

Dubai Customs Services – IE settings

Copyright Information

Copyright © 2025 by Dubai Trade. All rights reserved. This document and all associated attachments mentioned therein are the intellectual property of Dubai Trade. This document shall be used only by persons authorized by DUBAI TRADE, for the purpose of carrying out their obligations under a specific contract with DUBAI TRADE. Unauthorized copying, printing, disclosure to third party and transmission of this document to any other destination by any media will constitute an unlawful act, attracting appropriate legal actions.

Control Document Notification

This is a controlled document. Unauthorized access, copying, replication and usage for a purpose other than for which this is intended are prohibited. This document is being maintained on electronic media. Any hard copies of it are uncontrolled and may not be the latest version. Ascertain the latest version available with DUBAI TRADE.



Table of Contents

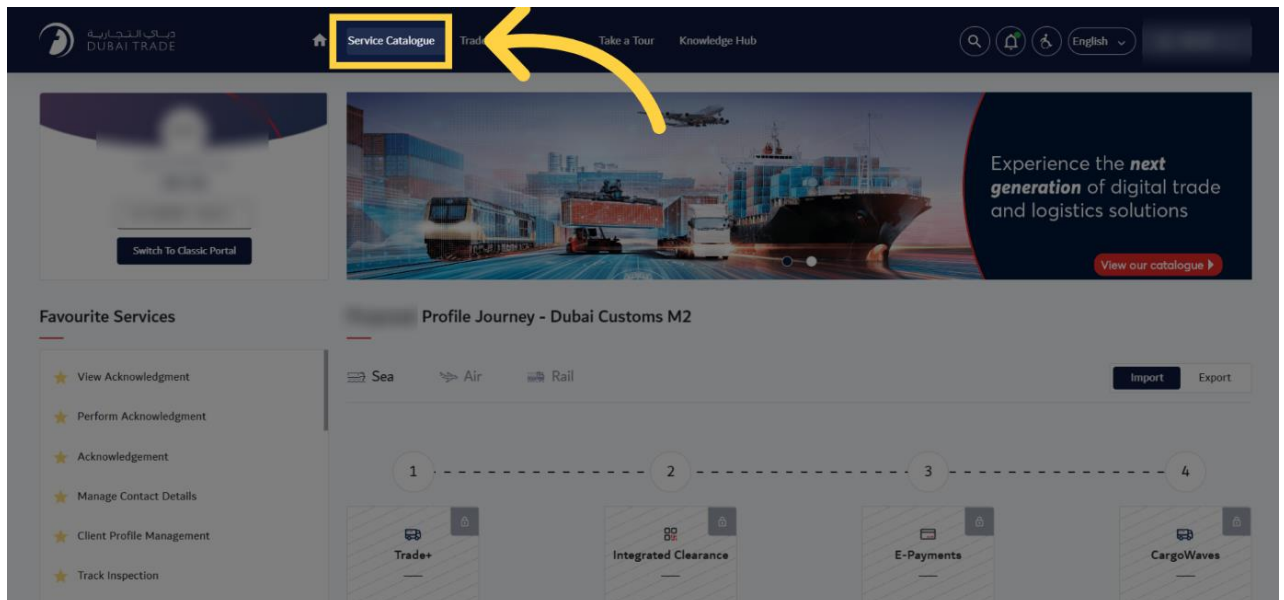
DOCUMENT DETAILS

Document Name	Dubai Customs Services – IE settings
Project Name	
Business Unit	Dubai Trade
Author(s)	DT Training Dept.
Last Updated Date	21 st August 2025
Current Version	1.0

This guide helps you navigate Dubai Customs services on the Dubai Trade Single Window platform, with a focus on browser settings for the purpose of signing and submitting declarations and claim requests.

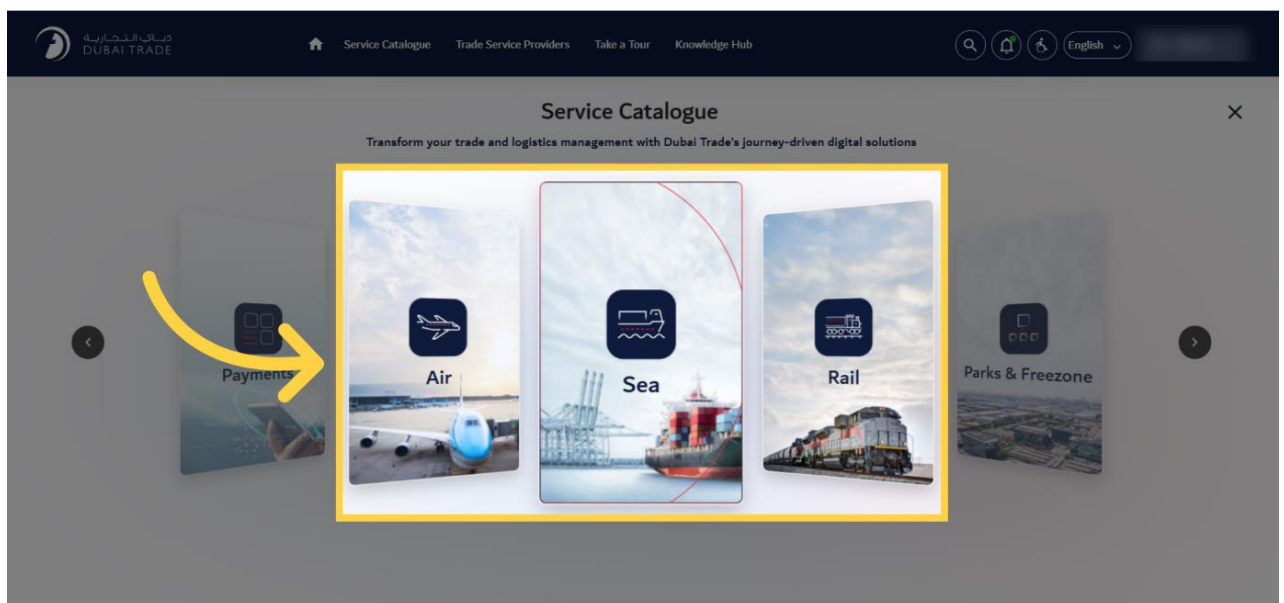
1. Access the services

Navigate to the Service Catalogue to explore available Dubai Customs services.



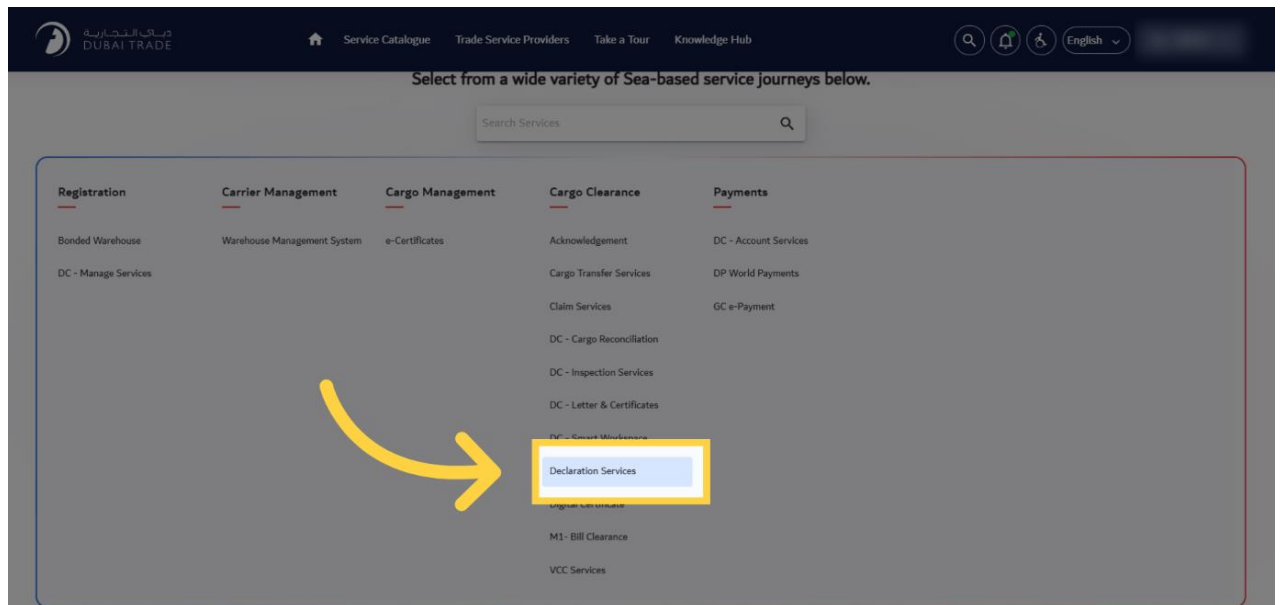
2. Catalogue

Access the preferred service options by clicking the provided link within the catalogue.



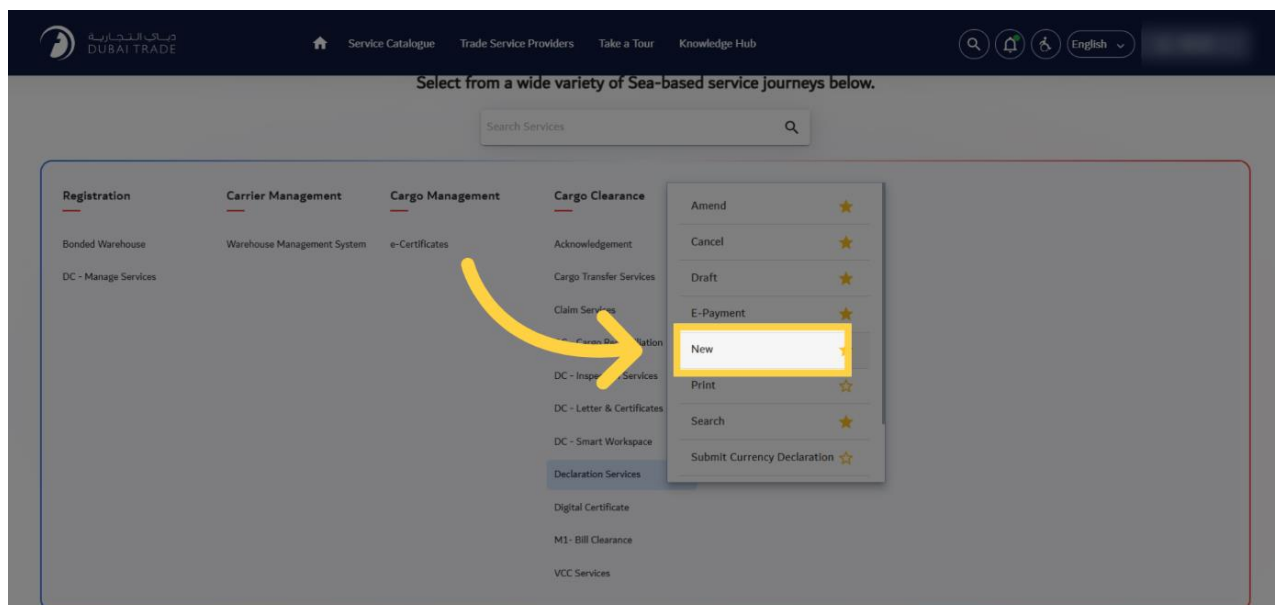
3. Dubai Customs services

Select Declaration Services to access your customs declarations efficiently.



4. Create New

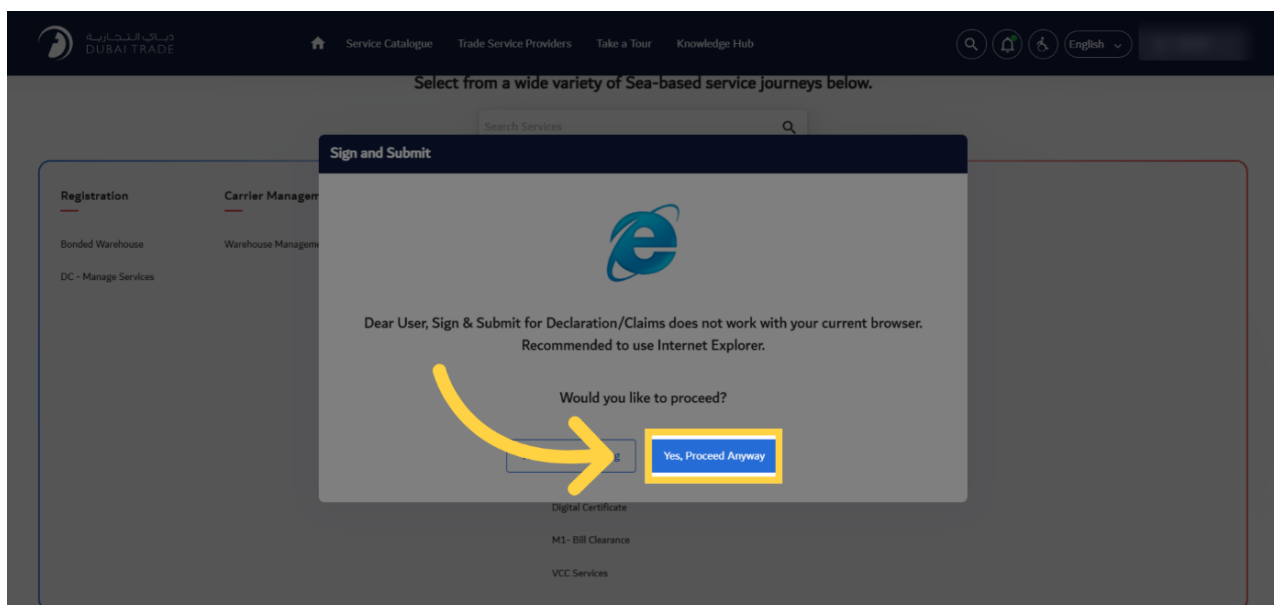
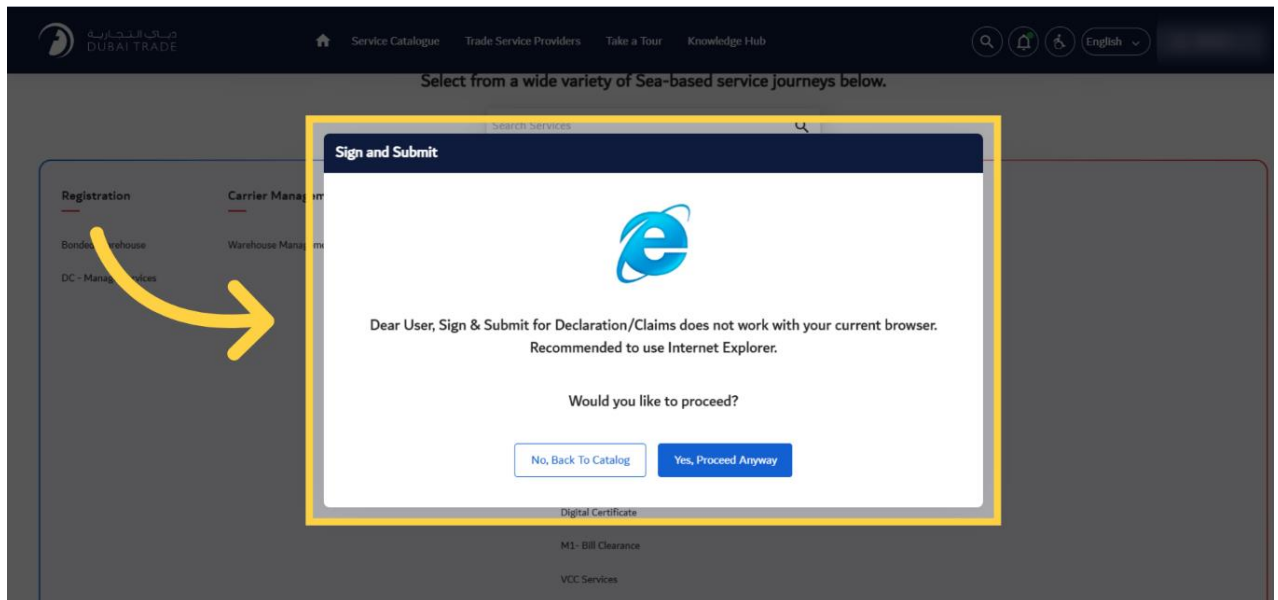
Create a new declaration by choosing the option to start a fresh submission.



5. IE settings alert page

You will be prompted about browser compatibility for the purpose of signing and submitting declarations or claims requests.

You will still be able to draft your requests by clicking "Yes" or Click "No" to go back.



New

1 General Information 2 Shipping Details 3 Invoice Details 4 Payment Details

Declaration Header

Regime Type: * [Please Select] Declaration Type: * [Please Select]

Client's Dec. Ref. No. *

Person/Parties

Exporter's Code: Importer's Code:

OR — OR —

Add Overseas Customer MRA AEO Add Overseas Customer

Notify Party Code: Cargo Handler's Code:

Agent's Code: Customs Broker:

Trade Type: [Please Select]

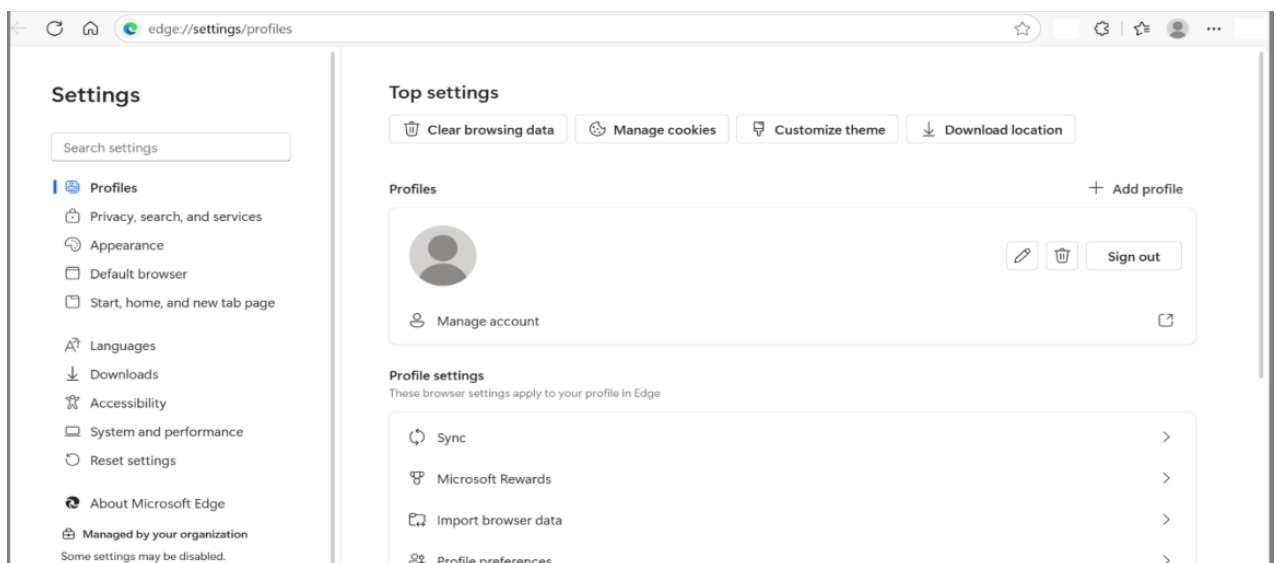
Import/Export Entity

Importing CWIFZ: Exporting CWIFZ:

Availability of Required Documents

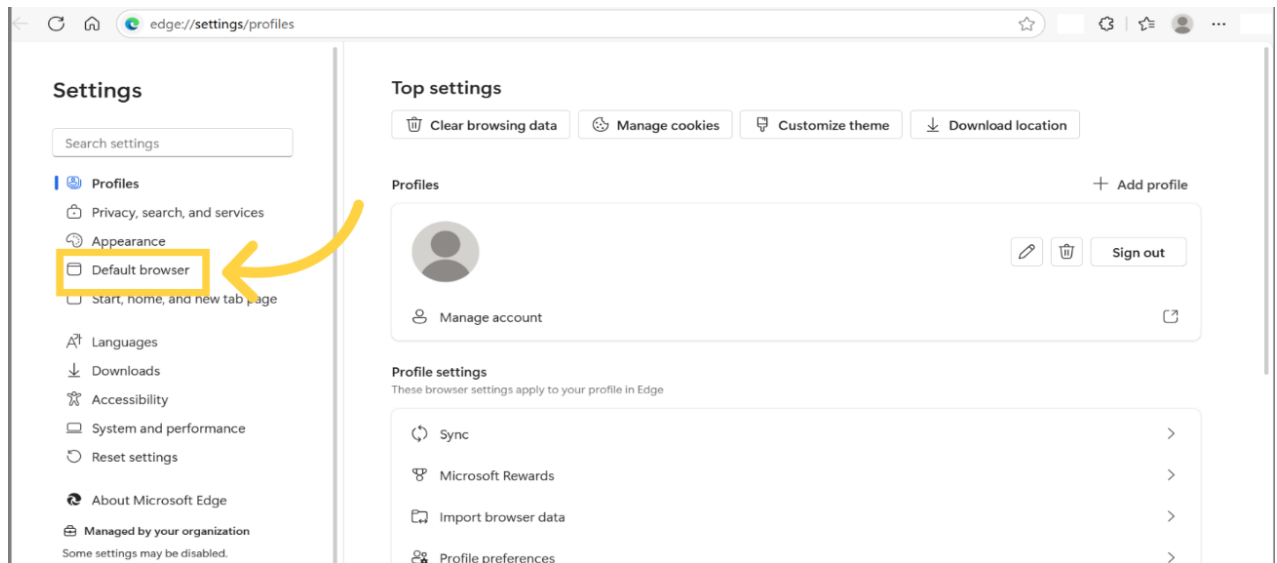
6. Browser Settings

Follow these instructions to complete setting up your **Microsoft Edge** browser to run on Internet Explorer mode.



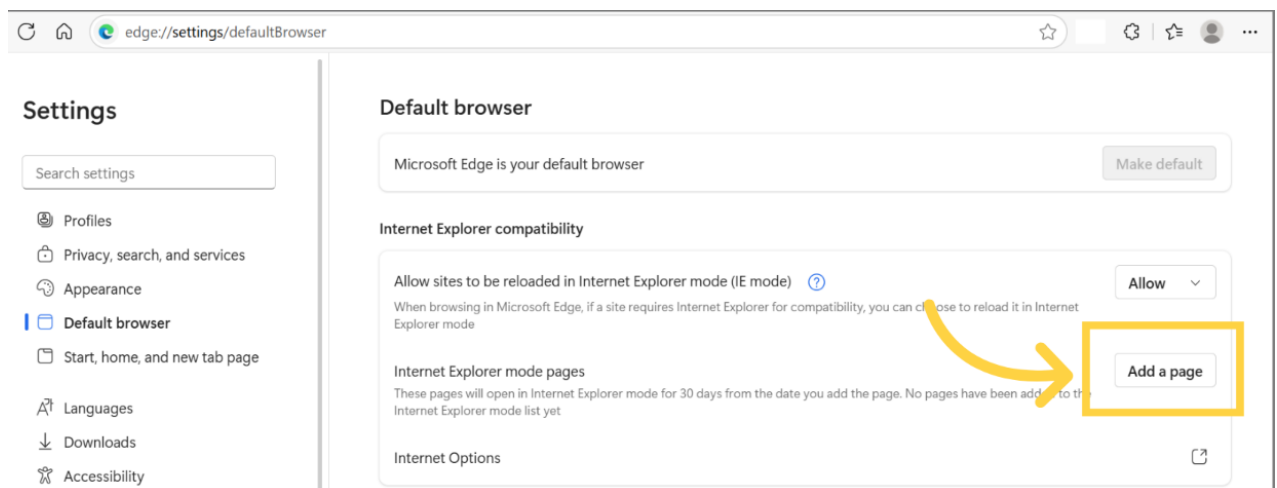
7. Default Browser

On the left side of your screen, go to "Default Browser"



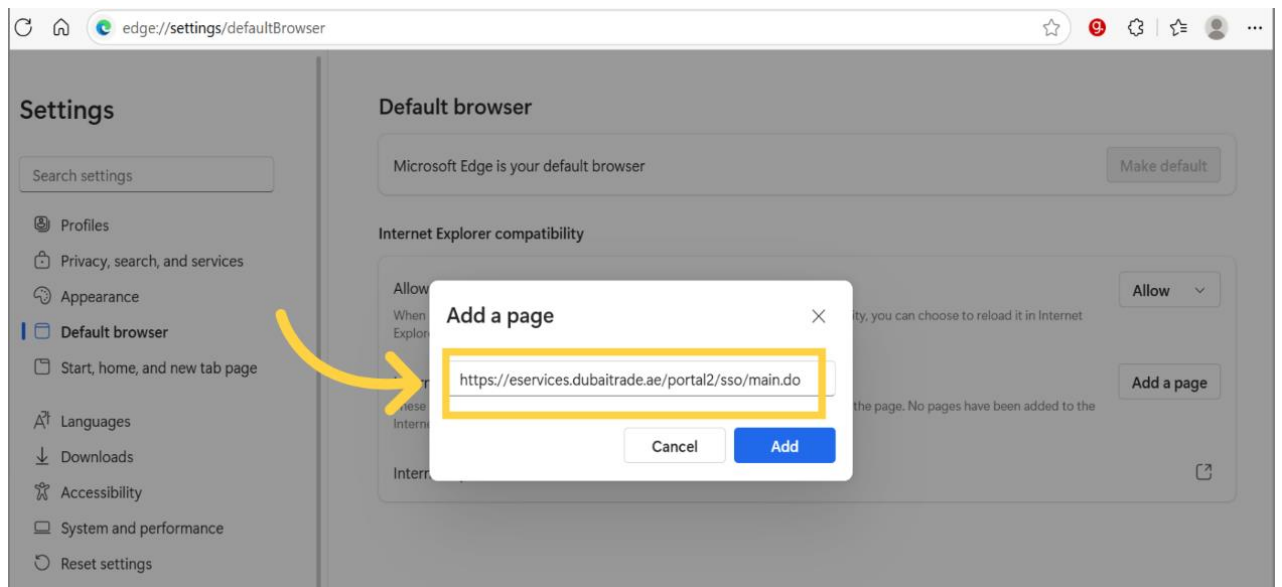
8. IE Mode Pages

Then click "add a page" under the Internet Explorer mode pages section.



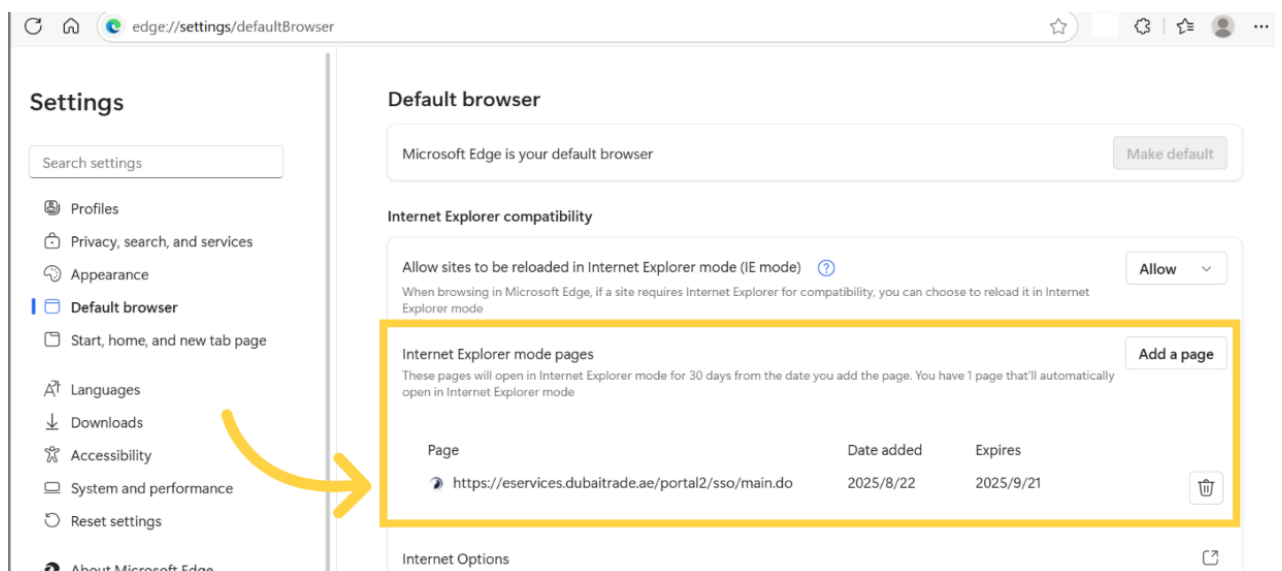
9. Add the website URL

Please add the website URL <https://eservices.dubaitrade.ae/portal2/sso/main.do>



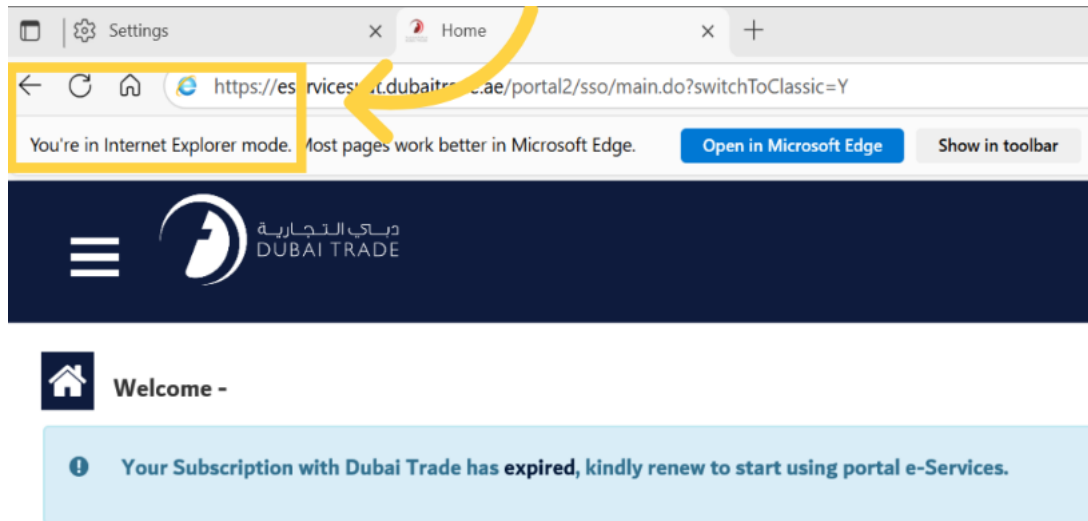
10. URL

You have now successfully added the URL to run on Internet Explorer mode using Microsoft Edge browser.

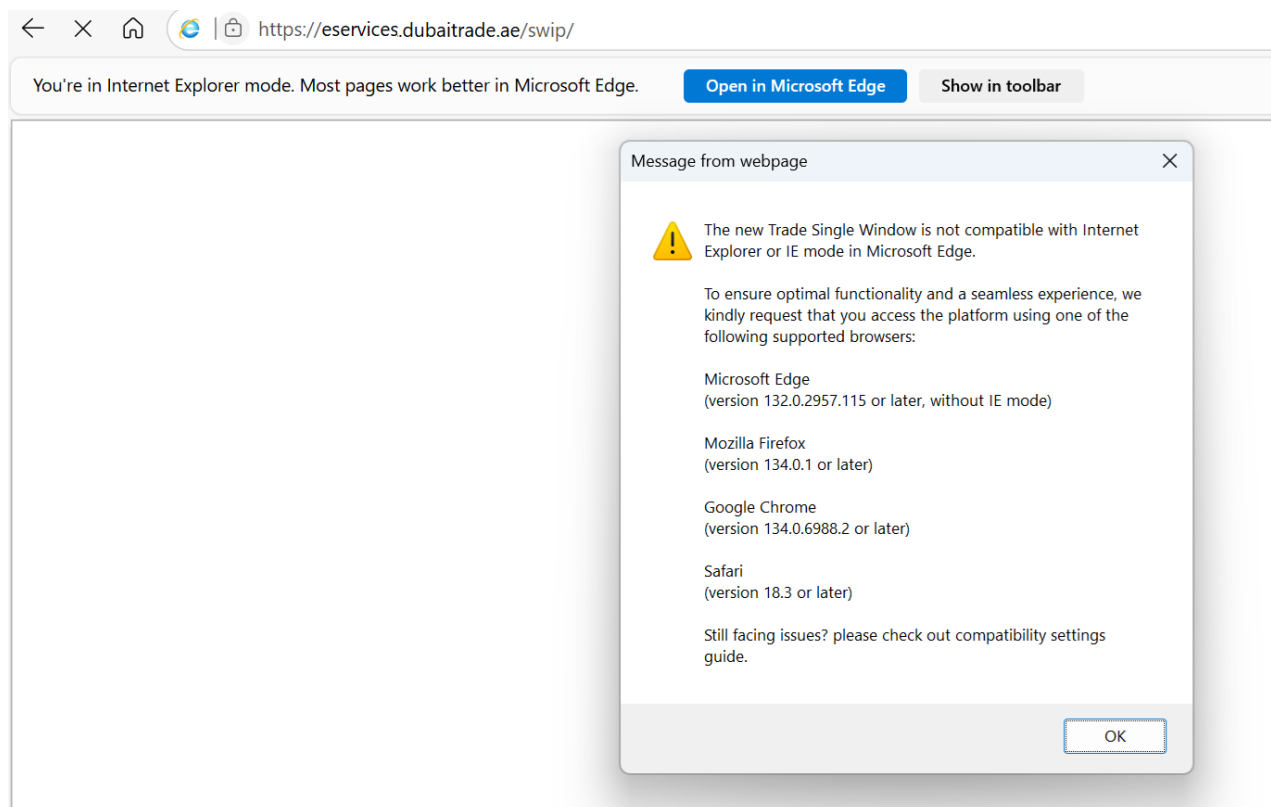


11. Confirmation

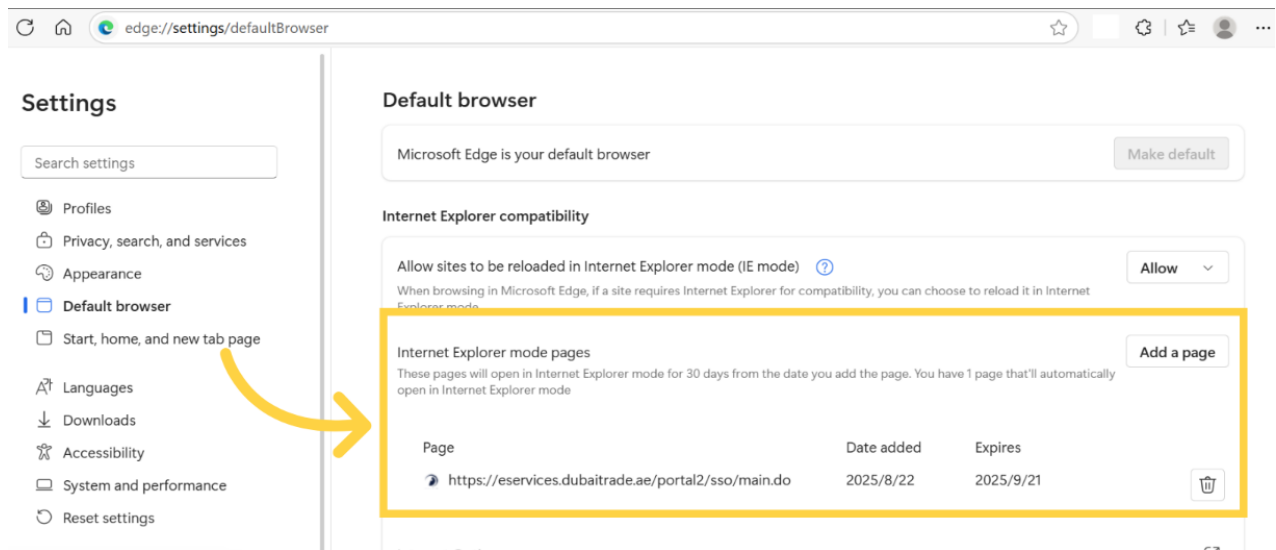
Go back to Microsoft Edge to access Dubai Customs services. You will be prompted that you are now currently running on Internet Explorer mode.



Important to note: The new Dubai Trade Single Window Platform is not compatible with Internet Explorer or IE mode in Microsoft Edge. A pop-up alert message will display this information along with supported browsers to be used.



To access the Single Window platform seamlessly using Microsoft Edge browser, please ensure that the website URL is deleted from this section.



This guide walked you through handling browser compatibility issues to successfully sign and submit your customs declaration and claim requests on the Dubai Trade Single Window platform.

