جمارك دبي
Dubai Customs

حكومة دبي
GOVERNMENT OF DUBAI

User Manual

Opinion & Goods Classification Services Request

Un-Registered Users

Enhancing trade compliance through efficient online request submission



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Introduction

This User Guide provides a comprehensive, step-by-step overview of the process for submitting **Opinion Requests** and **Goods Classification Requests** through the Dubai Customs digital platform.

The guide is intended for importers, exporters, clearing agents, and customs professionals seeking clarification on **Harmonized System (HS) codes**, customs valuation, rules of origin, trade agreements, restricted or prohibited goods, and other regulatory matters.

Accurate classification and timely submission of requests are essential for determining applicable customs duties, ensuring regulatory compliance, and facilitating smooth international trade operations.

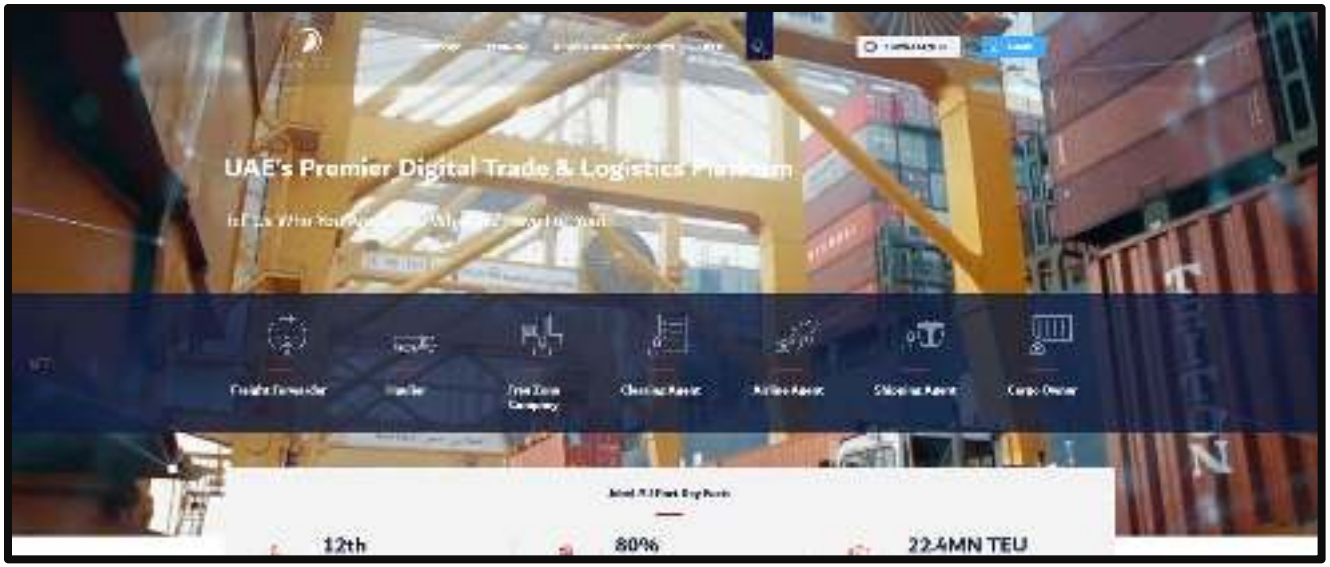
User Categories

To ensure proper use of this guide, users must identify the category that corresponds to their role. System access, available services, and operational workflows are determined by the assigned user category in the Dubai Customs portal.

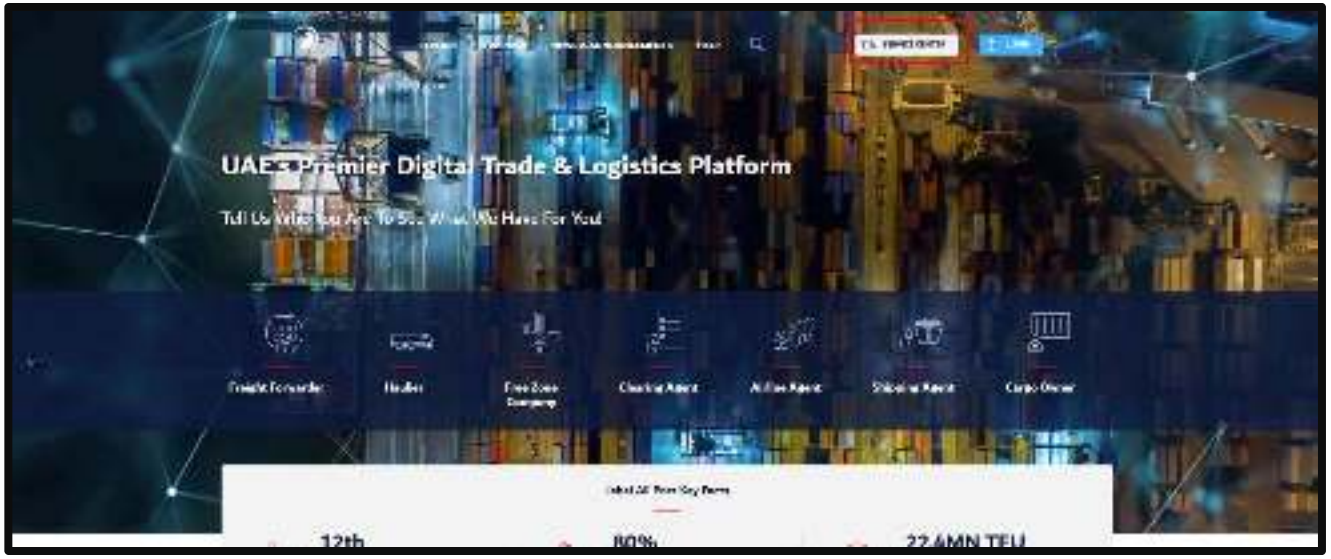
Unregistered User

Individuals or entities without a registered Dubai Customs Business Code. Access is limited to general enquiries, informational content, and selected public e-services available without registration.

Open Dubai Trade Website



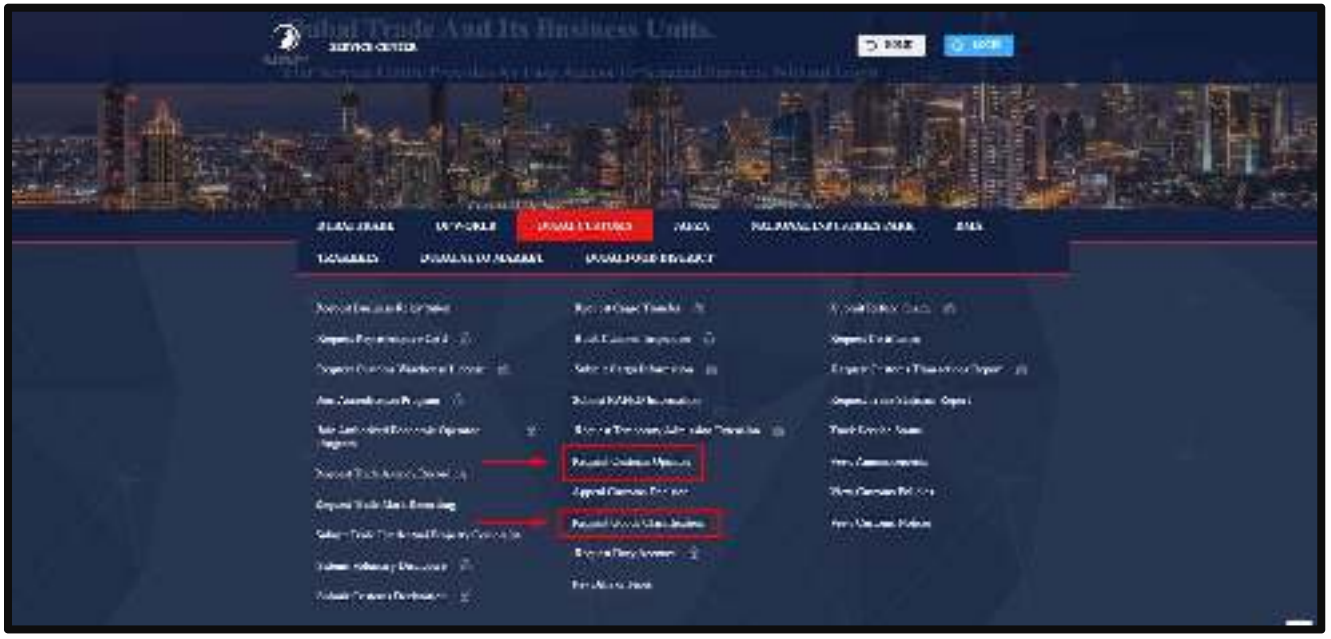
Go to Service Center on top right corner



Click on Dubai Customs Button



Scroll down and click on **Request Customs Opinion** or **Request Goods Classification** Link.



Opinion

New

Redirected to landing page with introduction. To start the opinion service, click on **Start Service** or **New** (Tab on top).



The user will be routed to the request form with two sections:

1. Service Description
2. Application Information

Under **service description section**, we have following fields:

Service Type, Sub Service Type (for Customs Valuation service type), Service Description (Opinion Service), Service type description, and Sub service type description.

Select one of the following options from the **Service Type** drop-down list to proceed:

- Rules of Origin
- Trade Agreement
- Customs Valuation
    a. Recycling Goods
    b. Depreciating Goods
- Suspended Customs Duties
- Prohibited & Restricted Goods

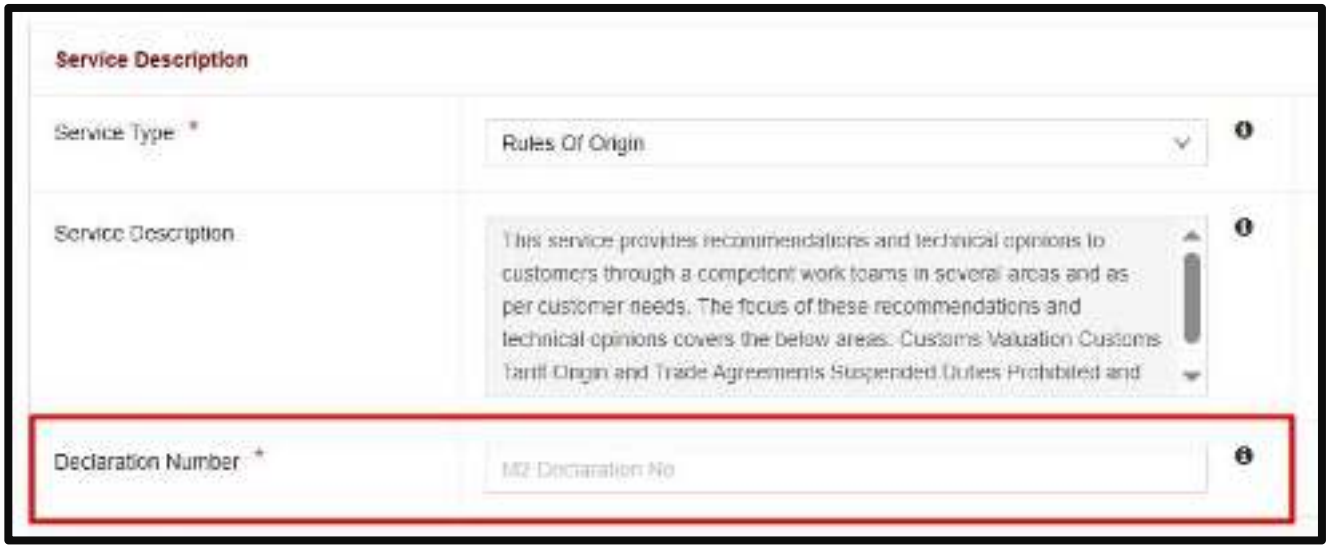


The **Sub Service Type** field is displayed after selecting the service type **(Customs Valuation)**



The **Declaration Number** field is displayed after selecting the service type **(Rules of Origin and Trade Agreement)**

The **Declaration Number** field is displayed after service type description field column.



Validate your Declaration Number before proceeding.



The **Client Envisaged HS Code** field is displayed after selecting the service type **(Prohibited & Restricted Goods)**

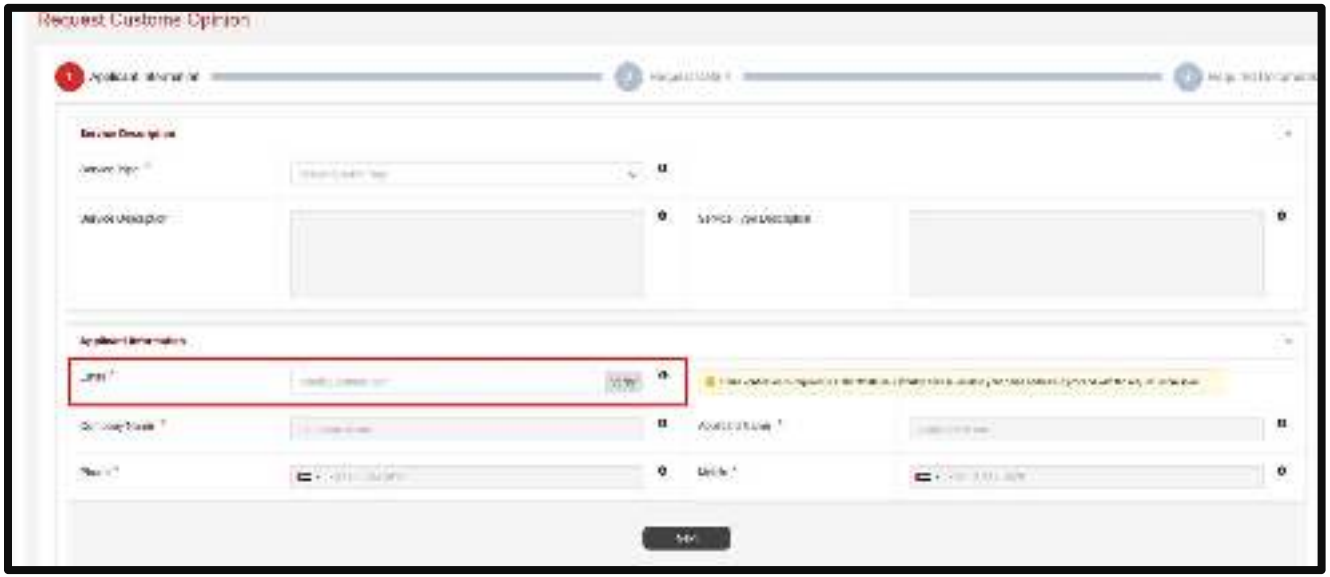
The **Client Envisaged HS Code** field is displayed after service type description field column.



Under **Applicant Information section**, we have following fields:

Email, Company Name, Applicant Name, Phone, and Mobile.

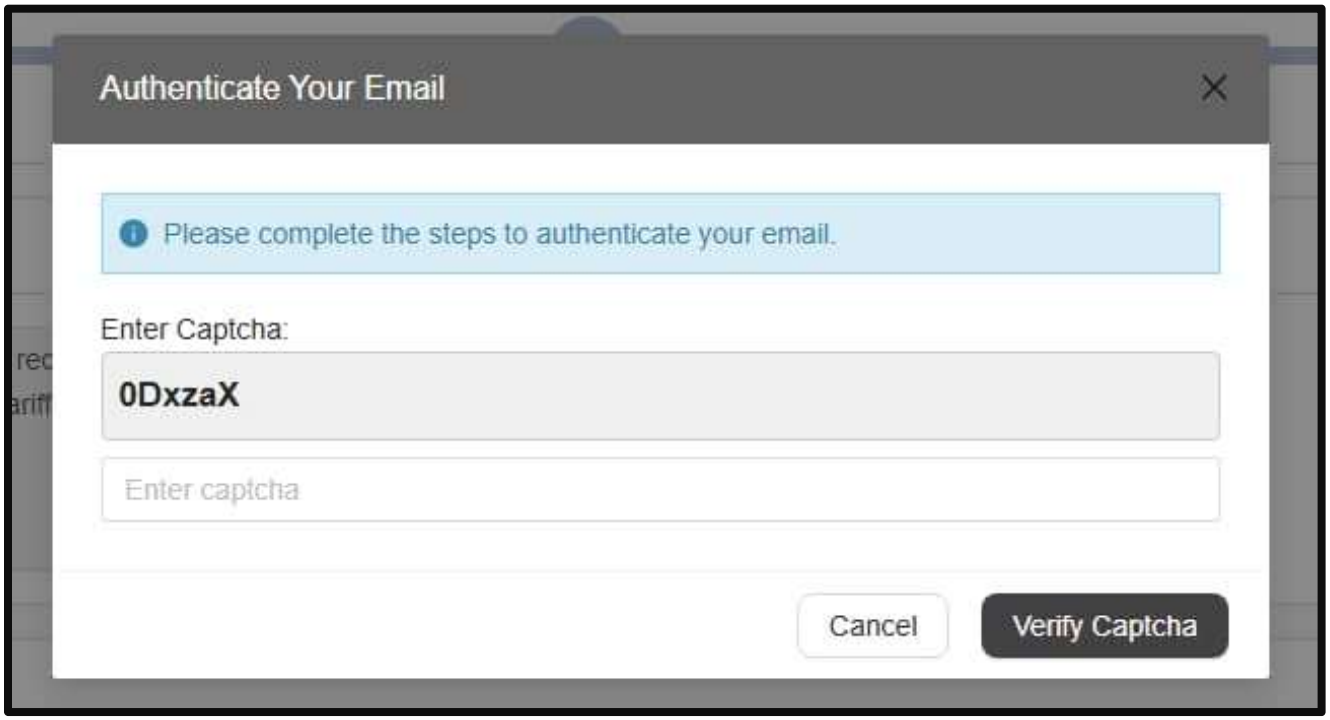
All the fields except **'Email'** are disabled. Please verify your email address, to unlock the form.



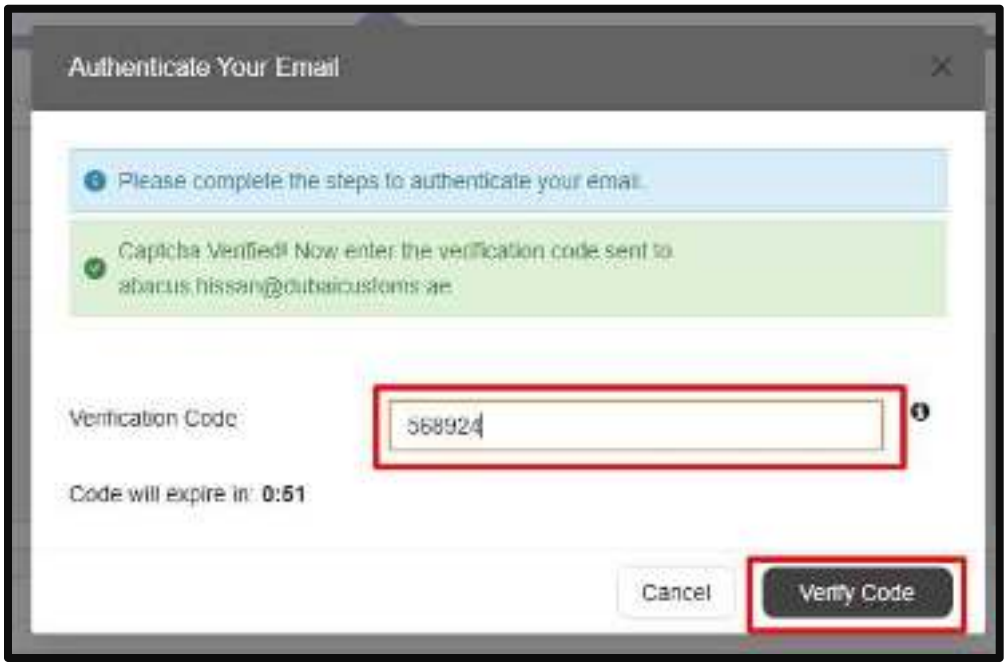
Enter your email address and click **Verify** under the **Applicant Information** section.



To authenticate your email address, first complete the CAPTCHA verification to confirm you are not a robot.



Once the CAPTCHA verification is completed successfully, a verification code will be sent to the provided email address. Please check your inbox or junk mail for the verification code.

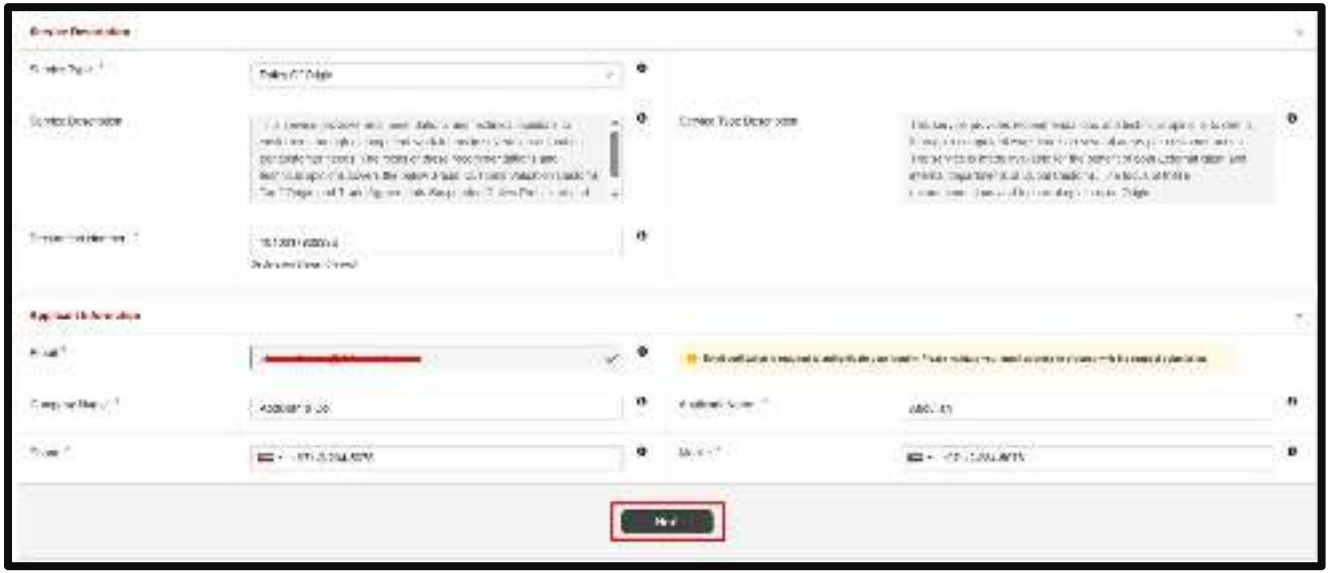


Once the verification is completed, all fields will be enabled for data entry.



Once **'Email'** is verified. All the form fields are enabled for data entry.

Enter the applicant information, then click **Next** to proceed.



Enter the subject of the request and a brief description outlining the required opinion, then click **Next** to proceed.



To upload a document for reference (if any), enter the **document name**, **select the file**, and click **Upload File**.



User can click on Add new Row for more attachments.



Click on delete button to remove the added row.

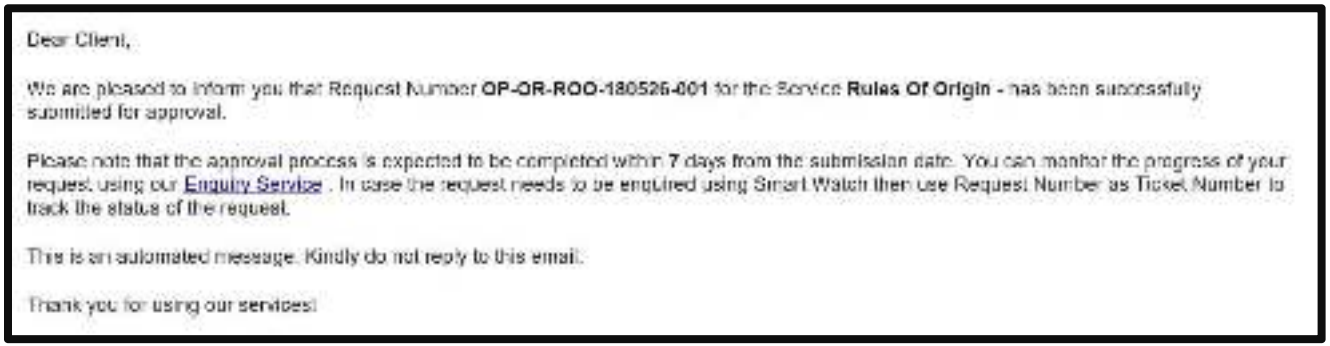


Users can view uploaded documents, remove any uploaded file, and reattach the required file prior to submitting the request by clicking **Submit**.



Upon clicking the **Submit** button, the request is successfully submitted. A unique Request Number and Enquiry Link are generated and displayed in the success banner, and a confirmation email is sent to the registered email address.





Dear Client,

We are pleased to inform you that Request Number **OP-OR-ROO-180526-001** for the Service **Rules Of Origin** - has been successfully submitted for approval.

Please note that the approval process is expected to be completed within **7** days from the submission date. You can monitor the progress of your request using our Enquiry Service . In case the request needs to be enquired using Smart Watch then use Request Number as Ticket Number to track the status of the request.

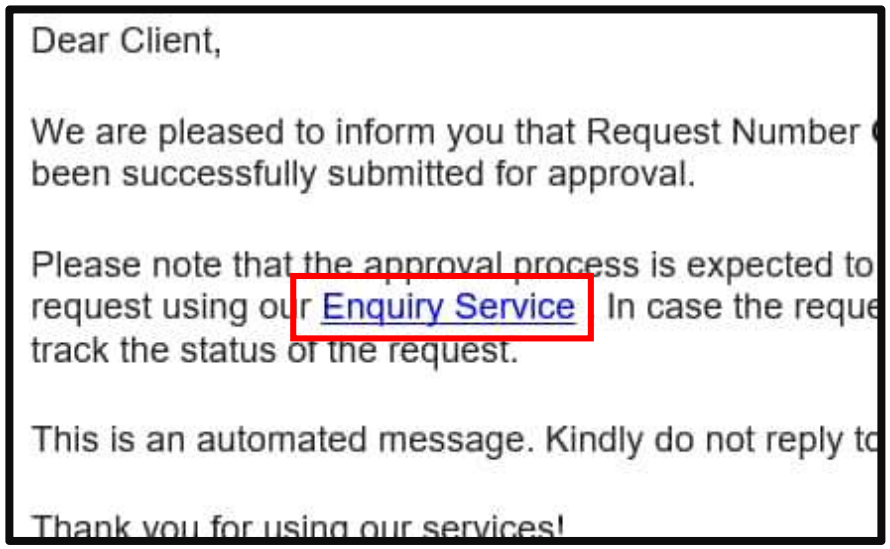
This is an automated message. Kindly do not reply to this email.

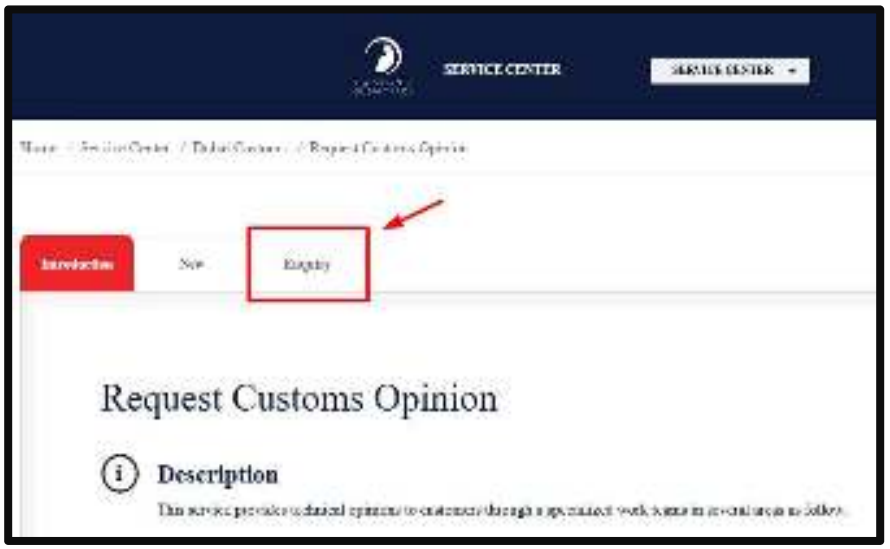
Thank you for using our services!

Enquiry

There are three ways to start the Enquiry against the request.

1. Link provided on the success message, right after submitting the request.
2. Link provided in the email.
3. Direct from portal.







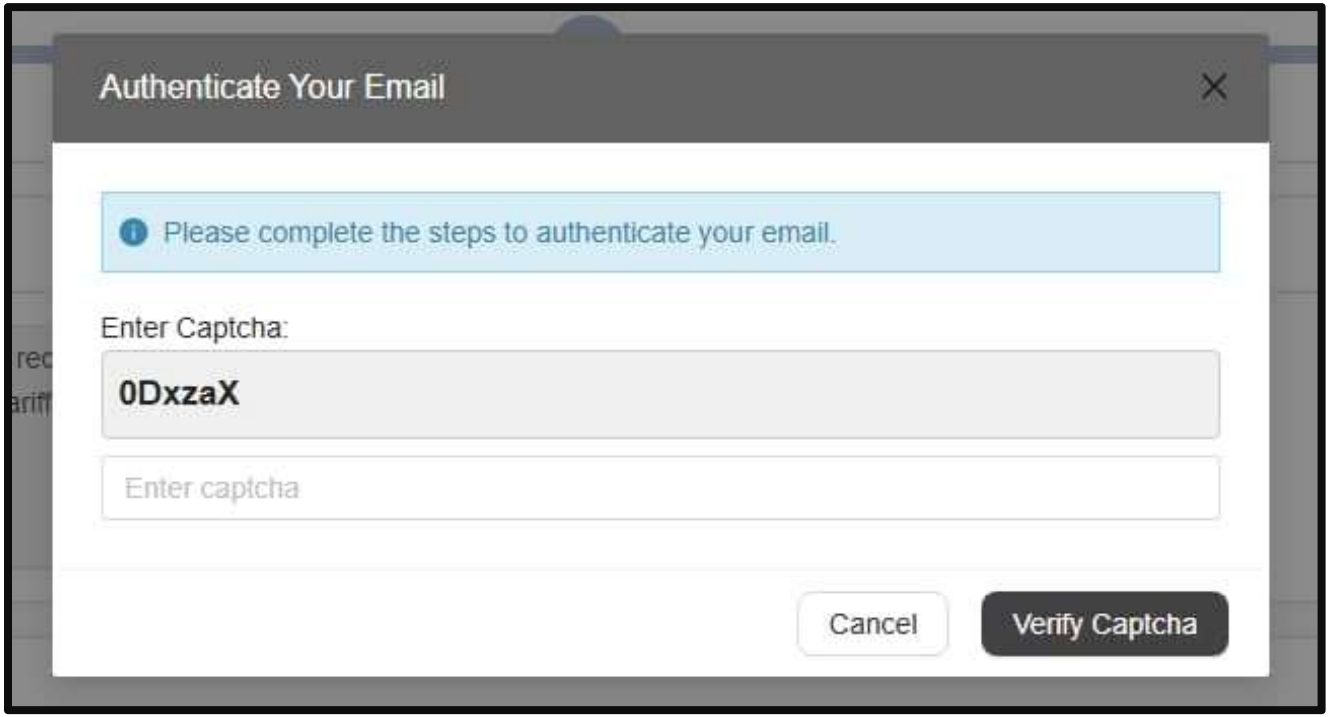
All fields except **'Email'** are disabled. Please verify your email address to unlock the form



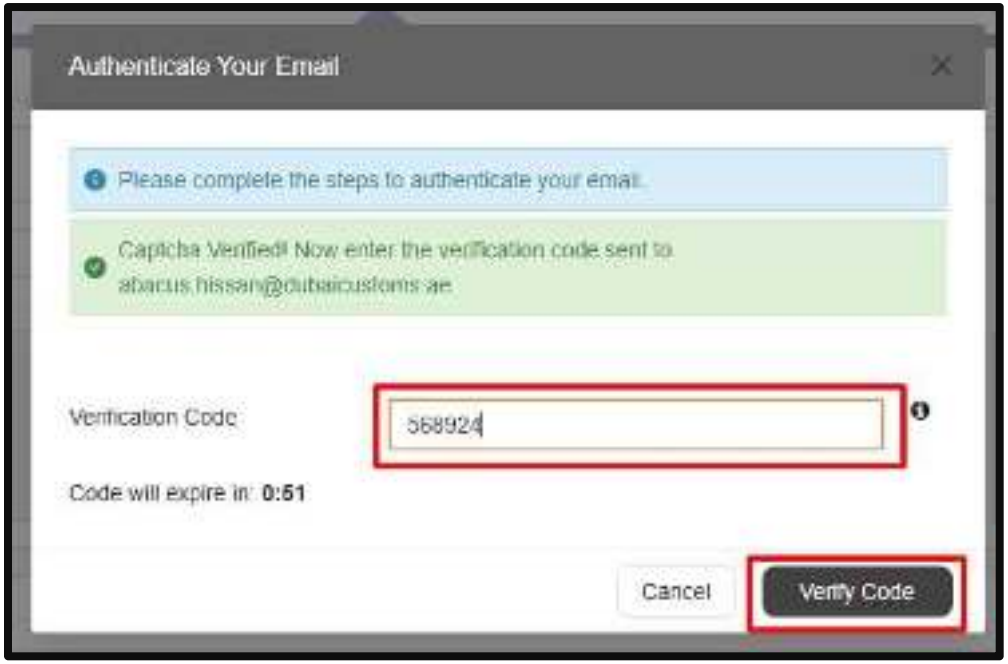
Enter your email address and click **Verify** button.



To authenticate your email address, first complete the CAPTCHA verification to confirm you are not a robot.



Once the CAPTCHA verification is completed successfully, a verification code will be sent to the provided email address. Please check your inbox or junk mail for the verification code.

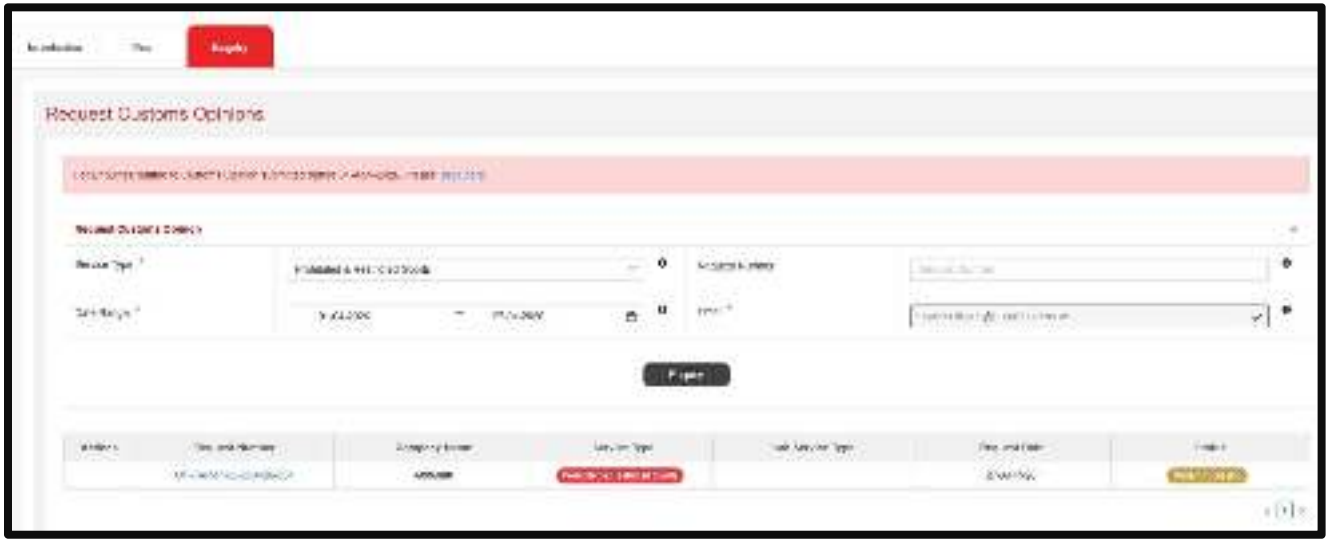


Once the verification is completed, all fields will be enabled for data entry.



User can use enquire service using **Service Type**, **Date Range,** and **Request Number**.

You can find the request number in the email (sent on the creation of request).



View Details

Click on the request number link to view the details of your request.



The detail view of your request.



Provide Additional Information

User will be notified via Email for additional information required by officers.

Dear Customer,

Tariff Department department has requested additional information for Request Number CP-TAR-PRG-270426-001.

Your attention is required to provide the necessary details. Please open the Dubai Trade portal and access the relevant service to submit the required details

This is an automated email; please do not reply to this email address.

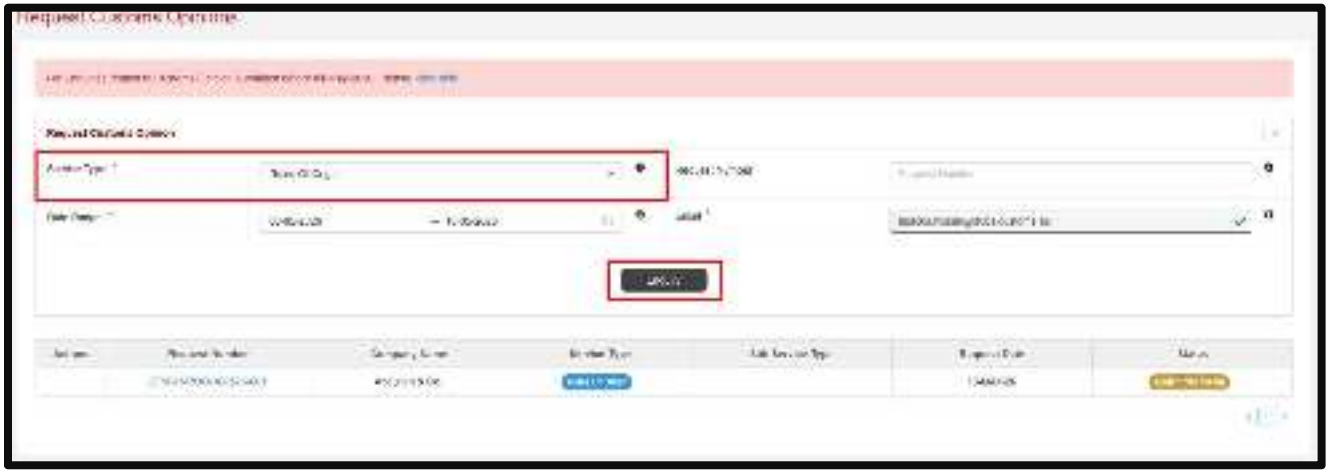
Regards,

Dubai Customs

Go to Enquiry page and verify your email address.



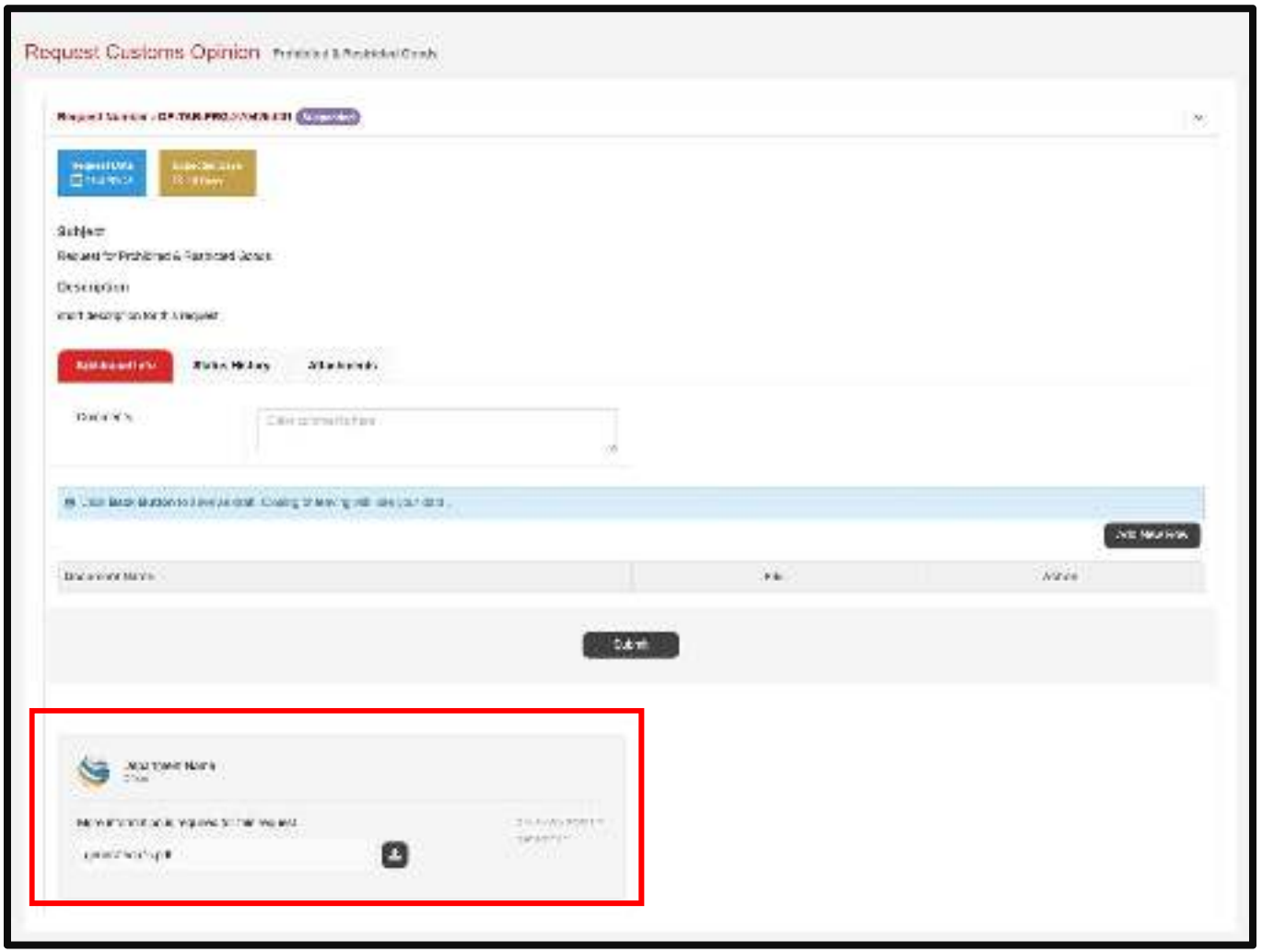
Select service type and click on Enquiry for the results.



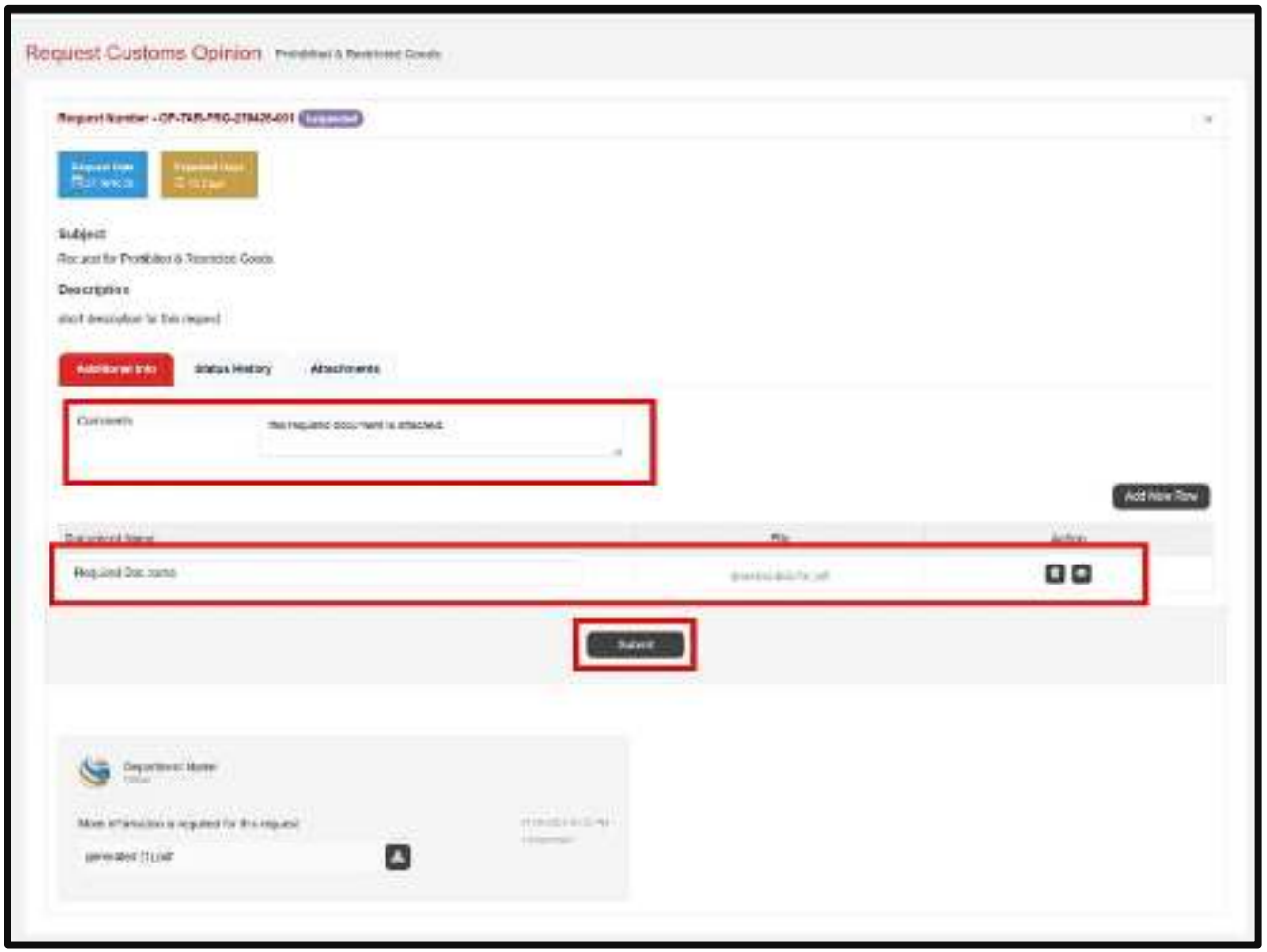
The status of your request is **Suspended.** Click on detail button to provide the additional information.



Detail view of your request with additional information form.



1. Add Comments.
2. Upload the asked document by Customs Officer.
3. Click on submit.



Additional information is added by user and is showing on the right column of the screen.

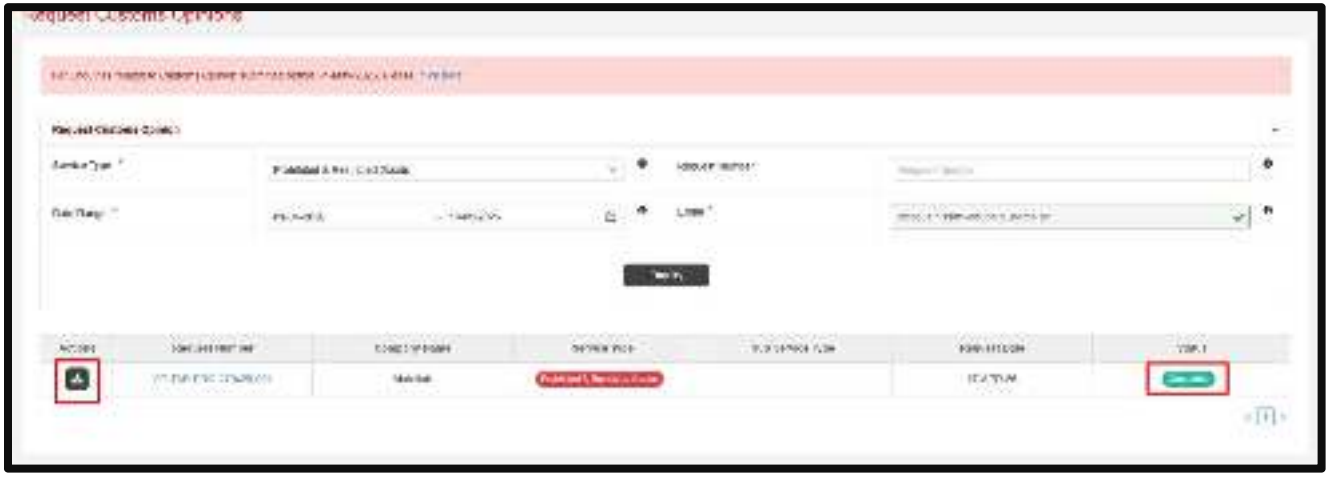


Once officer start the process again the status of request changed to Under Processing again.

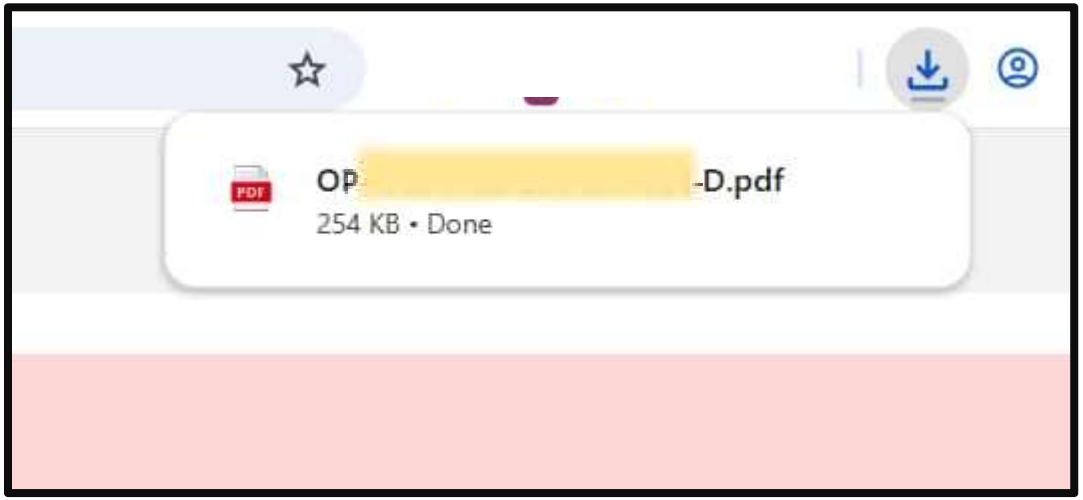


Download Opinion

Download button will appear for the requests with the Status of **Completed.**



Click on download button to download the opinion.



Goods Classification

New

Redirected to landing page with introduction. To start the opinion service, click on **Start Service** or **New** (Tab on top).



The user will be routed to the request form with two sections:

1. Service Description
2. Application Information

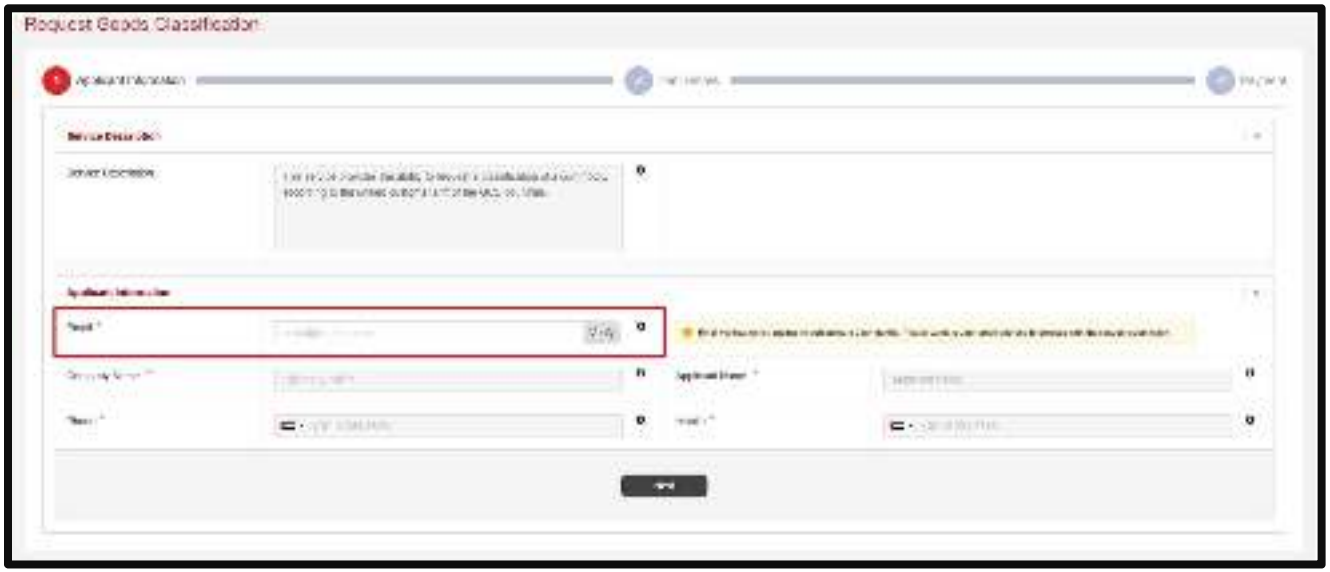
Under **Service description section**, we have the short description of Good Classification.

Under **Applicant Information section**, we have following fields:

Email, Company Name, Applicant Name, Phone, and Mobile.

All the fields except **'Email'** are disabled. Please verify your email address, to unlock the form.

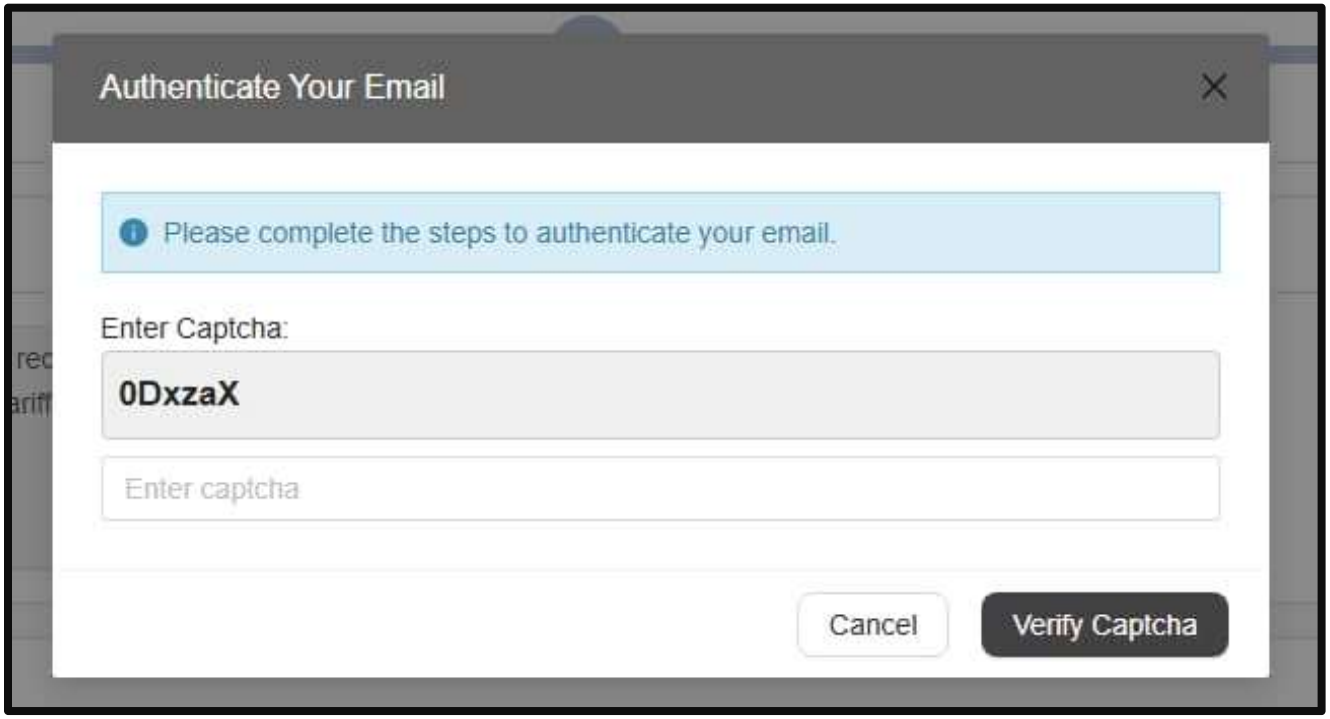
All fields except **'Email'** are disabled. Please verify your email address to unlock the form.



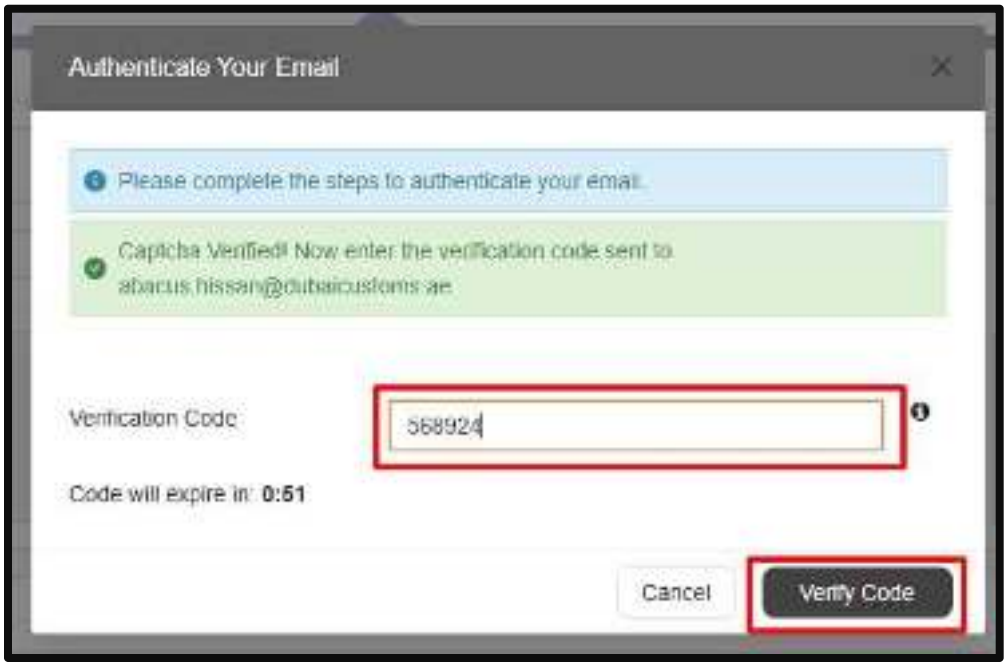
Enter your email address and click **Verify** under the **Applicant Information** section.



To authenticate your email address, first complete the CAPTCHA verification to confirm you are not a robot.



Once the CAPTCHA verification is completed successfully, a verification code will be sent to the provided email address. Please check your inbox or junk mail for the verification code.

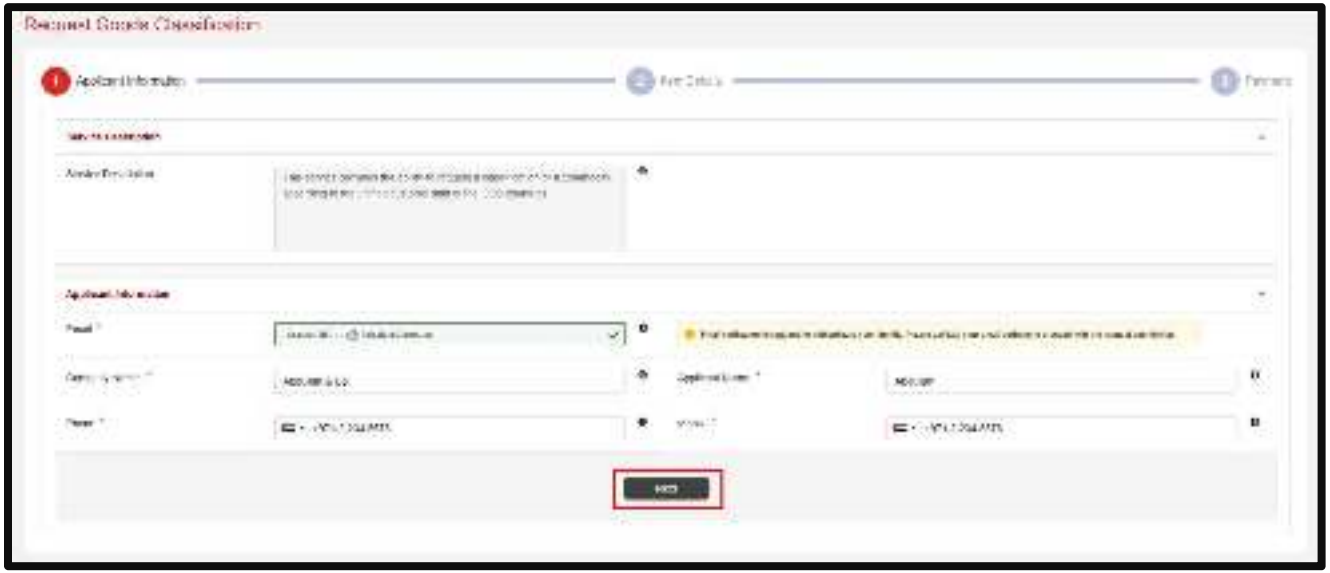


Once the verification is completed, all fields will be enabled for data entry.



Once **'Email'** is verified. All the form fields are enabled for data entry.

Enter the applicant information, then click **Next** to proceed.



The Item Detail tab has two sections:

1. Request Information
2. Required Documents

Under **Request Information section**, we have following fields:

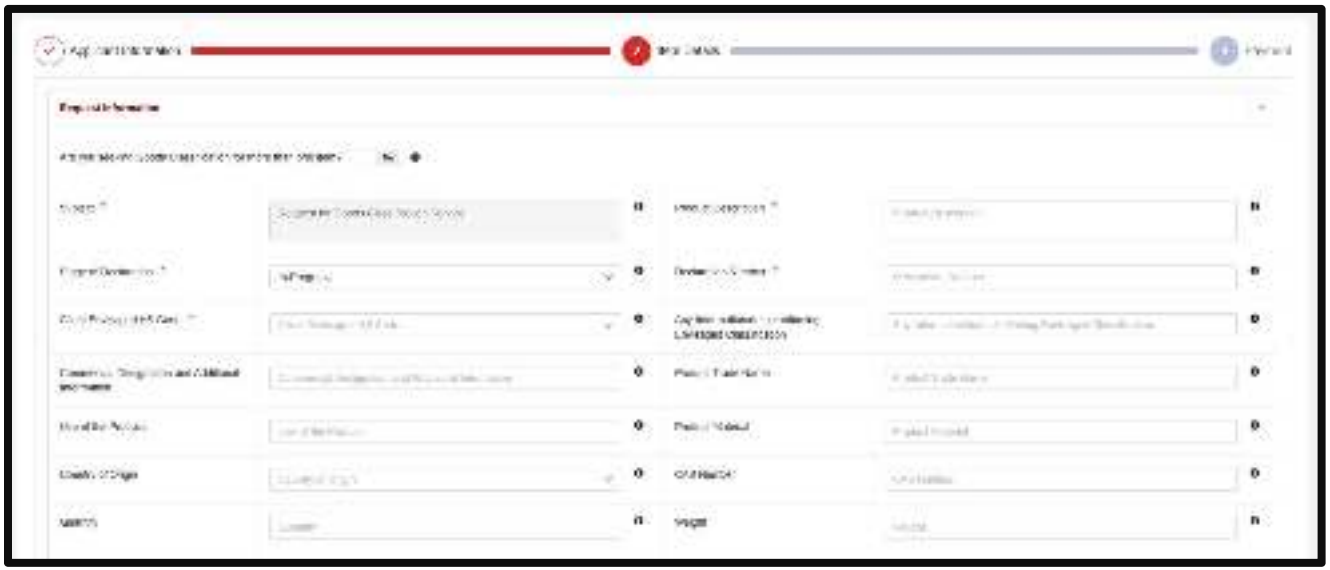
1. Subject
2. Product Description
3. Stage of Declaration
    a. Pre-Entry
    b. In Progress (Need a Verified Declaration Number)
    c. Post Clearance (Need a Verified Declaration Number)
4. Client Envisaged HS Code
5. Any Information / Data Confirming Envisaged Classification
6. Commercial Designation & Additional Information
7. Product Trade Name
8. Use of Product
9. Product Material
10. Country of Origin
11. CAS Number
12. Quantity
13. Weight
14. Measurement
15. Volume in Units (CBM)
16. Value (AED)

Under **Required document section**, we have following fields:

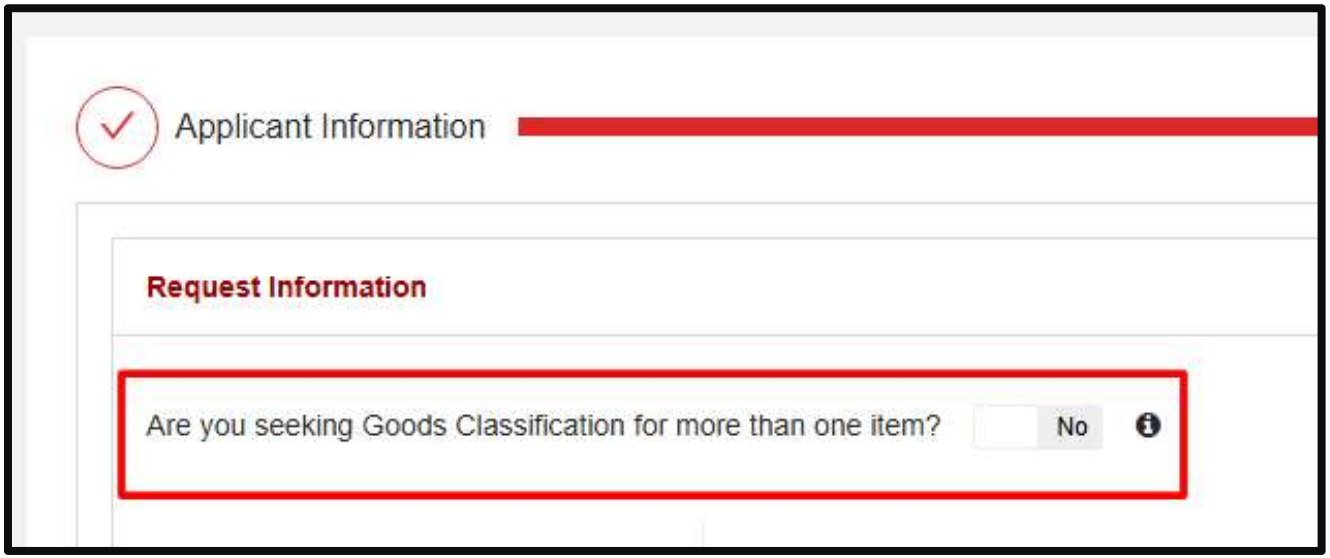
First Entry Bill, Invoice, Bill of Loading.

The user can submit a request with either a **single or multiple (max 5 items)** request item information.

Single / Multiple Item Details



Change the switch from no to yes under request information section for **multiple Item request**



Please **fill in all mandatory fields** and **mandatory** documents for Item 1, then click **Add New Item** (top right). You can add a maximum of 5 items per request.

To upload a document for reference (if any), **select the file**, and click **Upload File**.



User can click on Add new Row for more attachments.



Click on delete button to remove the added row, or uploaded document.



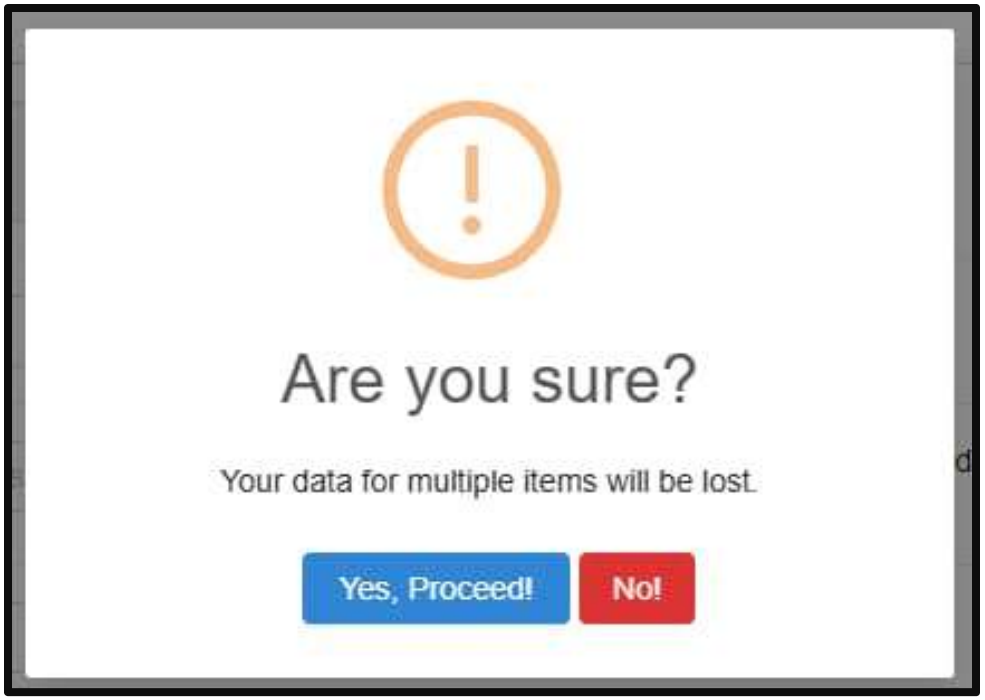
Users can view uploaded documents, remove any uploaded file, and reattach the required file prior to submitting the request by clicking **Submit & Proceed to Pay.**



To switch back from multiple item to single item request, click on the toggle button again.



A confirmation popup will appear.

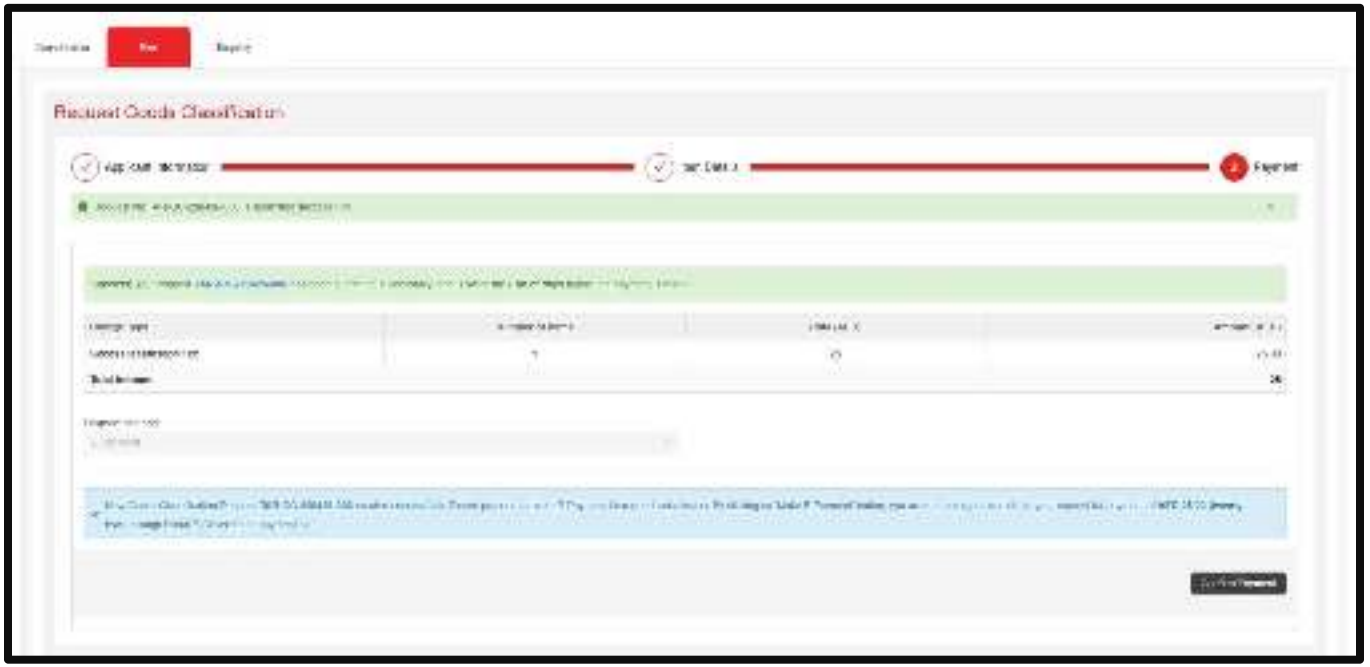


Click on yes, proceed button to switch back from multiple item request to single item request.

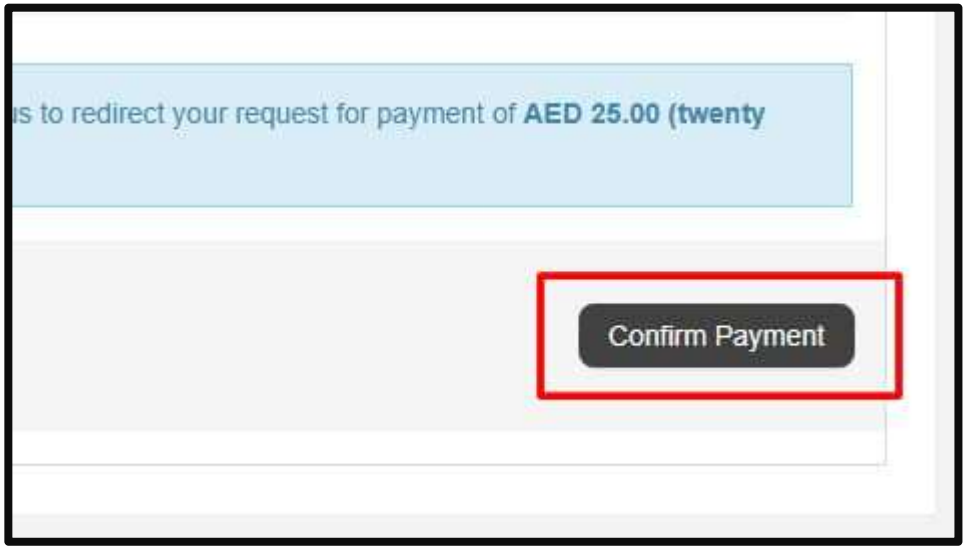
Once all the **mandatory fields** are filled and **mandatory** documents are uploaded for one item / multiple item, click on submit and Proceed to Pay.



Your request is submitted for single item, now you can pay the fees for single/multiple items using the E-Payment service.



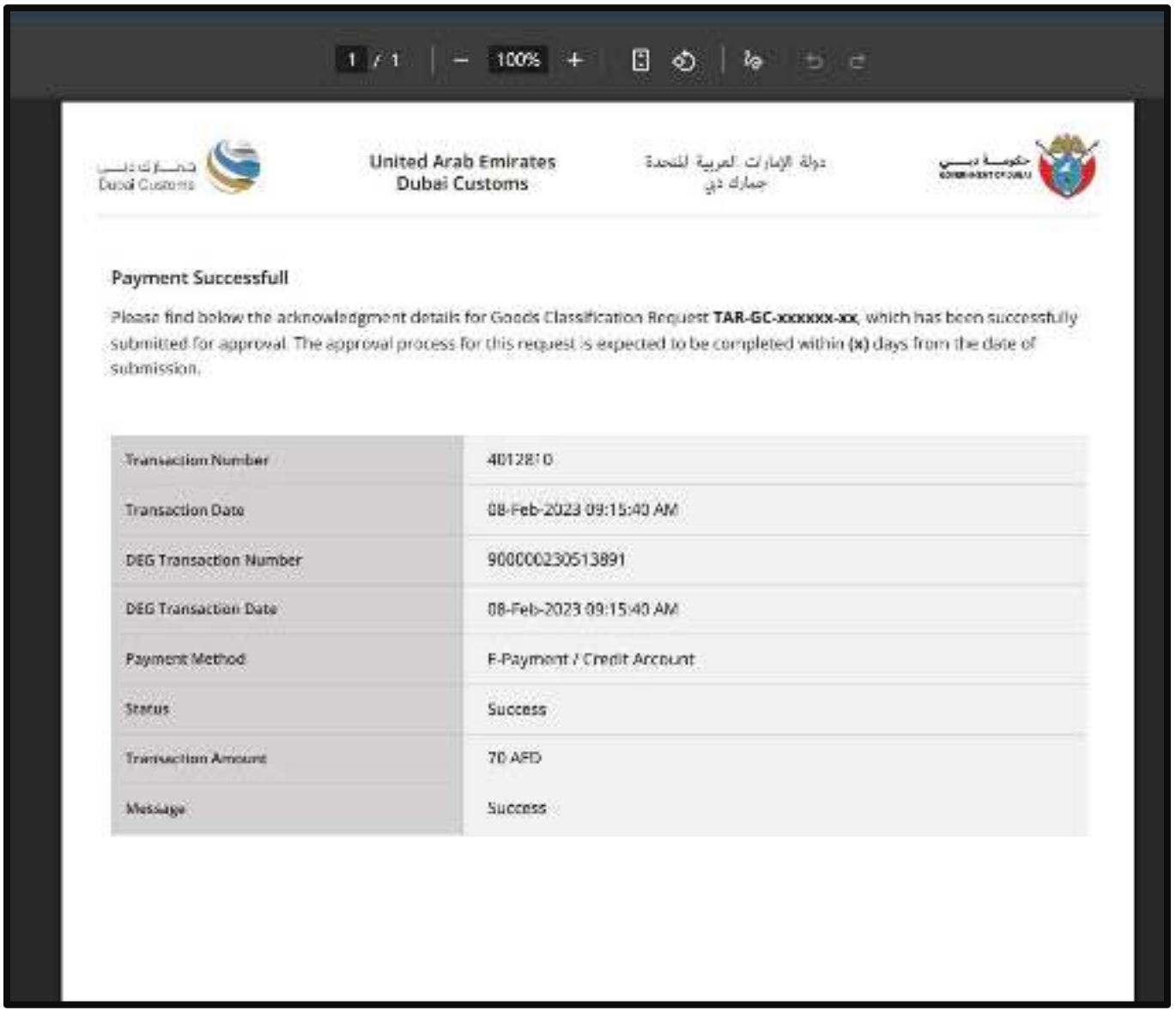
To pay, click on Confirm Payment button.



After payment is made the request is submitted successfully. You can go to enquiry page and download the invoice of your request by clicking on download button.



A PDF will be downloaded with the following details.



United Arab Emirates
Dubai Customs

دولة الإمارات العربية المتحدة
جمارك دبي

Payment Successfull

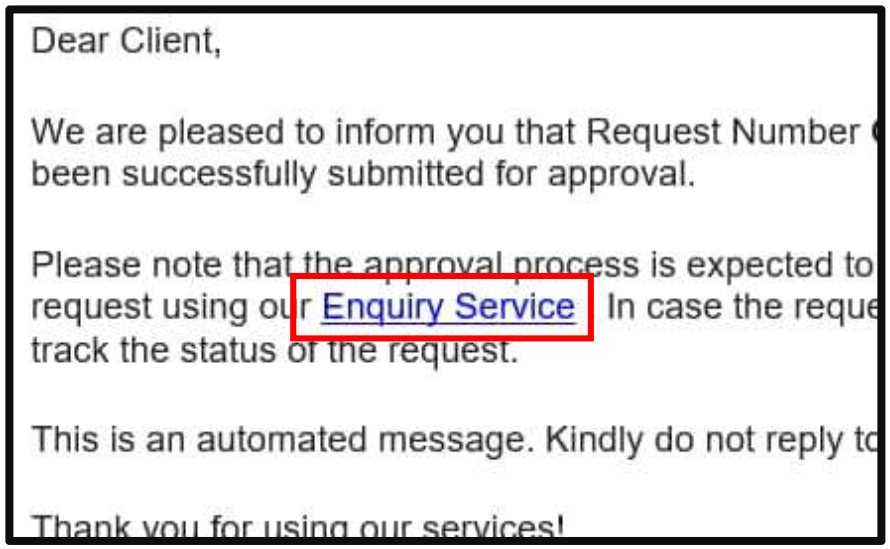
Please find below the acknowledgment details for Goods Classification Request **TAR-GC-xxxxxx-xx**, which has been successfully submitted for approval. The approval process for this request is expected to be completed within **(x)** days from the date of submission.

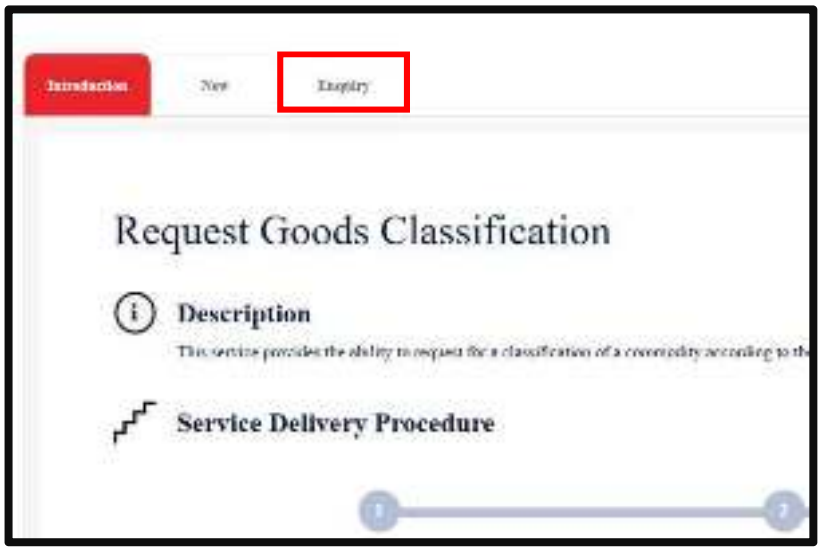
Transaction Number	4012810
Transaction Date	08-Feb-2023 09:15:40 AM
DEG Transaction Number	900000230513891
DEG Transaction Date	08-Feb-2023 09:15:40 AM
Payment Method	E-Payment / Credit Account
Status	Success
Transaction Amount	70 AED
Message	Success

Enquiry

There are three ways to start the Enquiry against the request.

1. Link provided on the success message, right after submitting the request.
2. Link provided in the email.
3. Direct from portal.







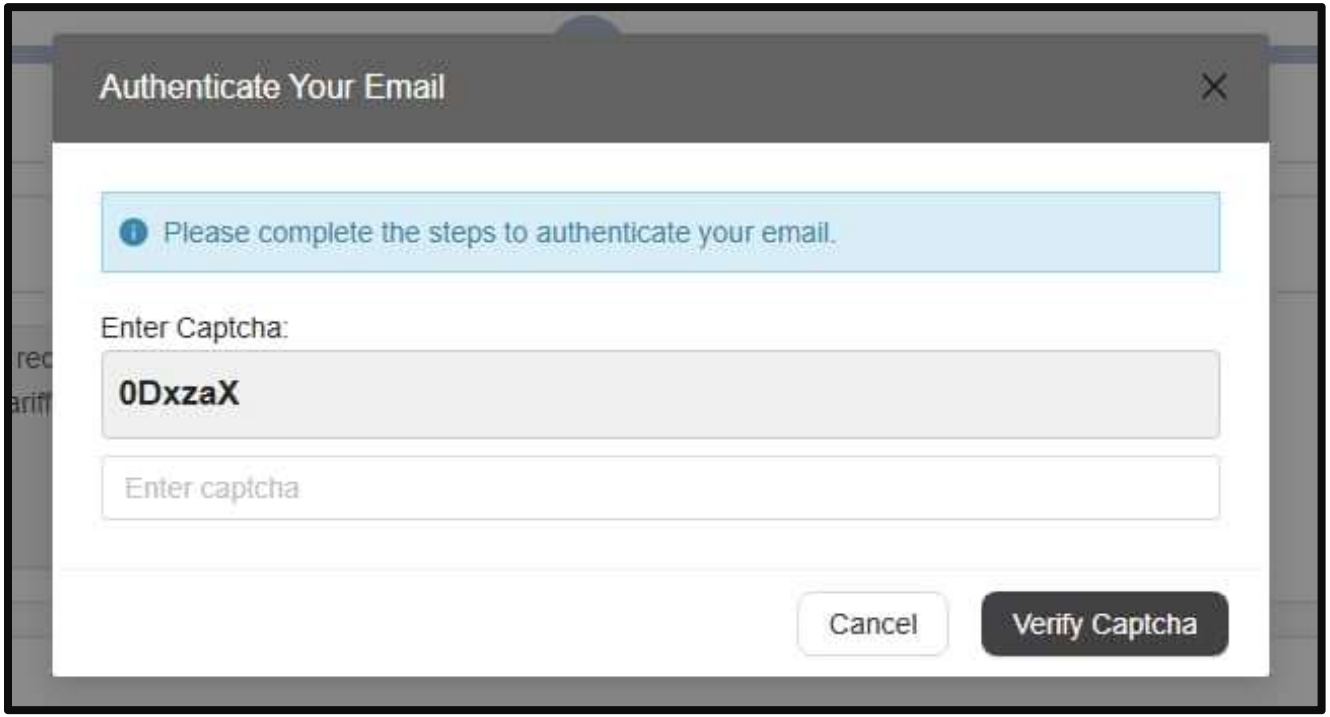
All fields except **'Email'** are disabled. Please verify your email address to unlock the form



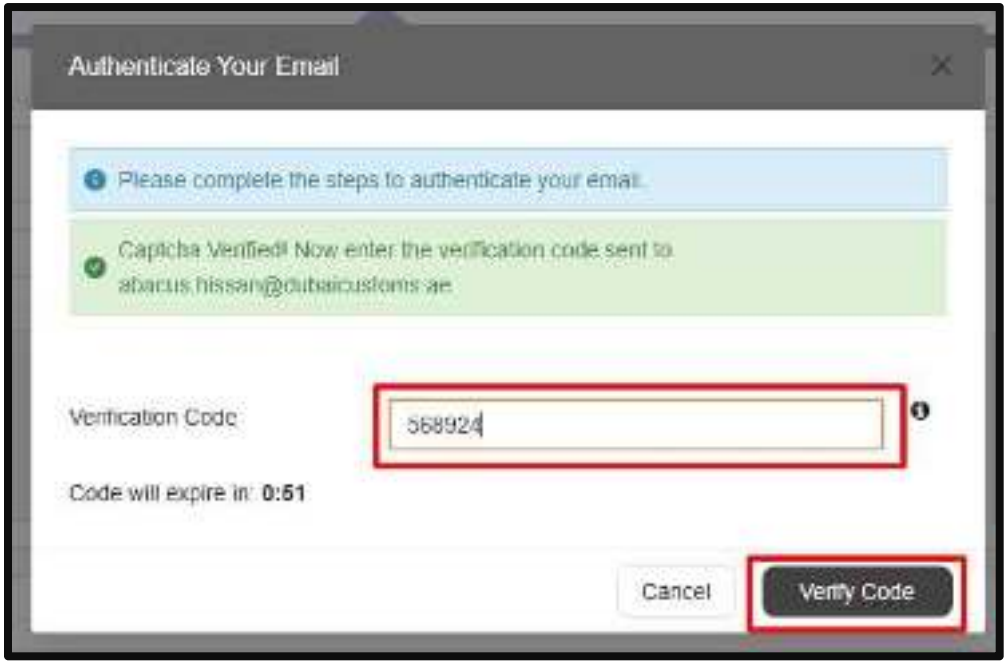
Enter your email address and click **Verify** button.



To authenticate your email address, first complete the CAPTCHA verification to confirm you are not a robot.



Once the CAPTCHA verification is completed successfully, a verification code will be sent to the provided email address. Please check your inbox or junk mail for the verification code.

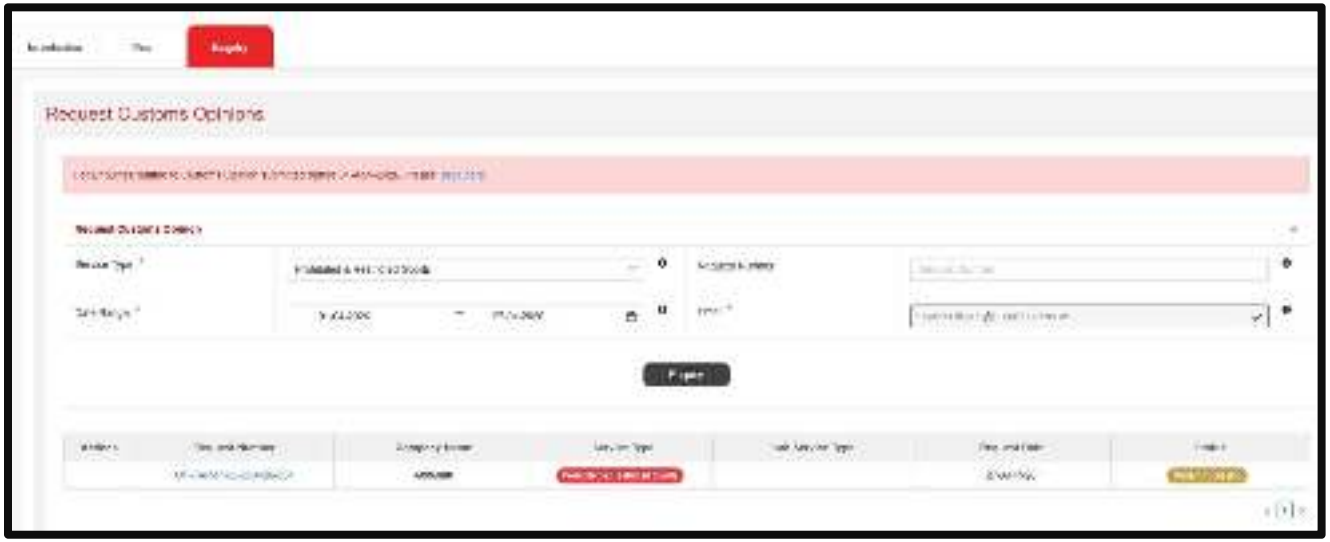


Once the verification is completed, all fields will be enabled for data entry.



User can use enquire service using **Service Type**, **Date Range,** and **Request Number**.

You can find the request number in the email (sent on the creation of request).



Initiate Payment

To initiate the payment, click on the initiate payment button under actions column as the payment status is **payment pending.**

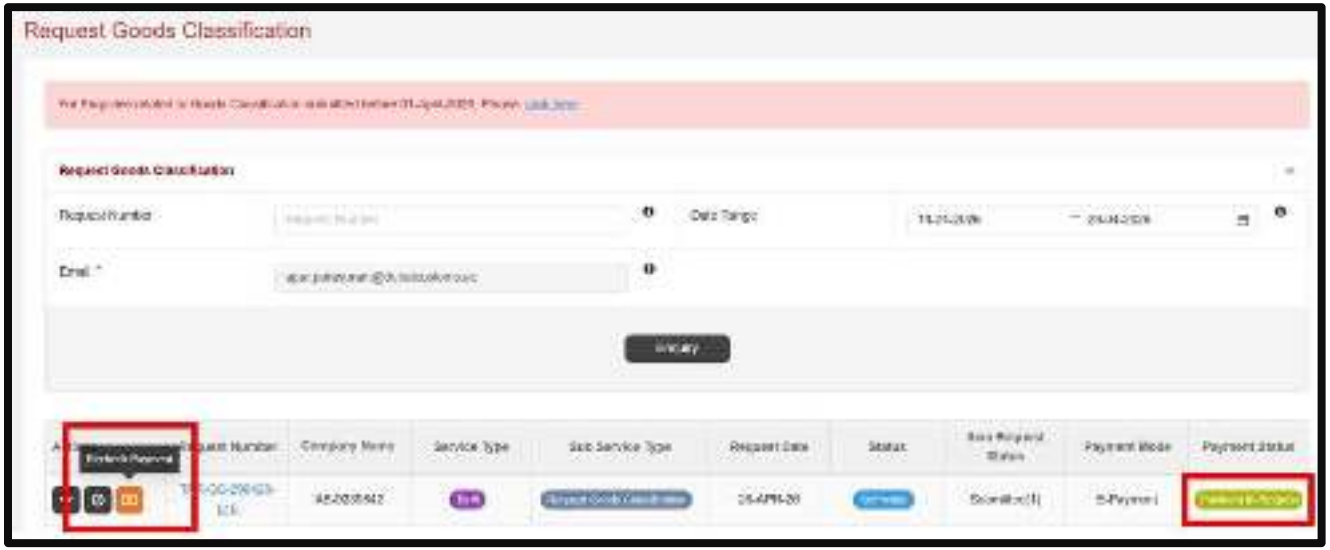


Routed to payment screen and click on Confirm Payment.

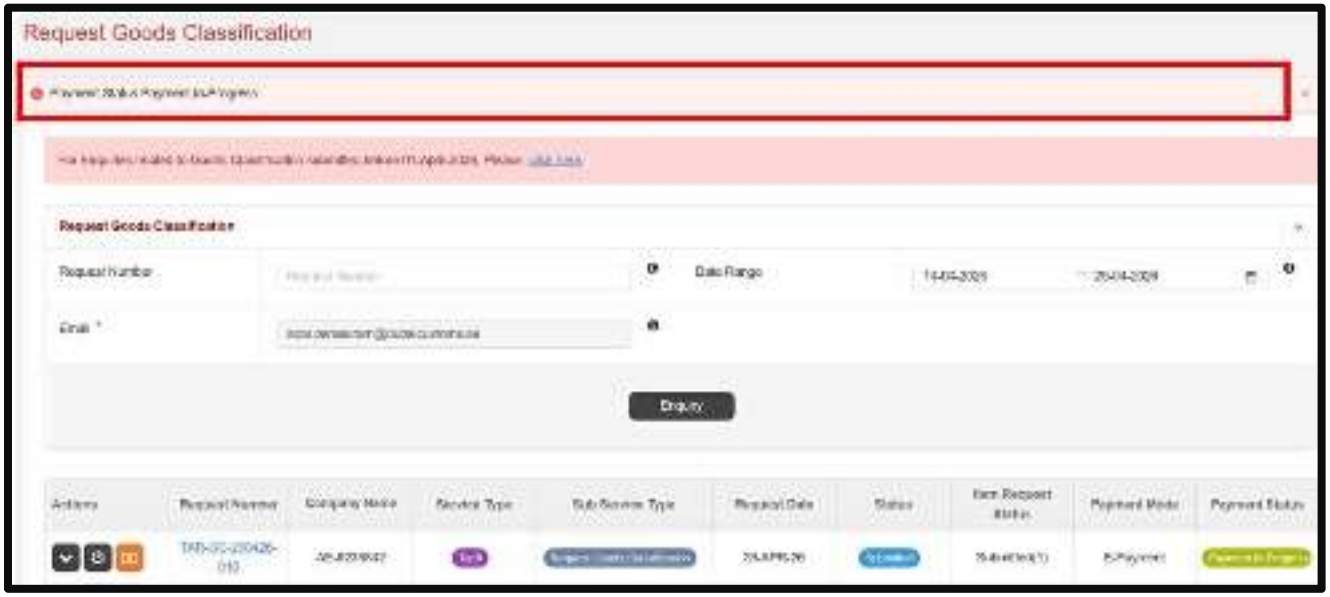


Recheck Payment

To recheck the initiate payment status, click on the re check payment button under actions column as the payment status is **payment In-Progress.**

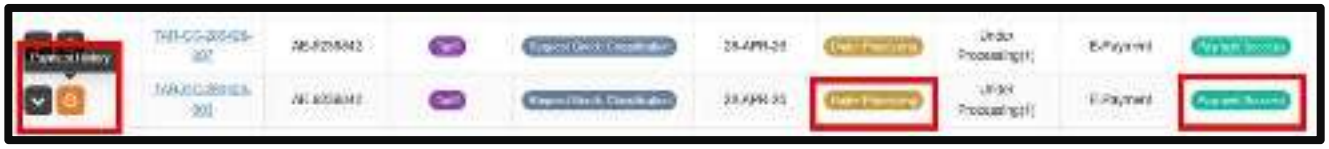


The alert with the status of payment will appear on the top the enquiry form.

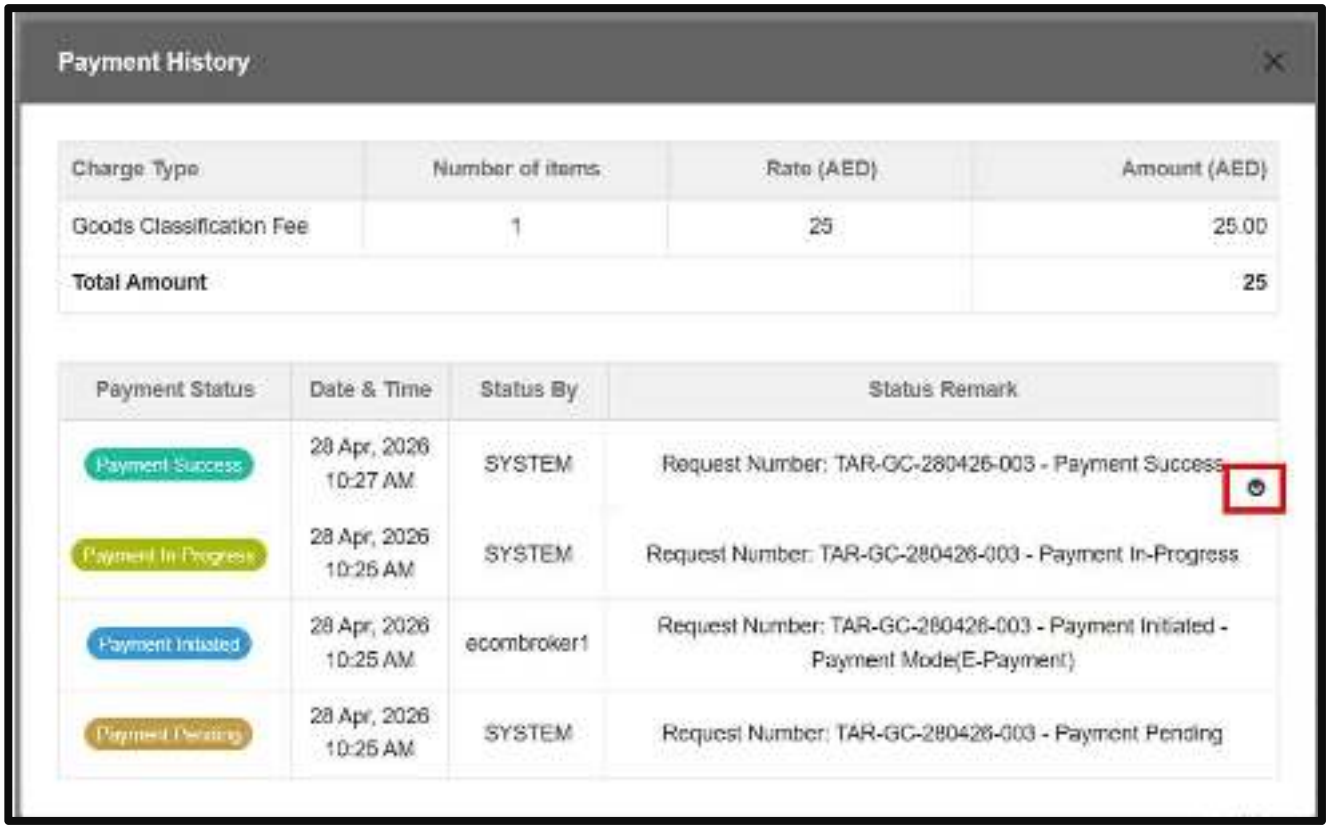


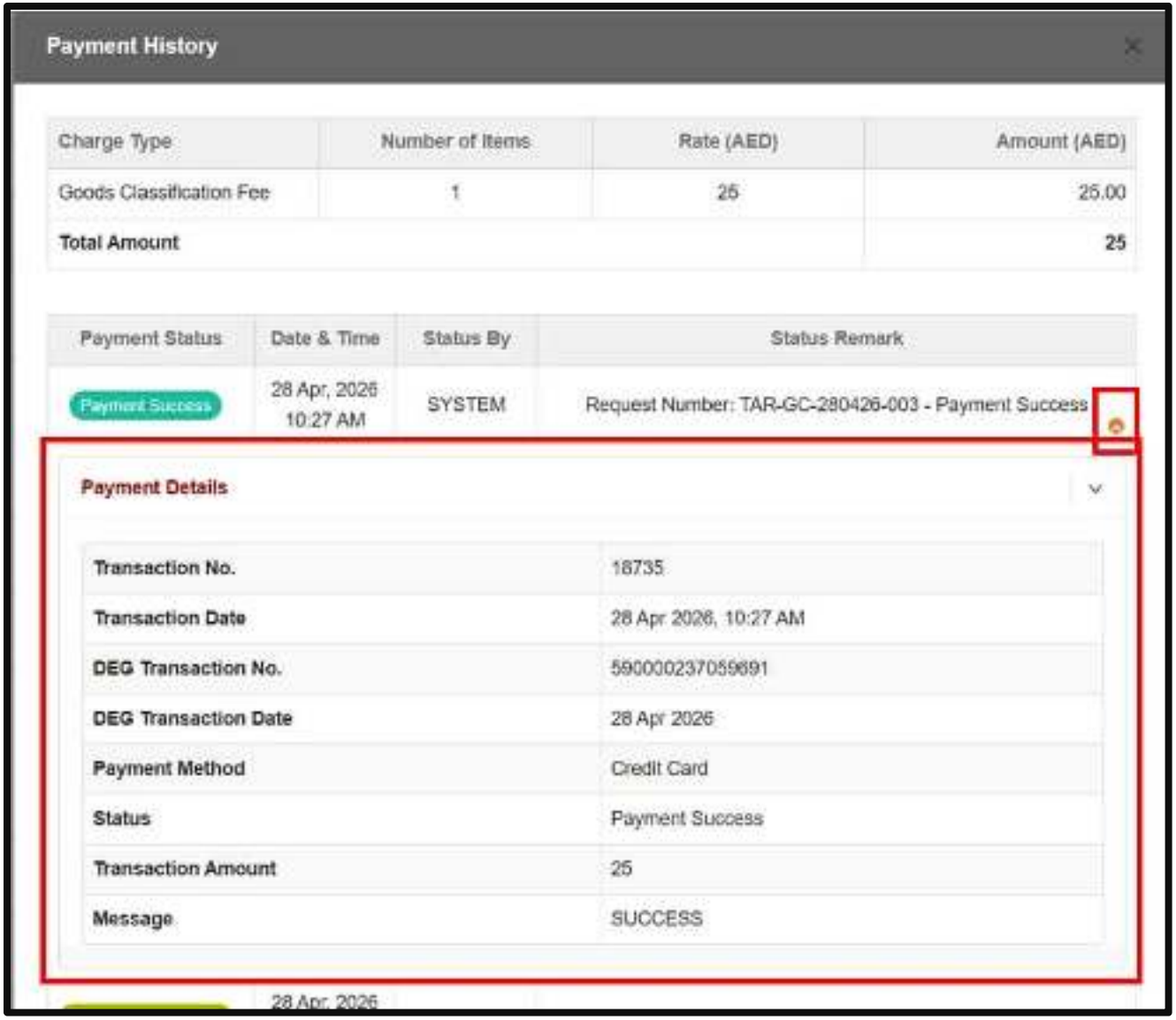
Payment History

Once the payment process is completed, click on the payment history button under actions column as the status of request will be changed to **Under Processing** and the Payment status to **Payment Success**.



The popup will appear with the following details. For further transaction details click on the down arrow button in status remarks data column.




Payment History
Charge Type
Number of Items
Rate (AED)
Amount (AED)
Goods Classification Fee
1
25
25.00
Total Amount
25
Payment Status
Date & Time
Status By
Status Remark
Payment Success
28 Apr, 2026 10:27 AM
SYSTEM
Request Number: TAR-GC-280426-003 - Payment Success
Payment Details
Transaction No.
18735
Transaction Date
28 Apr 2026, 10:27 AM
DEG Transaction No.
590000237059691
DEG Transaction Date
28 Apr 2026
Payment Method
Credit Card
Status
Payment Success
Transaction Amount
25
Message
SUCCESS
28 Apr, 2026

Expired Request

The Request will expire if the payment is not paid for x no of days



Provide Additional Information

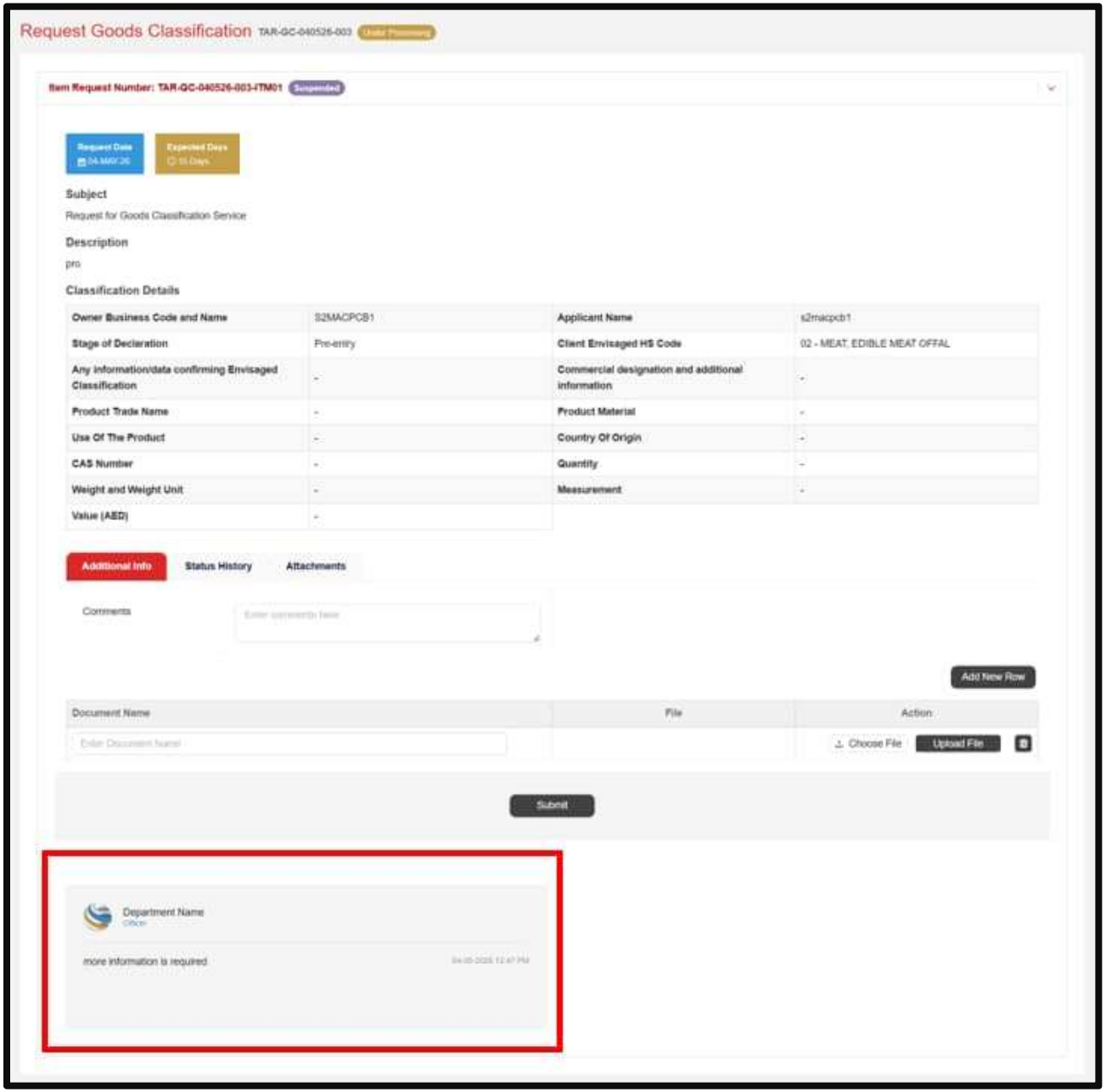
Some text here



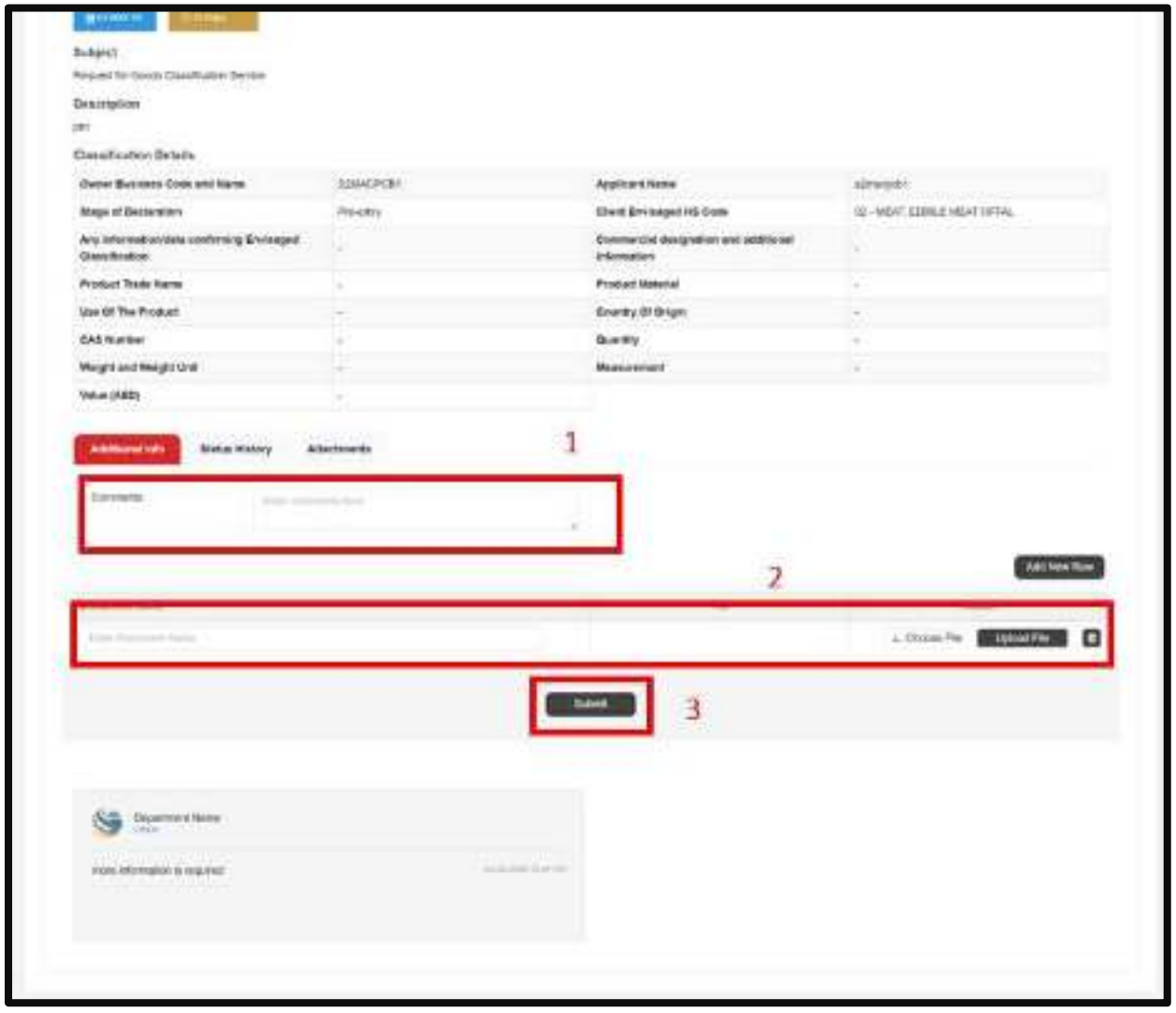
Click on provide additional information button.



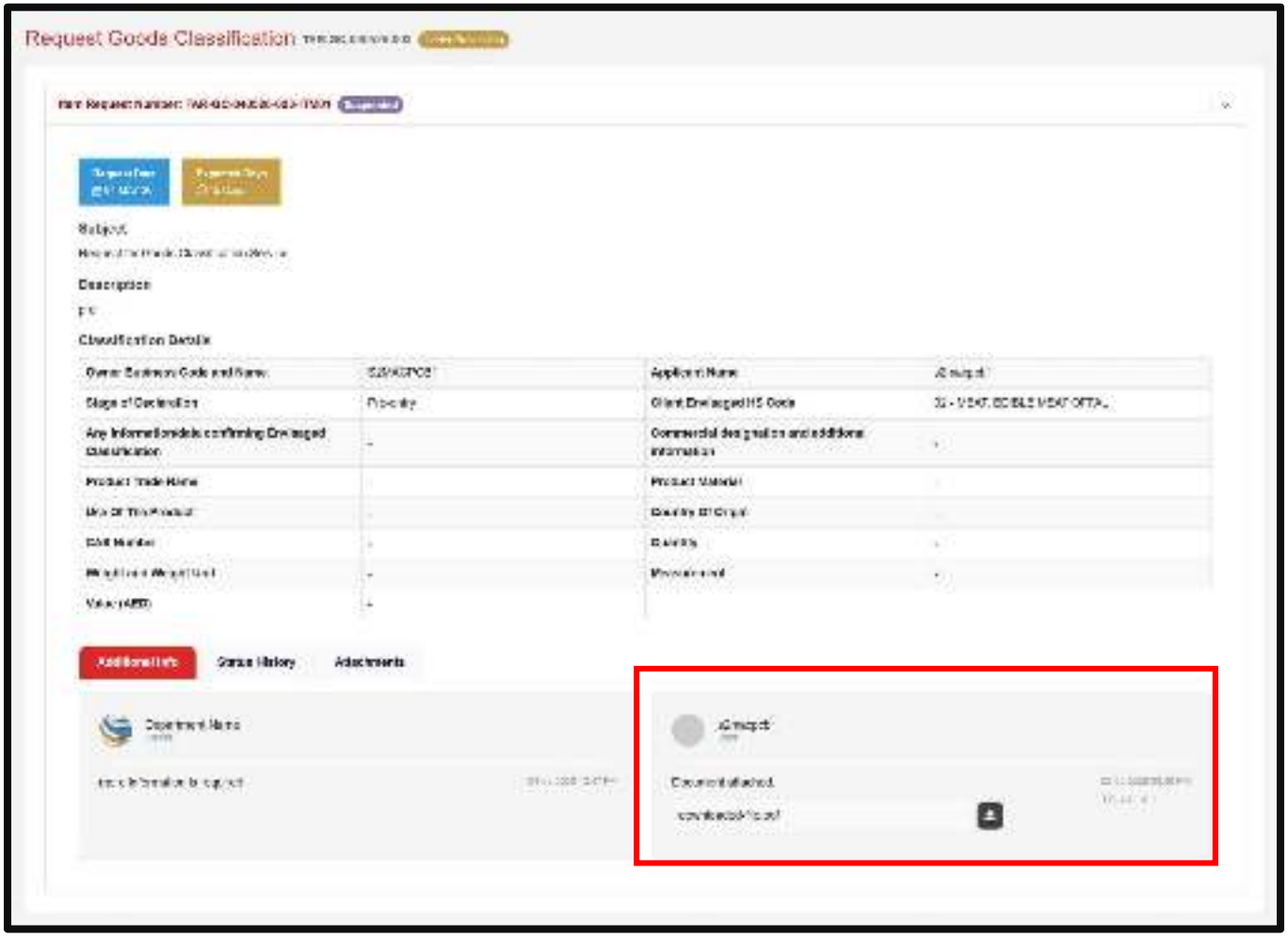
Detail view of your request with additional information form.



1. Add Comments.
2. Upload the asked document by Customs Officer.
3. Click on submit.



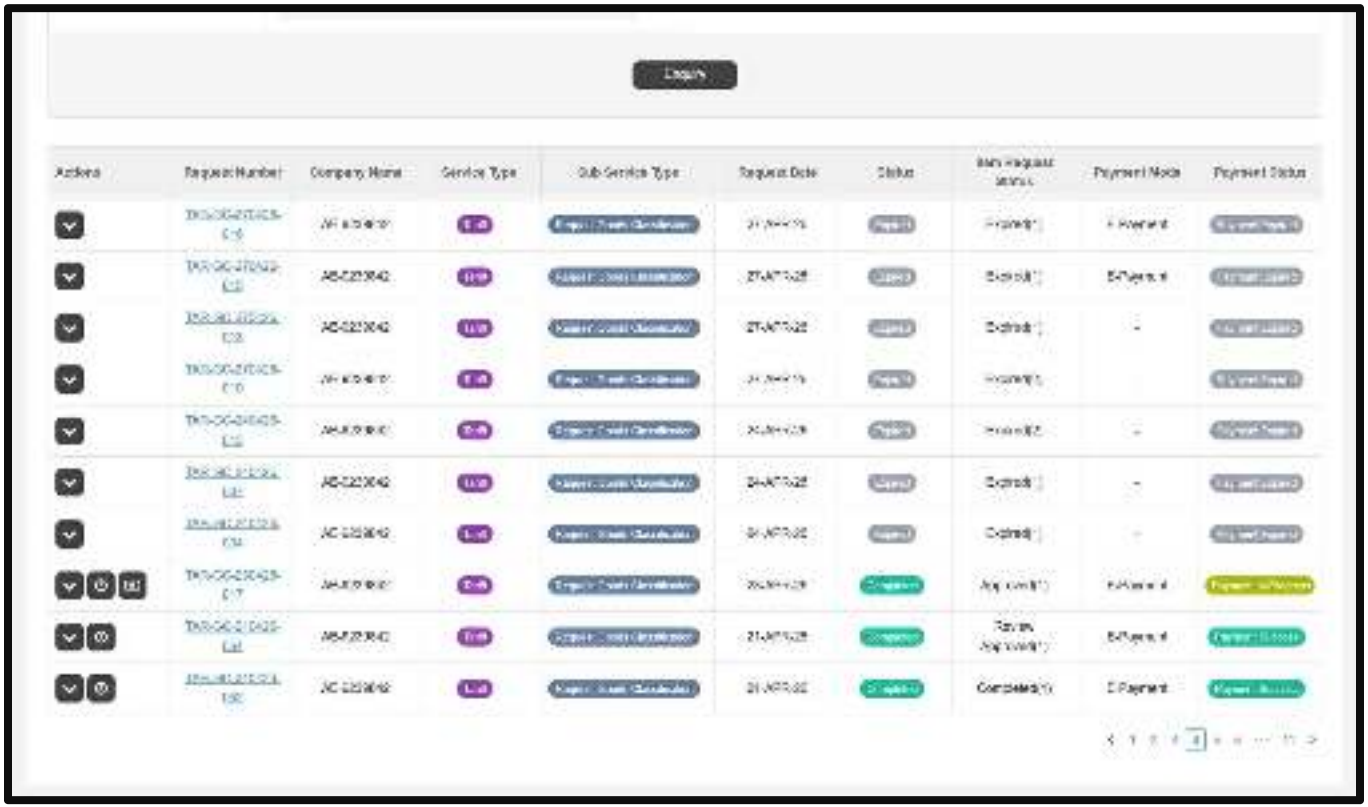
Additional information is added by user and is showing on the right column of the screen.



Once officer start the process again the status of request changed to Under Processing again.

Download Decision

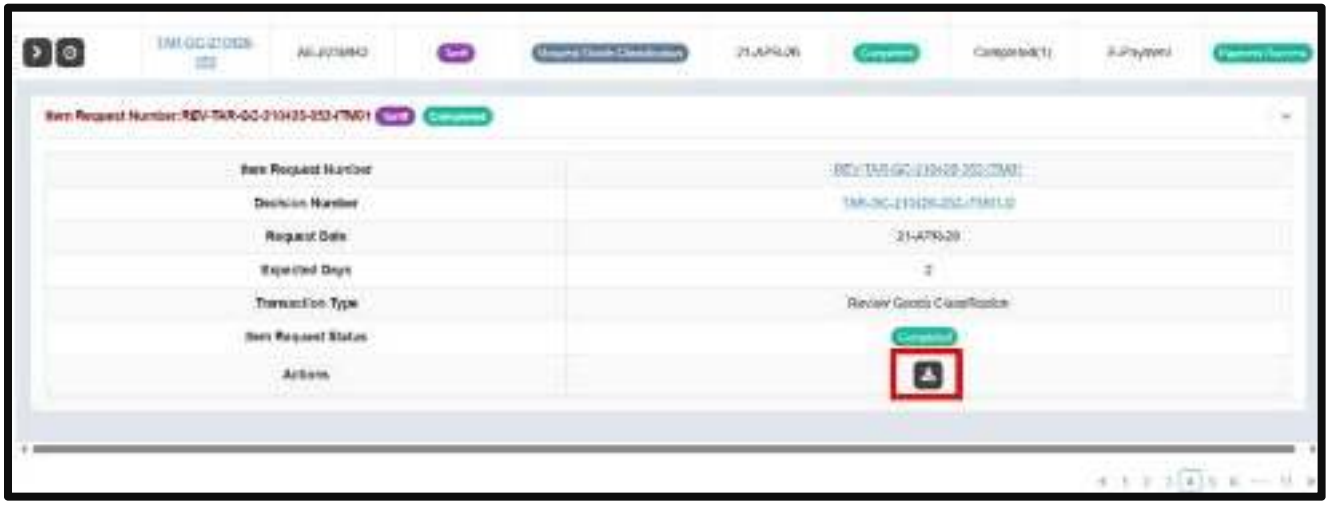
Once the Status of your request changed to completed, you can click on the down arrow button from actions column to see the further details.



Click on the title of request number with completed request.

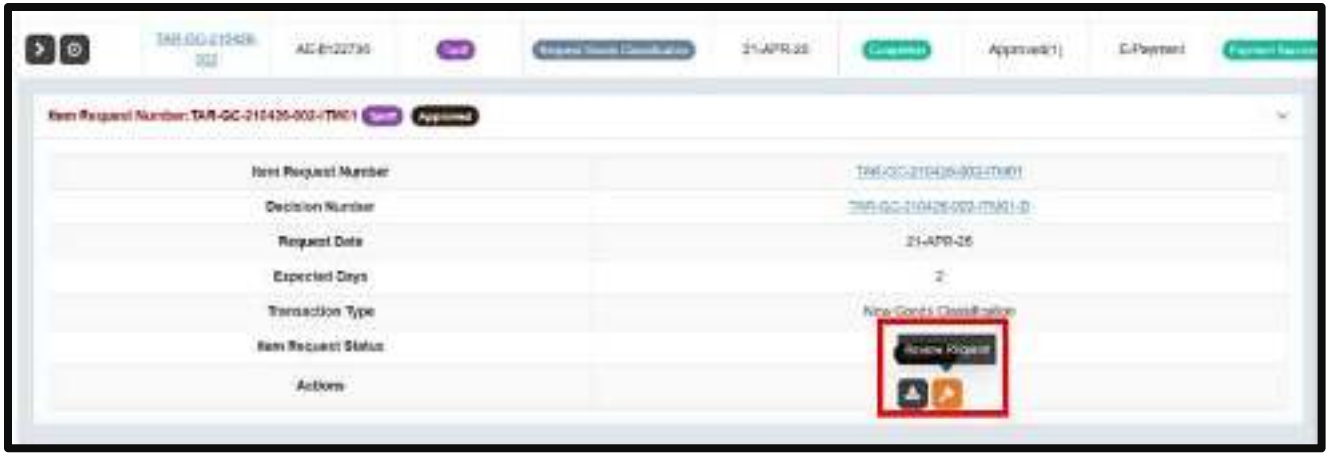


Click on download button to download the decision.

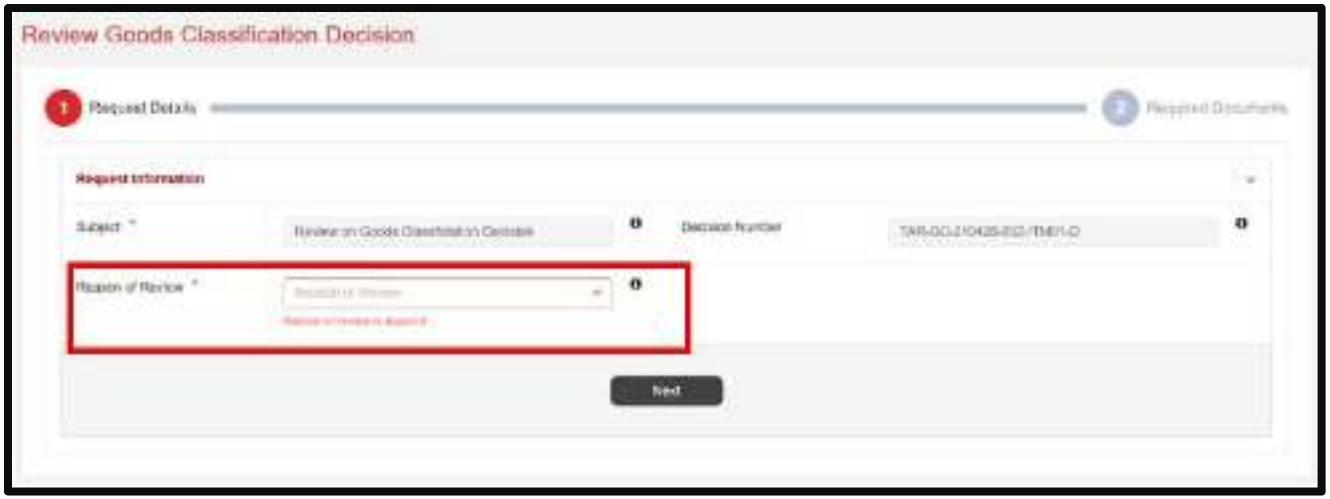


Review Request

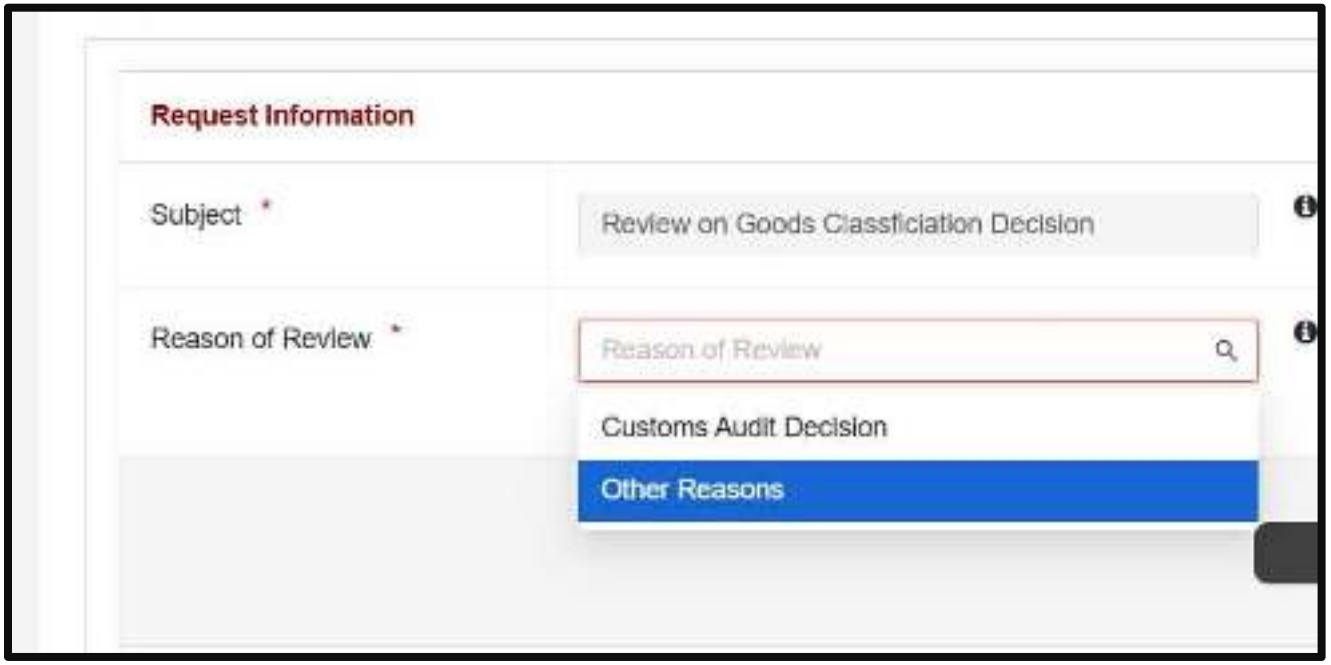
Click on the review request button next to download button to start the review request.



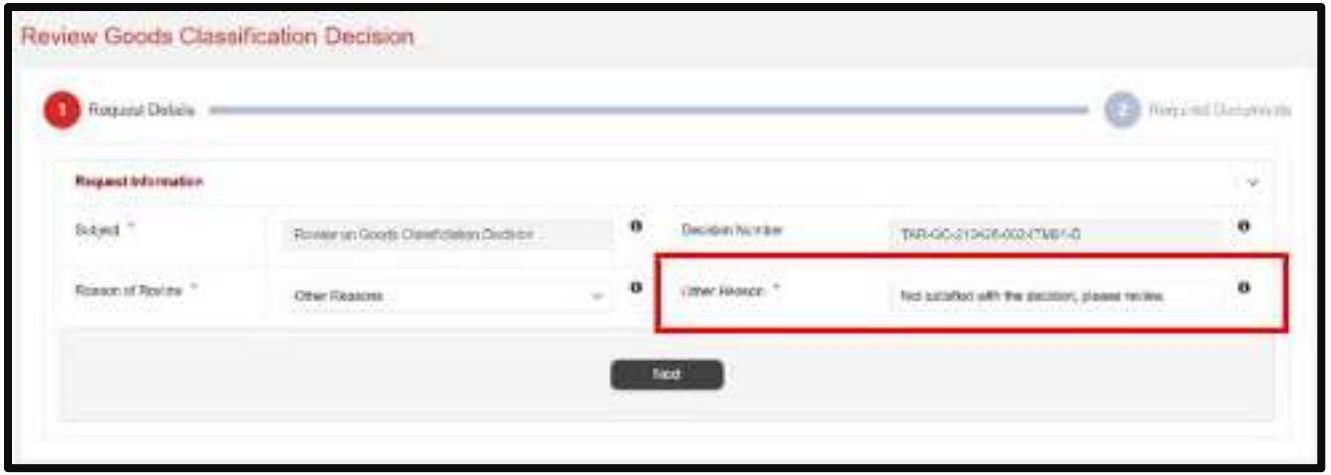
A Review form will open.



Select Reason for Review, Customs Audi Decision is by default reason or you can select other to add your own review details.



The other reason field will appear next to reason of review. Add your reason and click on next.



Upload the reference document if any and click submit.



The request for review is successfully submitted.



View Details

You can view the details of request click on Request Number link.



or click on down arrow to view the Item wise Request's Short details

