



دبي التجارية
DUBAI TRADE

DUBAI CUSTOMS Registration Amendment User's Manual

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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	9
4	TRACK REQUEST	10
5	VIEW/AMEND BUSINESS PROFILE	12
5.1	AMEND BUSINESS DETAILS.....	15
5.2	AMEND BUSINESS CONTACT DETAILS	16
5.3	AMEND BUSINESS ADDRESSES	16
5.4	ADD BUSINESS TYPE	18
5.5	ADD LICENSE ACTIVITIES	19
5.6	ADD ATTACHMENTS.....	21
5.7	ADD GROUP INFORMATION.....	22
6	RENEW BUSINESS CODE	23
7	NEW ASSOCIATIONS	25
8	REMOVE ASSOCIATIONS	28
9	VIEW/AMEND FACILITY.....	30
9.1	VIEW FACILITY	30
9.2	AMEND FACILITY	31
9.3	REMOVE FACILITY	40
10	NEW FACILITY	41
10.1	BRANCH FACILITY	42
10.2	FREE ZONE FACILITY	49
10.3	PREMISES FACILITY.....	50
10.4	WAREHOUSE FACILITY	53
11	VIEW/AMEND USER.....	55
11.1	VIEW USER.....	55
11.2	AMEND USER	57
11.3	ENABLED/DISABLE USER.....	61
11.4	REMOVE USER	62
12	NEW USER	64
12.1	LOGIN DETAILS.....	66
12.2	ROLES	67
12.3	USER CREDENTIALS	68
12.4	USER ADDRESS.....	69
12.5	USER ATTACHMENTS.....	69
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 and type the URL www.dubaitrade.ae



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



2. On The Top Right Corner Click on **Login**

The below login screen will be displayed

دبي التجارة
DUBAI TRADE

User Name

Password

[Forgot Password?](#)

SIGN IN

Dubai Customs Registration Amendment

7

3. Enter your Username and Password and then Click on **Sign In**



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

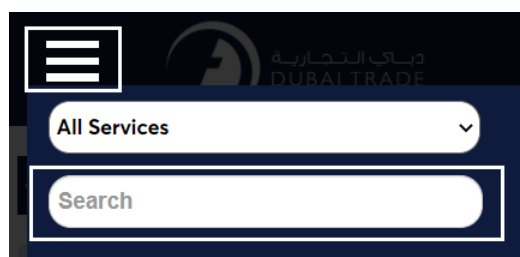
Dashboard screenshot showing the following sections:

- FREQUENTLY USED SERVICES:** Declaration - Draft, Declaration - Print, Claims - Track Requests, Mirsal II - Bill Payment, Amend - Pending Gate Pass CU, Inspection Request - Track Inspection, Declaration - Track Request, Claims - Declaration Expiry Status, Inspection Request - Service Request, Delivery Order - Track Delivery Order.
- FAVOURITE SERVICES:** Declaration - Draft, Declaration - New, Reports - Account Transactions, Request - e-GatePass Request CU, Declaration - Search, Declaration - Track Document Submission, Request - DP World Payment.
- CERTIFIED TRAINING CALENDAR:** Certified Trade & Logistics Professional - (English) (Sun, Jan 24, 2021 - 8:00 AM), Certified Customs Expert - (English) (Tue, Feb 16, 2021 - 8:00 AM), Certified Trade & Logistics Professional - (English) (Fri, Mar 12, 2021 - 2:00 PM), Certified Trade & Logistics Professional - (English) (Sun, May 30, 2021 - 8:00 AM).
- ESERVICES TRAINING CALENDAR:** Due to the (COVID - 19) pandemic, Dubai Trade eServices trainings are now available only through distance learning. [JOIN DISTANCE TRAINING](#)

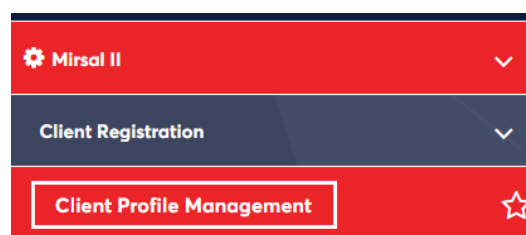
4. Click  **Menu** on the left



Tip: 'Search' the service instead of navigating through the Service menu.



5. Under **Mirsal II**, Go to **Client Registration** then Click on **Client Profile Management**




The list of services will be displayed


> Client Registration Home


My Services


Business Code:AE-1051144


Business Name:xcrn business new01


Track Request


View/Amend Business Profile


Manage Contact Details


Renew Business Code


New Association


Remove Association


View/Amend Facility


New Facility

View/Amend User

New User

Change of Authorized Person

Manage Services

Manage Representative Card

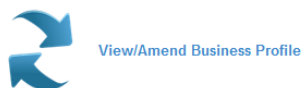
3 List of Services

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.

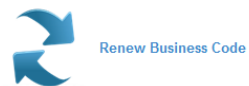
1. Track Request



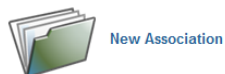
2. View/Amend Business Profile



3. Renew Business Code



4. New Association



5. Remove Association



6. View/Amend Facility



7. New Facility



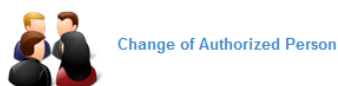
8. View/Amend User



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** under My Services



2. A search page will open to find / track request(s)

Track Request

Request Id

Request Type

Request Status

Request Date

Find

Go to Home Page

3. Enter atleast one or all of the search criteria to Find a request

RequestID: Enter the Request ID

(This is a Reference number which is created when a request is made and saved)

Request Type: Select the Request Type from the drop down menu

(This is the type of request which has been created)

Request Status: Select the Status of the request from the drop down menu

(This is the current status of the request)

Request Date: Enter the Date in the Correct Format DD-MM-YYYY or Select the Date from the Calendar

(This is the Date when the request was created)

4. After entering or selecting the information click on **Find** to find the request

The below screen will be displayed with the request based on your search criteria

Track Request

Query

Withdraw

Continue

Make Payment

View Payment Detail

Go to Home Page

Request Number	Request Type	Request Status	Requested By	Request Date
1-109310063	Amend Renew Business Code	Draft	Amer Qarmoshi	06-07-2011
1-109310069	Amend Renew Business Code	Draft	Amer Qarmoshi	06-07-2011
1-109310075	Amend Renew Business Code	Draft	Amer Qarmoshi	06-07-2011
1-109310081	Amend Renew Business Code	Draft	Amer Qarmoshi	06-07-2011
1-109310051	Amend Renew Business Code	Draft	Amer Qarmoshi	06-07-2011
1-109310057	Amend Renew Business Code	Draft	Amer Qarmoshi	06-07-2011
1-134810362	Amend User Services	Draft	Amer Qarmoshi	11-10-2011
1-134810370	Amend User Services	Draft	Amer Qarmoshi	11-10-2011
1-140905735	Amend User	Draft	Amer Qarmoshi	02-11-2011
1-140905823	Amend User	Draft	Amer Qarmoshi	02-11-2011

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Notes

Note	Note Type	Created By	Created Date

5. Click on **Query** to go back to the previous search Page
6. Click on **Withdraw** after selecting a request to withdraw the request
NOTE: Only requests which are under Suspended Status can be withdrawn
7. Click on **Continue** after selecting a request to continue the request
NOTE: Only requests in Draft and Suspended Status can be Continued
8. Click on **Make Payment** after selecting a request to make payment for the request
NOTE: Only Business Code renewal requests which are approved can be paid for
9. Click on **View Payment Details** after selecting a request to view payment details for the request
NOTE: Only Business Code renewal requests which are approved and paid for can view the details
10. Click on **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

5 View/Amend Business Profile

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

1. Click on **View/Amend Business Profile** under My Services



View/Amend Business Profile

2. Business profile details will be displayed in read only format

View Business Profile

[✎ Amend](#)
[🏠 Go to Home Page](#)

Business Profile Details

Business Details

Business Code: AE-10 75	Business Name: COUC S F2
Business Name(Arabic):	Registration Category: Dubai based companies
No. of Employee:	

License Details

License Number: 2 8	License Type: Freezone
Issuing Authority: Jebel Ali Free zone Authority	Issue Date: 01-01-2002
Expiry Date: 30-06-2015	Renewal Date: 10-06-2014

Business Contact Details

Phone [Country - Area - Number]: 971-4-3 77	Fax [Country - Area - Number]: 971-4-3 0
Email: rs@yahoo.com	Operational Email: Cust. j@D oms.ae
Website:	NOC Number:
Chartered Flight Handler: <input type="checkbox"/>	

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

Business Addresses

Address Line 1	Country	City	P.O.Box

Business Types

Business Type	Mirsal Type	Mirsal Code	Status
Broker	Clearing Agent	T0088	On Hold
CH (Cargo Handler)			Active
Courier			Active

Carrier Codes

Carrier Code

License Activities

License Activity
Access Cradles Manufacturing

Facility Details

Facility Code	Facility Name	Facility Type	Status
PR-00096	PR-VIKRAM	Premises	Active
001	wer	Branch	Active
PR-00079	TIG Inter Premises2	Premises	Active
PR-00072	TIG Premises	Premises	Active

User Registration

User ID	First Name	Middle Name	Last Name	Status
VIKRAM01	VIKRAM	SINGH	DHALIWAL	Active
MOBILE15	asfd		asdf	Active

Business Associations

Associated Business	Association Type

Group Information

Related Business Name	Related Business UCID	Relationship to the Business

All Approved Documents

File Name	Document Title	Document Type	File Type
image002	passport copy	Passport Copy	JPG

[Amend](#)[Go to Home Page](#)

4. Click on
 - a. **Amend** to create a request for Amending the Business Profile
 - b. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile
5. After clicking on **Amend**, following screen is displayed.

Amend Business Profile

Amendment Request

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

Request Id: 1-241 7823

Request Status: Draft

Request Type: Amend Business Profile

* Reason for Amendment

Request Details

Business Details

Business Code AE-10 75

*Business Name Cr FZ

Business Name(Arabic)

*Registration Category Dubai based companies

No. of Employee [Please Select]

License Details

*License Number 2 48

*License Type Freezone

*Issuing Authority Jebel Ali Free zone Authority

*Issue Date 01-01-2002

Expiry Date 30-06-2015

Renewal Date 10-06-2014

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

Business Contact Details

*Phone [Country - Area - Number]971-4-37

*Emailcogoo.com

Website

*Fax [Country - Area - Number]971-4-3370

*Operational EmailCust.LicensingReg@DubaiCustoms.ae

NOC Number

Business Addresses

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
DL	United Arab Emirates	Dubai	79		
<div>«1»</div>					

Business Types

Add +

Business Type	Edit	Delete
Free zone		
<div>«1»</div>		

License Activities

Add +

License Activity	Edit	Delete
Used Automobile Trading		
<div>«1»</div>		

Attachments

Add +

Document Title	Document Type	File Name	File Type	File Size(Bytes)	Delete
<div>«1»</div>					

Group Information

Add +

Group Business Name	Relationship Type	Edit	Delete
<div>«1»</div>			

Document Templates

Templates

[Download Letter of Undertaking for Shipping Agent \(Applicable for Shipping Agent Business Type\)](#)

[Download Letter of Undertaking for Clearing Agent \(Applicable for Broker Business Type\)](#)

[Download Letter of Undertaking for Importer \(Applicable for Importer Business Type\)](#)

7. Modify / Update the required fields

8. Click on

Amendment Request

Save Draft

Submit

Cancel Request

Go to Home Page

Request Id: 1-2413647823

Request Status: Draft

Request Type: Amend Business Profile

* Reason for Amendment

- a. **Save Request** to save the changes

NOTE: Reason for amendment is required to Save the request

- b. **Submit** to submit the changes to Customs Registration Department for approval

NOTE: Reason for amendment is required to Submit the request

- c. **Cancel** to cancel the request

- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

NOTE:

- ❖ **Only Business Name under Business Details, Business Contact Details, Business Types, License Activities, Attachments and Group Information can be modified/updated**

5.1 Amend Business Details

1. The below screen is displayed

NOTE:

- ❖ **Only Update/Modify if any changes have occurred to the Business Details. Fields which have a red astrick (*) are mandatory**

Business Details

Business Code	AE-1 5	*Business Name	Cr ZD
Business Name(Arabic)		*Registration Category	Dubai based companies
No. of Employee	[Please Select]		

[Please Select]

- 0 - 5
- 6 - 50
- 51 - 100
- 101 - 500
- 501 - More

2. Modify/Update the Business Name, Business Name (Arabic) and/or Select the No. of Employee from the drop down menu
3. Click on

Amendment Request

<p>Request Id: 1-2413647823</p> <p>Request Type: Amend Business Profile</p>	<p>Request Status: Draft</p> <p>* Reason for Amendment</p>
---	--

Save Draft
Submit
Cancel Request
Go to Home Page

- a. **Save Request** to save the changes

NOTE: Reason for amendment is required to Save the request

- b. **Submit** to submit the changes to Customs Registration Department for approval

NOTE: Reason for amendment is required to Submit the request

- c. **Cancel** to cancel the request
- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

5.2 Amend Business Contact Details

1. The below screen is displayed

NOTE:

- ❖ **Only Update/Modify if any changes have occurred to the Business Contact Details. Fields which have a red astrick (*) are mandatory**

Business Contact Details

*Phone [Country - Area - Number]	971- 677	*Fax [Country - Area - Number]	971- 70
*Email	cc 100.com	*Operational Email	CustLicensingReg@DubaiCustoms.ae
Website		NOC Number	

2. Modify/Update the Phone, Fax, Email, Operational Email, Website, NOC Number
3. Click on

Amendment Request

<div>Save Draft Submit Cancel Request Go to Home Page</div>	
Request Id: 1-2413647823	Request Status: Draft
Request Type: Amend Business Profile	* Reason for Amendment

- a. **Save Request** to save the changes
NOTE: Reason for amendment is required to Save the request
- b. **Submit** to submit the changes to Customs Registration Department for approval
NOTE: Reason for amendment is required to Submit the request
- c. **Cancel** to cancel the request
- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

5.3 Amend Business Addresses

1. The below screen is displayed

Business Addresses

Address Line 1	Country	City	P.O.Box	Edit	Delete
DUCAMZ	United Arab Emirates	Dubai	7928		

« ‹ 1 › »

2. Click on
 - a. **Edit** to edit the Business Address
 - b. **Delete** to delete the Business Address and Add a New Address
3. The below screen will pop up after clicking on **Edit**

NOTE:

- ❖ **Only Update/Modify if any changes have occurred to the Business Address Details. Fields which have a red astrick (*) are mandatory**

Business Address

* Address Line 1

DUCAMZ

Street

* P.O.Box

79

* Emirate/State/Province

DUBAI

* Address Line2

DUCAMZ

Area

* Country

United Arab Emirates

* City

Dubai

Save

Cancel

4. Click on
 - c. **Save** to save the changes and go back to previous screen
 - d. **Cancel** to go back to previous screen
5. After Saving the details and reaching back to previous screen, Click on

Amendment Request

Save Draft

Submit

Cancel Request

Go to Home Page

Request Id: 1-2413647823

Request Status: Draft

Request Type: Amend Business Profile

* Reason for Amendment

- a. **Save Request** to save the changes
NOTE: Reason for amendment is required to Save the request
- b. **Submit** to submit the changes to Customs Registration Department for approval
NOTE: Reason for amendment is required to Submit the request
- c. **Cancel** to cancel the request
- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

NOTE:

- ❖ *Add button is disabled to accept only one address for a business.*
- ❖ *This is applicable to all address entities, be it facility address, user address or business address.*

5.4 Add Business Type

1. Click on **Add**



Business Types

Business Type	Edit	Delete

The following screen is displayed

Business Type

*Business Type [Please Select] ▼


Save  Cancel 

Select the Business Type from the drop down menu provided

Business Type

*Business Type [Please Select] ▼

- [Please Select]
- Airline Agent
- Broker
- CH (Cargo Handler)
- Courier
- Customs Warehouse
- Exporter (Commercial)
- Importer (Commercial)
- Shipping line Agent

Cancel 

2. Click on
 - a. **Save** to add it to Business Type
 - b. **Cancel** to close the popup window
3. After clicking on **Save**, following screen is display

Business Types

Business Type	Edit	Delete
Importer (Commercial)		
Exporter (Commercial)		

« < 1 > »

4. Click on
 - a. **Add** to add another Business Type
 - b. **Edit** to edit the added Business Type
 - c. **Delete** to delete the already added Business Type

NOTE:

❖ **Business Type already added cannot be deleted.**

5. After Saving the details and reaching back to previous screen, Click on

Amendment Request

Save Draft

Submit

Cancel Request

Go to Home Page

Request Id: 1-2413647823

Request Status: Draft

Request Type: Amend Business Profile

* Reason for Amendment

a. **Save Request** to save the changes

NOTE: Reason for amendment is required to Save the request

b. **Submit** to submit the changes to Customs Registration Department for approval

NOTE: Reason for amendment is required to Submit the request

c. **Cancel** to cancel the request

d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

5.5 Add License Activities

1. Click on **Add**

License Activities

Add +

License Activity	Edit	Delete

2. The following screen is displayed

License Activity

*License Activity

Search With

Clear ✓

Description

Access Cradles Manufacturing

Accidents & Liabilities Insurance

Accounting & Bookkeeping

Accounting & Office Machinery Rental

Acid Manufacturing

Acids & Alkalines Trading

Acquarium Park

Acupuncture Therapy Clinic

Adhesives Manufacturing

Adhesives Trading

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Save

Cancel

3. Enter the License Activity or Search for the License Activity

4. Select the License Activity

License Activity

*License Activity: General Trading

Search With: General Clear

Description

- Auto General Repairing
- General Clinic
- General Hospital
- General Maintenance
- General Surgery Clinic
- General Trading**
- General Warehousing

« < 1 > »

Save Cancel

5. Click on
 - a. **Save** to add the activity
 - b. **Cancel** to close the pop up
6. After clicking on “Save” button, following screen is displayed.

License Activities

Add

License Activity	Edit	Delete
General Trading	Edit	Delete

« < 1 > »

7. Click on
 - a. **Add** to add another License Activity
 - b. **Edit** to edit the added activity
 - c. **Delete** to delete the already added License Activity
8. After Saving the details and reaching back to previous screen, Click on

Amendment Request

Save Draft Submit Cancel Request Go to Home Page

Request Id: 1-2413647823 Request Status: **Draft**

Request Type: Amend Business Profile

* Reason for Amendment

- a. **Save Draft** to save the changes
NOTE: Reason for amendment is required to Save the request
- b. **Submit** to submit the changes to Customs Registration Department for approval
NOTE: Reason for amendment is required to Submit the request
- c. **Cancel** to cancel the request
- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

5.6 Add Attachments

1. Click on **Add**

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

2. The following screen is displayed

Facility Attachments

Only file types of .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX are allowed to upload.

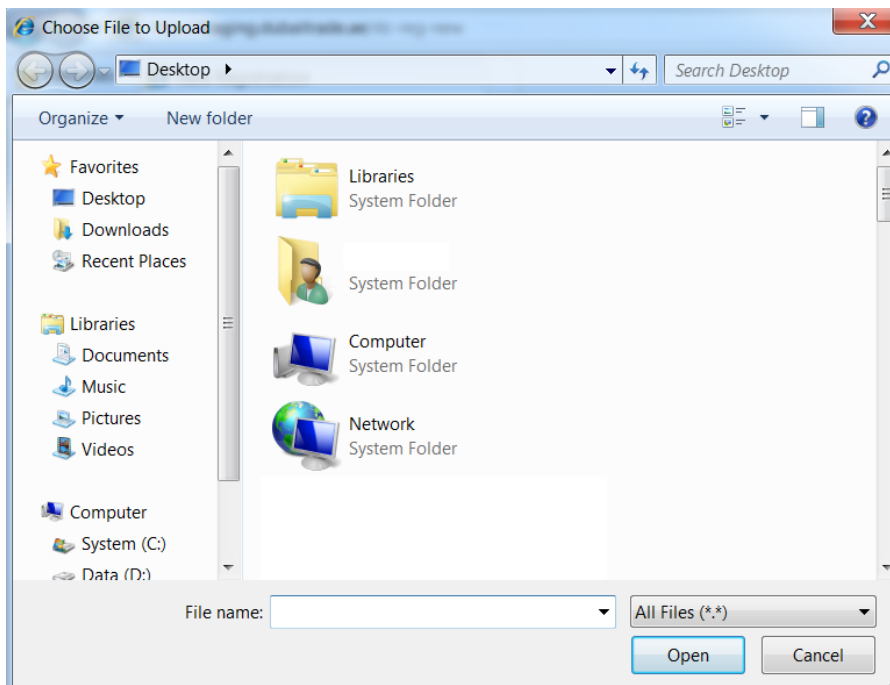
* File Name (Max 200 Char) **Choose File...** Document Title

Document Type

Save **Cancel**

3. Click on **Choose File...**

4. The following screen is displayed



5. Choose a file to attach
6. Click on **Open**
7. The following screen is displayed

Facility Attachments

Only file types of .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX are allowed to upload.

* File Name (Max 200 Char)

Untitled.jpg

Document Title

Trade Licence

Document Type

Trade License Copy

Save

Cancel

8. Click on
 - a. **Save** to save the Facility Attachment
 - b. **Cancel** to close the pop up
9. After Saving the details and reaching back to previous screen, Click on

Amendment Request

Save Draft

Submit

Cancel Request

Go to Home Page

Request Id: 1-2413647823

Request Status: Draft

Request Type: Amend Business Profile

* Reason for Amendment

- a. **Save Draft** to save the changes
NOTE: Reason for amendment is required to Save the request
- b. **Submit** to submit the changes to Customs Registration Department for approval
NOTE: Reason for amendment is required to Submit the request
- c. **Cancel** to cancel the request
- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

5.7 Add Group Information

1. Click on **Add**

Group Information

Add

Group Business Name	Relationship Type	Edit	Delete

2. The following screen is displayed

Group Information

Kindly provide the Group business UCID and then click on Group Business Name field.

Group Business Code

Relationship Type

[Please Select]

Group Business Name

Save

Cancel

3. Provide the “**Business Code**” for the business you want to group with and the Company Name will be display automatically
4. Select the Relationship Type from the drop down list

5. Click on
 - a. **Save** to save Group Company
 - b. **Cancel** to close the pop up

Group Information

Group Business Name	Relationship Type	Edit	Delete
LTD	Parent		

« ‹ 1 › »

6. Click on
 - a. **Add** to add another Group Company
 - b. **Edit** to modify the Group Company
 - c. **Delete** to delete the Group Company
7. After Saving the details and reaching back to previous screen, Click on

Amendment Request


Request Id: 1-2413647823 Request Status: **Draft**

Request Type: Amend Business Profile * Reason for Amendment:

- a. **Save Draft** to save the changes
NOTE: Reason for amendment is required to Save the request
- b. **Submit** to submit the changes to Customs Registration Department for approval
NOTE: Reason for amendment is required to Submit the request
- c. **Cancel** to cancel the request
- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

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.

- 
- Renew Business Code**

- ## Renew Business Code

Renew Business Code

Save
 Submit
 Cancel Request
 Go to Home Page

Request Id: 1-2416838600 **Request Type:** Amend Renew Business Code

Request Status: Draft

Business Details

Business Code: AE I75	Business Name: CO FZI
Business Name(Arabic):	Registration Category: Dubai based companies
No. of Employee:	

License Details

License Number: 2I .8	License Type: Freezone
Issuing Authority: Jebel Ali Free zone Authority - Ducamz	Issue Date: 01-01-2002
License Expiry Date: 30-06-2015	License Renewal Date: 10-06-2014

Business Contact Details

Phone [Country - Area - Number]: 971-4-3 7	Fax [Country - Area - Number]: 971-4-3 /70
Email: o i.com	Operational Email: Cust.LicensingReg@DubaiCustoms.ae
Website:	NOC Number:
Chartered Flight Handler: <input type="checkbox"/>	

Attachments

Add

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

- Renew Business Code

✓ Save

📄 Submit

🔄 Cancel Request

🏠 Go to Home Page

Request Id 1-2416838600

Request Type Amend Renew Business Code

Request Status Draft

- Save** to save the changes
- Submit** to submit the changes to Customs Registration Department for approval
- Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

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 Association** under My Services



New Association

2. The following screen is displayed

Amendment Request

Save Draft
Submit
Cancel Request
Go to Home Page

Request ID: 1-2421897079
Request Type: New Association

Request Status: Draft
Remarks:

Business Profile Details

Business Details

Business Code: AE 75
Business Name: COI ; FZ
Business Name(Arabic):
Registration Category: Dubai based companies
No. of Employee:

License Details

License Number: 20248
License Type: Freezone
Issuing Authority: Jebel Ali Free zone Authority
Issue Date: 01-01-2002
Expiry Date: 30-06-2015
Renewal Date: 10-06-2014

Business Contact Details

Phone [Country - Area - Number]: 97- 77
Fax [Country - Area - Number]: 971- 570
Email: coge o.com
Operational Email: Cust.LicensingReg@DubaiCustoms.ae
Website:
NOC Number:
Chartered Flight Handler:

Business Associations

Add

Associated Business	Associated Business Code	Association Type	From Date	To Date	Edit

User Attachments

Add

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

3. Click on **Add** under **Business Association** to add a new association
4. The following screen is displayed

Business Associations

Associated Business *

Q

Association Type *

[Please Select]

Associated Business Code *

From Date *

To Date *

Save

Cancel

5. Click on Search  for Associated Business to retrieve the business associate

6. The following screen is displayed

Pick Account

Query

Ok

Find

[Please Select]

Starting With

Business Name	Business Code	Status
MOHAMMED IQBAL GEN .TR.LLC	AE-2019942	Active
A ADVANCED LOGISTICS SERVICES LLC	AE-1077098	Active
A EVENTS MANAGEMENT	AE-1091439	Active
AAMAL ALSAME EST.(KSA)	SA-0007967	Active
ABDULLAH BARAKAH ALI AL SAFRI AL HARBY ESTABLISHMENT	SA-0006559	Active

<


>

Cancel

7. You can find the business associate by either **Business Name** or **Business Code**

8. Select a specific business. The selected record will be **highlighted with Yellow**

9. Click on

- Query** to search for a specific business
- Ok** to confirm selection
- Cancel** button to cancel and go back to previous screen
- Right Arrow or Left Arrow button  to navigate between the list of companies

10. Select the Association Type from the drop down menu

Association Type *

[Please Select]

Associated Business Code *

Freezone to Broker

Importer to Broker

Importer to Customs Warehouse

Importer to Freezone Company

NOTE:

- ❖ **Associated Business Code will automatically be populated and displayed after selecting the Associated Business**

11. Select the Association From Date and To Date

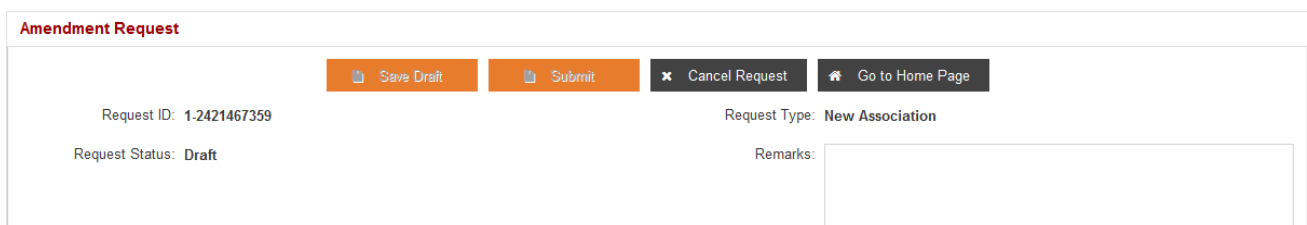


12. Click on

- a. **Save** to save the details
- b. **Cancel** to close the pop up

13. Once the Associated business is added successfully attach supporting documents (**Refer to Section 5.6 to attach documents**)

14. After Saving the details and reaching back to previous screen, Click on



- a. **Save Draft** to save the changes
- b. **Submit** to submit the changes to Customs Registration Department for approval
- c. **Cancel** to cancel the request
- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

NOTE:

- ❖ **Any additional remarks can be mentioned in Remarks**

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 on **Remove Association** under My Services



Remove Association

2. The following screen is displayed

Amendment Request

Save Draft
Submit
Cancel Request
Go to Home Page

Request Id: 1-2421877889
Request Status: Draft

Request Type: Remove Association
* Remarks

Business Profile Details

Business Details

Business Code: AE- 75
Business Name: CC RS F.

Business Name(Arabic):
Registration Category: Dubai based companies

No. of Employee:

License Details

License Number: 20248
License Type: Freezone

Issuing Authority: Jebel Ali Free zone Authority
Issue Date: 01-01-2002

Expiry Date: 30-06-2015
Renewal Date: 10-06-2014

Business Contact Details

Phone [Country - Area - Number]: 971 77
Fax [Country - Area - Number]: 971- 670

Email: cog so.com
Operational Email: Cust.LicensingReg@DubaiCustoms.ae

Website:
NOC Number:

Chartered Flight Handler: ☐

Business Associations

Associated Business	Business Code	Association Type	From Date	To Date	Active	Delete

3. Click on **Delete** in line with the Associated Business under **Business Associations**
4. After updating the details, Click on

Amendment Request

Save Draft
Submit
Cancel Request
Go to Home Page

Request Id: 1-2421877889
Request Status: Draft

Request Type: Remove Association
* Remarks

- a. **Save Draft** to save the changes

NOTE: Remarks are required to Save the request

- b. **Submit** to submit the changes to Customs Registration Department for approval

NOTE: Remarks required to Submit the request

- c. **Cancel** to cancel the request

- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

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.

1. Click on **View/Amend Facility** under My Services



View/Amend Facility

2. The following screen is displayed

[Go to Home Page](#)

Business Profile Details

Business Details

Business Code: AE-1000178	Business Name: TIG International
Business Name(Arabic):	Registration Category: Dubai based companies
No. of Employee:	

License Details

License Number: 123	License Type: Commercial
Issuing Authority: Department of Economic Development - Dubai	Issue Date: 01-01-1996
Expiry Date: 01-01-2021	Renewal Date: 01-01-2009

Business Contact Details

Phone [Country - Area - Number]: 971-0-1	Fax [Country - Area - Number]: 971-0-1
Email: ECRClient.Dummy@Dubaicustoms.ae	Operational Email: ECRClient.Dummy@Dubaicustoms.ae
Website:	NOC Number:
Chartered Flight Handler: <input type="checkbox"/>	

Facility Details

Facility Code	Facility Name	Facility Type	Status	View
PR-00096	PR-VIKRAM	Premises	Active	
001	wer	Branch	Active	
PR-00079	TIG Inter Premises2	Premises	Active	
PR-00072	TIG Premises	Premises	Active	

9.1 View Facility

1. Under **Facility Details** Select **View** in line with the Facility to be viewed

Facility Details

Facility Code	Facility Name	Facility Type	Status	View
PR-00096	PR-VIKRAM	Premises	Active	
001	wer	Branch	Active	
PR-00079	TIG Inter Premises2	Premises	Active	
PR-00072	TIG Premises	Premises	Active	

2. The Facility details will be displayed

< Back

Amend

✖ Deactivate

Facility Details

Facility Code	PR-00079	Facility Type	Premises
Facility Name	TIG Inter Premises2	Status	Active
Customs Location	dubai	Clearance Message Channel	Email
Clearance Message Channel Address	Veer		ms.ae

Facility Contacts

First Name	Last Name	Email	Mobile	Nationality	View
veerendra	.	vee stoms.ae	971-00-0000000		

Facility Address

Address Line 1	Country	City	P.O.Box
test1	United Arab Emirates	Dubai	123

All Approved Documents

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)

< Back

Amend

✖ Deactivate

3. Click on

- Back** to go back to the previous screen
- Amend** to create a request to amend the facility
- Deactivate** to make the facility inactive

9.2 Amend Facility

- After clicking on **Amend** (*Refer to step 3 in Section 9.1*), following screen is displayed.

Create Request

Save Draft		Submit	Cancel Request	Go to Home Page
Request Id 1-3579093621		Request Type Amend Facility		
Request Status Draft		* Reason for Amendment <input type="text"/>		

Facility Details

Edit			
Facility Name	Facility Type	Facility Code	Status
PR-VIKRAM	Premises	PR-00096	Active

- Click on **Edit** under Facility Details, Following screen is displayed

Save

Back

Facility License Details

Facility Name * PR-VIKRAM

Customs Location * DUBAI AIRPORT(CARGO VILLAGE)

Facility Type * Premises

Status * Active

Clearance Message Channel * Email

Clearance Message Channel Address * vi ns.ae

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete
VIKRAM	.	vi ns.ae	971-00-0000000		

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
Dubai DC	United Arab Emirates	Dubai	63		

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete
-----------	----------------	---------------	-----------	--------------------------	--------

Save

Back

- Update/Modify the details if required under **Facility License Details**

- Click on
 - Save** to save the changes
 - Back** to go back to previous screen

9.2.1.1 Facility Contacts

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

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete
VIKRAM	.	vi ns.ae	971-00-0000000		

- Under **Facility Contacts**, Click on
 - Add** to create/associate a new facility contact
 - Edit** in line with the Contact person to edit the contact associated to the facility
 - Delete** to delete the contact
- After clicking on **Add**, following screen is displayed

Facility Contact

First Name *

Middle Name

Last Name *

Designation

Nationality [Please Select]

Gender [Please Select]

Place Of Work

Mobile(Country-Area-Number) *

Phone(Country-Area-Number) *

Fax (Country-Area-Number) *

Email *

Date Of Birth

Place Of Birth [Please Select]

Save

Cancel

3. Fill in all the applicable fields.
4. Click on
 - a. **Save** to save the Facility Contact details
 - b. **Cancel** to close the pop up
5. After clicking on **Save**, following screen is displayed.

Facility Contacts

Save

Back

First Name *

Middle Name

Last Name *

Designation

Nationality [Please Select]

Gender [Please Select]

Place Of Work

Mobile(Country-Area-Number) *

Phone(Country-Area-Number) *

Fax (Country-Area-Number) *

Email *

Date Of Birth

Place Of Birth [Please Select]

Contact Addresses

Add

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

Facility Contact Credentials

Add

Identity Number	Identity Type	Issuing Date	Expiry Date	Issuing Country	Edit	Delete

Save

Back

9.2.1.2 Facility Contact Addresses

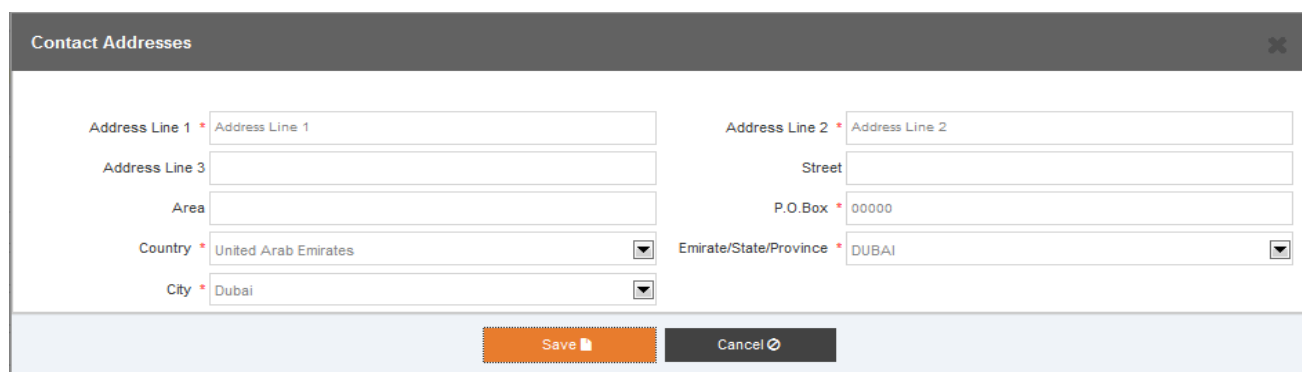
1. Click on **Add** to add Facility Contact Addresses

Facility Address

Add

Address Line 1	Country	City	P.O.Box	Edit	Delete

2. After clicking **Add**, following screen is displayed



Contact Addresses

Address Line 1 * Address Line 1

Address Line 2 * Address Line 2

Address Line 3

Street

Area

P.O.Box * 00000

Country * United Arab Emirates

Emirate/State/Province * DUBAI

City * Dubai

Save Cancel

3. Fill in all the applicable fields.
4. Click on
 - a. **Save** to save the Contact Addresses
 - b. **Cancel** to close the pop up
5. The following screen is displayed when the save button is clicked.

Contact Addresses

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

6. Click on
 - a. **Add** to add another Contact Addresses
 - b. **Edit** to modify the address information.
 - c. **Delete** to delete the address record

9.2.1.3 Facility Contact Credentials

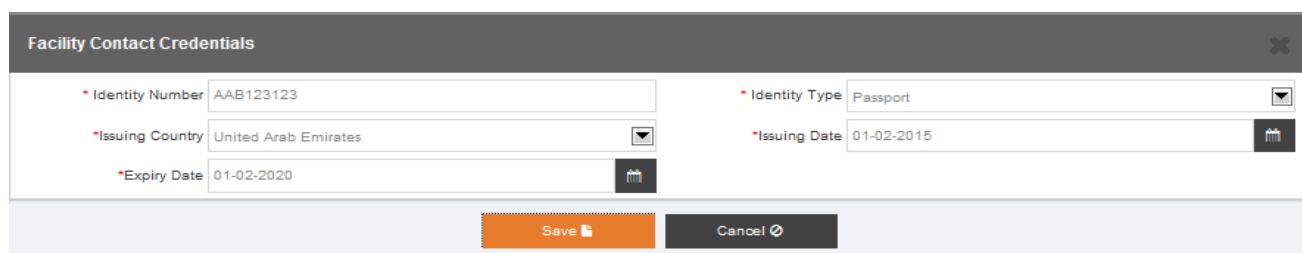
1. Click on **Add** to under **Facility Contact Credentials** e.g. Passport details, Visa Details etc.

Facility Contact Credentials

Add +

Identity Number	Identity Type	Issuing Date	Expiry Date	Issuing Country	Edit	Delete
-----------------	---------------	--------------	-------------	-----------------	------	--------

2. The following screen is displayed



Facility Contact Credentials

* Identity Number AAB123123

* Identity Type Passport

* Issuing Country United Arab Emirates

* Issuing Date 01-02-2015

* Expiry Date 01-02-2020

Save Cancel

3. Fill in all the applicable fields.

4. Click on
 - a. **Save** to save the Facility Contact Credentials
 - b. **Cancel** to close the pop up
5. After clicking on **Save**, following screen is displayed.

Facility Contact Credentials

Add +						
Identity Number	Identity Type	Issuing Date	Expiry Date	Issuing Country	Edit	Delete
AAB123123	Passport	01-02-2015	01-02-2020	United Arab Emirates		

6. Click on
 - a. **Add** to Add another credential details
 - b. **Edit** to modify the credential details
 - c. **Delete** to delete the credential details
7. The following screen is displayed

Facility Contacts

Save Back

First Name *

Last Name *

Nationality

Place Of Work

Phone(Country-Area-Number) *

Email *

Place Of Birth

Middle Name

Designation

Gender

Mobile(Country-Area-Number) *

Fax (Country-Area-Number) *

Date Of Birth

Contact Addresses

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

Facility Contact Credentials

Add +

Identity Number	Identity Type	Issuing Date	Expiry Date	Issuing Country	Edit	Delete
AAB123123	Passport	01-02-2015	01-02-2020	United Arab Emirates		

Save Back

8. Click on
 - a. **Save** to save the Facility Contacts
 - b. **Back** to go back to previous screen

9.2.2 Facility Address

- ❖ Click on **Add** under Facility Address

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete

- ❖ The following screen is displayed

Facility Address

Address Line 1 *

Address Line 1

Address Line 3

Area

P.O.Box *

00000

Emirate/State/Province *

DUBAI

Facility Location *

Location

Address Line 2 *

Address Line 1

Street

Plot No. *

123

Country *

United Arab Emirates

City *

Dubai

Save

Cancel

- ❖ Fill in all the applicable fields
- ❖ Click on
 - a. **Save** to save the Facility Address
 - b. **Cancel** to close the pop up

NOTE:

- ❖ Please note that the fields “Plot No” & “Facility Location” are required to save a Facility Address record
- ❖ After clicking on “Save” button, following screen is displayed

Facility Address

Add +					
Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

- ❖ Click on
 - a. **Edit** to modify the Facility Address
 - b. **Delete** to delete the Facility Address

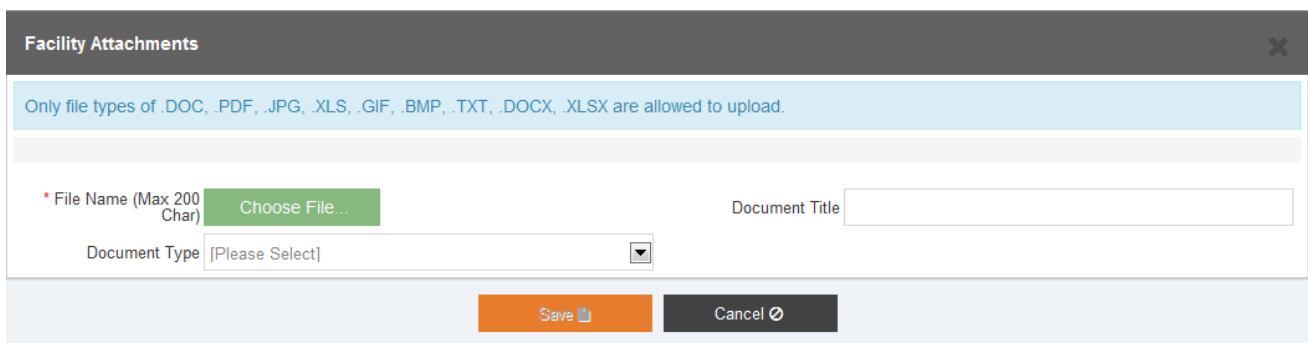
9.2.3 Facility Attachments

1. Click on **Add** under Attachments

Attachments

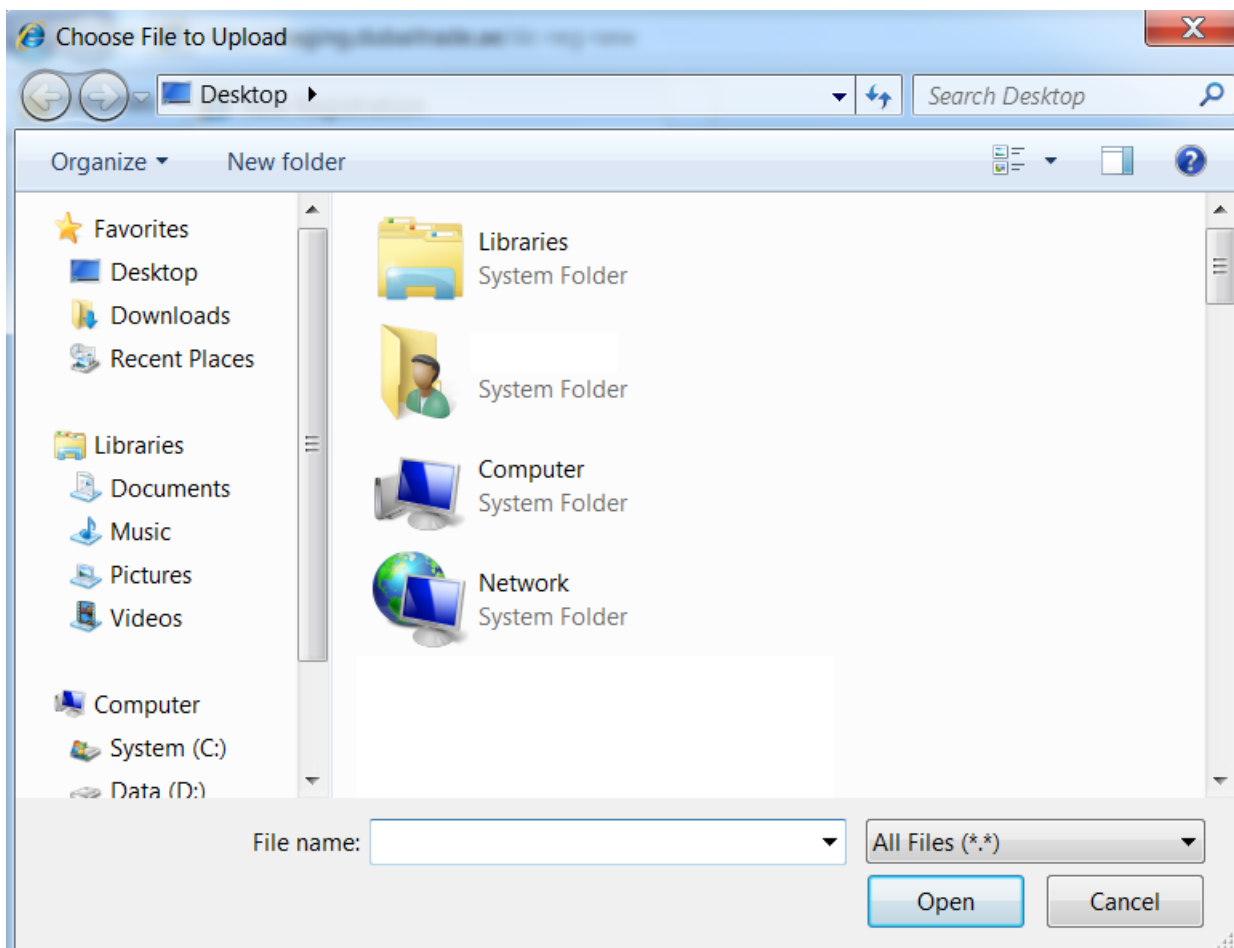
Add +					
File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

2. The following screen is displayed



The 'Facility Attachments' form has a dark grey header with the title and a close button. Below the header is a light blue banner with the text: 'Only file types of .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX are allowed to upload.' The form contains a 'File Name (Max 200 Char)' field with a green 'Choose File...' button, a 'Document Title' text box, and a 'Document Type' dropdown menu. At the bottom are 'Save' and 'Cancel' buttons.

3. Click on **Choose File...**
4. The following screen is displayed



5. Choose a file to attach
6. Click on **Open**
7. The following screen is displayed

Facility Attachments ✕

Only file types of .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX are allowed to upload.

* File Name (Max 200 Char)

Document Title

Document Type

Save

Cancel

8. Click on
 - a. **Save** to save the Facility Attachment
 - b. **Cancel** to close the pop up

NOTE:

- ❖ Allowed file types are: .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX
- ❖ Allowed size is: 10MB per file (maximum limit)

9. The following screen will be displayed

Attachments					
Add					
File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete
Untitled	TL	Trade License Copy	JPG	1691	
<div>« < 1 > »</div>					

10. Click on
 - a. **Add** to add another attachment
 - b. **Delete** to delete the record

Save

Back

Facility License Details

Facility Name *
Company Name

Facility Type *
Branch

Status *
Active

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete
First Name	Last Name	test@test.com	971-50-1231231		

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete
Untitled	TL	Trade License Copy	JPG	1691	

« < 1 > »

Save

Back

11. Click on

- Save** on “Facility License Details” to save the Facility License Details
- Back** to go back to previous screen

12. Following Page will be displayed

Create Request

Save Draft

Submit

Cancel Request

Go to Home Page

Request Id 1-3579093621

Request Type Amend Facility

Request Status Draft

* Reason for Amendment

Facility Details

Edit

Facility Name	Facility Type	Facility Code	Status
PR-VIKRAM	Premises	PR-00096	Active

13. Once the required details are added updated/modified, Click on

Create Request

Save Draft

Submit

Cancel Request

Go to Home Page

Request Id 1-3579093621

Request Type Amend Facility

Request Status Draft

* Reason for Amendment

- a. **Save Draft** to save the changes
NOTE: Reason for amendment is required to Save the request
- b. **Submit** to submit the changes to Customs Registration Department for approval
NOTE: Reason for amendment is required to Submit the request
- c. **Cancel Request** to cancel the request
- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

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.*

9.3 Remove Facility

1. After clicking on **Deactivate** (Refer to step 3 in section 9.1), following screen is displayed.

Create Request

Save Draft

Submit

Cancel Request

Go to Home Page

Request Id 1-3576906852

Request Status Draft

Request Type Remove Facility

* Remarks

Facility Details

Facility Name	Facility Type	Facility Code	Status
PR-VIKRAM	Premises	PR-00096	Active

2. Click on

Create Request

Save Draft

Submit

Cancel Request

Go to Home Page

Request Id 1-3576906852

Request Status Draft

Request Type Remove Facility

* Remarks

- a. **Save Draft** to save the changes
NOTE: Reason for amendment is required to Save the request
- b. **Submit** to submit the changes to Customs Registration Department for approval
NOTE: Reason for amendment is required to Submit the request
- c. **Cancel Request** to cancel the request
- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

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 on **New Facility** under My Services



2. The following screen is displayed

Create Request

Request Id 1-2421979558 Request Type Create facility

Request Status Draft * Remarks

Save Draft Submit Cancel Request Go to Home Page

Facility Details

Add +

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

3. Click on **Add** under **Facility Details** to add new Facility

Facility Details

Add +

Facility Name	Facility Type	Status	Edit	Delete
---------------	---------------	--------	------	--------

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

Facility Details

Facility Name * Facility Type * [Please Select]

Status * Active

Save Cancel

5. Below are the available facility types in the system

[Please Select]

[Please Select]

Branch

Free zone

Premises

Warehouse

6. Select the Facility Type from the drop down menu

NOTE:**❖ In Facility Details:**

Branch is required for a Free zone Branch of a Local Company

Free zone is required for Dubai Based FreeZone Companies

Premises is required for Cargo Handler Business Type

Warehouse is required for Customs Warehouse Licenses

7. Click on

- a. **Save** to add the Facility
- b. **Cancel** to close the pop up

NOTE:

- ❖ *Depending on the Facility Type, different fields have to be filled in. This is described in the following sections.*

10.1 Branch Facility

1. The following screen is displayed if the Facility Type “**Branch**” is selected.

SaveBack

Facility License Details

Facility Name * Company Name

Facility Type * Branch

Status * Active

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)

SaveBack

2. Following sections must be filled for a Branch Facility

- Facility Contacts
- Facility Address

10.1.1.1 Facility Contacts

1. Click on **Add** to add a Facility Contact.

Facility Contacts

Add +					
First Name	Last Name	Email	Mobile	Edit	Delete

2. The following screen is displayed

Facility Contact

First Name *

Last Name *

Nationality

[Please Select]

Place Of Work

Phone(Country-Area-Number) *

Email *

Place Of Birth

[Please Select]

Middle Name

Designation

Gender

[Please Select]

Mobile(Country-Area-Number) *

Fax (Country-Area-Number) *

Date Of Birth

Save

Cancel

3. Fill in all the applicable fields.
4. Click on
 - a. **Save** to save the Facility Contact details
 - b. **Cancel** to close the pop up
5. After clicking on **Save**, following screen is displayed.

Facility Contacts

Save

Back

First Name *

First Name

Last Name *

Last Name

Nationality

[Please Select]

Place Of Work

Phone(Country-Area-Number) *

971-4-1231231

Email *

test@test.com

Place Of Birth

[Please Select]

Middle Name

Designation

Gender

[Please Select]

Mobile(Country-Area-Number) *

971-50-1231231

Fax (Country-Area-Number) *

971-4-1231232

Date Of Birth

Contact Addresses

Add +					
Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

Facility Contact Credentials

Add +						
Identity Number	Identity Type	Issuing Date	Expiry Date	Issuing Country	Edit	Delete

Save

Back

10.1.1.2 Facility Contact Addresses

1. Click **Add** to add a Facility Contact Addresses

Facility Address

Add +					
Address Line 1	Country	City	P.O.Box	Edit	Delete

2. After clicking on **Add**, following screen is displayed

Contact Addresses

Address Line 1 *	<input type="text" value="Address Line 1"/>	Address Line 2 *	<input type="text" value="Address Line 2"/>
Address Line 3	<input type="text"/>	Street	<input type="text"/>
Area	<input type="text"/>	P.O.Box *	<input type="text" value="00000"/>
Country *	<input type="text" value="United Arab Emirates"/>	Emirate/State/Province *	<input type="text" value="DUBAI"/>
City *	<input type="text" value="Dubai"/>		

3. Fill in all the applicable fields.
4. Click on
 - a. **Save** to save the Contact Addresses
 - b. **Cancel** to close the window
5. The following screen is displayed when the save button is clicked.

Contact Addresses

Add +					
Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

6. Click on
 - a. **Edit** to modify the address information.
 - b. **Delete** to delete the address record

10.1.1.3 Facility Contact Credentials

1. Click on **Add** to add a “Facility Contact Credentials” e.g. Passport details, Visa Details etc.

Facility Contact Credentials

Add +						
Identity Number	Identity Type	Issuing Date	Expiry Date	Issuing Country	Edit	Delete

2. The following screen is displayed

Facility Contact Credentials

* Identity Number

AAB123123

* Issuing Country

United Arab Emirates

* Expiry Date

01-02-2020

* Identity Type

Passport

* Issuing Date

01-02-2015

Save

Cancel

3. Fill in all the applicable fields.
4. Click on
 - a. **Save** to save the Facility Contact Credentials
 - b. **Cancel** to close the pop up
5. After clicking on **Save**, following screen is displayed.

Facility Contact Credentials						
Add +						
Identity Number	Identity Type	Issuing Date	Expiry Date	Issuing Country	Edit	Delete
AAB123123	Passport	01-02-2015	01-02-2020	United Arab Emirates		

6. Click on
 - a. **Add** to Add another credential details
 - b. **Edit** to modify the credential details
 - c. **Delete** to delete the credential details
7. The following screen is displayed

Facility Contacts

Save

Back

First Name

First Name

Last Name

Last Name

Nationality

[Please Select]

Place Of Work

Phone(Country-Area-Number)

971-4-1231231

Email

test@test.com

Place Of Birth

[Please Select]

Middle Name

Designation

Gender

[Please Select]

Mobile(Country-Area-Number)

971-50-1231231

Fax (Country-Area-Number)

971-4-1231232

Date Of Birth

Contact Addresses

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

Facility Contact Credentials

Add +

Identity Number	Identity Type	Issuing Date	Expiry Date	Issuing Country	Edit	Delete
AAB123123	Passport	01-02-2015	01-02-2020	United Arab Emirates		

Save

Back

8. Click on
 - a. **Save** to save the Facility Contacts
 - b. **Back** to close the pop up and go back to previous screen

10.1.2 Facility Address

1. Click on **Add**

Facility Address

Add +					
Address Line 1	Country	City	P.O.Box	Edit	Delete

2. The following screen is displayed

Facility Address ✕

Address Line 1 *

Address Line 1

Address Line 3

Area

P.O.Box *

00000

Emirate/State/Province *

DUBAI

▼

Facility Location *

Location

Address Line 2 *

Address Line 1

Street

Plot No. *

123

Country *

United Arab Emirates

▼

City *

Dubai

▼

Save

Cancel

3. Fill in all the applicable fields
4. Click on
 - a. **Save** to save the Facility Address
 - b. **Cancel** to close the pop up

NOTE:

- ❖ Please note that the fields “Plot No” & “Facility Location” are required to save a Facility Address record

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

Facility Address

Add +					
Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

6. Click on
 - a. **Edit** to modify the Facility Address
 - b. **Delete** to delete the Facility Address

10.1.3 Facility Attachments

1. Click on **Add**

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

2. The following screen is displayed

Facility Attachments

Only file types of .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX are allowed to upload.

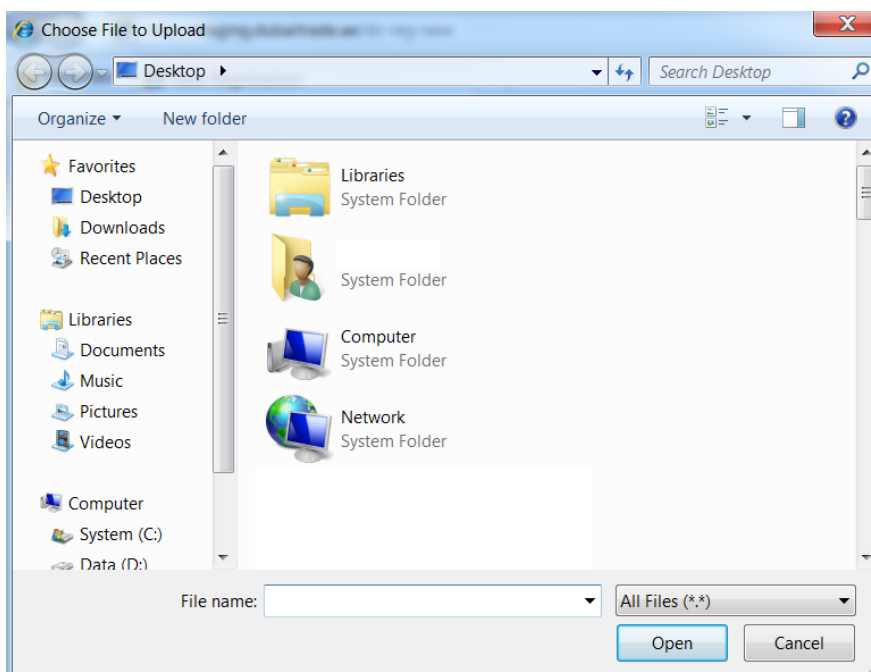
* File Name (Max 200 Char) **Choose File...** Document Title

Document Type

Save **Cancel**

3. Click on **Choose File...**

4. The following screen is displayed



5. Choose a file to attach
6. Click on **Open**
7. The following screen is displayed

Facility Attachments ✕

Only file types of .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX are allowed to upload.

* File Name (Max 200 Char)

Document Title

Document Type

Save

Cancel

8. Click on

- Save** to save the Facility Attachment
- Cancel** to close the pop up

NOTE:

- ❖ Allowed file types are: .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX
- ❖ Allowed size is: 10MB per file (maximum limit)

9. The following screen will be displayed

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete
Untitled	TL	Trade License Copy	JPG	1691	

« < 1 > »

10. Click on

- Add** to add another attachment
- Delete** to delete the record

Save

Back

Facility License Details

Facility Name *

Facility Type *

Status *

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete
First Name	Last Name	test@test.com	971-50-1231231		

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete
Untitled	TL	Trade License Copy	JPG	1691	

« < 1 > »

Save

Back

11. Click on

- Save** on “Facility License Details” to save the Facility License Details
- Back** on “Facility License Details” to go back

12. The following screen is displayed

Facility Details

Add +

Facility Name	Facility Type	Status	Edit
Company Name	Branch	Active	

« » 1

13. Click on

- Add** to add another Facility
- Edit** to edit the Facility Details

NOTE:

- ❖ *Please save ‘Facility Contacts’ and ‘Facility Address’ information before saving ‘Facility License Details’ information.*

10.2 Free Zone Facility

1. Select the Facility Type “Free Zone”, then click on **Save** to proceed

Facility Details

Facility Name * Company Name

Facility Type * Free zone

Status * Active

Save Cancel

2. The following screen is displayed

New Business Registration

Save Back

Facility License Details

Facility Name * Company Name FZE

Facility Type * Free zone

Reference Code *

Status * Active

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete

Attachments

Add +

3. Select the Reference Code of the Freezone from the drop down list

10.2.1 Facility Contacts

Facility Contacts sections is not applicable for Free Zone Facility

10.2.2 Facility Address

Facility Address sections are is applicable for Free Zone Facility

10.2.3 Facility Attachments

- For more information on uploading attachment to a Facility, **Please refer to section 10.1.3**
- Click on
 - Save** to save the facility
 - Back** to go back to previous screen
- The following screen will be displayed

Facility Details

Facility Name	Facility Type	Status	Edit	Delete
Company Name FZE	Free zone	Active		

« ‹ 1 › »

- Click on
 - Edit** to edit the facility details
 - Delete** to delete the facility

NOTE:

❖ *For Freezone Company only one FZ Facility is allowed to be registered.*

10.3 Premises Facility

- Select the Facility Type “**Premises**”, then click on **Save** to proceed

Facility Details ✕

Facility Name *

Facility Type *

Status *

Save **Cancel**

- The following screen is displayed

Save Back

Facility License Details

Facility Name * <input type="text" value="Company Name"/>	Customs Location * <input type="text" value="HATTA (Al Wajajah)"/>
Facility Type * Premises	Status * Active
Clearance Message Channel * Email	Clearance Message Channel Address * <input type="text" value="test@test.com"/>

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

Save Back

3. Fill in all the applicable fields.
4. Select the Customs Location from drop down menu

[Please Select]

AWWEER TERMINAL

COASTAL CUSTOMS

DUBAI AIRPORT FREE ZONE

DUBAI AIRPORT(CARGO VILLAGE)

DUBAI INTL AIRPORT PAX TMNL1

DUBAI INTL AIRPORT PAX TMNL2

DUBAI INTL AIRPORT PAX TMNL3

DUBAI WORLD CENTRAL

DWC ALMAKTOUM ARPT PAX TMNL

DWC FREIGHT GATE 8

HAMRIYA PORT (DUBAI)

HATTA (Al Wajajah)

HUMANITARIAN CITY

JEBEL ALI

LAND TRANSPORT

PORT RASHID

NOTE:

- ❖ ***Clearance Message Channel is pre-defaulted to “Email” and it can not be changed.***
- ❖ ***Clearance Message Channel Address should be a valid email address in the specified format i.e. XXX@XX.XXX***

10.3.1 Facility Contacts

1. For more information on Adding Facility Contact, **Please refer to section 10.1.1**

10.3.2 Facility Address

1. For more information on Adding Facility Address, **Please refer to section 10.1.2**

10.3.3 Facility Attachments

1. For more information on uploading attachment to a Facility, **Please refer to section 10.1.3**

Save

Back

Facility License Details

Facility Name * Company Name

Customs Location * HATTA (Al Wajajah)

Facility Type * Premises

Status * Active

Clearance Message Channel * Email

Clearance Message Channel Address * test@test.com

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete
First Name	Last Name	test@test.com	971-50-1231231		

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete
Untitled	Trade License	Trade License Copy	JPG	1691	

«

<

1

>

»

Save

Back

2. Click on
 - a. **Save** on “Facility License Details” to save the Facility License Details
 - b. **Back** on “Facility License Details” to go back
3. After clicking on **Save**, following screen is displayed

Facility Details

Add +

Facility Name	Facility Type	Status	Edit	Delete
Company Name	Premises	Active		

«

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1

>

»

4. Click on
 - a. **Add** to add another Facility
 - b. **Edit** to edit the Facility Details
 - c. **Delete** to delete the Facility Details

10.4 Warehouse Facility

1. Select the Facility Type “Warehouse”, then click on **Save** to proceed

The screenshot shows a form titled "Facility Details" with a close button (X) in the top right corner. The form contains the following fields:

- Facility Name ***: A text input field containing "Company Name".
- Facility Type ***: A dropdown menu with "Warehouse" selected.
- Status ***: A dropdown menu with "Active" selected.

At the bottom of the form, there are two buttons: "Save" (with a floppy disk icon) and "Cancel" (with a circular arrow icon).

2. The following screen is displayed

The screenshot shows a form titled "Facility License Details". The form contains the following fields:

- Facility Name ***: A text input field containing "Company Name".
- Facility Type ***: A dropdown menu with "Warehouse" selected.
- Status ***: A dropdown menu with "Active" selected.
- Facility Mode ***: A dropdown menu with "Private" selected.
- Building Type ***: A dropdown menu with "Multi-Storey" selected.
- Proposed Area (sq. ft.) ***: A text input field containing "5000".
- License Number ***: A text input field containing "998877".
- Issue Date ***: A date input field containing "01-02-2014" with a calendar icon.
- Expiry Date ***: A date input field containing "01-02-2016" with a calendar icon.

3. Fill in all the applicable fields
4. Select the “Facility Mode” from the drop down menu

The screenshot shows a dropdown menu for "Facility Mode". The options are:

- [Please Select]
- Private (highlighted in blue)
- Public

5. Select the “Building Type” from the following list

The screenshot shows a dropdown menu for "Building Type". The options are:

- [Please Select]
- Flatted Factory
- Multi-Storey (highlighted in blue)
- Other
- Purpose Built
- Shop House
- Uncovered yard

10.4.1 Facility Contacts

1. For more information on Adding Facility Contact, **Please refer to section 10.1.1**

10.4.2 Facility Address

1. For more information on Adding Facility Address, **Please refer to section 10.1.2**

10.4.3 Facility Attachments

1. For more information on uploading attachment to a Facility, **Please refer to section 10.1.3**

Save Back

Facility License Details

Facility Name *	Company Name	Proposed Area (sq. ft.) *	5000
Facility Type *	Warehouse	License Number *	998877
Status *	Active	Issue Date *	01-02-2014
Facility Mode *	Private	Expiry Date *	01-02-2019
Building Type *	Multi-Storey		

Facility Contacts

Add +

First Name	Last Name	Email	Mobile
First Name	Last Name	test@test.com	971-50-1231231

Facility Address

Add +

Address Line 1	Country	City	P.O.Box
Address Line 1	United Arab Emirates	Dubai	00000

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)
Untitled	Trade License	Trade License Copy	JPG	1691

Save Back

2. Click on
 - a. **Save** on “Facility License Details” to save the Facility License Details
 - b. **Back** on “Facility License Details” to go back
3. After clicking on **Save**, following screen is displayed

Facility Details

Add +

Facility Name	Facility Type	Status	Edit	Delete
Company Name	Warehouse	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

1

4. Click on
 - a. **Add** to add another Facility
 - b. **Edit** to edit the Facility Details
 - c. **Delete** to delete the Facility Details

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 on **View/Amend User** under My Services



View/Amend User

2. The following screen is displayed

[Go to Home Page](#)

Business Profile Details

Business Details

Business Code: AE-1178	Business Name: mational
Business Name(Arabic):	Registration Category: Dubai based companies
No. of Employee:	

License Details

License Number: 123	License Type: Commercial
Issuing Authority: Department of Economic Development - Dubai	Issue Date: 01-01-1996
Expiry Date: 01-01-2021	Renewal Date: 01-01-2009

Business Contact Details

Phone [Country - Area - Number]: 971-0-1	Fax [Country - Area - Number]: 971-0-1
Email: ECRClient.Dummy@Dubaicustoms.ae	Operational Email: ECRClient.Dummy@Dubaicustoms.ae
Website:	NOC Number:
Chartered Flight Handler: <input type="checkbox"/>	

User Registration

User ID	First Name	Middle Name	Last Name	Status	View
VIKRAM01	VIKRAM	SINGH	DHALIWAL	Active	
MOBILE15	asfd		asfd	Active	

4. Under **User Registration** Select **View** in line with the User to be viewed

User Registration

User ID	First Name	Middle Name	Last Name	Status	View
VIKRAM01	VIKRAM	SINGH	DHALIWAL	Active	
MOBILE15	asfd		asfd	Active	

5. The User Details will be displayed

Cancel

Amend

Disable

Remove

User Registration

User Details

User Code: 164868314

Login Id: VIKRAM01

First Name: VIKRAM

Middle Name: SINGH

Last Name: DHALIWAL

Status: Active

Gender: Male

Nationality:

Designation: uat

Date Of Birth:

Place of Birth:

Place of Work:

User Contact Details

Mobile (Country-Area-
Number): 9714.4.1234567Phone (Country-Area-
Number): 9714.4.1234567Fax (Country-Area-
Number): 9714.4.1234567

Email: vikram.dhaliwal@dubaicustoms.ae

Alternate Email:

Preferred Mode Of
Contact:

Broker Certification Details

Certification Id: 56etry

Issue Date: 11/05/2011

Expiry Date: 31/05/2011

Roles

Role Name

Broker Representative

« ‹ 1 › »

Services

Service Name

Account Statement

Amend Declaration

Cancel Declaration

Draft Declaration

E-Payment

« ‹ 1 2 3 4 5 › »

User Credentials

Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country
trt345t	Passport	11-05-2011	11-05-2015	United Arab Emirates

« ‹ 1 › »

User Address

Address Line 1	Country	City	P.O.Box
dv	United Arab Emirates	Dubai	63

« ‹ 1 › »

Approved Documents

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)

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

11.2 Amend User

1. Click on **Amend** to modify the user details

Amendment Request

Save Draft		Submit	Cancel Request	Go to Home Page
Request Id: 1-3579413398		Request Status: Draft		
Request Type: Amend User		* Reason for Amendment <input type="text"/>		

User Registration

[Edit](#)

User Details

User Code: 199633675	Login Id: MOBILE15
First Name: asfd	Middle Name:
Last Name: asdf	Status: Active
Gender:	Nationality:
Designation:	Date Of Birth:
Place of Birth:	Place of Work:

User Contact Details

Mobile (Country-Area-Number): 971-55-1234567	Phone (Country-Area-Number): 971-55-5555555
Fax (Country-Area-Number): 971-55-5555555	Email: shah@dc.ae
Alternate Email:	Preferred Mode Of Contact:

Broker Certification Details

Certification Id: 8903123	Issue Date: 01/01/2010
Expiry Date: 01/01/2019	

2. Click on **Edit** under User Registration to update User Details, User Contact Details and Broker Certificate Details
3. Fill in all the applicable fields.

Save Draft

Submit

Cancel Request

Go to Home Page

Request Id: 1-3579413398

Request Status: Draft

Request Type: Amend User

* Reason for Amendment

User Details

User Code199633675

* First Nameasfd

* Last Nameasfd

Gender[Please Select]

Place of Work

Login IdMOBILE15

Middle Name

StatusActive

Designation

Preferred Mode of Contact[Please Select]

User Contact Details

* Mobile (Country-Area-Number)971-55-1234567

* Fax (Country-Area-Number)971-55-5555555

Alternate Email

Date of Birth

* Phone (Country-Area-Number)971-55-5555555

* Emailshah@dc.ae

Nationality[Please Select]

Place of Birth[Please Select]

Broker Certification Details

* Certification Id8903123

* Expiry Date01-01-2019

* Issue Date01-01-2010

4. Click on

- a. **Save Draft** to save the changes

NOTE: Reason for amendment is required to Save the request

- b. **Submit** to submit the changes to Customs Registration Department for approval

NOTE: Reason for amendment is required to Submit the request

- c. **Cancel** to cancel the request

- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

11.2.1 Roles

1. Click on **Add**

Roles

Add +

Role Name	Delete

2. The Following will be displayed

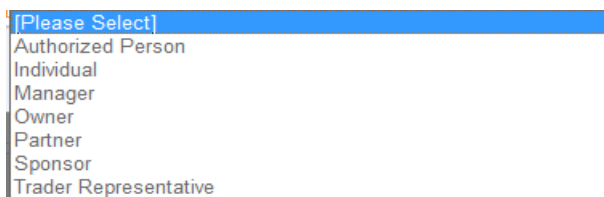
Roles

Roles [Please Select]

Save

Cancel

3. Select the appropriate role from the drop down list



A dropdown menu with a blue header containing the text "[Please Select]". Below the header, the following roles are listed: Authorized Person, Individual, Manager, Owner, Partner, Sponsor, and Trader Representative.

4. Click on
 - a. **Save** to save the Role
 - b. **Cancel** to Close the Pop up
5. The following screen is displayed

Roles



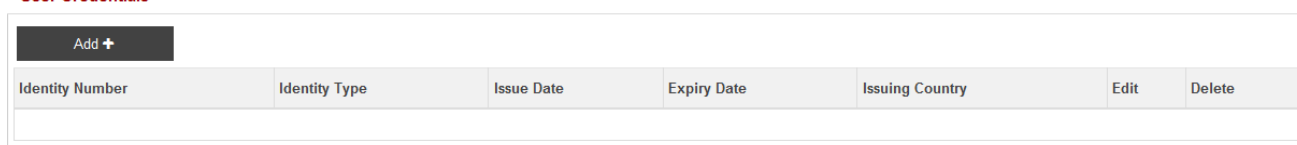
A table with the title "Roles" and a header row containing "Role Name" and "Delete". The first row of data shows "Authorized Person" under "Role Name" and a trash icon under "Delete".

6. Click on
 - a. **Add** and repeat the steps from 1 to 5 to add another role
 - b. **Delete** to delete the record

11.2.2 User Credentials

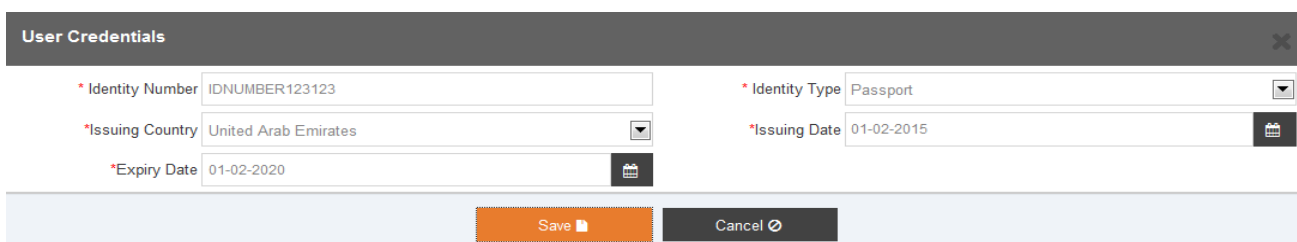
1. Click on **Add**

User Credentials



A table with the title "User Credentials" and a header row containing "Identity Number", "Identity Type", "Issue Date", "Expiry Date", "Issuing Country", "Edit", and "Delete". The table is currently empty of data rows.

2. The following screen is displayed
3. Fill in all the applicable fields



A form titled "User Credentials" with a close button (X) in the top right corner. The form contains the following fields:

- * Identity Number: Text input with value "IDNUMBER123123"
- * Identity Type: Dropdown menu with value "Passport"
- * Issuing Country: Dropdown menu with value "United Arab Emirates"
- * Issuing Date: Text input with value "01-02-2015" and a calendar icon
- * Expiry Date: Text input with value "01-02-2020" and a calendar icon

At the bottom, there are two buttons: "Save" (orange) and "Cancel" (grey).

4. Click on
 - a. **Save** to save the record
 - b. **Cancel** to cancel the record

- After clicking on **Save**, following screen is displayed

User Credentials

Add +						
Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit	Delete
IDNUMBER123123	Passport	01-02-2015	01-02-2020	United Arab Emirates		
					« ‹ 1 › »	

- Click on
 - Add** to add another User Credential
 - Edit** to edit the User Credential details
 - Delete** to delete the User Credential record

11.2.3 User Address

- For more information on adding address, **Please refer to section 5.3**

11.2.4 User Attachments

- For more information on uploading attachments, **Please refer to section 5.6**
- After uploading documents,

User Attachments

Add +					
File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

Save Back

- Click on
 - Save** on “User Details” to save the user record
 - Back** to go back to previous screen
- After clicking on “Save” button , following screen is displayed

❖ **In case if the system prompts to enter Broker Certification Details enter your Trade License Details in Broker Certification fields.**
- Click on

Amendment Request

Request Id: 1-2413647823 Request Status: **Draft**

Request Type: Amend Business Profile

* Reason for Amendment

- a. **Save Draft** to save the changes

NOTE: Reason for amendment is required to Save the request

- b. **Submit** to submit the changes to Customs Registration Department for approval

NOTE: Reason for amendment is required to Submit the request

- c. **Cancel Request** to cancel the request

- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

11.3 Enabled/Disable User

1. Click on **Enable** or **Disable** under View User

NOTE:

- ❖ **If the user is Enabled, Disable will be displayed and if the user is Disabled, Enable will be displayed.**

Cancel

Amend

Disable

Remove

User Registration

User Details

User Code: 164868314	Login Id: VIKRAM01
First Name: VIKRAM	Middle Name: SINGH
Last Name: DHALIWAL	Status: Active
Gender: Male	Nationality:
Designation: uat	Date Of Birth:
Place of Birth:	Place of Work:

2. Click on

- a. **OK** to proceed
- b. **Cancel** to go back to previous screen

Are you sure you want to disable user record?

OK

Cancel

3. The following page will be displayed

Amendment Request

Save Draft Submit Cancel Request Go to Home Page	
Request Id: 1-3579412741	Request Status: Draft
Request Type: Disable User	Reason for Amendment: <input type="text"/>

User Registration

User Details

User Code: 164868314	Login Id: VIKRAM01
First Name: VIKRAM	Middle Name: SINGH
Last Name: DHALIWAL	Status: Active
Gender: Male	Nationality:
Designation: uat	Date Of Birth:
Place of Birth:	Place of Work:

4. Click on

Amendment Request

Save Draft Submit Cancel Request Go to Home Page	
Request Id: 1-3579412741	Request Status: Draft
Request Type: Disable User	Reason for Amendment: <input type="text"/>

- Save Draft** to save the changes
NOTE: Reason for amendment is required to Save the request
- Submit** to submit the changes to Customs Registration Department for approval
NOTE: Reason for amendment is required to Submit the request
- Cancel Request** to cancel the request
- Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

11.4 Remove User

1. Click on Remove under View User


Cancel Amend Disable Remove

User Registration
User Details

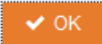
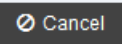
User Code: 164868314	Login Id: VIKRAM01
First Name: VIKRAM	Middle Name: SINGH
Last Name: DHALIWAL	Status: Active
Gender: Male	Nationality:
Designation: uat	Date Of Birth:
Place of Birth:	Place of Work:

2. Click on

- a. **OK** to proceed
- b. **Cancel** to go back to previous screen

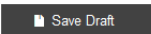
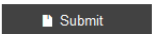
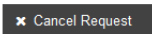
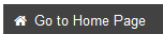
Remove User 

Are you sure you want to remove user record?

3. The following page will be displayed

Amendment Request

Request Id: 1-3579412741

Request Status: **Draft**

Request Type: Remove User

Reason for Amendment:

User Registration

User Details

User Code: 164868314

Login Id: **VIKRAM01**

First Name: **VIKRAM**

Middle Name: **SINGH**

Last Name: **DHALIWAL**

Status: **Active**

Gender: **Male**

Nationality:

Designation: **uat**

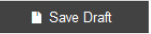
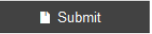
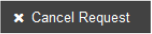
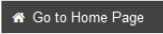
Date Of Birth:

Place of Birth:

Place of Work:

4. Click on

Amendment Request

Request Id: 1-3579412741

Request Status: **Draft**

Request Type: Remove User

Reason for Amendment:

- a. **Save Draft** to save the changes
NOTE: Reason for amendment is required to Save the request
- b. **Submit** to submit the changes to Customs Registration Department for approval
NOTE: Reason for amendment is required to Submit the request
- c. **Cancel Request** to cancel the request
- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

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 on **New User** under My Services



2. The following screen is displayed

Amendment Request

Request Id: 1-2424342225

Request Status: Draft

Request Type: Create User

Remarks

Save Draft

Submit

Cancel Request

Go to Home Page

User Description

Add +

User ID	First Name	Middle Name	Last Name	Status

3. Click on **Add** under **User Description** to add new User

4. The following screen is displayed

User Registration

User Details

Note: To select an existing User, Kindly click on search icon.

User Code

Middle Name

Gender [Please Select]

Place of Work

* First Name

* Last Name

* Designation

Preferred Mode of Contact [Please Select]

User Contact Details

* Mobile (Country-Area-Number)

* Fax (Country-Area-Number)

Alternate Email

Date of Birth

* Phone (Country-Area-Number)

* Email

Nationality [Please Select]

Place of Birth [Please Select]

Save

Cancel

5. Fill in all the applicable fields
6. Click on
 - a. **Save** to save the changes and fill more information of the user like, “**Login Details**”, “**Roles**”, “**User Credentials**”, “**User Address**” and “**User Attachments**”
 - b. **Delete** to delete the record
 - c. **Cancel** button to cancel the process

NOTE:

- ❖ *To select an existing user, kindly provide the user code and then click on the select icon in the last name field*

User Details

Note: To select an existing User, Kindly click on search icon.

User Code	<input type="text"/>	<input type="button" value="Q"/>	* First Name	<input type="text" value="First Name"/>
Middle Name	<input type="text"/>		* Last Name	<input type="text" value="Last Name"/>
Gender	<input type="text" value="[Please Select]"/>	<input type="button" value="v"/>	* Designation	<input type="text" value="Designation"/>
Place of Work	<input type="text"/>		Preferred Mode of Contact	<input type="text" value="[Please Select]"/>
				<input type="button" value="v"/>

7. After clicking on **Save**, following screen is displayed

User Details

User Code	<input type="text"/>	<input type="button" value="Q"/>	* First Name	<input type="text" value="First Name"/>
Middle Name	<input type="text"/>		* Last Name	<input type="text" value="Last Name"/>
Gender	<input type="text" value="[Please Select]"/>	<input type="button" value="v"/>	* Designation	<input type="text" value="Designation"/>
Place of Work	<input type="text"/>		Preferred Mode of Contact	<input type="text" value="[Please Select]"/>
				<input type="button" value="v"/>

User Contact Details

* Mobile (Country-Area-Number)	<input type="text" value="971-50-1231231"/>	* Phone (Country-Area-Number)	<input type="text" value="971-4-1231231"/>
* Fax (Country-Area-Number)	<input type="text" value="971-4-1231232"/>	* Email	<input type="text" value="email@email.com"/>
Alternate Email	<input type="text"/>	Nationality	<input type="text" value="[Please Select]"/>
Date of Birth	<input type="text"/>	Place of Birth	<input type="text" value="[Please Select]"/>
	<input type="button" value="v"/>		<input type="button" value="v"/>

Login Details

Please Note: Login Id once created cannot be removed

Login Id	<input type="text"/>	Password(Max 30 Char)	<input type="text"/>
Already Existing Dubai Trade Portal User	<input type="checkbox"/>	Hint Question	<input type="text" value="[Please Select]"/>
		Hint Answer	<input type="text"/>
		<input type="button" value="Check Login Availability"/>	<input type="button" value="Check Login Details"/>

12.1 Login Details

1. Fill in all the applicable fields

NOTE:

- ❖ ***“Check Login Availability” button is disabled. This will be enabled only when you enter value in Login Id field***

Login Details

Please Note: Login Id once created cannot be removed

Login Id	<input type="text"/>	Password(Max 30 Char)	<input type="password"/>
Already Existing Dubai Trade Portal User	<input type="checkbox"/>	Hint Question	<input type="text" value="[Please Select]"/>
		Hint Answer	<input type="text"/>

2. Select the **“Hint Question”** from the drop down list

[Please Select]

- What is your 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?

3. Click on **“Check Login Availability”** to check whether the login id entered is available in Dubai Trade or not
4. If the Login Id is available, following message is displayed

Login Details

Please Note: Login Id once created cannot be removed

• Login ID is Available

Login Id	<input type="text" value="ADMINLOGINID"/>	Password(Max 30 Char)	<input type="password" value="....."/>
Already Existing Dubai Trade Portal User	<input type="checkbox"/>	Hint Question	<input type="text" value="What is your favorite city?"/>
		Hint Answer	<input type="text" value="dubai"/>

5. If the Login Id not available, following message is displayed

Login Details

Please Note: Login Id once created cannot be removed

• This Login ID is not Available, Sorry for the Inconvenience.

Login Id	<input type="text" value="ADMIN"/>	Password(Max 30 Char)	<input type="password" value="....."/>
Already Existing Dubai Trade Portal User	<input type="checkbox"/>	Hint Question	<input type="text" value="What is your favorite city?"/>
		Hint Answer	<input type="text" value="dubai"/>

6. If you would like to link your existing Login ID on Dubai Trade which is registered for any other Business Unit (i.e: JAFZA or DP World) Checkmark ☒ “Already Existing Dubai Trade Portal User”
7. Click on “**Check Login Details**”
8. If the Login ID and Password is correct, following message is displayed

Login Details

Please Note: Login Id once created cannot be removed

• Login ID is Available

Login Id FZUSER Password(Max 30 Char)

Already Existing Dubai Trade Portal User ☒

[Check Login Availability](#) [Check Login Details](#)

9. If the Login ID and Password is incorrect, following message is displayed

Login Details

Please Note: Login Id once created cannot be removed

• Requested Login is not Valid, Sorry for the Inconvenience.

Login Id ADMINLOGINID Password(Max 30 Char)

Already Existing Dubai Trade Portal User ☒

[Check Login Availability](#) [Check Login Details](#)

12.2 Roles

1. Click on **Add**

Roles

Add +

Role Name	Delete

2. The Following will be displayed

Roles

Roles [Please Select]

[Save](#) [Cancel](#)

3. Select the appropriate role from the drop down list

[Please Select]

- Authorized Person
- Individual
- Manager
- Owner
- Partner
- Sponsor
- Trader Representative

4. Click on
 - a. **Save** to save the Role
 - b. **Cancel** to Close the Pop up
5. The following screen is displayed

Roles

Add +	
Role Name	Delete
Authorized Person	

6. Click on
 - a. **Add** and repeat the steps from 1 to 5 to add another role
 - b. **Delete** to delete the record

12.3 User Credentials

1. Click on **Add**

User Credentials

Add +						
Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit	Delete

2. The following screen is displayed
3. Fill in all the applicable fields

User Credentials			
* Identity Number	IDNUMBER123123	* Identity Type	Passport
* Issuing Country	United Arab Emirates	* Issuing Date	01-02-2015
* Expiry Date	01-02-2020		
Save		Cancel	

4. Click on
 - a. **Save** to save the record
 - b. **Cancel** to cancel the record
5. After clicking on **Save**, following screen is displayed

User Credentials

Add +						
Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit	Delete
IDNUMBER123123	Passport	01-02-2015	01-02-2020	United Arab Emirates		
<div> « < 1 > » </div>						

6. Click on
 - a. **Add** to add another User Credential
 - b. **Edit** to edit the User Credential details
 - c. **Delete** to delete the User Credential record

12.4 User Address

1. For more information on adding address, **Please refer to section 5.3**

12.5 User Attachments

1. For more information on uploading attachments, **Please refer to section 5.6**
2. After uploading documents,

User Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

Save

Back

3. Click on
 - a. **Save** under “**User Details**” to save the user record
 - b. **Back** to go back to previous screen
 4. After clicking on **Save** , following screen is displayed
- ❖ **In case if the system prompts to enter Broker Certification Details enter your Trade License Details in Broker Certification fields.**

User Registration

Add +

User ID	First Name	Middle Name	Last Name	Company Name	Edit	Delete
ADMINLOGINID	First Name		Last Name			

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5. Click on
 - a. **Add** to add another user
 - b. **Edit** to modify the user details
 - c. **Delete** to delete the user

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 on **Change of Authorized Person** under My Services



Change of Authorized Person

2. The following screen is displayed

Amendment Request

Save Draft
Submit
Cancel Request
Go to Home Page

Request Id: 1-2425902270
Request Status: Draft

Request Type: Change Authorized Person
Reason for Amendment

Business Profile Details

Business Details

Business Code: AE 5
Business Name: COI FZ
Business Name(Arabic):
Registration Category: Dubai based companies
No. of Employee:

License Details

License Number: 20248
License Type: Freezone
Issuing Authority: Jebel Ali Free zone Authority
Issue Date: 01-01-2002
Expiry Date: 30-06-2015
Renewal Date: 10-06-2014

Business Contact Details

Phone [Country - Area - Number]: 971 77
Fax [Country - Area - Number]: 971- 670
Email: cog. o.com
Operational Email: Cust.LicensingReg@DubaiCustoms.ae
Website:
NOC Number:
Chartered Flight Handler:

User Description

Make Authorized

User ID	First Name	Last Name	User Code	Status	Is Authorized Person?
		ALI	2 30	Active	N
CARS	Amer		2 11	Active	Y

Roles For Amer

Role Name
Authorized Person
Owner
Trader Representative

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»
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»
»

User Attachments

Add +					
File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

3. Under User Description Select the New Authorized User

Make Authorized					
User ID	First Name	Last Name	User Code	Status	Is Authorized Person?
	ALI		21 80	Active	N
CARS	Amer		21 11	Active	Y

4. Then Click on **Make Authorized**

NOTE:

- ❖ After clicking “**Make Authorized**”, the new authorized person details will get **highlighted**

Make Authorized					
User ID	First Name	Last Name	User Code	Status	Is Authorized Person?
	ALI		21 80	Active	N
CARS	Amer		21 11	Active	Y

5. Click on

Amendment Request

<div> <div>Save Draft</div> <div>Submit</div> <div>Cancel Request</div> <div>Go to Home Page</div> </div>	
Request Id: 1-2413647823	Request Status: Draft
Request Type: Amend Business Profile	<div>* Reason for Amendment</div> <div></div>

- a. **Save Draft** to save the changes
NOTE: Reason for amendment is required to Save the request
- b. **Submit** to submit the changes to Customs Registration Department for approval
NOTE: Reason for amendment is required to Submit the request
- c. **Cancel Request** to cancel the request
- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

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 on **Manage Services** under My Services



Manage Services

2. The following screen is displayed

[Go to Home Page](#)

Business Profile Details

Business Details

Business Code: AE- 1175	Business Name: COL :S FZ
Business Name(Arabic):	Registration Category: Dubai based companies
No. of Employee:	

License Details

License Number: 20248	License Type: Freezone
Issuing Authority: Jebel Ali Free zone Authority	Issue Date: 01-01-2002
Expiry Date: 30-06-2015	Renewal Date: 10-06-2014

Business Contact Details

Phone [Country - Area - Number]: 971- 577	Fax [Country - Area - Number]: 971 70
Email: cog .com	Operational Email: Cust.LicensingReg@DubaiCustoms.ae
Website:	NOC Number:
Chartered Flight Handler: <input type="checkbox"/>	

Users

Amend Services

User ID	First Name	Middle Name	Last Name	User Code	Status
	ALI	ASGHAR	ALI	21580	Active
CARS	Amer	Bin Ali	Qarmoshi	21581	Active

« ‹ 1 › »

Roles

Role Name
Authorized Person
Owner
Trader Representative

« ‹ 1 › »

3. Under **Users** Select the User for which the services needs to be managed and then click on Amend Services
4. The List of already available services will be displayed


Services

 Add	
Service Name	Delete
Amend Facility	
Amend Registration	
Amend User Profile	
Enable/Disable User	
Manage Digital Certificate	
Manage User Services	
Request Association	
Request New Facility	
Request New User	
Request to Remove Association	
Request to Remove Facility	
Request to Renew Business Code	
Search Users	
Track Request	

5. Click on **Add** under Services

 Add

Select Service to Assign to User Role

* Service Name [Please Select] 

 Save  Cancel

6. Select the **Service Name** from the drop down menu





7. Click on

- Save** to save to the service
- Cancel** to go back to previous screen

8. To Add another service repeat Step 5, 6 and 7

9. Once the required services are added Click on,

Amendment Request

 Save Draft  Submit  Cancel Request  Go to Home Page

Request Id: 1-2413647823 Request Status: **Draft**

Request Type: Amend Business Profile * Reason for Amendment

- Save Draft** to save the changes
NOTE: Reason for amendment is required to Save the request
- Submit** to submit the changes to Customs Registration Department for approval
NOTE: Reason for amendment is required to Submit the request
- Cancel Request** to cancel the request
- Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

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.**

