



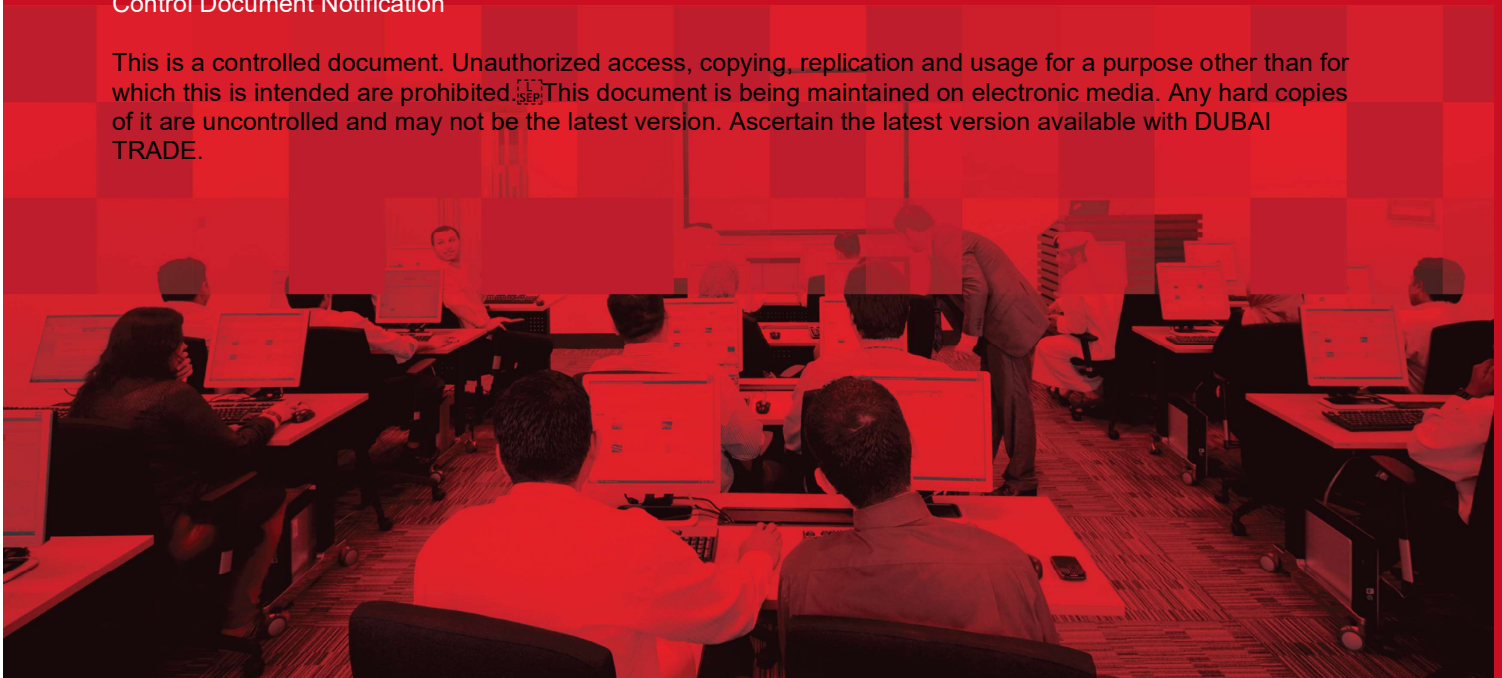
PCFC eServices Visitor Gate Pass User's Manual

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DOCUMENT DETAILS

Document Information

Document Name	Visitor Gate Pass
Project Name	Visitor Gate Pass
Business Unit	Ports Customs Free Zone Corporation - PCFC
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Revision History

Version	Date	Author	Designation	Description of change

Approval History

Version	Date	Name	Designation	Comments

Distribution

Version	Location

Introduction

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

It is highly recommended to make sure:

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

How to use Visitor Gate Pass Service?

- Go to www.dubaitrade.ae
- Login to your Account
- Select Visitor Pass Services



Apply for Pass

This service help user in applying for a new Visitor Pass

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

The following page will be displayed

A screenshot of the "Visitor Pass" application form. The form is titled "Visitor Pass" and includes a header with a blue banner containing a message: "Rashid & Hamriya Port visitors also can apply online pass now. Only Gate Pass request's Approval/Rejection notification email will be sent to visitor's email ID." Below the banner is a yellow warning box: "Hamriya Port Visitors Please Note: Labour Companies should not apply for pass using online system. Any pass applied by Labour Companies using online system will be rejected with no refunds." The form is divided into two main sections: "Pass Information" and "Visitor Information". The "Pass Information" section contains six dropdown menus: "Port *", "Entry Gate *", "Pass Type *", "Pass Duration *", "Visit Reason *", and "Date of Visit *". The "Visitor Information" section contains several input fields: "Title" (dropdown), "First Name", "Last Name", "Nationality", "Mobile", "Email", "Designation" (dropdown), "Vehicle Number", "Company Name", and "Company Address" (text area).

Pass Information

- Select the Port

Port *

Choose...

Choose...
Mina Rashid
Jebel Ali Port
JAFZA
Hamriya Port
Dubai Maritime City (DMC)
Drydocks World Dubai

- Select the Entry Gate

Entry Gate *

Choose...

Choose...
Any Gate

- Select the Pass Type

Choose...

Choose...
Business Meeting
Interview Pass
Marine Services Pass
Permanent
Temporary
Tools & Equipment
Training

Note: a full description of passes types can be found on www.tasreeh.ae

Note: if you select “tools & equipment’s” the system will ask for the following information:

Equipment Information

Equipment Name	Equipment Quantity
Equipment Name	Enter Quantity

Add

- Select the Pass Duration

Pass Duration *

Choose...

Choose...
One Day Pass
Three Months Pass

Note: Pass durations depend on the selected pass type, please visit www.tasreeh.ae for more information

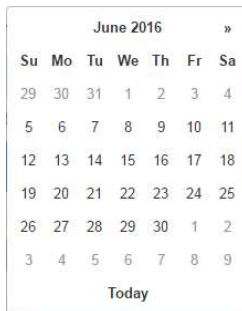
- Select the Visit Reason



A dropdown menu with the following options: Choose..., Business Visit, Delivery Pickup, Other, Supply of Goods, Training.

Note: based on the selected visit reason, the system will decide to ask for payment or not, please visit www.tasreeh.ae for more information

- Select the start Date from the Calendar

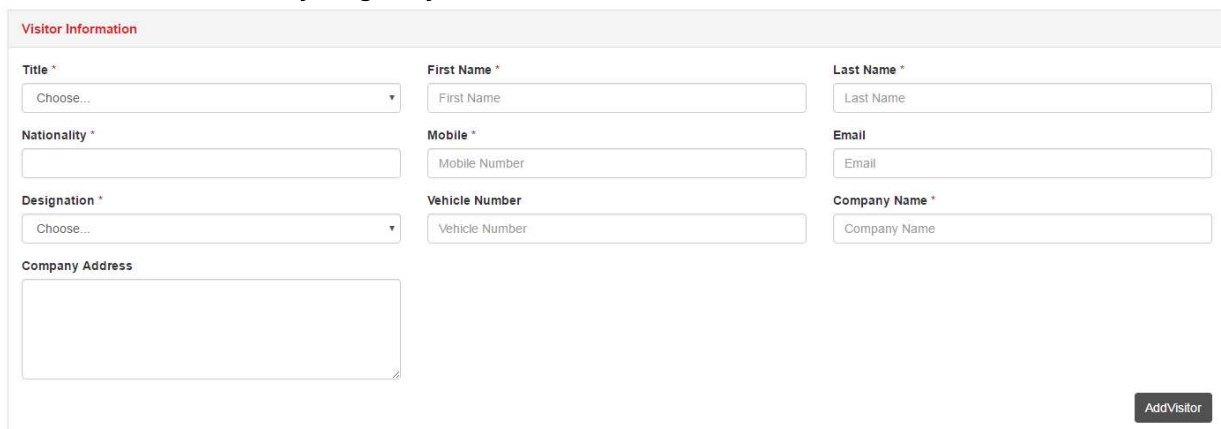


A calendar for June 2016. The days of the week are Su, Mo, Tu, We, Th, Fr, Sa. The dates are 29, 30, 31, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 1, 2, 3, 4, 5, 6, 7, 8, 9. The date 30 is highlighted. Below the calendar is a 'Today' button.

Note: start date of the Pass should not exceed 7 days from current date

Visitor Information

Scroll down to continue filling the form



A form titled 'Visitor Information' with the following fields:

- Title * (dropdown menu)
- First Name * (text input)
- Last Name * (text input)
- Nationality * (text input)
- Mobile * (text input)
- Email (text input)
- Designation * (dropdown menu)
- Vehicle Number (text input)
- Company Name * (text input)
- Company Address (text input)
- Add Visitor button

- Enter the Visitor(s) information

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

- Upload all required documents with their numbers and valid date of expiry.

Note: system may ask to upload document(s), which will vary based on the pass type and visit reason.

Document Details

Note: Upload Document only of File Type (png/jpg/gif/pdf) and maximum allowed file size is 500KB for each document

Document Type	Document Number	Expires On	Upload
Photo *			Choose File No file chosen
Passport *	Enter		Choose File No file chosen
Visa *	Enter		Choose File No file chosen
Emirates Id	Enter		Choose File No file chosen

Add Visitor

Host Company

Host Company

Company Name *

Person Name*

Host Company Name

Host Person

- Enter the Host Company Name and Person Name

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

Payment Information

Payment Information

Choose To Pay *

Please Select choose To Pay

Choose...

Choose

Yes

Forward Payment To Visitor

Service Charge Per Pass

Total Payable Pass Amount

10

30

☐ I agree that all the information provided to the Security Department is correct and I am fully responsible for that. I also agree that Security Department has the full rights to reject any gate pass request for security reasons and the money paid for the pass is non-refundable in all cases.


Submit

Reset

- Select “Yes” if you want to pay for this pass, otherwise forward it to the visitor to pay.
- Read / Agree to the Terms and Condition and then click Submit to pay for the card and forwarding the request to the concern department.
- Click “Submit”

The system will display the following message

Confirmation



Pass details are saved successfully and email sent to the visitor. The Pass Reference No is 10081600040327

- If you have chosen to pay please follow the steps:

Credit Card

PAYMENT DETAILS

Pay to: PCFC

Pay for: PCFC Payment

Amount	40.00 AED
Processing fees	0.00 AED
Total	40.00 AED

Pay using: ----- Select One -----

From: ----- Select One -----

☐ I accept the [Terms and Conditions](#) applicable for this payment

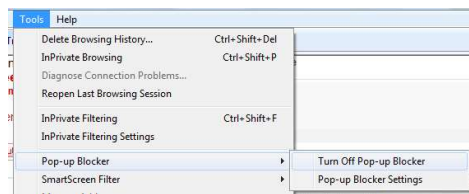
From: ----- Select One -----

----- Select One -----

MasterCard

Visa

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



System will redirect you to the payment page

Payment Review Receipt

Payment Details

* Required field

Card Type *

☐ Visa ☐ MasterCard

Card Number *

CVN *

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

Expiration Date *

[Cancel Order](#)

Your Order

Total amount 40.00 AED

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

Payment Review Receipt

Review your Order

Payment Details

Card Type MasterCard

Card Number xxxxxxxxxxxx4444

Expiration Date 02-2019

Your Order

Total amount 40.00 AED

Back

[Cancel Order](#)

Pay

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

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

- Click Pay button

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

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

Print Receipt

Pass Approval

This service is given to the host companies to take an action on the passes submitted to visit them

- Click on Pass Approval

The following page will be displayed

Search Approvals

Search Filters

Visitor Email

Visitor Email

To Date

Visitor Company Name

Visitor Company Name

Pass Reference No

Enter Pass Reference

Status

All

Pass Created From Date

Host Company Name

Host Company Name

Search

Reset

Pass Reference No	Date of Visit	Host Company	Visitor Name	Visitor Company	Visitor Email	Created Date	Status	Action
-------------------	---------------	--------------	--------------	-----------------	---------------	--------------	--------	--------

- Enter the Search criteria.

System will display the search results accordingly.

SearchReset

Pass Reference No	Date of Visit	Host Company	Visitor Name	Visitor Company	Visitor Email	Created Date	Status	Action
31071600001327	31/07/2016	GAC Marine Logistics Inc	indv test	PCFC_IND	indv@test.com	31/07/2016	PENDING	
01081600001382	01/08/2016	GAC Marine Logistics Inc	saa qsd	dddd	e2e@cc.vom	01/08/2016	PENDING	
02081600001321	02/08/2016	GAC Marine Logistics Inc	f f	ddd	f@ee.com	31/07/2016	PENDING	
02081600001384	02/08/2016	GAC Marine Logistics Inc	ddd ddd	wdd	ad@ss.com	01/08/2016	PENDING	
02081600001375	02/08/2016	GAC Marine Logistics Inc	sc SD	DDDD	ASF@SS.COM	01/08/2016	PENDING	

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

System will display the request details as follows:

Approval Pass

Pass Information

Port
JAFZA

Pass Duration
One Week Pass

Equipment & Tools
No

Entry Gate
Any Gate

Visit Reason
Delivery Pickup

Pass Reference No
31071600001327

Pass Type
Training

Date of Visit
31-Jul-2016

Visitor Information

Title
Mr

Nationality
Denmark

Designation
Fork lifter operator

First Name
indv

Mobile
333-33-3333333

Vehicle Number

Last Name
test

Email
indv@test.com

Document Details

Document Type	Document Number	Expires On	Upload
Photo			Photo.jpg
Passport	dwq	04/08/2016	Passport.jpg
Visa	f	03/08/2016	Visa.jpg
Emirates Id	fd	02/08/2016	Emirates_Id.jpg
Trade License Copy	Ddf	02/08/2016	Trade_License_Copy.jpg
Training Activity Documnets	fF	02/08/2016	Training_Activity_Documnets.jpg
Other Document	df	02/08/2016	Other_Document.jpg

Host Company

Company Name
GAC Marine Logistics Inc

Person Name
SS

Approve Reject Return Back

- You can:
 - Approve

Approval Message

Approval successful.

- Reject

Reason Of Rejection

Reason Of Rejection *

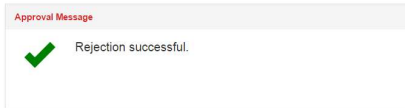
Choose

Remarks *

Ok

Close

- Enter rejection reason and remarks then click Ok.



- Return (for more details and/or documents)

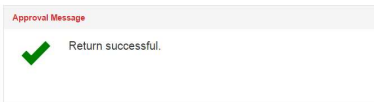
Return For Update ✕

Remarks *

Ok

Close

- Enter your remarks for the return and click Ok.



Note: you should check all details and view all the uploaded documents to be able to approve/reject/return.

Return Pass for Amendment

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

- Click on Return Pass for Amendment

The following page will be displayed

Search Return Pass

Search Filters

Pass Reference No

Enter Pass Reference

Pass Duration

All

Date of Visit

User Name

Enter visitor name

- Enter the Search criteria to display the pass which was returned and require further action.

Pass Reference No	Ports Name	Gate Name	Pass Duration	Pass Type	Status	Action
10081600001715	JAFZA	Any Gate	One Day Pass	Business Meeting	Return For Update	

Showing 1 to 1 of 1 entries

Previous 1 Next

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

Report Lost Pass

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

- Click on Report Lost Pass

The following page will be displayed

Lost Pass

Search Filters

Pass Reference No

Enter Pass Reference

Pass Duration

All

Date of Visit

User Name

Enter visitor name

Search

Reset

- Enter the Search criteria

System will display the results as follows:

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

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

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

System will display pass details

LostPass Information

Remarks *

remarks

Document *

Choose File | No file chosen

Submit

Reset

Back

- enter your remarks and upload any supporting document then Submit

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



Search Pass

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

- Click on Search Pass

The following page will be displayed

Search Pass

Search Filters

Pass Reference No

Status
All

Pass Type
All

Pass Duration
All

Date of Visit

Port
All

User Name

Visitor Nationality

Passes generated by
Company

Search

Reset

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

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

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

Print Receipt

Print Pass

Renew Pass

Back

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

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

