





# **ONLINE ACCOUNT MANAGEMENT SERVICES**

## **User Manual - External**

## Version 1.3

#### **Version History**

Date	No	Summary of Changes	Name		
06-05-2019		Draft	Dubai Customs		
16-05-2019 1.0		Version 1.0	Dubai Customs		
16-10-2019	1.1	Version 1.1	Dubai Customs		





	NAA/
>	
AI	
	ST. Let

Date	No	Summary of Changes	Name
30/03/2022	1.2	Customs Logo change	
12/06/2024	1.3	AMS Phase 2 (Multi-guarantee requests)	Dubai Customs

## 1 **Contents**

1. INTRO	DUCTION	
1.1. Pur	RPOSE	3
1.2. INT	ENDED AUDIENCE	4
1.3. POF	RTAL LOGIN	5
2. Accou	UNT MANAGEMENT SERVICE	6
2.1. Mai	NAGE ACCOUNTS	6
2.1.1	New Account Opening	8
2.1.2	Modify Contact Details	12
2.1.3	Manage Account Users	13
2.1.4	View Account Details	15
2.2. MA	NAGE GUARANTEE	17
2.2.1	New Guarantee (Bank Guarantee)	17
2.2.2	New Guarantee (Cash Guarantee)	20
2.2.3	Update Guarantee (Bank Guarantee)	22
2.2.4	Reduce Guarantee (Cash Guarantee)	
2.2.5	Withdraw Guarantee	31
2.3. TR/	ACK REQUEST	
2.3.1	Track Request (General)	
2.3.2	Track Request (provide response to suspended request)	35





#### 1. Introduction

#### 1.1. Purpose

This document is intended to guide the Dubai Trade users to understand and perform the online Account Management Services (AMS) of Dubai Customs.

Types and usage of Accounts

1	Credit Account (CDR Account)	The Credit Account (CDR Account) is a convenient facility offered to Dubai Customs customers, allowing them to settle transaction charges directly from their account rather than using e-Payment, cash, or cheques. This account can be utilized for paying customs duties, other charges related to declarations, as well as transaction fees such as inspection bookings fee and claims charges etc. It's important to note that deposit payments cannot be processed through the Credit Account. To activate and maintain this account, a Bank or Cash Guarantee is required to support the assigned credit limit.
2	Debit Account (e-Wallet)	The Debit Account (e-Wallet) is another facility offered to Dubai Customs customers, allowing them to settle transaction charges directly from their account rather than using e-Payment, cash, or cheques. This account can be utilized for paying customs duties, <b>Deposits</b> , other charges related to declarations, as well as transaction fees such as inspection bookings and claims charges etc. Unlike Credit Account, no Bank or Cash Guarantee is required to support the Credit Limit. Customers have the flexibility to top up their account as needed.
3	Standing Guarantee Account	The Standing Guarantee Account is a specialized facility offered by Dubai Customs specifically for the payment of <b>Declaration Deposits</b> . It provides customers with an alternative to making payments via e-Payment, cash, or cheque for deposit requirements associated with declarations. By utilizing the Standing Guarantee Account, customers can simplify their Deposit payment procedures and expedite transaction processing. To activate and maintain this account, a Bank or Cash Guarantee is required to support the assigned credit limit except for Virtual Stock Guarantee and Virtual Corridor guarantee account.





Following are three Categories of Standing Guarantee Accounts available, each designated for specific type Deposits.
1. SG Account – Standard This Account category can be used for paying Declaration Deposits Like Re-Export Deposit, Transit Deposit, Duty Deposit and Missing Document deposits etc. This account category requires a Bank or Cash Guarantee to support the Credit Limit.
2. SG Account – Virtual Stock Guarantee This Account category can be used for paying deposit of Free Zone and Customs Warehouse Export Declaration only.
<b>3. SG Account – Virtual Corridor Guarantee</b> This Account category can be used for paying deposits of Cargo Transfer Declaration only.

The following are the major functionalities available in online Account Management Service Module:

- Request New Account
- Modify contact details
- Manage Cash Guarantee
- Manage Bank Guarantee(s)
- Manage Account users (authorization to use the account by other related Business)
- Track Request
- Print Guarantee Receipt

#### **1.2. Intended Audience**

The intended audience for this document includes the following:

• Dubai Trade Portal users (Customs Brokers, Importer, Exporters, Agents and FZ companies)





#### 1.3. Portal Login

- 1) Enter the application URL (<u>www.dubaitrade.ae</u>) in the IE window
- 2) Click enter button



- 3) Click on the **login** button at right top corner of the page.
- 4) Login screen will be displayed.
- 5) In the Login page, enter the Username and Password
- 6) Click on "Sign In" button

	دبات التجارية DUBAI TRADE	
Usernan	ie	
Passwor	3	
Forgot p	assword ?	
	SIGN IN	
	Or	
	Sign in with UAE PASS	





#### 2. Account Management Service

#### 2.1. Manage Accounts

1. Select "Mirsal II -> Financial Services -> Manage Accounts" from the left menu



2. A pop-up screen appears to choose the Customer, if multiple customers are associated with same Business.

🗋 customer list - Google Chrome	—		$\times$
③ Not secure   dtsit.dubaitrade.ae/portal/sso/showAgentList.do	service?	d=2367	72
customer list			
select customer AE-1049528-Dubai Customs M2-QAMS  remember my selection			
select Close			

- 3. Select the customer from the list, and click on select button.
- 4. Accounts Management screen appears with Account tab selected, system displays all Accounts (Credit, Debit and Standing guarantee, Virtual stock guarantee, Virtual corroder guarantee) belongs the logged in Business code.



حکومــــة دبـــــي Government of dubai	X
	1

	a programmer of
	New Colonger
ı	
	š. 👬 🖉
	and the

🔊 Αссοι	Int Track Request								
									New Account
elect	Account Type	Account Category	Account	Account Holder	Total Guarantee Amount	Used Guarantee Amount	Available Balance	Status	Remarks
0	Credit Account (CDR)	Standard	113478 - DUBAI TRADING EST	I-70155	20,000.00	-1,050.00	21,050.00	Active	Test Remarks
0	Credit Account (CDR)	Standard	113490 - DUBAI TRADING EST	I-70155	101,000.00	120.00	100,880.00	Active	Test Remarks
0	Credit Account (CDR)	Standard	113509 - DUBAI TRADING EST	I-70155	0.00	885.00	-885.00	New	Test Remarks
0	Credit Account (CDR)	Standard	113512 - DUBAI TRADING EST	I-70155	29,334.00	2,140.00	27,194.00	Active	Test Remarks
0	Credit Account (CDR)	Standard	113514 - DUBAI TRADING EST	C-60110	188,000.00	0.00	188,000.00	Active	Test Remarks
							e c	1 2	3 4 5 10 >

## The following details are displayed:

Fields/Buttons	Description
Account Type	Type of Account such as Credit Account (CDR) or Debit Account or Standing Guarantee Account
Account Category	Category of Account such as Standard or Virtual Corridor Guarantee or Virtual Stock Guarantee.
Account Account Number and Account Name	
Account Holder	Account Holder Type - Account Holder Code
Total Guarantee Amount	Total Guarantee Amount
Used Guarantee Amount	Used Guarantee Amount
Available Balance	Available Balance
Status	Current status of the Account such as Active, New or Inactive.
Remarks	Remarks if any
Select Option Button	Click to Select the Account.
New Account Button	Click to create a new Account Opening Request. For more information on New Account, see section <u>New Account Opening</u>
Modify Contact Details Button	Click to modify contact details. For more information on Modify Contact Details, see section Modify Contact Details.
Manage Account User Button	Click to manage Account User. For more information on Manage Account User, see section Manage Account Users





### 2.1.1 New Account Opening

Accou	nt ≓Track Request								
									New Account
elect	Account Type	Account Category	Account	Account Holder	Total Guarantee Amount	Used Guarantee Amount	Available Balance	Status	Remarks
0	Credit Account (CDR)	Standard	113490 - DUBAI TRADING EST	I-70155	101,000.00	120.00	100,880.00	Active	Test Remarks
0	Credit Account (CDR)	Standard	113509 - DUBAI TRADING EST	I-70155	0.00	885.00	-885.00	New	Test Remarks
0	Credit Account (CDR)	Standard	113512 - DUBAI TRADING EST	I-70155	29,334.00	2,140.00	27,194.00	Active	Test Remarks
С	Credit Account (CDR)	Standard	113514 - DUBAI TRADING EST	C-60110	188,000.00	0.00	188,000.00	Active	Test Remarks
С	Credit Account (CDR)	Gold	113515 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
								1 2	3 4 5 9 5

- 1. Click on **New Account** button from Account Management screen to open a new account with Dubai Customs.
- 2. The Account Request screen appears.

Accounts Requ	est		
Account ≓Track	< Request		
Account Information			
Account Type *	Credit Account (CDR)	Account Category	Standard 🗸
Account Holder Type *	Importer v	Account Holder Code	70155 DUBAI TRADING EST
Remarks		0	
Primary Contact			Click here to update contact details in Client Profile
Country	UNITED ARAB EMIRATES	State/Emirate	DUBAI
P.O.Box No.	36	Mobile No	971-56-2325232
Address	dubai	Telephone 1	971-5-6232545
Email Address 1	infogain.sandeepk@dubaicustoms.ae		
Secondary Contact			
Telephone 2 *		Telephone	3
Email Address 2 *	I	Email Address	3
Contact Person *		Contact Designation	a
	Submit >	Xear 🤁 🛛 Canc	al

- 3. Provide Account Type, Account Category, Account Holder Type, Remarks and Secondary Contact information
- 4. Primary Contact Information will be displayed as provided in the business registration.



Following Account Types are available:



- Credit Account (CDR)
- Standing Guarantee Account
- Debit Account (e-Wallet)

Account Category will be displayed based on Account Type. Only *Standard* Account Category is applicable for Debit Account and Credit Account (CDR).

Following Account Categories are available for Standing Guarantee Account:

Standard

عكوما

ـة دبـ

GOVERNMENT OF DUBAI

 Standard standing guarantee account is used for paying normal deposits in case of import for re-export, transit, Free zone movements, temporary admission, missing document deposit etc.

#### • Virtual Corridor Guarantee

- Virtual corridor standing guarantee account used for Cargo Transfer movement.
- Virtual Stock Guarantee
  - VSG account is a facility provided to FZ and CW companies, which will be used for deposits related to FZ and CW movements. This Account do not require any Bank or Cash guarantee.

Note: In case of Virtual Stock Guarantee and Virtual Corridor Guarantee account, guarantee amount required to be mentioned in the "Amount" field. Also download and fill the special forms required and upload.

Account Type * Standing Guara	antee Account	~	Account Category *	Virtual Stock Guarantee	*
Account Holder Type * Select		~	Account Holder Code *	DUBAI TR	IDING EST
Amount			Remarks		
Primary Contact					Click here to update contact details in Client P
Country	UNITED ARAB EMIRATES		State/Emirate	DUBAI	
P.O.Box No.	36		Mobile No	971-56-2325232	
Address	dubai		Telephone 1	971-5-6232545	
Email Address 1	infogain.sandeepk@dubaicustoms.ae				
Secondary Contact					
Telephone 2 *			Telephone 3		
Email Address 2 *			Email Address 3		
Contact Person *			Contact Designation *		
Jpload Documents					
ownload Application For Granting Virtual S ownload Application For Granting Virtual S	Stock Guarantee Facility for Customs Warehouse 🛓 Stock Guarantee Facility for Free Zone 🚢 lock Guarantee Facility for Customs Warehouse 🜲				
ownload Undertaking For Using Virtual St					

- 5. Upload required Documents, if applicable.
- 6. Click on Submit button.





7. If an account with the same account type already exists for the business, the user must accept by clicking 'Confirm' and proceed by clicking the 'Proceed' button to continue with the request submission.

Duplicate Account Type Confirmation	ĸ
Below Account(s) of Type Standing Guarantee Account exists for this business. Are you sure to proceed? 333696-CNP INDUJA TEST 1, 333697-CNP INDUJA TEST 1, 333740-CNP INDUJA TEST 1, 333741-CNP INDUJA TEST 1, 333743-CNP INDUJA TEST 1, 333886-CNP INDUJA TEST 1, 333891-CNP INDUJA TEST 1, 333898-CNP INDUJA TEST 1, 333899-CNP INDUJA TEST 1, 333913-CNP INDUJA TEST 1, 333914-CNP INDUJA TEST 1, 333915-CNP INDUJA TEST 1, 333920-CNP INDUJA TEST 1	
Please select Confirm and click on Proceed to continue with the request.	
Proceed Cancel	

8. System displays acknowledgement screen with Request number and request will be assigned for approval if applicable.

Account Request Ack	knowledgement		
Account     Track Request     View/Print			
New Account request has been	submitted successfully.		
Request No.	12883	Account Type	Credit Account (CDR)
Account No.	113548	Account Holder	Importer 70155 DUBAI TRADING EST

9. Click on View/Print button will display account detail screen.





Credit Account (CDR)	Account Category	Standard
Importer	Account Holder	70155 - DUBAI TRADING EST
113548		
UNITED ARAB EMIRATES	State/Emirate	DUBAI
36	Mobile	971-56-2325232
dubai	Telephone 1	971-5-6232545
04123456789	Telephone 3	0423456789
infogain.sandeepk@dubaicustoms.ae	Email Address 2	testingaaaaaaaaaaaaaaaaa@testing.com
	Contact Person	AHMED MOHAMMED
		Completed
	Credit Account (CDR) Importer 113548 UNITED ARAB EMIRATES 36 dubai 04123456789 infogain.sandeepk@dubaicustoms.ae	Credit Account (CDR)       Account Category         Importer       Account Holder         113548

10. To view the status and request details. Use Track request option. Refer <u>Track Request</u> (General)

Manage Reque	sts		
	Request		
Request Type *	All	Request Status	• Under Processing V
Account Type *	All 🗸 🗸	Account	· All
From Date *	19-06-2024	To Date	26-06-2024
	Q Search	2 Reset	





#### 2.1.2 Modify Contact Details.

This option is for modifying contact details.

1. Select the Account from Account Management screen for which contact details can be modified.

Accoui	nts Manageme	nt							
O Accou	unt ZTrack Request								
									New Account
Select	Account Type	Account Category	Account	Account Holder	Total Guarantee Amount	Used Guarantee Amount	Available Balance	Status	Remarks
0	Credit Account (CDR)	Standard	113537 - DUBAI TRADING EST	I-70155	575,000.00	0.00	575,000.00	Active	Test Remarks
0	Credit Account (CDR)	Standard	113541 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
0	Credit Account (CDR)	Standard	113543 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
0	Credit Account (CDR)	Standard	113544 - DUBAI TRADING EST	I-70155	0.00	6,070.00	-6,070.00	New	Test Remarks
۲	Credit Account (CDR)	Standard	113548 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
							« < 1 2	3 4	5 6 7 10 > »
				Modify Contact Deta	ils Manage Account User				

- 2. Click on Modify Contact Details button.
- 3. Update Contact Details screen appears

Update Contact Details				
Account     Track Request				
Account Information				
Account	113548 - DUBAI TRADING EST	Account Holder Type	Importer	
Account Holder Code	70155	Business Code	AE-8123044	
Primary Contact				Click here to update contact details in Client Profile
Country	UNITED ARAB EMIRATES	State/Emirate	DUBAI	
P.O.Box No.	36	Mobile No	971-56-2325232	
Address	dubai	Telephone 1	971-5-6232545	
Email Address 1	infogain.sandeepk@dubaicustoms.ae			
Secondary Contact				
Telephone 2 * 04123456789		Telephone 3 0423456789		
Email Address 2 * abcdefgh@abcdef.com		Email Address 3 abcdefgh1@abcdef.com		
Contact Person * MOHAMMED AHMED		Contact Designation * ACCOUNTS MANAGER		
	Submit >	Cancel		

- 4. Modify the fields in the secondary contact section.
- 5. Primary Contact Information will be displayed as provided in the business registration.

Primary Contact details can be modified by "Click **here** to update contact details in client profile".

- 6. Submit the modified details.
- 7. Modify Contact Details request acknowledgement screen will be displayed.

حکومیے دبیے DVERNMENT OF DUBAI		جمــارك دبـــي Dubai Customs
Modify Contact Deta	ails Request Acknowledgement	
	A	
View/Print		

8. Click on View/Print button will display account detail screen.

#### 2.1.3 Manage Account Users

This option allows the management of account users, granting authorization for other related businesses to use the account. Once authorized, these businesses can use the account to pay charges for most Dubai Customs transactions.

1. Select the Account from Account Management screen for which Account, users to be modified.

Accoui	nts Manageme	ent							
💿 Accou	Int Track Request								
									New Account
Select	Account Type	Account Category	Account	Account Holder	Total Guarantee Amount	Used Guarantee Amount	Available Balance	Status	Remarks
0	Credit Account (CDR)	Standard	113537 - DUBAI TRADING EST	I-70155	575,000.00	0.00	575,000.00	Active	Test Remarks
0	Credit Account (CDR)	Standard	113541 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
0	Credit Account (CDR)	Standard	113543 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
0	Credit Account (CDR)	Standard	113544 - DUBAI TRADING EST	I-70155	0.00	6,070.00	-6,070.00	New	Test Remarks
۲	Credit Account (CDR)	Standard	113548 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
							« < 1 2	3 4	5 6 7 10 > »
				Modify Contact Deta	ills Manage Account User				
Guaran	tee Details								
Guarante	ее Туре		Gua	rantee Ref. No.					Amount
No reco	ord found !								
				Man	age Guarantee				

- 2. Choose Manage Account User option
- 3. Account User Management screen appears.





O Account	t						
Account Information							
Account	113548	- DUBAI TRADING EST		Account Holder Type	Importer		
Account Holder Code	70155			Business Code	AE-8123044		
Account User							
Account Holder Type Select			~	Account Holder Code			
Name							
			Add Ac	count User			
Account Users							
уре	Code	Name				User Type	Action
Importer	70155	DUBAI TRADING EST				Owner	
Importer	A0001	AL MUSTANEER TRADING COMPANY. (DXB)					×
FTZ Licencee	A0001	RICOH EUROPE MIDDLE EAST BR.					×
							e c 1 > >
Jpload Documents							
Additional Document 1 Choos	e File No file chosen			Additional Document 2 Choose File N	file chosen		

- 4. System displays the existing account users
- 5. To add new user, provide Account Holder Type, Account Holder Code (Business type and code)
- 6. Click on Add account user.
- 7. Account user will be added to the Account users list. Multiple accounts users can be added in same request.
- 8. To remove the account user (existing or newly added), click cross button provided in Action column.
- 9. Upload applicable documents.
- 10. Submit the request.
- 11. Account User Management acknowledgement screen will be displayed and request will be assigned for approval if applicable.

Account User Manage	ement Acknowledgement		
Account			
Your account user request is sub	pmitted successfully		
Request No.	12885	Account Type	Credit Account (CDR)
Account No.	113548	Account Holder	Importer 70155 DUBAI TRADING EST





#### **2.1.4 View Account Details**

This option is to view Account details.

1. Click on the Account link from Account Management screen for which Account details to be viewed.

Account	nt _=Track Request	)							
- Accor									New Account
Select	Account Type	Account Category	Account	Account Holder	Total Guarantee Amount	Used Guarantee Amount	Available Balance	Status	Remarks
0	Credit Account (CDR)	Standard	113537 - DUBAI TRADING EST	I-70155	575,000.00	0.00	575,000.00	Active	Test Remarks
0	Credit Account (CDR)	Standard	113541 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
0	Credit Account (CDR)	Standard	113543 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
0	Credit Account (CDR)	Standard	113544 - DUBAI TRADING EST	I-70155	0.00	6,070.00	-6,070.00	New	Test Remarks
۲	Credit Account (CDR)	Standard	113548 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
							« c 1 2	3 4	5 6 7 10 >
				Modify Contact Deta	ils Manage Account User				
Guaran	tee Details								
Guarant	е Туре		Gu	arantee Ref. No.					Amo
No reco	ord found !								
				Mana	ne Guarantee				
				Widtha	ge odarantee				

2. Account Detail screen will be displayed.

Account Details				
Account Type	Credit Account (CDR)	Account		113548 - DUBAI TRADING EST
Business Code	AE-8123044	Consignee	Code	I - 70155
Consignee Name	DUBAI TRADING EST	Contact Pe	rson	MOHAMMED AHMED
Mobile	971-56-2325232	Email		abcdefgh@abcdef.com
Phone	971-5-6232545	Email 2		abcdefgh@abcdef.com
Phone 2	04123456789	Email 3		abcdefgh1@abcdef.com
Phone 3	0423456789	Account St	atus	
Guarantee Details				
Guarantee Type	Guarantee Ref. No.		Amount Bank	Guarantee Status
No record found !				
Virtual Account Details	5			
Bank		Virtual Account No.	IBAN	
DUBAI ISLAMIC BANK, DE	IRA	000000000000000000000000000000000000000	AE0000	000000000000000000000000000000000000000
Account Users				
Consignee Type	Consignee	e Code	Consignee N	lame
Importer	70155		DUBAI TRAD	ING EST





3. System displays the **Virtual Bank Account Number and IBAN** allocated to the selected account. Using this Virtual IBAN number, you can settle account dues or top-up the credit or debit account. Simply transfer funds using net banking, an ATM or at a bank counter to the IBAN displayed against account, and the amount will be credited within 30 minutes to the associated credit or debit Account.





#### **2.2. MANAGE GUARANTEE**

As part of the new enhancement, multiple guarantee requests can now be initiated simultaneously to enhance user experience. Guarantee is applicable only for Credit and Standing Guarantee Account. For Debit Account (e-Wallet), guarantees are not applicable; instead, it can be topped up using cash equivalent payment modes through various channels.

Following are the major type of guarantee request:

- New Guarantee
- Update Guarantee
- Reduce Guarantee
- Withdraw guarantee

## 2.2.1 New Guarantee (Bank Guarantee)

This option is used to request the addition of a new Bank guarantee to increase the credit limit.

1. Select the Account from Account Management screen for which Guarantee to be created.

ccoui	nts Manageme	nt							
🙆 Αссοι	int ≓Track Request								
									New Account
Select	Account Type	Account Category	Account	Account Holder	Total Guarantee Amount	Used Guarantee Amount	Available Balance	Status	Remarks
0	Credit Account (CDR)	Standard	113478 - DUBAI TRADING EST	I-70155	20,000.00	-1,050.00	21,050.00	Active	Test Remarks
0	Credit Account (CDR)	Standard	113490 - DUBAI TRADING EST	I-70155	101,000.00	120.00	100,880.00	Active	Test Remarks
0	Credit Account (CDR)	Standard	113509 - DUBAI TRADING EST	I-70155	0.00	885.00	-885.00	New	Test Remarks
0	Credit Account (CDR)	Standard	113512 - DUBAI TRA <mark>DI</mark> NG EST	I-70155	29,334.00	2,140.00	27,194.00	Active	Test Remarks
۲	Credit Account (CDR)	Standard	113514 - DUBAI TRADING EST	C-60110	95,000.00	0.00	95,000.00	Active	Test Remarks
							« <	1 2	3 4 5 10 > >
				Modify Contact Det	ails Manage Account User				
Guaran	tee Details								
Guarante	ee Type		Guar	antee Ref. No.					Amou
CASH			Z468	8					25,000
CASH			Z471	6					30,000
BANK			Ref34	451					40,000
									« < 1 > x
				Man	ane Guarantee				

- 2. System displays the existing guarantees associated with the selected account.
- 3. Click Manage Guarantee button, system displays the Manage Guarantee screen:





nage Guarantee				
Account =Track Request				
count Information				
Account	113514 - DUBAI TRADING EST	Account Holder Type	Clearing Agent	
Account Holder Code	60110	Business Code	AE-8123044	
iarantee Details				New Guarantee
arantee Type C	Suarantee Ref. No.		Amount Action	
ASH Z	4688		25,000.00 Reduce Guarantee Withdraw Guarantee	
ASH Z	4716		30,000.00 Reduce Guarantee Withdraw Guarantee	
ANK F	tef3451		40,000.00 Update Guarantee Withdraw Guarantee	

- 4. Click on **New Guarantee** button to add a new Guarantee
- 5. Guarantee Request screen appears.

/lanage Guarai	ntee							
Account	Request							
Account Information								
Account		113514 - DUBAI TRADING EST		Account Holder Type		Clearing Agent		
Account Holder Code		60110		Business Code		AE-8123044		
Guarantee Details								New Guarantee
Guarantee Type		Guarantee Ref. No.			Amount	Action		
CASH		Z4688			25,000.00	Reduce Guarantee	Withdraw Guarantee	
CASH		Z4716			30,000.00	Reduce Guarantee	Withdraw Guarantee	
BANK		Ref3451			40,000.00	Update Guarantee	Withdraw Guarantee	
								« < 1 > »
New Guarantee								
Guarantee Type *	Bank		~	Guarantee Ref. No. *	CBD123456			
Amount *	10000			Bank *	COMMERCIAL BANK OF DU	BAI, TF CENTRE		~
Upload Documents								
Download Bank Guarantee * Kindly request your ba	e Format 📥 ank to send a	confirmation email to "Refund.finance@dubaicustoms.ae" confir	ming the issuance of t	the guarantee and the auther	nticity of signatures appearin	g thereon.		
Bank Guarantee Copy *	Choose Fil	No file chosen		Confirmation email from bank	Choose File No file choser	1		
			Add >	⊗ Cancel				

- 6. Select Guarantee Type (Bank) from the list.
- 7. Provide Guarantee Reference Number
- 8. Select the Bank.
- 9. Provide the Guarantee Amount mentioned in the Bank Guarantee.
- 10. Upload applicable documents.
- 11. Click Add button to add the new guarantee to the request batch.
- 12. System add the draft request on the screen below.





Account Info	rmation								
Account			113514 - DUBAI TRADING ES	т	Account Holder Type Clearing Agent				
Account Holde	er Code		60110		1	Business Code	AE-8123044		
Guarantee De	etails								New Guarantee
Guarantee Type	9	Guarantee	Ref. No.				Amount Action		
CASH		Z4688					25,000.00 Reduce Guarantee Wi	thdraw Guarantee	
CASH	Z4716					30,000.00 Reduce Guarantee Wi	thdraw Guarantee		
BANK		Ref3451					40,000.00 Update Guarantee Wit	hdraw Guarantee	
									<b>e</b> c 1 <b>b b</b>
Modified Gua	arantee Details								
S. No.	Request Type	G	Guarantee Type	Guarantee Ref. No.		Existing Amount	Proposed Amount	nt Refund Mode	Action
1	New	E	BANK	CBD123456		0	1000	0	×
1									_

13. User can either submit or add additional guarantee request if any.

The request is currently in draft mode and has not been submitted. If you close the browser, any unsaved data will be lost. Please ensure to click 'Submit' after adding all updates related to guarantees.





### 2.2.2 New Guarantee (Cash Guarantee)

This option is used to requesting the addition of a new Cash guarantee to increase the credit limit using *e-Payment*.

1. User click New Guarantee button, system displays the **Guarantee Request** screen

lanage Guara	ntee						
Account	k Request						
Account Information	1						
Account		113514 - DUBAI TRADING EST		Account Holder Type		Clearing Agent	
Account Holder Code		60110		Business Code		AE-8123044	
Guarantee Details							New Guaran
Guarantee Type		Guarantee Ref. No.			Amount	Action	
CASH		Z4688			25,000.00	Reduce Guarantee Withdr	raw Guarantee
CASH		Z4716			30,000.00	Reduce Guarantee Withdr	raw Guarantee
BANK		Ref3451			40,000.00	Update Guarantee Withdra	aw Guarantee
							« < 1 >
New Guarantee							
Guarantee Type	Cash (e-Payn	nent Only)	~	Guarantee Ref. No.			
Amount	20000			Bank Select			~
			Add >	S Cancel			
				-			

- 2. User select Guarantee type as "Cash (e-Payment)
- 3. Enter the Guarantee Amount to be added.
- 4. Clicking the 'Add' button, the system updates the draft request in the modified guarantee list as follows:

Account Inf	formation								
Account			113514 - DUBAI TRADING ES	т	Account Holder Type		Clearing Agent		
Account Hol	older Code		60110		Business Code		AE-8123044		
Guarantee I	Details								New Guarar
Guarantee Ty	/pe	Guarantee	Ref. No.			Amount	Action		
CASH		Z4688				25,000.00	Reduce Guarantee With	draw Guarantee	
CASH	SH Z4716				30,000.00	Reduce Guarantee With	draw Guarantee		
BANK	NK Ref3451					40,000.00	Update Guarantee With	draw Guarantee	
Modified Gu	uarantee Details								
S. No.	Request Type	0	Guarantee Type	Guarantee Ref. No.	Existing Amount		Proposed Amount	Refund Mode	Action
1	New	E	BANK	CBD123456	0		10000		×
		(	CASH		0		20000		×

5. Now two draft requests added to modified guarantee request list.





- 6. User have the ability to remove any of the added items from the list by clicking on a cross button located in action column next to each item.
- 7. Actor can add a new request if needed; otherwise, they proceed by clicking the submit button to finalize and submit the entire request.





## 2.2.3 Update Guarantee (Bank Guarantee)

This option is to increase or decrease the Bank guarantee amount associated with Credit or Standing guarantee account.

Manage (	Guarantee								
Account	≓Track Request								
Account Inf	ormation								
Account			113514 - DUBAI TRADING ES	т		Account Holder Type	Clearing Agent		
Account Hol	ider Code		60110			Business Code	AE-8123044		
Guarantee D	Details								New Guarantee
Guarantee Ty	pe	Guarantee	e Ref. No.				Amount Action		
CASH		Z4688					25,000.00 Reduce Guarantee With	ndraw Guarantee	
CASH	Z4716					30,000.00 Reduce Guarantee With	ndraw Guarantee		
BANK	Ref3451					40,000.00 Update Guarantee With	draw Guarantee		
									« < 1 > »
Modified Gu	uarantee Details								
S. No.	Request Type		Guarantee Type	Guarantee Ref. No.		Existing Amount	Proposed Amoun	t Refund Mode	Action
1	New		BANK	CBD123456		0	10000	)	×
2	New		CASH			0	2000	)	×
					Sub	mit			

1. User identify the guarantee to be updated and clicks on Update guarantee button, system displays the update guarantee frame with all existing values of the selected guarantee for update.

lanage Guarantee					
Account					
Account Information					
Account	113514 - DUBAI TRADING EST		Account Holder Type	Clearing Agent	
Account Holder Code	60110		Business Code	AE-8123044	
Guarantee Details					New Guarantee
Guarantee Type	Guarantee Ref. No.			Amount Action	
CASH	Z4688			25,000.00 Reduce Guarantee Withdraw Guarantee	
CASH	Z4716			30,000.00 Reduce Guarantee Withdraw Guarantee	
BANK	Ref3451			40,000.00	
					« < 1 > »
Update Guarantee					
Guarantee Type	BANK		Guarantee Ref. No.	Ref3451	
Current Amount	40,000.00		Bank	ARAB AFRICAN INTL BANK, DEIRA	
New Amount 50000					
Upload Documents					
Bank Guarantee Copy Choos	e File No file chosen		Amendment Bank Guarantee Copy Choo	se File No file chosen	
		Add >	S Cancel		

- 2. User enters the **new guarantee amount** (increased or decreased).
- 3. User can upload the applicable documents.





4. Clicking the 'Add' button, the system updates the draft request in the modified guarantee list as follows:

Account	≓Track Request						
Account Int	formation						
Account		113514 - DUBAI TRAE	ING EST	Account Holder Type	Clearing Agent		
Account Ho	older Code	60110		Business Code	AE-8123044		
Guarantee	Details						New Guarante
Guarantee Ty	/pe	Guarantee Ref. No.			Amount Action		
CASH		Z4688			25,000.00 Reduce Guarantee With	draw Guarantee	
CASH	SH Z4716				30,000.00 Reduce Guarantee With	draw Guarantee	
BANK	IK Ref3451				40,000.00		
						«	د 1 »
Modified G	uarantee Details						
5. No.	Request Type	Guarantee Type	Guarantee Ref. No.	Existing Amount	Proposed Amount	Refund Mode	Action
1	New	BANK	CBD123456	0	10000		×
2	New	CASH		0	20000		×
3	Update	BANK	Ref3451	40000	50000		×

- 5. Now three draft requests added to modified guarantee request list.
- 6. User have the ability to remove any of the added items from the list by clicking on a cross button located in action column next to each item.
- 7. Actor can add a new request if needed; otherwise, they proceed by clicking the submit button to finalize and submit the entire request.





## 2.2.4 Reduce Guarantee (Cash Guarantee)

This option is to decrease the Cash guarantee amount and get the refund.

Account	≓ Track Request							
Account I	nformation							
Account	Int 113514 - DUBAI TRADING EST		Accou	int Holder Type	Clearing Agent			
Account Holder Code 60110		Busin	Business Code AE-8123044					
Guarante	e Details							New Guarantee
Guarantee	Туре	Guarantee Ref. No.				Amount Action		
CASH		Z4688				25,000.00 Reduce Guarantee With	draw Guarantee	
CASH		Z4716				30,000.00 Reduce Guarantee With	draw Guarantee	
BANK		Ref3451				40,000.00		
							«	c 1 → 3
Modified (	Guarantee Details							
S. No.	Request Type	Guarantee Type	Guarantee Ref. No.		Existing Amount	Proposed Amount	Refund Mode	Action
1	New	BANK	CBD123456		0	10000		×
2	New	CASH			0	20000		×
3	Update	BANK	Ref3451		40000	50000		×

1. User clicks on Reduce guarantee button, system displays the information message as below:



2. System displays the update guarantee frame with all existing values of the selected guarantee for update.





Account Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count C						
Account Information						
Account	113514 - DUBAI TRADING EST		Account Holder Type		Clearing Agent	
Account Holder Code	60110		Business Code		AE-8123044	
Guarantee Details						New Guarantee
uarantee Type	Guarantee Ref. No.			Amount A	Action	
CASH	Z4688			25,000.00		
CASH	Z4716			30,000.00	Reduce Guarantee Withdraw Guaran	tee
BANK	Ref3451			40,000.00		
						« c 1 > »
Reduce Guarantee						
Guarantee Type	CASH		Current Amount		25,000.00	
Refund Details						Click here to add bank accoun
Refund Mode Cheque		~	Refund Amount 10000			
	ADINO FOT					

3. User select the Refund mode (Bank transfer or Cheque). In case cheque selected, an information message will be displayed as below:

Message	¢
Special Approval is required for refund by Cheque. For faster refund, please add Bank Account and submit the request using Bank Account Transfer option	
🗸 ОК	

- 4. System display the Beneficiary name from the Account holder name. User is allowed to change the Beneficiary name but additional documents to be uploaded to justify the change.
- 5. When user selects Refund mode as "Bank Transfer" then system displays the Bank Account number associated with Business code and user can select one of them.

*Note: In case bank account is not registered with Dubai Customs, you can register by clicking link "add bank account" in the same screen.* 





Reduce Guarantee				
Guarantee Type	CASH	Current Amount	25,000.00	
Refund Details				Click here to add bank account
Refund Mode Bank		✓ Refund Amount	10000	
Bank Account No. * Select		~		
Upload Documents				
		Add > 🖉 Cancel		

- 6. User enters the Refund amount.
- 7. User can upload applicable documents.
- 8. Clicking the 'Add' button, the system updates the draft request in the modified guarantee list as follows:

Account	Track Request								
Account In	formation								
Account			113514 - DUBAI TRAD	ING EST	Account Holder Type		Clearing Agent		
Account Ho	Ider Code		60110		Business Code		AE-8123044		
Suarantee	Details								New Guarante
uarantee Ty	pe	Guarante	e Ref. No.			Amount	Action		
CASH		Z4688				25,000.00	Reduce Guarantee With	draw Guarantee	
CASH		Z4716				30,000.00			
BANK		Ref3451				40,000.00			
Aodified G	uarantee Details								
. No.	Request Type		Guarantee Type	Guarantee Ref. No.	Existing Amount		Proposed Amount	Refund Mode	Action
1	New		BANK	CBD123456	0		10000		×
2	New		CASH		0		20000		×
3	Update		BANK	Ref3451	40000		50000		×
4	Reduce		CASH	Z4716	30000		20000	Cheque	×

- 8. Now four draft requests added to modified guarantee request list.
- 9. User have the ability to remove any of the added items from the list by clicking on a cross button located in action column next to each item.
- 10. Actor can add a new request if needed; otherwise, they proceed by clicking the submit button to finalize and submit the entire request.
- 11. Actor Submit request (final submit with four draft request).
- 12. System generates the separate Request No. for each request and single Batch no. for complete batch. (Note: Batch no. is only for grouping all the request together).
- 13. System display the acknowledgement page with all request details mentioned as below:





lanage Gua	arantee					
⊘ Account Guarantee Requ	Track Request					
Guarantee reques	at has been successfully sub	pmitted as follows				
Batch No.	Request No	Request Type	Guarantee Type	Guarantee Ref. No.	Status	Action
1050	12887	New Guarantee	Bank	CBD123456	Under Processing	
1050	12888	New Guarantee	Cash		Payment Pending	Pay
1050	12889	Update Guarantee	Bank	Ref3451	Under Processing	
1050	12890	Reduce Guarantee	Cash	74716	Under Processing	

14. System provides an option to "Pay" the Cash Guarantee using e-Payment. Once the payment is done system will enable the guarantee for usage. If you miss the payment from this page, it can be re-initiated from Track Request. Refer <u>Track Request (General)</u>

lanage	e Requests								
Accourt	nt ≓Track Request								
F	Request Type * All			✓ Request Status	Payment F	Pending			~
,	Account Type * All			✓ Account *	All				~
	From Date * 20-06-2024		6	To Date*	27-06-2024				<b>#</b>
			Q Search	😂 Reset					
Request	S								
Request No.	Request Type	Account	Request Status	Status Remarks		Request Date	Requested By	Action	
12888	New Guarantee	113514-DUBAI TRADING EST	Payment Pending	Payment Pending		27-06-2024	amstm1	Withdraw	
								α c 1	1 2 3

- 15. User choose proceed to Pay option to continue with payment.
- 16. System displays the confirmation message.

Co	onfirm Payment	×
	Confirm Transaction	
	By clicking the confirm button, you are authorizing us to redirect your request for payment of AED 20,000 through Dubai E-Government payment site.	
	✓ Confirm    Cancel	

- 17. Click on Cancel button to return to previous screen.
- 18. Click on Confirm button to proceed with Payment. System navigate the control to Digital Dubai dubaipay Payment gateway page.



- 19. Select the payment method (credit card, Net Banking, Noqodi). For more information related to payment methods, visit Digital Dubai website.
- 20. System display the Total Amount.
- 21. User clicks on Pay button to continue with payment. System display the respective page based on the payment method selection. Below are the details required for credit card payment:

dubaipay	دبــــيالرقميـة DIGITAL DUBAI
Dubai Customs · #900000233717819 Details v	
Enter Card Details 🛛 🗰 🛲 🏥	
Credit Card Number	
Expiry Date MM / YY	
CVV Number CVV	
D Check. Verified by VISA	SafeKey JCB
Donation	
Donation Donate for charity "Dirham AI Amal" Learn more	•
Donation         Learn more         C           This initiative is launched by Dubai Department of Finance. IACAD License No.         Content of Finance. IACAD License No.	* PRHCE-000002660
Donation Donate for charity "Dirham AI Amal" Learn more  This initiative is launched by Dubai Department of Finance. IACAD License No	** PRHCE-000002660 Amount: <b>20000.00 AE</b>
Donation Donate for charity "Dirham AI Amal" Learn more  This initiative is launched by Dubai Department of Finance. IACAD License No	1: PRHCE-000002660 Amount: 20000.00 AE Cancel Pay

- 22. Enter the credit card number, expiry date and CVV number.
- 23. Click Pay button
- 24. System communicate with gateway and complete the transaction. Please note that don't close the browser because it takes few seconds to complete the transaction.





- 25. System display the Payment status message (Success or Failure)
- 26. Incase failure then **Recheck** option available in Track Request Page and continue with that option.
- 27. On Success, system generate the "Receipt" and displayed in the screen.
- 28. User can print the receipt for future reference.

uarantee Receipt			
Receipt No.	Z-4730	Receipt Date	27-06-2024 00:00:00
Business Code	AE-8123044 (C - 60110)	Account Type	Credit Account (CDR)
Account No.	113514	Account Name	DUBAI TRADING EST
Receipt Type	Credit Account Cash Guarantee Top Up	Amount (AED)	20,000.00
Payment Mode	Credit Card	Transaction No.	900000233717819
Transaction Date	27-06-2024 00:00:00	E-Payment Transaction No.	4015143
Amount (AED)	20,000.00	Transaction Status	SUCCESS
is Receipt is generated by	the system and therefore does not requires a signature	1	

29. In case Net Banking selected then below details to be entered:

dub.	aipay	
Subai Custor	ns - #4015144 Details ~	
Payment Mel	hod	
	redit Card	
	Commercial Bank Of Dubal 🛧	
Contact Info		
Email	infogain.sandeepkii/dubaicustoms.ae	
Add Anothe	r.Contact	
		Total Amount: 10000.00 AED
		Cancel Pay
	By tapping on "Pay" you	are agreeing with our Terms & Conditions

30. Select the bank where your net banking is enabled and click Pay button. 31. System display respective Net Banking screen as below:







- 32. Enter the user name and password related to Net Banking.
- 33. Follow the steps required by the bank and confirm payment.
- 34. System display the success of failure message and similar to e-Payment.
- 35. User has to fill the Digital Dubai survey form.







## 2.2.5 Withdraw Guarantee

This option allows for withdrawing any guarantees as needed, which in turn reduces the credit limit of the associated account.

- 1. User selects the Account from which the guarantee to be withdrawn.
- 2. User clicks on Manage Guarantee button, system displays all the Guarantees applicable to selected account.

Account =Track Request				
account Information				
Account	113514 - DUBAI TRADING EST	Account Holder Type	Clearing Agent	
Account Holder Code	60110	Business Code	AE-8123044	
Suarantee Details				New Guaran
iuarantee Type	Guarantee Ref. No.		Amount Action	
CASH	Z4688		25,000.00 Reduce Guarantee Withdraw Guarante	e
CASH	Z4716		30,000.00 Reduce Guarantee Withdraw Guarante	e
BANK	Ref3451		40,000.00 Update Guarantee Withdraw Guarantee	
BANK	HSBC12345		70,000.00 Update Guarantee Withdraw Guarantee	
CASH	277889900		3,000.00 Reduce Guarantee Withdraw Guarante	9

- 3. User identify the guarantee to be withdrawn and click on Withdraw Guarantee button.
- 4. System displays the notification message regrading the withdrawal of the guarantee, ensuring any outstanding payment are settled.



5. System displays the withdraw guarantee details screen and allow the user to select the Refund mode incase Cash guarantee.





	**			
Account Information	A			
Account	113514 - DUBAI TRADING EST	Account Holder Type	Clearing Agent	
Account Holder Code	60110	Business Code	AE-8123044	
Suarantee Details				New Guarante
Suarantee Type	Guarantee Ref. No.		Amount Action	
CASH	Z4688		25,000.00 Reduce Guarantee Wi	Indraw Guarantee
CASH	Z4716		30,000.00 Reduce Guarantee Wit	hdraw Guarantee
BANK	Ref3451		40,000.00 Update Guarantee Wit	hdraw Guarantee
BANK	HSBC12345		70,000.00 Update Guarantee Wit	hdraw Guarantee
CASH	277889900		3,000.00	
				« c 1 >
Vithdraw Guarantee				
Guarantee Type	CASH	Current Amount	3,000.00	
tefund Details				Click here to add bank a
Refund Mode * Cheque		Beneficiary Name * DUBAI TR	ADING EST	

- 6. User select the Refund mode (Bank Transfer or Cheque) when guarantee type is Cash.
- 7. When "Bank" is selected as refund mode, user has to select the Bank Account to which the amount will be transferred.
- 8. When "Cheque" is selected as refund mode then system displays the information message and display account holder name as Beneficiary Name. User is allowed to change the Beneficiary name but additional documents to be uploaded to justify the change.
- 9. User clicks the Add button.
- 10. System add the request in modified guarantee details section. User is able to add any other request part of the same batch or continue with submitting the request.

Manage (	Guarantee							
Account Account Infe								
Account Account Hole	der Code	113514 - DUBAI TRA 60110	DING EST		Account Holder Type Business Code	Clearing Agent AE-8123044		
Guarantee E	Details							New Guarantee
Guarantee Typ	0e	Guarantee Ref. No.				Amount Action		
CASH		Z4688				25,000.00 Reduce Guarantee With	draw Guarantee	
CASH		Z4716				30,000.00 Reduce Guarantee With	ndraw Guarantee	
BANK		Ref3451				40,000.00 Update Guarantee With	draw Guarantee	
BANK		HSBC12345				70,000.00 Update Guarantee With	draw Guarantee	
CASH		Z77889900				3,000.00		
								« < 1 > »
Modified Gu	arantee Details							
S. No.	Request Type	Guarantee Type	Guarantee Ref. No.		Existing Amount	Proposed Amount	Refund Mode	Action
1	Withdraw	CASH	Z77889900		3000	0	Cheque	×
				SI	ubmit			

- 11. User clicks Submit button.
- 12. System submit the request successfully and display the acknowledgement screen with request number etc.



13. Note: incase any other pending request exists for same guarantee then system display the error message as mentioned below:

The following error(s) occurred: • Pending Update Guarantee Requ	est No.12889 exists for this account.			×
Update Guarantee				
Guarantee Type	BANK	Guarantee Ref. No.	Ref3451	
Current Amount	40,000.00	Bank	ARAB AFRICAN INTL BANK, DEIF	A
New Amount * 2000				
Upload Documents				
Bank Guarantee Copy Choose Fil	No file chosen	Amendment Bank Guarantee Copy	Choose File No file chosen	
		Add > Cancel		





#### 2.3. TRACK REQUEST

The Track request service allows users to search and monitor the status of submitted requests. Users can search for any request using various input parameters. Additionally, this service facilitates initiating e-Payments, checking payment statuses, printing receipts, and submitting responses to suspended requests with additional information.

## 2.3.1 Track Request (General)

Select **Mirsal II** -> **Financial Services** -> **Manage Accounts** from the left menu, system displays the Account Management screen.

Acco	Int Track Request								
011000									New Account
elect	Account Type	Account Category	Account	Account Holder	Total Guarantee Amount	Used Guarantee Amount	Available Balance	Status	Remarks
0	Credit Account (CDR)	Standard	113478 - DUBAI TRADING EST	I-70155	20,000.00	-1,050.00	21,050.00	Active	Test Remarks
0	Credit Account (CDR)	Standard	113490 - DUBAI TRADING EST	I-70155	101,000.00	120.00	100,880.00	Active	Test Remarks
0	Credit Account (CDR)	Standard	113509 - DUBAI TRADING EST	I-70155	0.00	885.00	-885.00	New	Test Remarks
0	Credit Account (CDR)	Standard	113512 - DUBAI TRADING EST	I-70155	29,334.00	2,140.00	27,194.00	Active	Test Remarks
0	Credit Account (CDR)	Standard	113514 - DUBAI TRADING EST	C-60110	188,000.00	0.00	188,000.00	Active	Test Remarks
							« «	1 2	3 4 5 10 >

1. User clicks on Track Request tab, system displays the Track request search screen.

Accou	t and the second secon								
	Request Type * All			~	Request Status * A	All			
	Account Type * All			~	Account * A	All			
	From Date * 24-06-2024				To Date* 0	1-07-2024			(
			۵	Search	2 Reset				
eques	ts								
equest o.	Request Type	Account	Request Status	Status	Remarks		Request Date	Requested By	Action
12893	New Guarantee	113514-DUBAI TRADING EST	Payment Pending	Payme	ent Pending		27-06-2024	amstm1	Withdraw
12892	Withdraw Guarantee	113514-DUBAI TRADING EST	Under Processing				27-06-2024	amstm1	Withdraw
12890	Reduce Guarantee	113514-DUBAI TRADING EST	Suspended	Pls. up verifica	load new Guarantee Certif ation	ficate for	27-06-2024	amstm1	Withdraw
12889	Update Guarantee	113514-DUBAI TRADING EST	Under Processing				27-06-2024	amstm1	Withdraw
	Now Quarantae	112514 DURAL TRADING ERT	Completed	Payme	ant Completed		27-06-2024	ametm1	Print Receint





Request No.	Request Type	Account	Request Status	Status Remarks	Request Date	Requested By	Action
12888	New Guarantee	113514-DUBAI TRADING EST	Completed	Payment Completed.	27-06-2024	amstm1	Print Receipt
12887	New Guarantee	113514-DUBAI TRADING EST	Withdrawn	Submitted wrongly	27-06-2024	amstm1	
12885	Account Users	113548-DUBAI TRADING EST	Under Processing		26-06-2024	emirsal	Withdraw
12884	Account Contact Details	113548-DUBAI TRADING EST	Completed	Auto Approved	26-06-2024	amstm1	
12883	Account Opening	113548-DUBAI TRADING EST	Completed	Auto Approved	26-06-2024	amstm1	
							« < 1 2 > »

- 2. Users can select different parameter based on their search needs. Eg. If user wants to search for request which are payment pending, select the request status as "Payment Pending" and search.
- 3. System displays the request based on search parameter and provide necessary actionable option buttons against each request in Action column.
- 4. User can click on **Request No**. hyperlink to view the request details.
- 5. If a user wants to "**withdraw**" the request due to an error, mistake, or for any other reason, they should click on the 'Withdraw' button and proceed. This option is only available for pending requests.
- 6. If "**Pay**" button enabled, user can initiate and proceed with payment.
- 7. If "**Recheck**" button enabled, user can recheck the payment status.
- 8. If "**Print Receipt**" button enabled, user can print the receipt for future reference.
- 9. If "**Respond**" button enabled, user can provide response to the query initiated by Finance officer.

## 2.3.2 Track Request (provide response to suspended request)

This option is for providing additional information for the suspended request.

- 1. Search by Request status as "Suspended" or "All".
- 2. System list all the Suspended requests with suspension reasons and option to respond.
- 3. Choose Respond option.

_								
Accour	nt ≓Track Request							
F	Request Type * All			<ul> <li>Request Status</li> </ul>	Suspende	d		
	Account Type * All			<ul> <li>Account *</li> </ul>	* All			
	From Date * 24-06-2024		í	To Date*	01-07-2024	4		e
			Q Search	C Reset	)			
Request	s							
Request No.	Request Type	Account	Request Status	Status Remarks		Request Date	Requested By	Action
12890	Reduce Guarantee	113514-DUBAI TRADING EST	Suspended	Pls. upload new Guarantee Ce verification	ertificate for	27-06-2024	amstm1	Withdraw
								« c 1 >

4. **Respond** screen appears with request details.

حکومــة INT OF DUBAI	,				جمـــارك دبــــى Dubai Customs
C# Edit					
Existing Amount	30,000.00	Propo	ed Amount	20,000.00	
Guarantee Type	Cash				
Upload Documents					
Trade License Copy Choose File	No file chosen		Receipt Copy Choose File N	io file chosen	
Additional Document 1 Choose File	ams_upload_sample.docx	Additio	al Document 2 Choose File N	lo file chosen	
Document Type		File Name			Delete
Additional Document 1		ams_upload_sample.docx			×
Notes					
Status Remarks			Status	Created By	Created On
Pls. upload new Guarantee Certificate for	r verification		Suspended	sit.ams1	01-07-2024
			Under Processing	emirsal	27-06-2024
			Submitted	amstm1	27-06-2024
					« < 1 > »
Remarks * New Guarante	e letter uploaded	0			

- 5. System display the remarks entered by the approval officer.
- 6. If required, click **Edit** option to change any request information like Amount etc.
- 7. Upload the applicable documents requested.
- 8. Enter the remarks.
- 9. User submit the response request. System save the request and assign to the respective officer for processing.
- 10. System display the acknowledgement screen.





End of Document