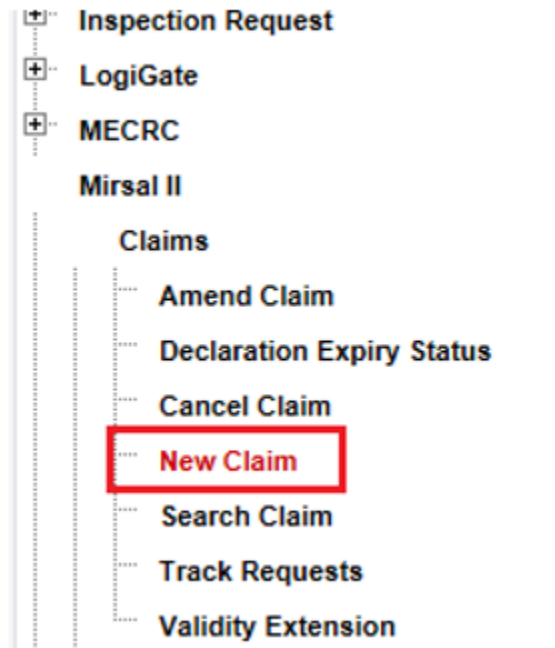


1. Go to Mirsal II → Claims → New Claim




2. Select the Claim Type then Click Go


A screenshot of the 'Submit Claim' form in the Dubai Customs system. The form has a header with the title 'Submit Claim' and the Dubai Customs logo. Below the header, there are three numbered steps: 1. 'Submit Claim' (with a house icon), 2. 'Charges And Payment Details' (with a document icon), and 3. 'Review and Submit' (with a document icon). The 'Claim Type Detail' section contains a dropdown menu labeled '\* ClaimType :' with 'Refund of Deposits' selected. A 'Go' button is located at the bottom right of the form, highlighted with a red rectangular box.


### 3. Choose the Deposit Method and Add the Declaration Number

## Submit Claim

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DUBAI CUSTOMS

1  
Submit Claim

2  
Charges And  
Payment  
Details

3  
Review and  
Submit

### Claim Type Detail

\* ClaimType :

Refund of Deposits

Go

### Claim Details

\* Deposit Method :

Standing Guarantee

### Add Declaration

\* Claim Declaration No. :

+000+00+00+17

Add Declaration

4. On the declaration details page, enter all the mandatory fields in red asterisk:

Submit Claim

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Submit Claim - Add Declaration Details

**Declaration Details**

Claim Declaration No.:

Declaration Type:  
Import for Re Export to Local from ROW

\* Standing Guarantee A/c No.:


Remarks:

View Declaration :  
[View](#)

5. Choose the charge type and the refund type then Browse and Upload the Required Documents.

**Submit Claim - Add Declaration Details**

**Add**

	Charge Type	Amount (AED)	Refund Type	Claim Amount (AED) 
<input checked="" type="checkbox"/>	Deposit Alternative duty rate	2780	<div>Please Select Full Export Full Import Partial Export/Import</div>	<input type="text"/>

**Attachments**  
Allowed Attachment Type : pdf/text  
Maximum File Size : 1 MB  
No. of Attachments allowed : 10  
No. of Attachments : 0

**Browse...****Upload**

**Add Declaration****Close**

Browse to Upload the Required Files, PDF/TEXT File Format Only.

**Note:** Only PDF and Text File Format are allowed to be uploaded.

6. After entering the required details, Click on ADD DECLARATION

**Submit Claim - Add Declaration Details**

**View Declaration :**  
[View](#)

**Add**

	Charge Type	Amount (AED)	Refund Type	Claim Amount (AED) <input type="button" value="i"/>
<input checked="" type="checkbox"/>	Deposit Alternative duty rate	8135	<input type="text" value="Partial Export"/> <input type="button" value="v"/>	<input type="text" value="8000"/> <input type="button" value="x"/>


**Attachments**  
 Allowed Attachment Type : pdf/text  
 Maximum File Size : 1 MB  
 No. of Attachments allowed : 10

7. Claim request number will be generated:

**Submit Claim**

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**Success:**  
**Saved Successfully**  
Claim submission request 1114690 has been generated