



دبي التجارية
DUBAI TRADE

National Industries Park Customer Suggestion User's Manual

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Customer Suggestion

Table Designs

DOCUMENT DETAILS

Document Name	Customer Suggestion
Project Name	
Business Unit	National Industries Park
Author(s)	DT Training Dept.
Last Updated Date	15 th November 2025
Current Version	1.0

This service enables customers to submit suggestions to National Industries Park Customer Service department.

Procedure:

1. Click **"Create New Request"** to initiate the process.

NIP Customer Suggestion

Create New Request

- Edit SR
- Upload Document
- Cancel SR
- Update Address
- View SR Details

SR Number Select Status Search

SR Number	SR Type	Status	Creation Date	Last Update Date	Actions
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2. Enter all the necessary information - ***Suggestor's Name, Contact Information, Suggestion Category, Affected Department and the details of the suggestion.***

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1 Service Request 2 Summary

Use this page for a New Customer Suggestion. Once you have entered atleast the mandatory information, you can either :

- Click on Save and Continue to save the request. Saved requests can be retrieved later using Search, modified if needed and Submitted for Approval/Submitted to Freezone.
- Click on Submit for Approval/Submit to Freezone to initiate the request processing.

Company Name:

Company Id

Suggestor's Name *

Suggestor's Contact * 05xxxxxxx

Category * Search and Select

Affected Department * Search and Select

Suggestion Details *

Authority Comments

Choose:

The image shows two side-by-side dropdown menus. The left menu is labeled 'Category' and has a red box around it containing the following options: COST SAVING, ENVIRONMENT/ HEALTH & SAFETY, IMPROVING THE SUGGESTION SCHEME, OTHERS, PROCEDURE/PROCESSES, and REVENUE GENERATING. The right menu is labeled 'Affected Department' and also has a red box around it, containing a list of departments: ADMINISTRATION, CALL CENTER, COMMERCIAL, CUSTOMER RELATION, FINANCE, INFORMATION CENTER, INSPECTION & LABOR, OPERATION, PROPERTY, and SALES. Both menus have a 'Search and Select' header and a downward arrow icon.

3. Click **"Save and Continue"** once all the information is entered.

The image shows a form for submitting a customer suggestion. At the top, there is a blue bar with the text 'Company Name:'. Below this, the form is divided into two columns. The left column contains fields for 'Suggestor's Name' (with the value 'Suggestor'), 'Suggestor's Contact' (with the value '0501234567'), 'Category' (with the value 'OTHERS'), 'Affected Department' (with the value 'CUSTOMER RELATIC'), and 'Suggestion Details' (with the value 'Suggestion details'). The right column has a large text area for 'Authority Comments'. At the bottom of the form, there is a checkbox labeled 'I hereby certify that:' followed by four numbered statements. The 'Save and Continue' button is highlighted with a red box.

☒ I hereby certify that:

1. The information submitted is accurate and complete and will be updated as and when required;
2. I understand that any errors or inaccurate information may result in delays, failed transactions, or liability towards third parties, and I will be responsible for consequences therefrom;
3. I am authorizing National Industries Park and its affiliates to rely on the information submitted by me; and
4. to the extent the submitted information includes personal data which does not belong to me, I have obtained the relevant consents as per prevailing data protection laws.

Save and Continue

4. The request summary will be displayed. You can "Edit" or "Submit" the application.

NOTE: The SR number is created at this stage.

NIP Customer Suggestion

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Service RequestSummary

Details of the selected request are given below.

Company Name:

SR Number: 20170836

Suggestor's Name

Suggestor

Affected Department

CUSTOMER RELATION

Suggestor's Contact

0501234567

Suggestion Details

Suggestion details

Category

OTHERS

Edit

Submit

5. A successful submission confirmation will be displayed.

NIP Customer Suggestion

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Service RequestSummary

✓

Your request has been forwarded to the Free Zone for processing.

