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

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. 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, **Deposits**, 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 **Declaration Deposits**. 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.

3. **SG Account – Virtual Corridor Guarantee**
   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)
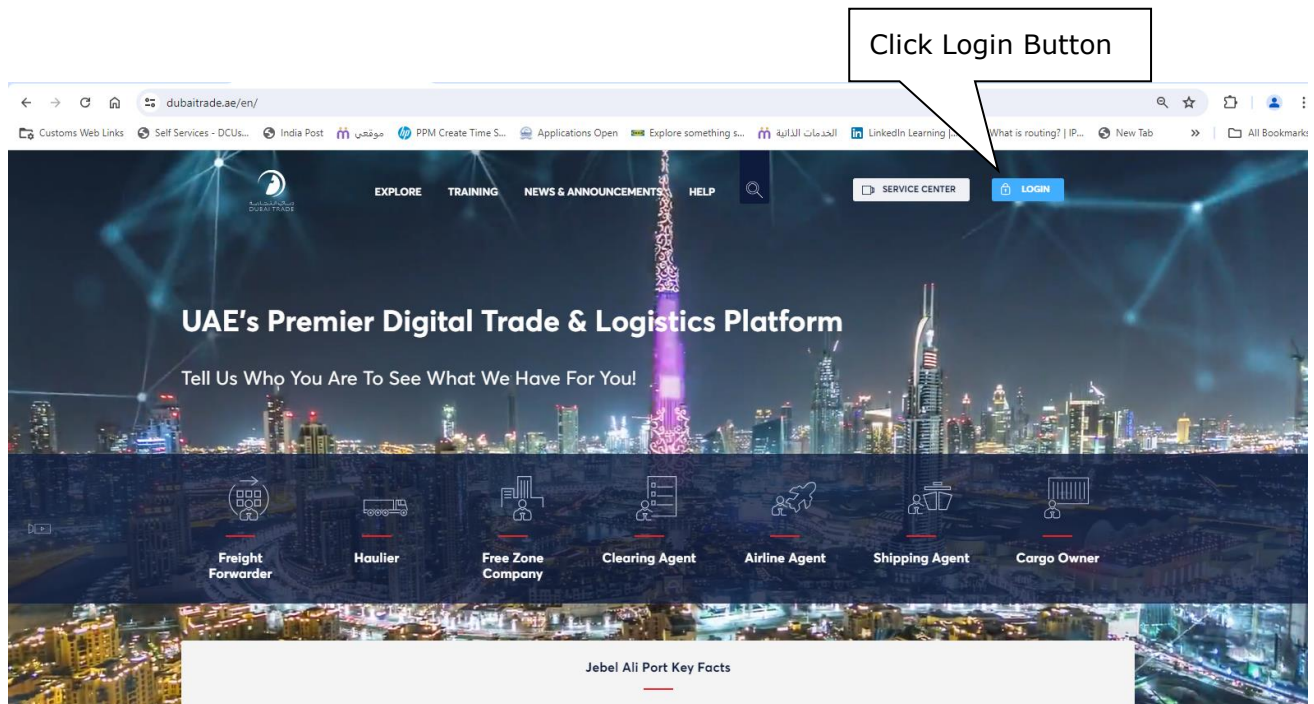- Track Request
- Print Guarantee Receipt

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 (**www.dubaitrade.ae**) in the IE window
2) Click enter button

Click Login Button
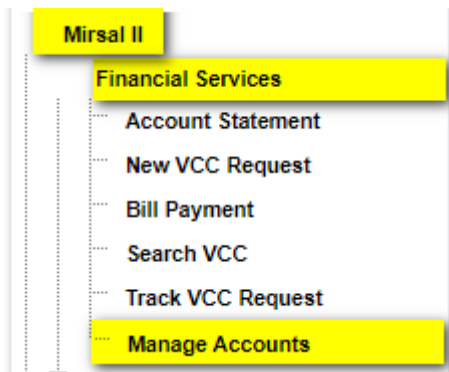

3) Click on the **login** button at right top corner of the page.
4) Login screen will be displayed.
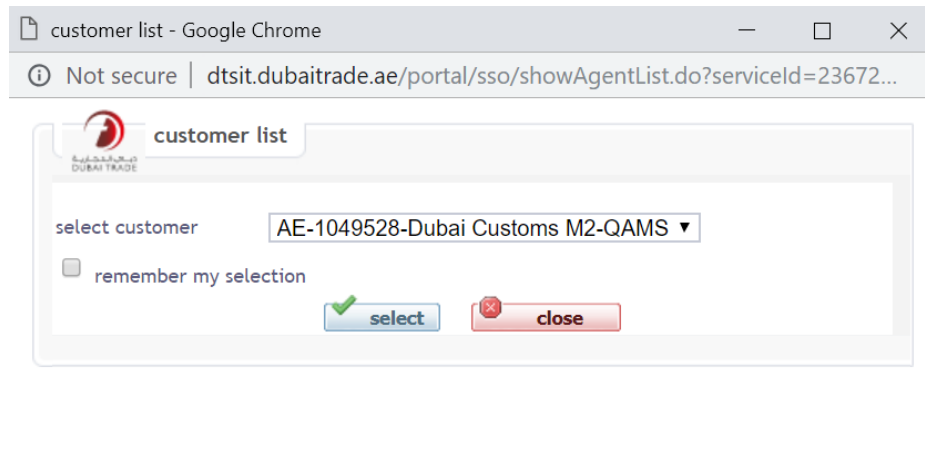5) In the Login page, enter the Username and Password
6) Click on "Sign In" button

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.

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.

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 New Account Opening
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

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

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.

PLEASE NOTE Primary Contact details can be modified by "Click **here** to update contact details in Client Profile".

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**
  - o 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**
  - o Virtual corridor standing guarantee account used for Cargo Transfer movement.
- **Virtual Stock Guarantee**
  - o 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.

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   X

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.

☑ Confirm

Proceed   Cancel

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

Account Request Acknowledgement

● 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.

Account Detail

Account Information

Account Type	Credit Account (CDR)	Account Category	Standard
Account Holder Type	Importer	Account Holder	70155 - DUBAI TRADING EST
Account No.	113548		

Contact Information

Country	UNITED ARAB EMIRATES	State/Emirate	DUBAI
P.O.Box No.	36	Mobile	971-56-2325232
Address	dubai	Telephone 1	971-5-6232545
Telephone 2	04123456789	Telephone 3	0423456789
Email Address 1	infogain.sandeepk@dubaicustoms.ae	Email Address 2	testingaaaaaaaaaaaaaaaaaaa@testing.com
Email Address 3		Contact Person	AHMED MOHAMMED
Contact Designation	ACCOUNTS MANAGER	Status	Completed

🖨 Print   ✕ Close

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

Manage Requests

⊖ Account	⇄ Track Request

Request Type *	All	Request Status *	Under Processing
Account Type *	All	Account *	All
From Date *	19-06-2024	To Date*	26-06-2024

🔍 Search   ⟳ 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.

Accounts Management

Select	Account Type	Account Category	Account	Account Holder	Total Guarantee Amount	Used Guarantee Amount	Available Balance	Status	Remarks
○	Credit Account (CDR)	Standard	113537 - DUBAI TRADING EST	I-70155	575,000.00	0.00	575,000.00	Active	Test Remarks
○	Credit Account (CDR)	Standard	113541 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
○	Credit Account (CDR)	Standard	113543 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
○	Credit Account (CDR)	Standard	113544 - DUBAI TRADING EST	I-70155	0.00	6,070.00	-6,070.00	New	Test Remarks
●	Credit Account (CDR)	Standard	113548 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks

New Account

« ‹ 1 2 3 4 5 6 7 10 › »

Modify Contact Details   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.

PLEASE NOTE 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.

Modify Contact Details Request Acknowledgement

● Account   ⇌ Track Request

View/Print

Modify Account Contact request has been submitted successfully.

Request No.	12884	Account Type	Credit Account (CDR)
Account No.	113548	Account Holder	Importer 70155 DUBAI TRADING EST

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.

Accounts Management

● Account   ⇌ Track Request

New Account

Select	Account Type	Account Category	Account	Account Holder	Total Guarantee Amount	Used Guarantee Amount	Available Balance	Status	Remarks
○	Credit Account (CDR)	Standard	113537 - DUBAI TRADING EST	I-70155	575,000.00	0.00	575,000.00	Active	Test Remarks
○	Credit Account (CDR)	Standard	113541 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
○	Credit Account (CDR)	Standard	113543 - DUBAI TRADING EST	I-70155	0.00	0.00	0.00	New	Test Remarks
○	Credit Account (CDR)	Standard	113544 - DUBAI TRADING EST	I-70155	0.00	6,070.00	-6,070.00	New	Test Remarks
◉	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 Details   **Manage Account User**

Guarantee Details

Guarantee Type	Guarantee Ref. No.	Amount
No record found !		

Manage Guarantee

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

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.

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.

2. Account Detail screen will be displayed.

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.

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

Manage Guarantee

Account | **Track 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 › »

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

Manage Guarantee

Account | **Track 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 DUBAI, TF CENTRE

Upload Documents

Download Bank Guarantee Format ⬇

* Kindly request your bank to send a confirmation email to **"Refund.finance@dubaicustoms.ae"** confirming the issuance of the guarantee and the authenticity of signatures appearing thereon.

Bank Guarantee Copy *	Choose File No file chosen	Confirmation email from bank	Choose File No file chosen

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.

Manage Guarantee

● Account | ⇄ Track 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 › »

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		✖

Submit

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

PLEASE NOTE *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

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:

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.

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.

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:

Manage Guarantee

● Account ⇌ Track 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	

« ‹ 1 › »

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		✖

Submit

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.

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.

3. User select the Refund mode (Bank transfer or Cheque). In case cheque selected, an information message will be displayed as below:
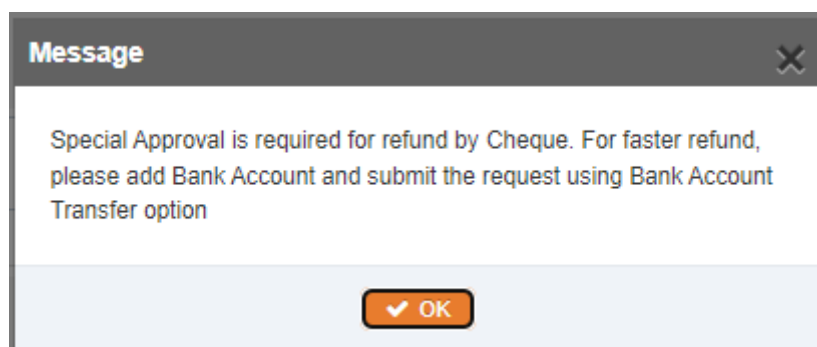
4. System display the Beneficiary name from the Account holder name. User is allowed to change the Beneficiary name but additional documents to be uploaded to justify the change.

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.

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:

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:

Manage Guarantee

Account | Track Request

Guarantee Request Details

Guarantee request has been successfully submitted 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	Z4716	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 Track Request (General)

Manage Requests

Account | Track Request

Request Type *	All	Request Status	Payment Pending
Account Type *	All	Account *	All
From Date *	20-06-2024	To Date*	27-06-2024

Q Search | C Reset

Requests

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 Pay

« ‹ 1 › »

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

Confirm 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:

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.

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

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.

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.

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.

11. User clicks Submit button.

12. System submit the request successfully and display the acknowledgement screen with request number etc.

Manage Guarantee

| Account | ⇌ Track Request |

Guarantee Request Details

Guarantee request has been successfully submitted as follows

Batch No.	Request No	Request Type	Guarantee Type	Guarantee Ref. No.	Status	Action
1052	12892	Withdraw Guarantee	Cash	Z77889900	Under Processing	

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 Request 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, DEIRA**

New Amount * 2000

Upload Documents

| Bank Guarantee Copy | Choose File 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.

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

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	

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.

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

Existing Amount	30,000.00	Proposed Amount	20,000.00
Guarantee Type	Cash		

Upload Documents

Trade License Copy [Choose File] No file chosen   Receipt Copy [Choose File] No file chosen

Additional Document 1 [Choose File] ams_upload_sample.docx   Additional Document 2 [Choose File] No 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 verification	Suspended	sit.ams1	01-07-2024
	Under Processing	emirsal	27-06-2024
	Submitted	amstm1	27-06-2024

Remarks * New Guarantee letter uploaded

[Submit >]   [Cancel]

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