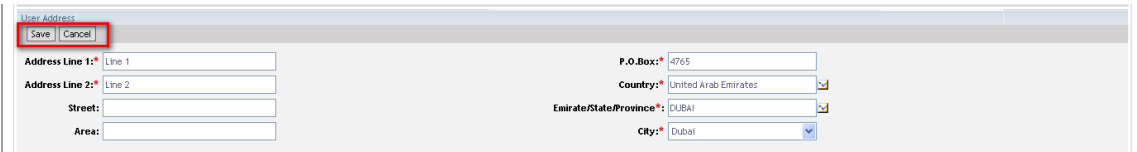
11.2.4 User Address

1. Click on
 - a. "Add" button to add a new user address
 - b. "Query" button to query any specific user address
 - c. "Delete" button to delete selected user address



User Address				
Add Query Delete				
Address Line 1	Country	City	P.O.Box	Edit
> WR	Bahrain	Manama	QWE	Edit

2. After clicking on "Add" button, following screen is displayed



User Address				
Save Cancel				
Address Line 1:*	Line 1	P.O.Box:*	4765	
Address Line 2:*	Line 2	Country:*	United Arab Emirates	
Street:		Emirate/State/Province:*	DUBAI	
Area:		City:*	Dubai	

3. Fill in all the applicable fields
4. Click on
 - a. "Save" button to add new user address
 - b. "Cancel" button to cancel the addition
5. After clicking on "Save" button, following screen is displayed.



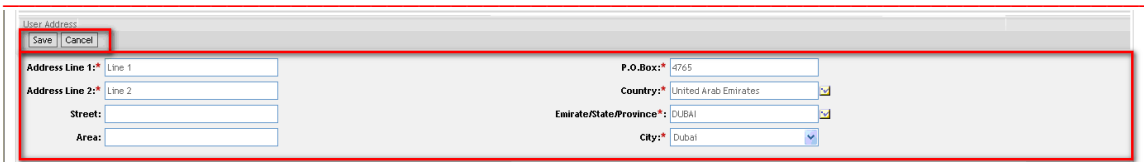
User Address				
Add Query Delete				
Address Line 1	Country	City	P.O.Box	Edit
> Line 1	United Arab Emirates	Dubai	4765	Edit
> WR	Bahrain	Manama	QWE	Edit

6. Click on "Edit" to modify already added user address, if required



User Address				
Add Query Delete				
Address Line 1	Country	City	P.O.Box	Edit
> Line 1	United Arab Emirates	Dubai	4765	Edit
> WR	Bahrain	Manama	QWE	Edit

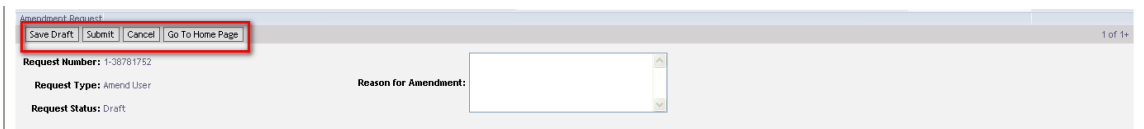
7. After clicking on "Edit" button, following screen is displayed

A screenshot of the 'User Address' form. It features a 'Save' button and a 'Cancel' button at the top left. The form contains several input fields: 'Address Line 1' (Line 1), 'Address Line 2' (Line 2), 'Street', 'Area', 'P.O.Box', 'Country' (dropdown menu), 'Emirate/State/Province' (dropdown menu), and 'City' (dropdown menu). The 'Country' dropdown is set to 'United Arab Emirates', 'Emirate/State/Province' is set to 'DUBAI', and 'City' is set to 'Dubai'.

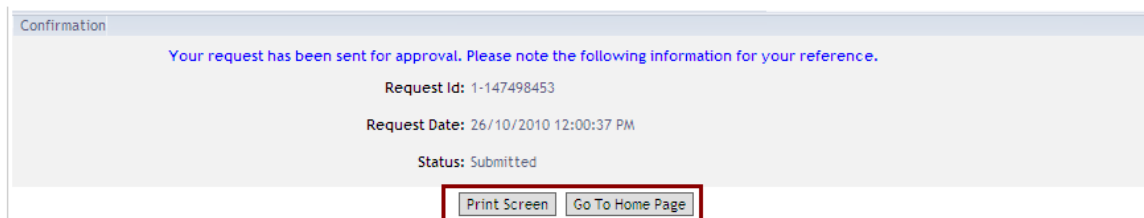
8. Fill in all the applicable fields.
9. Click on
 - a. "Save" button to save the changes
 - b. "Cancel" button to cancel the changes

11.2.5 User Attachments

1. Attach any document to support the changes made in the Attachments area. Please refer to the section (5.4 View/Amend Business Profile - Add Attachments) for more detail

A screenshot of the 'Amendment Request' form. It features four buttons at the top: 'Save Draft', 'Submit', 'Cancel', and 'Go To Home Page'. Below the buttons, the form displays 'Request Number: 1-38781752', 'Request Type: Amend User', and 'Request Status: Draft'. There is a 'Reason for Amendment' field with a dropdown arrow.

2. Click on
 - a. "Save Draft" button to save the request as a draft
 - b. "Submit" button to send the request for approval
 - c. "Cancel" button to cancel the request
 - d. "Go To Homepage" button to navigate to application homepage
- ❖ In case if the system prompts to enter Broker Certification Details and the Broker Certification details are not available then enter your Trade License Details in Broker Certification fields.
3. Fill in the "Reason for Amendment" before submitting the request
4. After clicking on "Submit" button, confirmation screen is displayed.

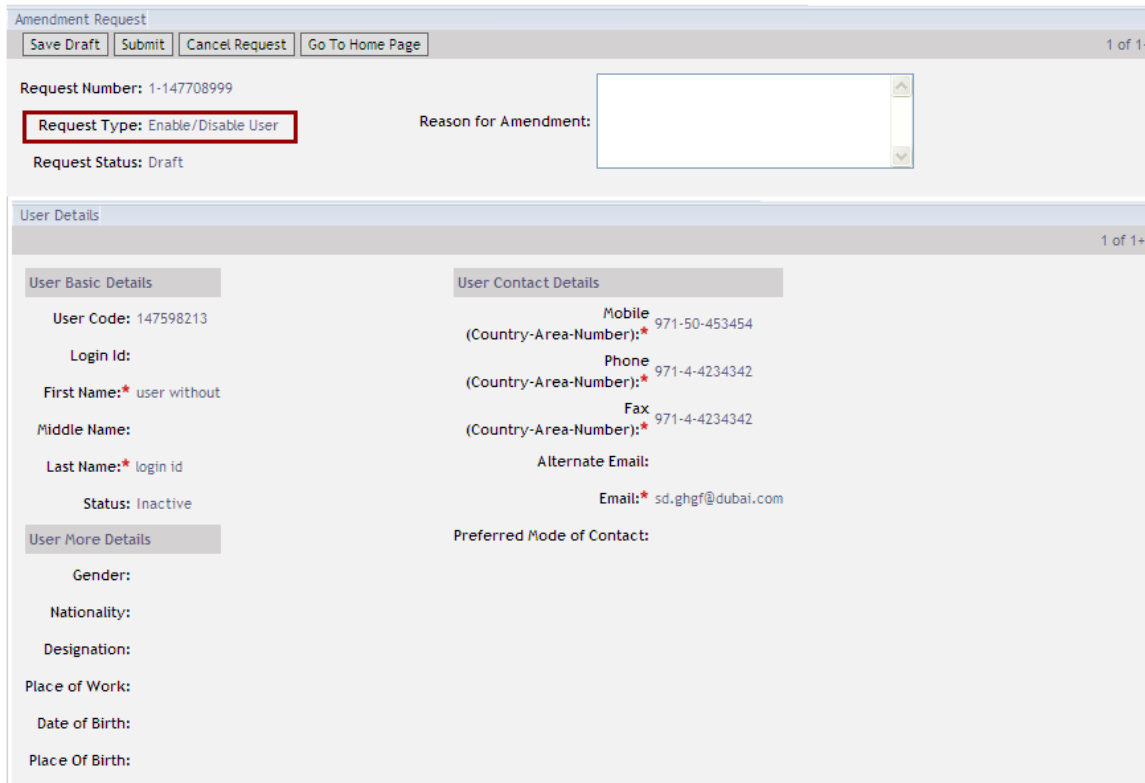
A screenshot of the 'Confirmation' screen. It displays the message: 'Your request has been sent for approval. Please note the following information for your reference.' Below this message, it shows 'Request Id: 1-147498453', 'Request Date: 26/10/2010 12:00:37 PM', and 'Status: Submitted'. At the bottom, there are two buttons: 'Print Screen' and 'Go To Home Page'.

5. Click on
 - a. "Print Screen" button to print the request details

- b. "Go To Home Page" button to navigate back to application homepage

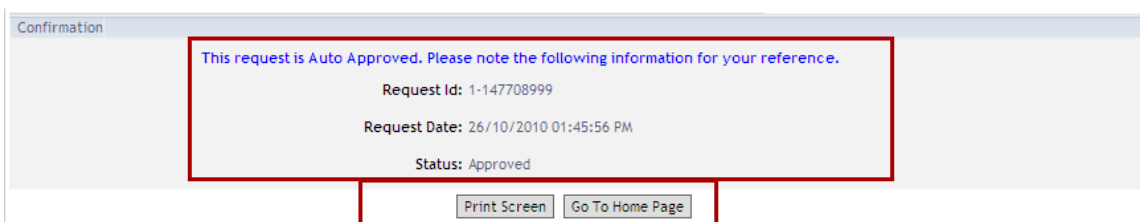
11.3 Enabled/Disable User

1. After clicking on "Enable/Disable" button (Refer to step #7 of section 11.1), the following screen is displayed.



The screenshot shows the 'Amendment Request' form. At the top, there are buttons: 'Save Draft', 'Submit', 'Cancel Request', and 'Go To Home Page'. The 'Request Number' is 1-147708999. The 'Request Type' is 'Enable/Disable User' (highlighted with a red box). The 'Request Status' is 'Draft'. The 'Reason for Amendment' field is empty. Below this is the 'User Details' section, which is divided into 'User Basic Details' and 'User Contact Details'. 'User Basic Details' includes: User Code: 147598213, Login Id, First Name: * user without, Middle Name, Last Name: * login id, Status: Inactive, and a 'User More Details' button. 'User Contact Details' includes: Mobile (971-50-453454), Phone (971-4-4234342), Fax (971-4-4234342), Alternate Email, Email: * sd.ghgf@dubai.com, and Preferred Mode of Contact.

2. Click on
- "Save Draft" button to save the request as a draft
 - "Submit" button to send the request for approval if request is not auto approved
 - "Cancel" button to cancel the request
 - "Go To Homepage" button to navigate to application homepage
3. Fill in "Reason for Amendment" field before submitting the request
4. After clicking on "Submit" button, confirmation screen is displayed.

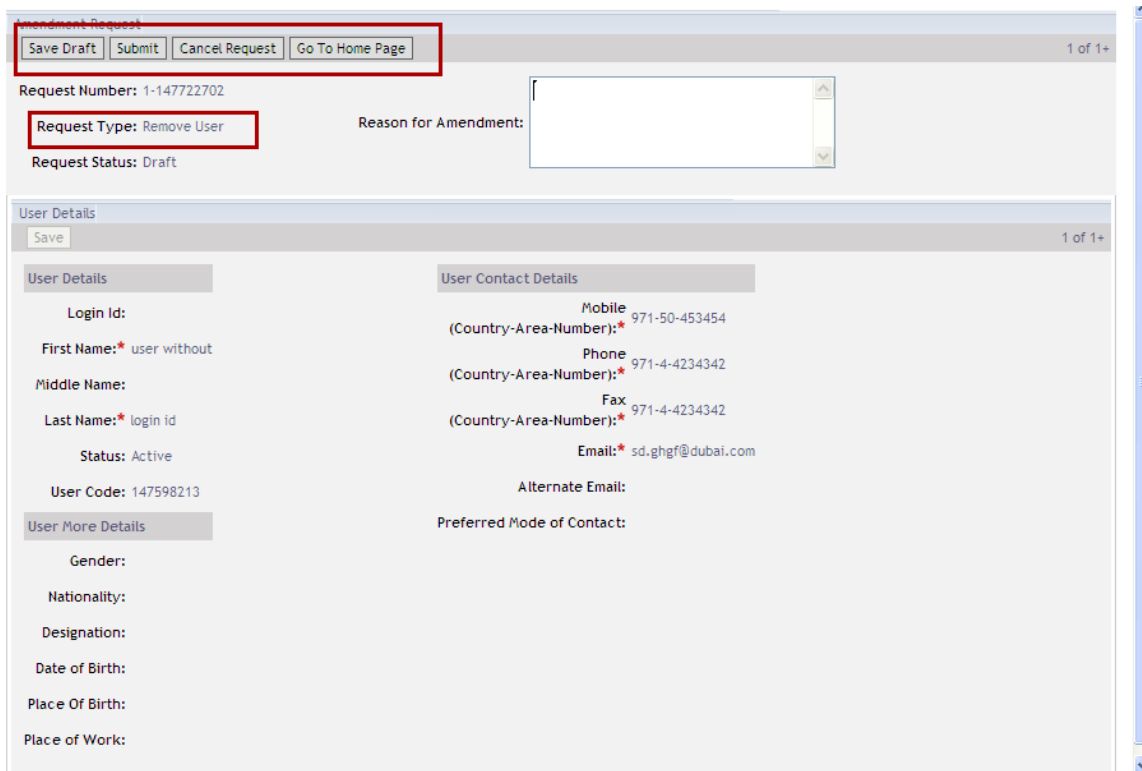


The screenshot shows the 'Confirmation' screen. A red box highlights the message: 'This request is Auto Approved. Please note the following information for your reference.' Below this, the following information is displayed: Request Id: 1-147708999, Request Date: 26/10/2010 01:45:56 PM, and Status: Approved. At the bottom, there are two buttons: 'Print Screen' and 'Go To Home Page' (highlighted with a red box).

5. Click on
 - a. “Print Screen” button to print the request details
 - b. “Go To Home Page” button to navigate back to application homepage

11.4 Remove User

6. After clicking on “Remove” button (Refer to step #7 of section 11.1), following screen is displayed.



7. Click on
 - a. “Save Draft” button to save the request as a draft
 - b. “Submit” button to send the request for approval, if request is not auto approved
 - c. “Cancel” button to cancel the request
 - d. “Go To Homepage” button to navigate to application homepage
8. Fill in “Reason for Amendment” field before submitting the request
9. After clicking on “Submit” button, confirmation screen is displayed.

Confirmation

This request is Auto Approved. Please note the following information for your reference.

Request Id: 1-147708999

Request Date: 26/10/2010 01:45:56 PM

Status: Approved

[Print Screen](#) [Go To Home Page](#)

10. Click on

- a. "Print Screen" button to print the request details
- b. "Go To Home Page" button to navigate back to application homepage

12 New User












This service is used to create a new User related to any company. This option allows you to create a new user, user login details, user roles, user credentials, user address, and attach documents to support the request.

Note:

- ❖ One facility request can not be registered to create multiple users.

1. Click "New User" link on the Homepage

My Service

-  Track Request
-  View/Amend Business Profile
-  Renew Business Code
-  New Associations
-  Remove Associations
-  View/Amend Facility
-  New Facility
-  View/Amend User
-  **New User**
-  Change of Authorized Person
-  Manage Services

2. The following screen is displayed

جمارك دبي
DUBAI CUSTOMS

Log In/Out

Amendment Request

[Save Draft](#) [Submit](#) [Cancel](#) [Go To Home Page](#) 1 of 1+

Request Number: 1-15613271

Request Type: Create User

Request Status: Draft

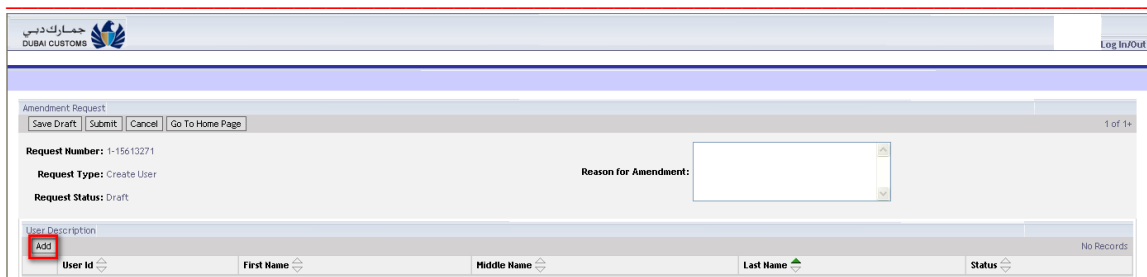
Reason for Amendment:

User Description

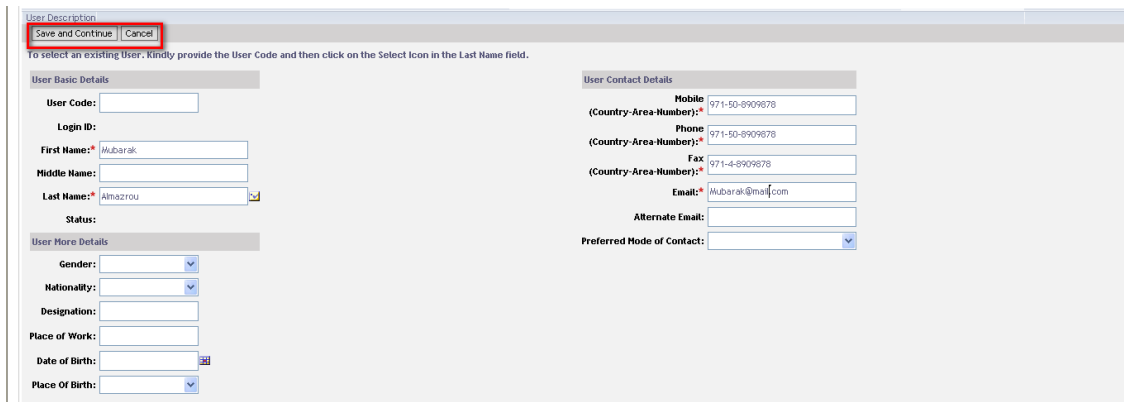
[Add](#) No Records

User Id	First Name	Middle Name	Last Name	Status
---------	------------	-------------	-----------	--------

3. Click on “Add” button to create a new user



4. After clicking on “Add” button, following screen is displayed

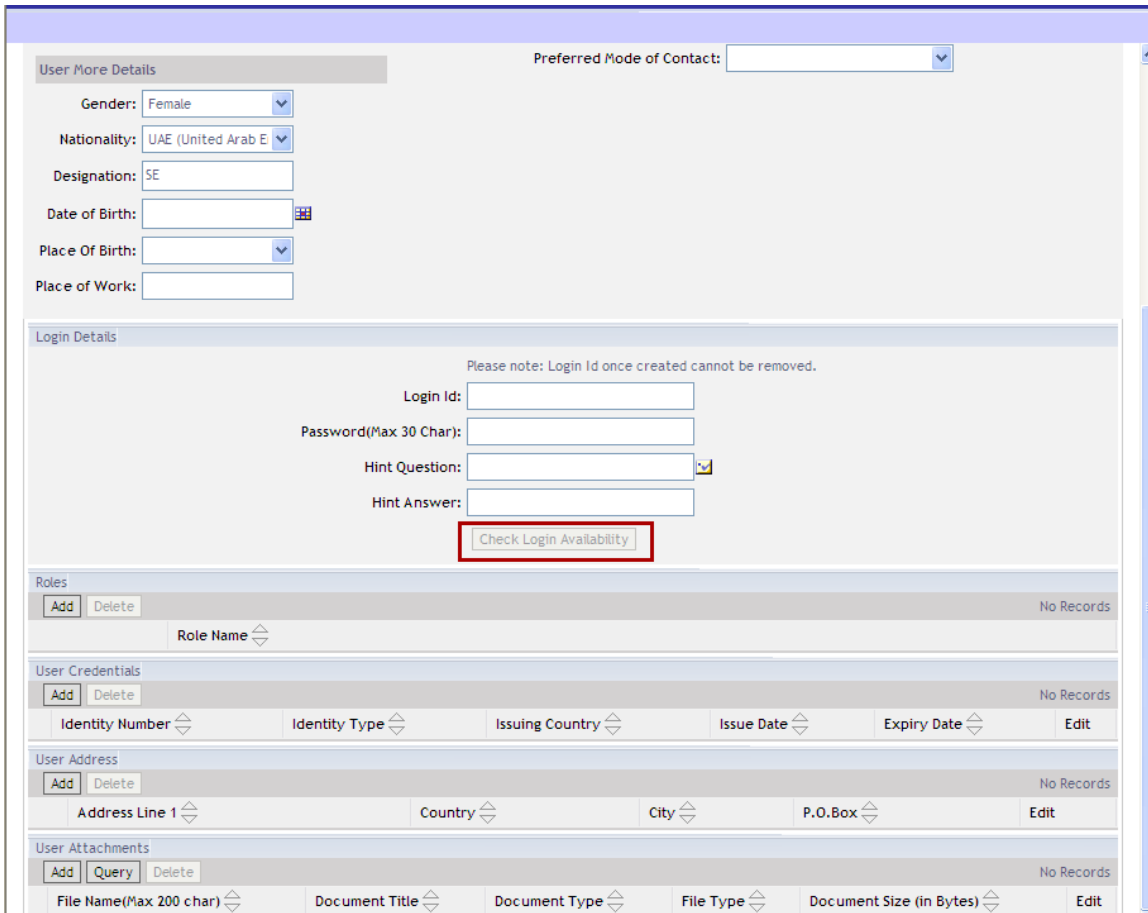


5. Fill in all the applicable fields.

6. Click on

- “Save and Continue” to proceed to the next screens for creating a user
- “Cancel” to cancel the addition of record

12.1 Login Details



User More Details Preferred Mode of Contact:

Gender:

Nationality:

Designation:

Date of Birth:

Place Of Birth:

Place of Work:

Login Details

Please note: Login Id once created cannot be removed.

Login Id:

Password(Max 30 Char):

Hint Question:

Hint Answer:

Roles

No Records

Role Name

User Credentials

No Records

Identity Number	Identity Type	Issuing Country	Issue Date	Expiry Date	Edit
No Records					

User Address

No Records

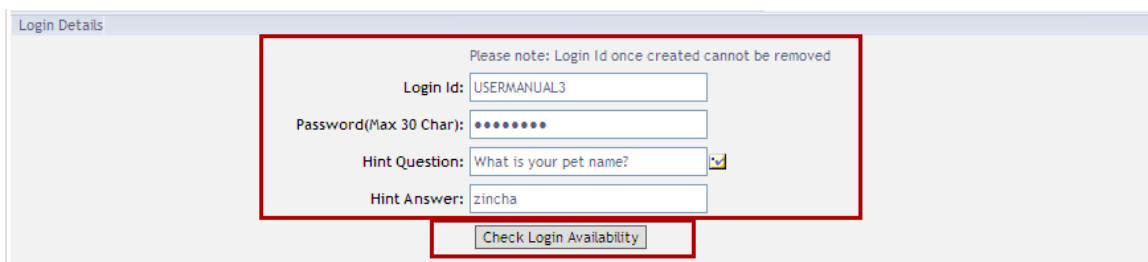
Address Line 1	Country	City	P.O.Box	Edit
No Records				

User Attachments

No Records

File Name(Max 200 char)	Document Title	Document Type	File Type	Document Size (in Bytes)	Edit
No Records					

1. "Check Login Availability" button is disabled initially and it enables once user fill in "Login Id" field.



Login Details

Please note: Login Id once created cannot be removed

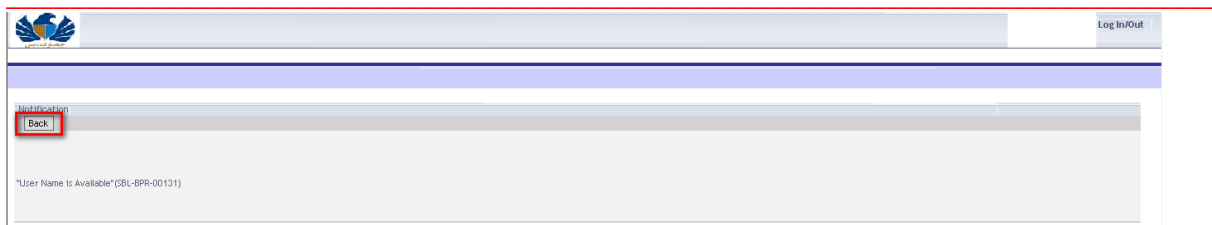
Login Id:

Password(Max 30 Char):

Hint Question:

Hint Answer:

2. Fill in all the applicable fields
3. Click "Check Login Availability" to see if the provided login id can be used or not
4. If login id is available, the following screen is displayed



5. Click on “Back” to navigate to previous screen
6. If the login id is not available, the following screen is displayed



7. Click on “Back” to return to the previous screen

12.2 Roles

1. Refer to section (11.2.2- User Roles) for more details

12.3 User Credentials

1. Refer to section (11.2.3 - User Credentials) for more details

12.4 User Address

1. Refer to section (11.2.4 - User Address) for more details

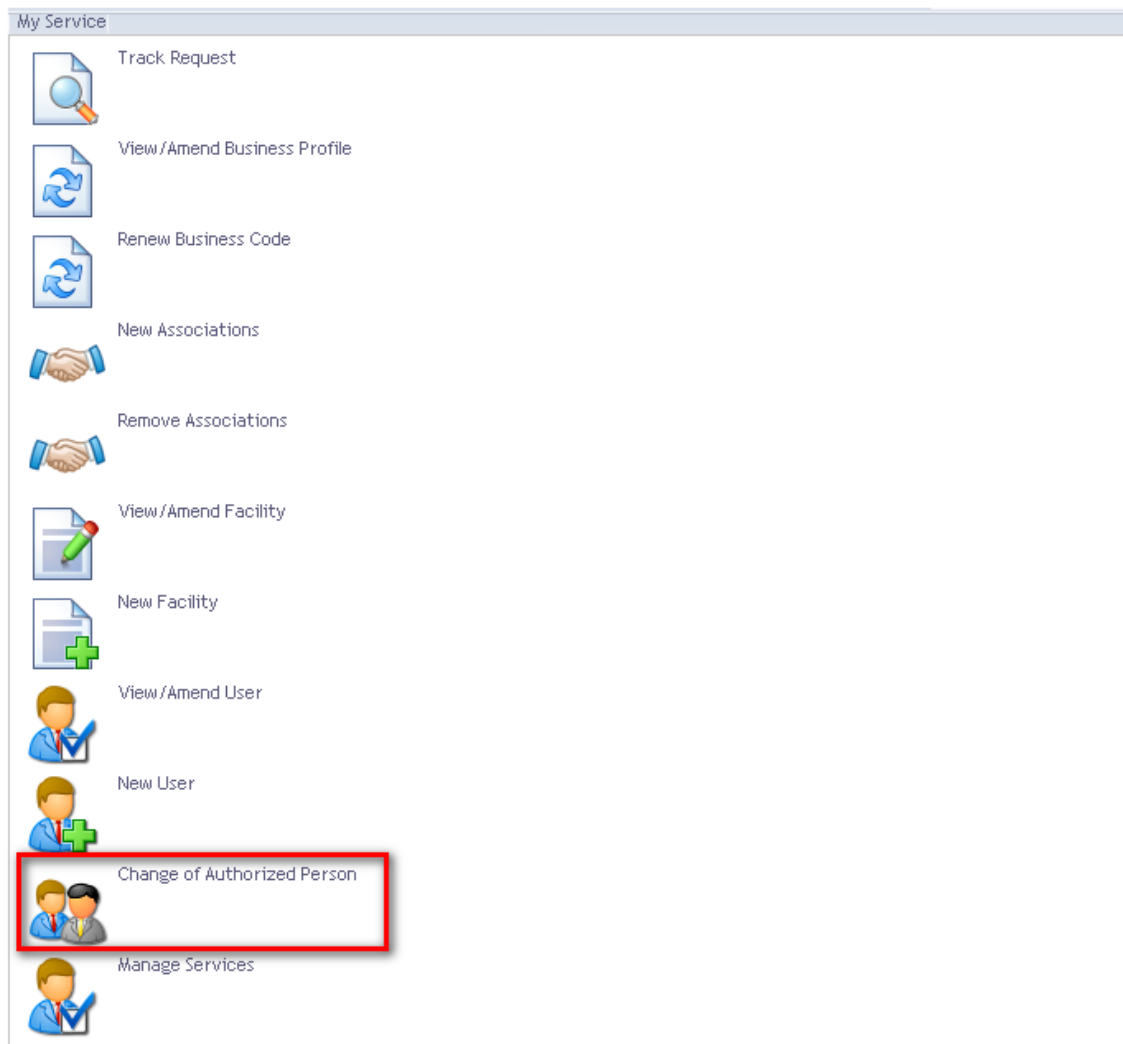
12.5 User Attachments

1. Refer to section (11.2.5 - User Attachments) for more details

13 Change Authorized Person

This service is used to change the “Authorized Person” role from one user to another. Each business must have one authorized person. In case there is only one user created in the business and he/she is the authorized person, create a new user request and submit it for approval. Once it has been approved and the user is created, assign “Authorized Person” role to him. This option allows user to attach documents to support the request

1. Click “Change Authorized Person” link on the Homepage



2. The following screen is displayed
3. All the roles associated to each user can be viewed under the Role section
4. User with "Authorized Person" role will have “Authorized Person” flag set to “Y”

Users					
Query Make Authorized 1 - 2 of 2					
User Id	First Name	Last Name	User Code	Status	Authorized Person?
RAJ7	rajesh1	india		Active	Y
TESTMAIL	hryt	brhtr		Active	N

Roles	
Query 1 - 3 of 3	
Role Name	
Authorized Person	
Owner	

5. Select any with “Authorized Person” flag set to “N” to make it new “Authorized Person”
6. Click on “Make Authorized” button for any of selected record with “Authorized Person” flag set to “N”



User Id	First Name	Last Name	User Code	Status	Authorized Person?
RAJ7	rajesh1	india		Active	Y
TESTMAIL	hhyt	bhghr		Active	N

Role Name
Authorized Person
Owner

Note:

- ❖ After clicking “Make Authorized” button, it will be disabled

7. Click on

- “Save Draft” button to save the request as a draft
- “Submit” button to send the request for approval
- Cancel” button to cancel the request
- “Go To Homepage” button to navigate to application homepage

8. Fill in “Reason for Amendment” field before submitting the request



Amendment Request

Save Draft | Submit | Cancel | Go To Home Page

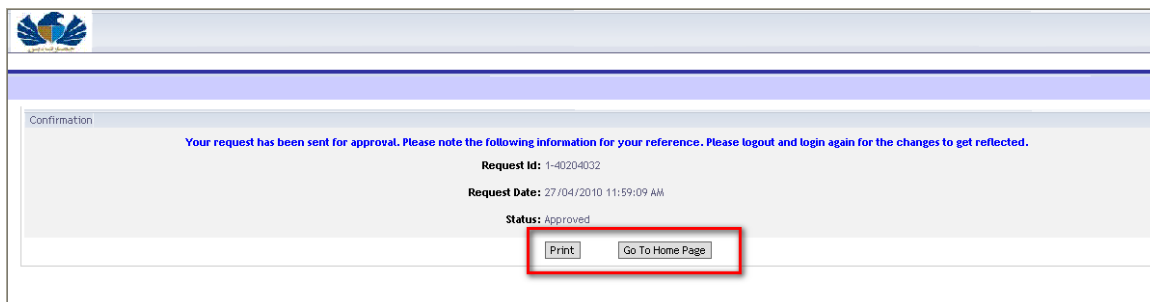
Request Number: 1-15650046

Request Type: Change Authorized Person

Request Status: Draft

Reason for Amendment:

9. After clicking on “Submit” button, confirmation screen is displayed.



Confirmation

Your request has been sent for approval. Please note the following information for your reference. Please logout and login again for the changes to get reflected.

Request Id: 1-40204032

Request Date: 27/04/2010 11:59:09 AM

Status: Approved

Print | Go To Home Page

10. Click on

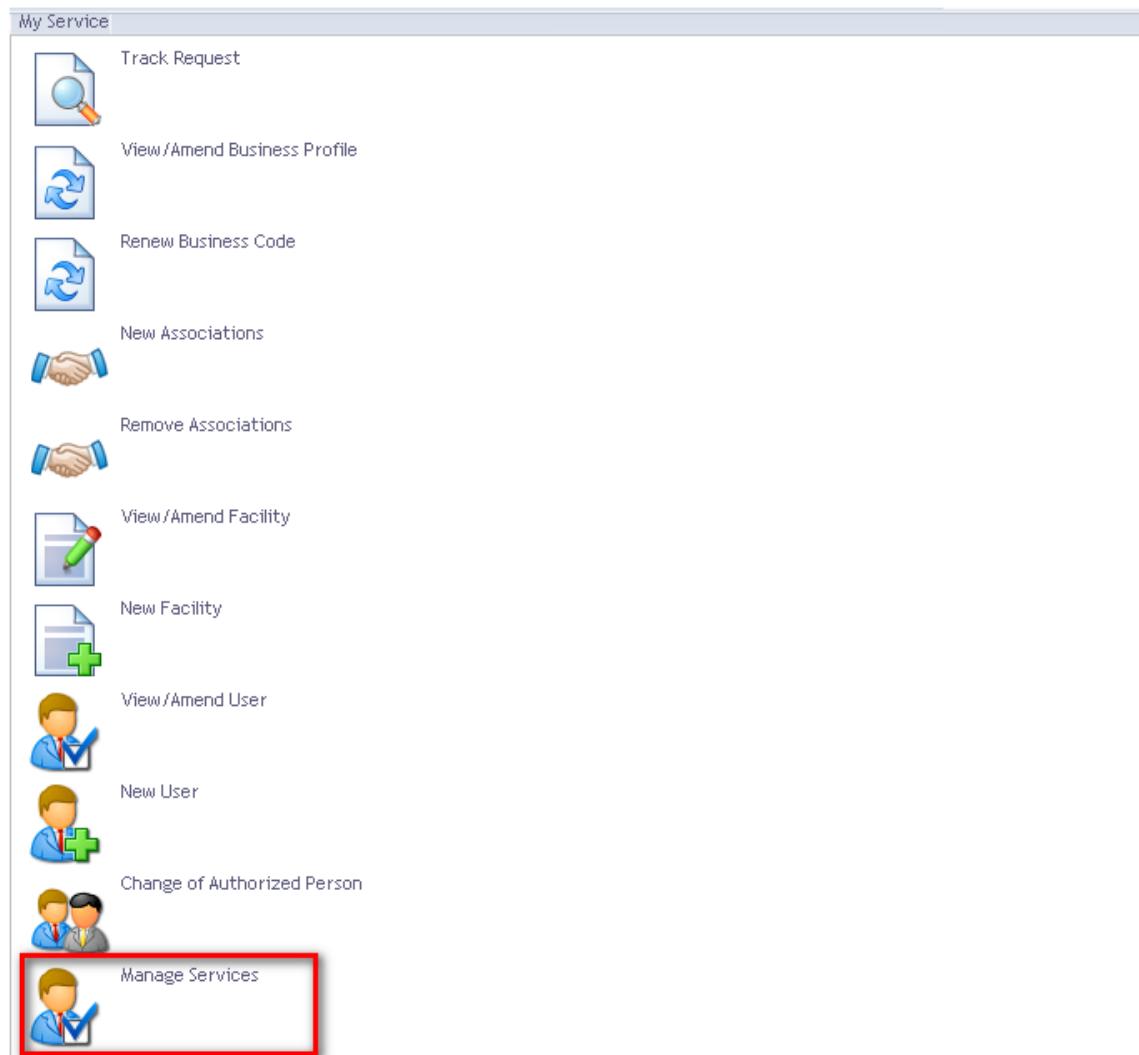
- “Print Screen” button to print the request details
- “Go To Home Page” button to navigate back to application homepage

14 Manage Services

This service is used to amend a certain user services. It allows you to add/delete services. Services are associated to a role and roles associated to a user.



1. Click “Manage Services” link on the Homepage



2. The following screen is displayed

Client Profile Details

Cancel 1 of 1+

Business Details

Business Code: AE-0007995-001

Business Name: SIT Business 1

Business Name (Arabic):

Registration Category: Dubai based companies

No. Of Employees: 51 - 100

Business Contact Details

Phone
(Country-Area-Number): 971-50-9214130

Fax
(Country-Area-Number): 971-50-9214130

Email: maveric.rajesh@dubai-customs.ae

Operational Email: maveric.rajesh@dubai-customs.ae

Website:

License Details

License Number: indaphy004

License Type: Commercial

Issuing Authority: Department of Economic Development - Dubai

Issued Date: 01/03/2010

Expiry Date: 31/03/2014

Renewal Date: 02/03/2010

Emirates Post License (EPL) Details

EPL Number:

Issue Date:

Expiry Date:

Users

Query Amend Services 1 - 2 of 2

User Id	First Name	Middle Name	Last Name	User Code	Status
RAJ7	rajesh1	Test	india		Active
TESTMAIL	htryt		thgtr		Active

Roles

Query 1 - 3 of 3

Role Name
Authorized Person
Owner
Sponsor

- After selecting any one of listed user, click on “Amend Services” button
- After clicking on “Amend Services” button, following screen is displayed

Roles

Query 1 - 3 of 3

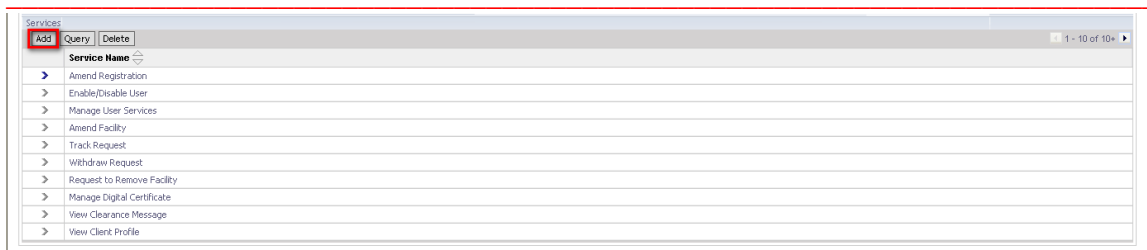
Role Name
Authorized Person
Owner
Sponsor

Services

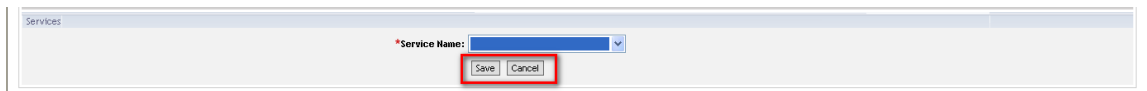
Add Query Delete 1 - 10 of 10+

Service Name
Amend Registration
Enable/Disable User
Manage User Services
Amend Facility
Track Request
Withdraw Request
Request to Remove Facility
Manage Digital Certificate
View Clearance Message
View Client Profile

- Select any of the listed Roles
- Select the Service under the selected role
- Click on
 - “Add” button to associate a service to the selected role
 - “Delete” button to disassociate a service to the selected role
 - “Query” button to search services associated to the selected role



8. After clicking on “Add” button, following screen is displayed



9. Select the service from the drop down list as shown below

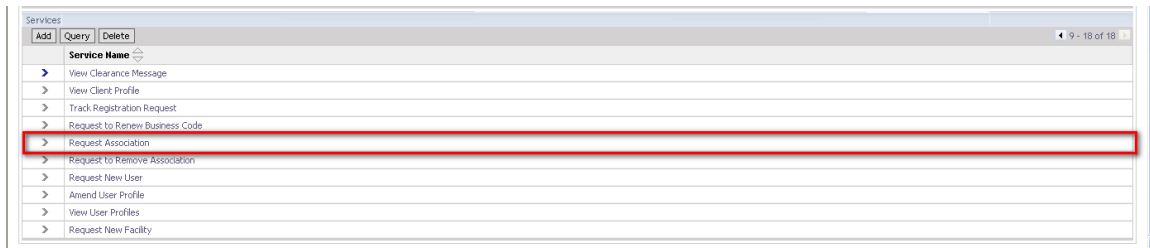


10. Click on

- “Save” button to associate the service to the role

b. "Cancel" button to cancel the association of service to the role

11. After clicking on "Save" button, following screen is displayed



The screenshot shows a web application interface with a 'Services' menu. The menu has tabs for 'Add', 'Query', and 'Delete'. Below the tabs, there is a list of services. The 'Request Association' service is highlighted with a red rectangle. Other services listed include 'View Clearance Message', 'View Client Profile', 'Track Registration Request', 'Request to Renew Business Code', 'Request to Remove Association', 'Request New User', 'Amend User Profile', 'View User Profiles', and 'Request New Facility'.



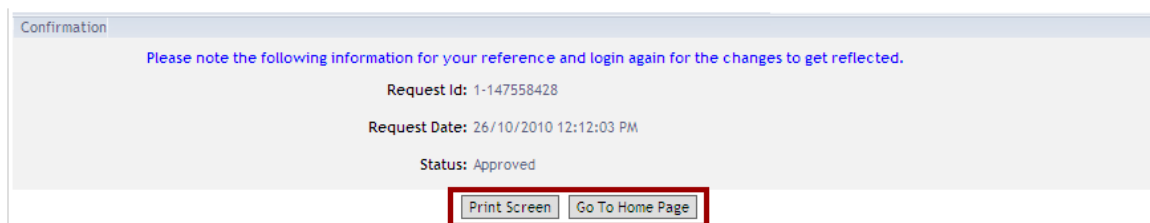
The screenshot shows the 'Amendment Request' form. At the top, there are buttons for 'Save Draft', 'Submit', 'Cancel', and 'Go To Home Page', which are highlighted with a red rectangle. Below the buttons, the form displays the 'Request Number: 1-15657002', 'Request Type: Amend User Services', and 'Request Status: Draft'. There is also a 'Reason for Amendment' field with a dropdown arrow.

11. Click on

- "Save Draft" button to save the request as a draft
- "Submit" button to send the request for approval
- "Cancel" button to cancel the request
- "Go To Homepage" button to navigate to application homepage

12. Fill in "Reason for Amendment" field before submitting the request

13. After clicking on "Submit" button, following screen is displayed.



The screenshot shows the 'Confirmation' screen. It displays the following information: 'Please note the following information for your reference and login again for the changes to get reflected.', 'Request Id: 1-147558428', 'Request Date: 26/10/2010 12:12:03 PM', and 'Status: Approved'. At the bottom, there are two buttons: 'Print Screen' and 'Go To Home Page', which are highlighted with a red rectangle.

14. Click on

- "Print Screen" to print the request details
- "Go to Home Page" to navigate to application homepage

Note: Please note that this request is auto-approved. User will have to sign out and sign in again to see the changes, done through "Manage Service" request, in the system.

