



دبي التجارية  
DUBAI TRADE

# *Dubai Chamber Certificate of Origin User's Manual*

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## Table Designs

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### DOCUMENT DETAILS

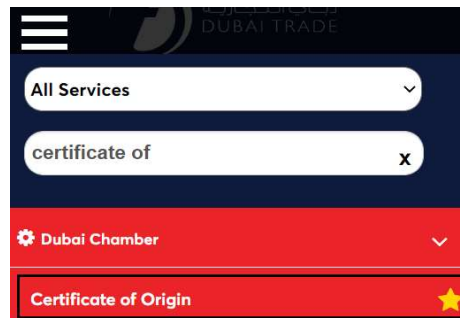
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Document Name	Certificate of Origin
Project Name	
Business Unit	Dubai Chamber
Author(s)	DT Training Dept.
Last Updated Date	4 <sup>th</sup> October 2022
Current Version	1.0

*This service enables users to request for New, Amendment and Duplicate of Certificate of Origin for their Shipment(s).*

#### Navigation:

1. Login to **Dubai Trade**
2. Go to **Dubai Chamber**
3. Then go to **Certificate of Origin**



4. The below dashboard will be displayed where you can **View, Create, Amend for COO Service Request**.

Dubai Chamber

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**DC** Dubai Chamber - COO

**Registration Information**

Registration Type	Member	Registration Number	521
Registration Since	04/10/2022		

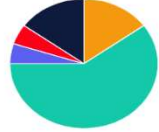
**Advance For Services**

21 AED

**Bank Guarantee**

0 AED

**COO Service Requests**




Awaiting Payment	3
Drafts	0
In Progress	12
Awaiting Clarification	1
Rejected	1
Paid	3

[VIEW ALL](#)

[Download Account Statement](#)

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**COO Services Request**



**Issue New COO**

Request to issue a new COO required by Customs


[Request](#)



**Amendment of COO**

Request for the amendment of the generated COO

[Request](#)



**Duplicate of COO**

Request to provide duplicate of the generated COO

[Request](#)

5. Click **View All** to request status

Dubai Chamber

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**DC** Dubai Chamber - COO

**Registration Information**

Registration Type	Member	Registration Number	521
Registration Since	07/10/2022		

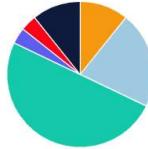
Advance For Services

**21 AED**

Bank Guarantee

**0 AED**

**COO Service Requests**



Awaiting Payment	3
Drafts	6
In Progress	14
Awaiting Clarification	1
Rejected	1
Paid	3

[VIEW ALL](#)

[Download Account Statement](#)

The below page will be displayed

*Awaiting Clarification*

Awaiting Clarification

Awaiting Payment

In Progress

Drafts

Rejected

Paid

Closed

SR Number	SR Sub Type	Created Date	Invoice	Exporter	Status	Reason	Action
<a href="#">1-12696982375</a>	Issue New COO	30/09/2022	30093	IS MID (DUBAI BR.)	Awaiting Clarification	Invoice Language	<a href="#">Select</a>

Items per page: 10 1 - 1 of 1 < >

Click **Select** to provide clarification for the COO request

*Awaiting Payment*

Awaiting Clarification

Awaiting Payment

In Progress

Drafts

Rejected

Paid

Closed

SR Number	SR Sub Type	Created Date	Invoice	Exporter	Status
<a href="#">1-12697010265</a>	Issue New COO	30/09/2022	300910	IS MID (DUBAI BR.)	Awaiting Payment

Items per page: 10 1 - 1 of 1 < >

Click **Pay** for payment of the COO

## Certificate of Origin

## In Progress

1-12697155395

Awaiting Clarification

Awaiting Payment

In Progress

Drafts

Rejected

Paid

Closed

SR Number	SR Sub Type	Created Date	Invoice	Exporter	Status
1-12697155395	Amendment	06/10/2022	30099	EAST LTD. (DUBAI BR.)	In Progress

Items per page: 10

1 - 1 of 1

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## Drafts

1-12697132235

Awaiting Clarification

Awaiting Payment

In Progress

Drafts

Rejected

Paid

Closed

SR Number	SR Sub Type	Created Date	Invoice	Exporter	Status	Action
1-12697132235	Issue New COO	05/10/2022	2200200	LE EAST LTD. (DUBAI B R.)	Draft	Select

Items per page: 10

1 – 1 of 1

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Click **Select** to continue the COO request

## Rejected

Q

1-12697132235

Awaiting Clarification

Awaiting Payment

In Progress

Drafts

Rejected

Paid

Closed

SR Number	SR Sub Type	Created Date	Invoice	Exporter	Status	Reason
1-12696990095	Issue New COO	30/09/2022	30095	DLE EAST LTD. (DUBA I BR.)	Rejected	Proforma invoice not allowed

Items per page: 10

1 - 1 of 1

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## Paid

1-12697002035

Awaiting Clarification

Awaiting Payment

In Progress

Drafts

Rejected

Paid

Closed

SR Number	SR Sub Type	Created Date	Invoice	Exporter	Status
1-12697002035	Issue New COO	30/09/2022	30098	DLE EAST LTD. (DUBA I BR.)	<div>Paid</div> <div><a href="#">Download</a></div>

Items per page: 10

1 – 1 of 1

<

>

Click **Download** to download the COO

*Closed*

1-12697002035

Awaiting Clarification

Awaiting Payment

In Progress

Drafts

Rejected

Paid

Closed

SR Number

SR Sub Type

Created Date

Invoice

Exporter

Status

1-12697006065

Issue New COO

30/09/2022

30099

DLE EAST LTD. (DUBA I BR.)

Closed

Download


Items per page: 10

1 – 1 of 1

Click **Download** to download the COO

## 6. Click **Download Account Statement**

Dubai Chamber

Dubai Chamber - COO

Registration Information

Registration Type

Member

Registration Number

521

Registration Since

07/10/2022

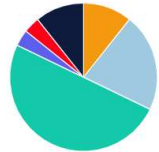
Advance For Services

21 AED

Bank Guarantee

0 AED

COO Service Requests



Awaiting Payment

3

Drafts

6

In Progress

14

Awaiting Clarification

1

Rejected

1

Paid

3

VIEW ALL

Download Account Statement

## 7. Enter **From Date** and **To** then click **Search**

Dubai Chamber / Account Statement

Account Statement

From Date

To Date

Search

Search

SEARCH

SAVE AS EXCEL

Search By Receipt Number

Receipt Number	SR Number	Invoice Number	Invoice Date	Payment Method	Username	Branch	Opening Balance (AED)	Debit (AED)	Credit (AED)	Closing Balance (AED)	Exporter Name(English )	Destination
----------------	-----------	----------------	--------------	----------------	----------	--------	-----------------------	-------------	--------------	-----------------------	-------------------------	-------------

We found nothing to match your search  
Try modifying your search or filter to find what you are looking for




Click **SAVE AS EXCEL** to Download the statement in Excel Format.

## Procedure:

### ISSUE NEW COO

1. Click **Request** under **Issue New COO**

#### COO Services Request




 <b>Issue New COO</b>	 <b>Amendment of COO</b>	 <b>Duplicate of COO</b>
Request to issue a new COO required by Customs	Request for the amendment of the generated COO	Request to provide duplicate of the generated COO
<a href="#">Request</a>	<a href="#">Request</a>	<a href="#">Request</a>

2. Then click **START SERVICE**

Dubai Chamber / Issue New COO

#### Certificate of Origin

[Create New](#) [Copy from Request](#) [Load from Favourites](#)

 Use this service to Issue a Certificate of Origin, which is required for the export / re-export of goods.	 Fees From AED 100 * Fees will vary based on application details.	 Duration of service Approximately 10 Mins.	<a href="#">START SERVICE</a>
--	---	---	-------------------------------

#### About the process

- 1 Complete the required request and invoice details. This will take you approximately 2-3 mins.
- 2 Add the products/invoice details along with HS Codes.
- 3 Upload the required documents and proceed with the service request.
- 4 Submit your service request and pay the amount.

#### To complete the service, you will need:

1. Invoice and HS Code details.
  2. Documents such as the invoice and other necessary documents.
- \*A notification will be displayed if any additional documents are required.

#### Help

 [Create new COO request](#)  
PDF(125KB)

Need more help ? visit the [Dubai Trade help center](#)

#### Service Update

30-06-2022  
Test

### 3. Enter the **Service Request Details, Export & Consignee Details, Invoice Details** and click **Continue**

Dubai Chamber / Issue New COO

#### Certificate of Origin

Create New

Copy from Request

Load from Favourites

SR Details

Product Details & Attachments

Review Details & Submit

**Service Request Details**

Mode of Transportation \*

Exit Point \*

Final Shipment Destination \*

Port of Discharge

Vessel Name

Extended Departure Date

Payment Method \*

Include Shipping Mark

Additional Details to be printed on COO

Print COO Product Flag \*: ☒ Yes ☐ No

**Export & Consignee Details**

Exporter Type\*

Exporter Details\*

Exporter Member Name (English)

Exporter Member Name (Arabic)

Exporter Member Number

P.O Box

City

Exporter Country

Phone Number

Fax Number

Consignee Types\*

Consignee Name\*

If your consignee is not added in the list, would you like to add a new one? [Add new consignee](#)

**Invoice Details**

Invoice Number\*

Invoice Date\*

Invoice Currency\*

Invoice Amount\*

Amount in AED

No. of Invoice Page

No. of Invoice Sets

No. of COO Sets

No. of Pack List Page Sets

No. of Pack List Pages

< BACK | EXIT

SAVE AS FAVOURITE

CONTINUE



#### 4. Enter the **Product Details**, Upload the **COO Invoice** and click **Continue**

Dubai Chamber / Issue New COO

### Certificate of Origin

Create New Copy from Request Load from Favourites

SR Details Product Details & Attachments Review Details & Submit

#### Product Details

HS Code	Product Name (English)	Product Name (Arabic)	Country of Origin	Unit of Measure	Unit Price	Quantity	Processing Type	Processing Country	Action
We found nothing to match your search No Data Found									
<a href="#">+ ADD MANUALLY</a>									

Would you like to load product details in bulk?

[+ BULK UPLOAD](#)

#### Attachments

Note: Only non-protected PDFs will be stamped. Please scan/import document in A4 size

COO Invoice

Document Type

Stamp Location \*

COO\_Invoice

Select

Remove

PDF files at 500KB or less

[+ Add More Attachments](#)

[BACK](#) | [EXIT](#) [SAVE AS FAVOURITE](#) [CONTINUE](#)

**NOTE:** Product details can either be added manually or bulk upload (.CSV)

Certificate of Origin

Create New Copy from Request Load from Favourites

SR Details Product Details & Attachments Review Details & Submit

#### Product Details

HS Code	Product Name (English)	Product Name (Arabic)	Country of Origin	Unit of Measure	Unit Price	Quantity	Processing Type	Processing Country	Action
We found nothing to match your search No Data Found									
<a href="#">+ ADD MANUALLY</a>									

Would you like to load product details in bulk?

[+ BULK UPLOAD](#)

#### Attachments

Note: Only non-protected PDFs will be stamped. Please scan/import document in A4 size

COO Invoice

Document Type

Stamp Location \*

COO\_Invoice

Select

Remove

PDF files at 500KB or less

[+ Add More Attachments](#)

[BACK](#) | [EXIT](#)

#### Add Product Manually

HS Code \*

Product Name (English)

Product Name (Arabic)

Country of Origin \*

Unit of Measure

Unit Price

Quantity

Processing Type

Processing Country

[SAVE](#) [CANCEL](#)

## 5. Review the details and click **Submit**

### Certificate of Origin

[Create New](#)[Copy from Request](#)[Load from Favourites](#)

✓

SR Details

✓

Product Details & Attachments

○

Review Details & Submit

#### Service Request Details

Mode of Transportation * By Air	Exit Point * DUBAI AIRPORT CARGO VILLAGE	Final Shipment Destination * Kenya	Port of Discharge
Vessel Name	Extended Departure Date	Include Shipping Mark	Shipping Mark Description
Additional Details to be printed on COO		Print COO Product Flag * Yes	

#### Export & Consignee Details

Exporter Type* Exporter	Exporter Details* SHELL MARKETS MIDDLE EAST LTD. (DUBAI BR.)		
Exporter Member Name (English) SHELL (DUBAI BR.)	Exporter Member Name (Arabic) شركة فرع دبي	Exporter Member Number 5	P.O Box 3
City DUBAI	Exporter Country United Arab Emirates	Phone Number 044	Fax Number 043
Consignee Types* Buyer	Consignee Name* TECHNOLUBE LLC		
Consignee Name LLC	Address line 1 PLOT NO TP010101	Address line 2 TECHNOPARK , JEBEL ALI	P.O Box 11
City DUBAI	Country United Arab Emirates	Phone Number +971 4 80	Fax Number +971 4 88

#### Invoice Details

Invoice Number* TEST41022	Invoice Date* 04/10/2022	Invoice Currency* AED	Invoice Amount* 10000.00
Amount in AED 10000	No. of Invoice Page 1	No. of Invoice Sets 1	No. of COO Sets 1
No. of Pack List Page Sets 1	No. of Pack List Pages 0		

#### Product Details

HS Code	Product Name (English)	Product Name (Arabic)	Country of Origin	Unit of Measure	Unit Price	Quantity	Processing Type	Processing Country
84158220	Central air conditioners (freon), incorporating a refrigerating unit but not incorporating a valve f	جهاز تكييف مركزي يتمتع بوحدة تبريد	China					

Items per page: 5 1 - 1 of 1 < >

#### Attachments

Note: Only non-protected PDFs will be stamped. Please scan/import document in A4 size

<a href="#">declaratoin types vs numbers - Copy - Copy.pdf</a>	Document Type COO_Invoice	Stamp Location * center
--	------------------------------	----------------------------

[BACK | EXIT](#)[SAVE AS FAVOURITE](#)[SUBMIT](#)


*The confirmation will be displayed*

Dubai Chamber / Issue New COO

### Certificate of Origin


Create New Copy from Request Load from Favourites

SR Details Product Details & Attachments Review Details & Submit



## COO request created

Dear valued customer, thank you for using Dubai Trade platform for submitting your request. Your service request has been created successfully and we will respond back with the status of your submitted SR within 1 working day. Submitted SRs after working hours will be processed the next working day. Working hours (Monday-Thursday from 8:00AM to 5:00PM / Friday from 8:00AM to 12:00PM / Sunday from 8:00AM to 1:00PM). You will also receive a confirmation mail from us in your registered Email ID regarding the successful submission of your SR.

SR Number	1-12697040315
Request Type	Issue New COO
Request Created on	03/10/2022 07:46:13
Status	<span>IN PROGRESS</span>
Preview COO	 Print Preview

CREATE NEW SRCREATE NEW SR FROM LAST SR

Please note: You will be notified when it is approved and continue with the payment.


1) If status is 'Approved and Payment Awaited', please proceed with the payment and print the documents in-house.  
2) If status is 'Awaiting Clarification', please check the notes section under SR sent by the agent and take action accordingly, then submit your service request again.  
3) If status is 'Paid', please proceed to print the document in-house.

[BACK TO HOME](#)

## AMENDMENT OF COO

1. Click **Request** under **Amendment of COO**


### COO Services Request



#### Issue New COO

Request to issue a new COO required by Customs


[Request](#)



#### Amendment of COO

Request for the amendment of the generated COO

[Request](#)



#### Duplicate of COO

Request to provide duplicate of the generated COO

[Request](#)

2. Then click **START SERVICE**

## Amendment of COO

## ① Use this service to

Request to modify / amend the details on an issued Certificate of Origin which is not more than six months old.

## ② Fees

Minimum AED 50 \* Fees may vary based on application details.

## ③ Duration of service

Approximately 5 Minutes.

START SERVICE

## About the process

1. Complete the required request and invoice details. This will take you approximately 2-3 mins.
2. Add the products/invoice details along with HS Codes.
3. Upload the required documents and proceed with the service request.
4. Submit your service request and pay the amount.

## To complete the service, you will need:

1. Invoice and HS Code details.
2. Documents such as the invoice and other necessary documents.

\*A notification will be displayed if any additional documents are required.

## Help

Amendment of COO Request PDF (127KB)

Need more help ? visit the [Dubai Trade help center](#)

## Service Update

30-06-2022  
Test

3. Enter the **COO Number** to retrieve the details then click **Continue**

## Amendment of COO

SR Details

Product Details & Attachments

Review Details & Submit

### Service Request Details

COO Number \*

Enter COO Number

Mode of Transportation \*

Select

Exit Point \*

Select

Final Shipment Destination \*

Select

Port of Discharge

Select

Vessel Name

Type in

Extended Departure Date

Select

Payment Method \*

Select

Include Shipping Mark

Select

Additional Details to be printed on COO

Description

Print COO Product Flag \*: ☒ Yes ☐ No

### Export & Consignee Details

Exporter Type\*

Exporter

Exporter Details\*

EAST LTD. (DUBAI BR.)

Exporter Member Name (English)

EAST LTD. (DUBAI BR.)

Exporter Member Name (Arabic)

شركة EAST LTD.

Exporter Member Number

5

P.O Box

3

City

DUBAI

Exporter Country

United Arab Emirates

Phone Number

044

Fax Number

04

Consignee Types\*

Consignee

Consignee Name\*

Select

If your consignee is not added in the list, would you like to add a new one? [Add new consignee](#)

### Invoice Details

Invoice Number\*

Type in

Invoice Date\*

Select

Invoice Currency\*

Select

Invoice Amount\*

Type in

Amount in AED

No. of Invoice Page

1

No. of Invoice Sets

1

No. of COO Sets

1

No. of Pack List Page Sets

1

No. of Pack List Pages

0

BACK | EXIT

SAVE AS FAVOURITE




CONTINUE

**Amend the required details and proceed**

## DUPLICATE OF COO

1. Click **Request** under **Duplicate of COO**




### COO Services Request

 <b>Issue New COO</b>	 <b>Amendment of COO</b>	 <b>Duplicate of COO</b>
<b>Request to issue a new COO required by Customs</b>	<b>Request for the amendment of the generated COO</b>	<b>Request to provide duplicate of the generated COO</b>
<a href="#">Request</a>	<a href="#">Request</a>	<a href="#">Request</a>

2. Then click **START SERVICE**

Dubai Chamber / Duplicate of COO

### Duplicate of COO

 Use this service to	 Fees	 Duration of service	<a href="#">START SERVICE</a>
Issue a duplicate copy of the original Certificate of Origin which is not more than six months old.	Minimum AED 50 * Fees may vary based on application details.	Approximately 2-3 mins.	

#### About the process

- 1 Enter the COO Number and other payment details.
- 2 Submit your COO request and pay for the service with available payment options.

To complete the service, you will need:

1. COO Number

\*A notification will be displayed if any additional documents are required.

#### Help

[Duplicate of COO Request PDF \(125KB\)](#)

Need more help ? visit the [Dubai Trade help center](#)

#### Service Update

02-06-2022  
An updated version of COO payment services has been added.

30-06-2022  
Due to planned maintainance this service will be unavailable between 06:00 and 09:00 UTC

3. Enter the **COO Number** to retrieve the details then click **Continue**

## Duplicate of COO

### Service Request Details

COO Number \*

19715488



No. of Sets\*

1



No. of Copies\*

1



Payment Method \*

Cash

Print COO Product Flag \*: ☒ Yes ☐ No[< BACK](#) | [EXIT](#)[SAVE AS FAVOURITE](#)[CONTINUE](#)

*The below confirmation will be displayed*

## Duplicate of COO



## Duplicate Request Created

Dear valued customer, thank you for applying online. Your service request has been created successfully and we will respond back with the status of your submitted SR within 4 working hours. Submitted SRs after working hours will be processed the next working day. Working hours (Monday – Thursday from 8:00AM to 5:00PM / Friday from 8:00AM to 12:00PM / Sunday from 8:00AM to 1:00PM). Once SR is approved and payment is completed, you can print the Certificate from your premise. For inquiries, please contact us on 800 CHAMBER (800 242 6237) or [customercare@dubaichamber.com](mailto:customercare@dubaichamber.com)

SR Number

1-12697177720

Request Type

Duplicate of COO

Request Created on

07/10/2022 10:46:05

Status

**IN PROGRESS**

Preview COO

[Print Preview](#)[CREATE NEW SR](#)[BACK TO HOME](#)

