



PCFC eServices Visitor Gate Pass – Individual Visitor Company User's Manual

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DOCUMENT DETAILS

Document Information

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Version	Date	Author	Designation	Description of change

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Version	Date	Name	Designation	Comments

Distribution

Version	Location

Introduction

All companies that wish to obtain a gate pass can apply online using the automated gate pass service from PCFC Security Department without physically visiting the gate office. Now you can issue and manage various gate pass types online from the comfort of your office 24/7. Visitor Gate Pass ensures your smooth experience at the gates!

It is highly recommended to make sure:

- Clear scanned copies (from the originals) of all requested documents must be uploaded.
 - Accurate and complete address/contact details are provided for the person for whom the gate pass is being requested.
 - Pop Up Blocker must be disabled
-

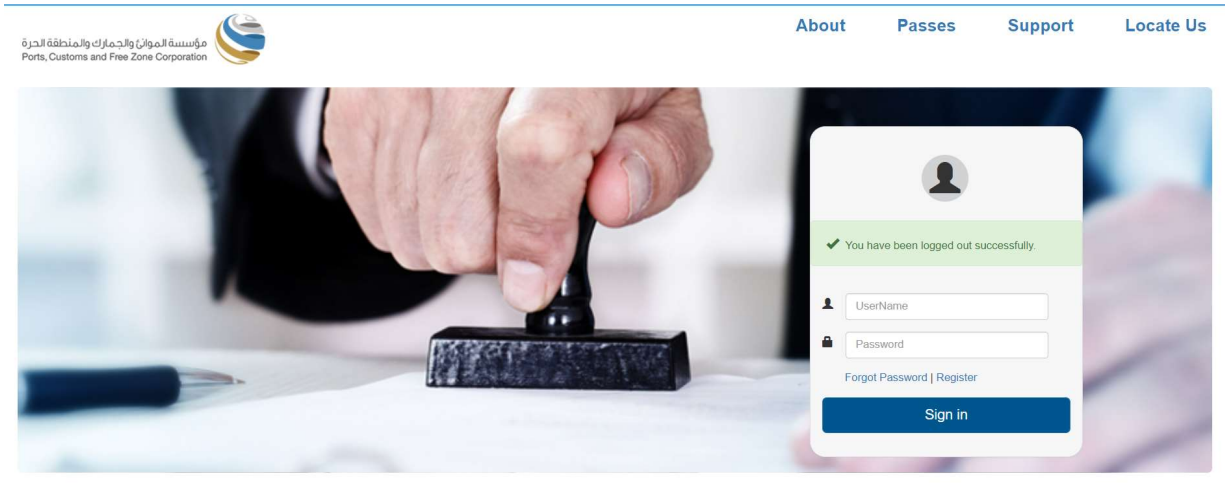
Individual Visitor: any person needs to visit hosting companies within PCFC areas (Jebel Ali Port, Rashid Port, Hamreya Port, and JAFZA).

After the successful registration on www.tasreeh.ae user can:

- Apply for New Passes
- Edit Return Passes
- Search Passes
- Report Lost Passes.

How to use Visitor Gate Pass Service?

- Go to www.tasreeh.ae
- Register your Account (one time registration)
- Login to your Account



The following page will be displayed

This screenshot displays the 'Search Pass' interface within the Tasreeh application. The page has a blue header with navigation links and a user profile icon. Below the header is a 'Pass Management' section. The main content area is titled 'Search Pass' and contains a 'Search Filters' box. This box is organized into a grid of search criteria: 'Pass Reference No' (text input), 'Status' (dropdown menu), 'Pass Type' (dropdown menu), 'Pass Duration' (dropdown menu), 'Date of Visit' (calendar icon), 'Port' (dropdown menu), 'Visitor Last Name' (text input), 'Host Company Name' (text input), and 'Emirates Id' (text input). A 'Passport' section with a text input for the number is also present. At the bottom right of the search filters, there are 'Reset' and 'Search' buttons.

- Search for a Pass using the search filter options and/or view pass which is under process by them.

NOTE: Please make sure the POP BLOCKER is disabled

Pass Management

Apply for Pass

This service help users in applying for a new Visitor Pass

- Click on Pass Management
- Click on Apply Pass to create a request for a new Pass

The following page will be displayed

The screenshot shows a web form titled "Visitor Pass". At the top, there is a blue header bar with the title. Below the header, there is a light blue banner with a small icon and text: "Rashid & Hamriya Port visitors also can apply online pass now. Only Gate Pass request's Approval/Rejection notification email will be sent to visitor's email ID." Below this is a yellow banner with a warning icon and text: "Hamriya Port Visitors Please Note: Labour Companies should not apply for pass using online system. Any pass applied by Labour Companies using online system will be rejected with no refunds." The main form area is titled "Pass Information" and contains several dropdown menus: "Port *" (with "Choose..." selected), "Entry Gate *" (with "Choose..." selected), "Pass Type *" (with "Choose..." selected), "Pass Duration *" (with "Choose..." selected), "Visit Reason *" (with "Choose..." selected), and "Date of Visit *" (with a calendar icon). The form is styled with a light blue and white color scheme.

Pass Information

- Select the Port

The screenshot shows a dropdown menu for the "Port *" field. The menu is open, displaying a list of options: "Choose..." (highlighted in blue), "Mina Rashid", "Jebel Ali Port", "JAFZA", "Hamriya Port", "Dubai Maritime City (DMC)", and "Drydocks World Dubai". The dropdown menu has a blue header bar with the title "Port *".

- Select the Entry Gate
- Select the Pass Type

The screenshot shows a dropdown menu for the "Pass Type *" field. The menu is open, displaying a list of options: "Choose..." (highlighted in blue), "Business Meeting", "Interview Pass", "Marine Services Pass", "Permanent", "Temporary", "Tools & Equipment", and "Training". The dropdown menu has a blue header bar with the title "Pass Type *".

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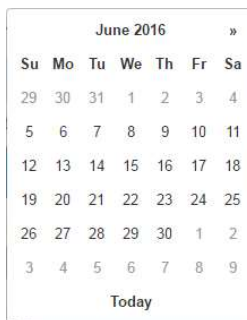
- Select the Pass Duration
- Select the Visit Reason



A dropdown menu with a blue header bar containing the text "Choose...". Below the header, the following options are listed: "Choose...", "Business Visit", "Delivery Pickup", "Other", "Supply of Goods", and "Training".

- Select the start Date from the Calendar

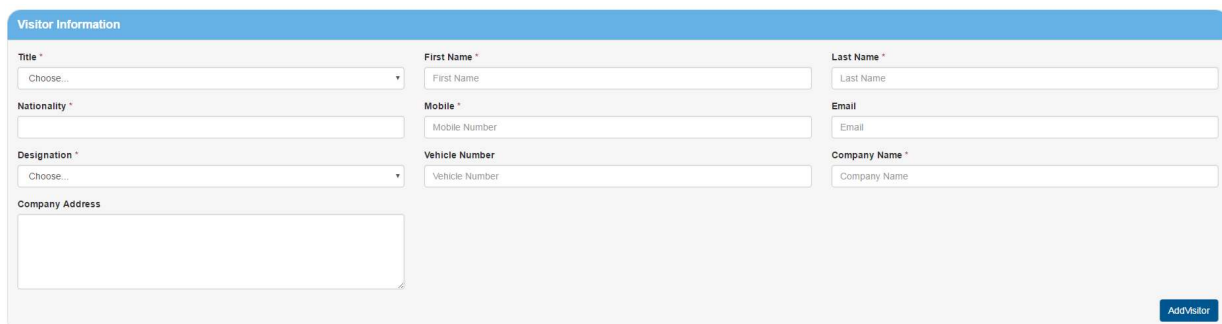
NOTE: Please be advised that the start date of the Pass should not exceed 7 days from current date



A calendar for June 2016. The days of the week are abbreviated as Su, Mo, Tu, We, Th, Fr, Sa. The dates 1 through 30 are displayed in a grid. The date 30 is highlighted in yellow. Below the calendar, the word "Today" is displayed.

Visitor Information

Scroll down to continue filling the form



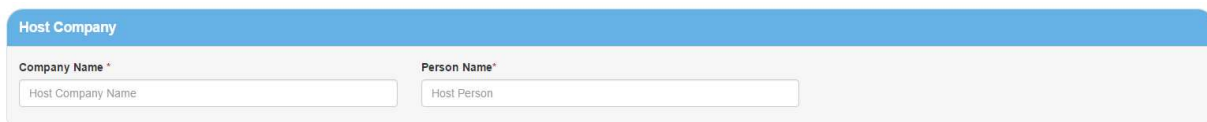
A form titled "Visitor Information" with a blue header. The form contains several input fields: "Title *" (dropdown), "First Name *" (text), "Last Name *" (text), "Nationality *" (text), "Mobile *" (text), "Email" (text), "Designation *" (dropdown), "Vehicle Number" (text), "Company Name *" (text), and "Company Address" (text area). A blue "Add Visitor" button is located at the bottom right.

- Enter the Visitor(s) information

If the pass is for more than 1 visitor click on add to add another visitor information

Host Company

Scroll down to continue filling the form



A form titled "Host Company" with a blue header. The form contains two input fields: "Company Name *" (text) and "Person Name *" (text).

- Enter the Host Company Name and Person Name

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Note: Host Company should be valid in conjunction with the port selected. Host Company Name will be (Marine service) If Marine services pass is selected as Pass type.

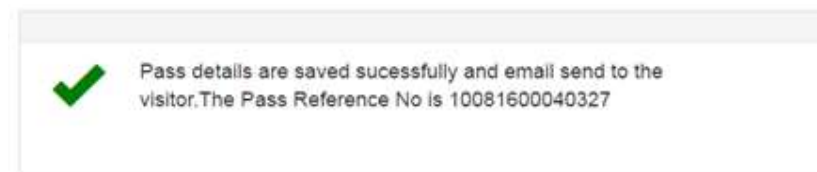
Payment Information

Scroll down to continue filling the form

Payment Information		
Pass Amount Per Pass	Service Charge Per Pass	Total Payable Pass Amount
0	0	0
<input type="checkbox"/> I agree to the Terms and Conditions for payment. I agree that all the information provided to the Security Department is correct and I am fully responsible for that. I also agree that Security Department has the full rights to reject any gate pass request for security reasons and the money paid for the pass is non-refundable in all cases.		
		<input type="button" value="Submit"/> <input type="button" value="Reset"/>

- Read / Agree to the Terms and Condition and then click Submit to pay for the card and forwarding the request to the concerned department.
- Click “Submit”

System will display the following message:



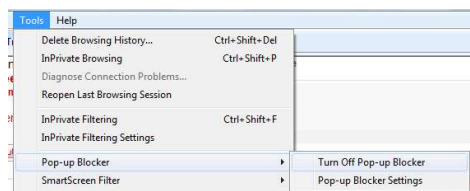
- For payments please follow below steps:

Credit Card

The screenshot shows a payment form with the following details:

- PAYMENT DETAILS**
- Pay to: PCFC
- Pay for: PCFC Payment
- Amount: 40.00 AED
- Processing fees: 0.00 AED
- Total: 40.00 AED
- Pay using: Select One
- From: Select One
- MasterCard
- Visa
- ☐ I accept the [Terms and Conditions](#) applicable for this payment.
-

Note: please disable pop-up blocker to be able to continue



System will redirect you to the payment page

Payment Review Receipt

Payment Details

* Required field

Card Type *

☐ VISA Visa ☐ MasterCard

Card Number *

CVN *

This code is a three or four digit number printed on the back or front of credit cards.

Expiration Date *

Next

[Cancel Order](#)

Your Order

Total amount 40.00 AED

Note: system remembers your selection before landing to this page i.e. Master or Visa card. However, you can still change it

Payment Review Receipt

Review your Order

Payment Details

Card Type MasterCard

Card Number xxxxxxxxxxx4444

Expiration Date 02-2019

Your Order

Total amount 40.00 AED

Back

[Cancel Order](#)

Pay

- Fill out your card details and click Next
- Review your card details

Note: you can, edit card details by clicking “Back” button, or cancel this transaction.

- c. Click Pay button

Then DT page will show your transaction details confirmation if successful.



Pass created sucessfully and it is pending for approval.The Pass Reference
No is 13091600040381

[Print Receipt](#)

Return Pass for Amendment

This service is given to the pass requestor to amend/change information and documents if returned from the host company.

- Click on Pass Management
- Click on Return Pass for Amendment

The following page will be displayed

Search Return Pass

Search Filters

Pass Reference No

Enter Pass Reference

Pass Duration

All

Date of Visit

User Name

Enter visitor name

Search

Reset

- User can enter the Search criteria to display the pass which was returned and require further action.

System will display the search result as follows:

Pass Reference No	Ports Name	Gate Name	Pass Duration	Pass Type	Status	Action
08081600031843	Mina Rashid	Any Gate	One Day Pass	Temporary	Return For Update	
08081600029990	Mina Rashid	Any Gate	One Day Pass	Temporary	Return For Update	
07081600026334	Jebel Ali Port	Any Gate	One Day Pass	Temporary	Return For Update	
04081600020716	Mina Rashid	Any Gate	One Day Pass	Temporary	Return For Update	
05081600018490	Jebel Ali Port	Any Gate	One Day Pass	Temporary	Return For Update	
04081600018153	Jebel Ali Port	Any Gate	One Day Pass	Temporary	Return For Update	

- Select the Action Button and do the needful action on the request.
- System will display all the pass details to amend/change and send for approval again.

Report Lost Pass

This service is used by the pass requestor to report a lost passport to PCFC, PCFC will approve to issue a new pass or reject accordingly.

- Click on Pass Management
- Click on Report Lost Pass

The following page will be displayed

- Enter the Search criteria to display the pass which was lost.

System will display the results as follows:

Pass Reference No	Ports Name	Gate Name	Pass Duration	Pass Type	Status	Action
11081600001684	JAFZA	Any Gate	One Year Pass	Permanent	Completed	
10081600001551	JAFZA	Any Gate	One Year Pass	Permanent	Completed	
06081600001494	JAFZA	Any Gate	One Year Pass	Permanent	Completed	

NOTE: Only monthly and yearly passes will be displayed for re-issuing a lost pass. Payment will be applicable

- Select the Action Button and do the needful action on the request.

System will display pass details

- enter your remarks and upload any supporting document then Submit

Note: this request will go to PCFC directly, who will approve or reject.

Search Pass

This service is used by all the users to view details and status of their passes. However, it also can be used to print receipts, passes, or request renewal of the expired passes.

- Click on Pass Management
- Click on Search Pass

The following page will be displayed

Search Pass

Search Filters

Pass Reference No: Enter Pass Reference

Status: All

Pass Type: All

Pass Duration: All

Date of Visit:

Port: All

User Name: Enter visitor name

Visitor Nationality:

Passes generated by: Created By Company

Search Reset

Pass Reference No	Ports Name	Gate Name	Pass Duration	Pass Type	Status	Action
No data available in table						

Showing 0 to 0 of 0 entries

Previous Next

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- Enter the Search criteria and the passes based on the search criteria will be displayed.

Pass Reference No	Ports Name	Gate Name	Pass Duration	Pass Type	Status	Approval Pending With	Action
14081600001720	JAFZA	Any Gate	One Day Pass	Interview Pass	Pending Approval	PCFC Helpdesk	
13081600001719	JAFZA	Any Gate	One Day Pass	Interview Pass	Completed		
15081600001717	JAFZA	Any Gate	One Day Pass	Business Meeting	Pending Approval	Host Company	
15081600001716	JAFZA	Any Gate	One Day Pass	Business Meeting	Pending Approval	Host Company	
13081600001712	Hamriya Port	Gate - 1	One Month Pass	Short Term Pass	Pending Approval	Host Company	

- Click the action button to view your request details
- Click on the Action button to:

Print Receipt Print Pass Renew Pass Back

- Print Receipt
- Print Pass (an email is sent to the invitee too)
- Renew Pass

Note: if the pass already expired you can initiate a renewal request that will follow the same approval chain as a new pass.

