DUBAI CUSTOMS Registration Amendment User’s Manual

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### DOCUMENT DETAILS

#### Document Information

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<tr>
<td>Project Name</td>
<td>Registration Amendment</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Dubai Customs</td>
</tr>
<tr>
<td>Author(s)</td>
<td>DT Training Dept.</td>
</tr>
<tr>
<td>Last Updated Date</td>
<td>12th May 2015</td>
</tr>
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<td>Current Version</td>
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#### Revision History

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#### Distribution

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</tbody>
</table>
1 Introduction

1.1 Registration with Dubai Customs

All companies that wish to declare Customs declarations for themselves or their clients for the import, export or transshipment of goods or handling of the same in Dubai are required to be registered with Dubai Customs.

Dubai Customs now provides complete registration services online. The companies intending to get registered with Dubai Customs; need to apply online and receive the approval electronically after review of application and payment collection by the Customs authorities.

This document covers detailed steps to register different types of requests for any change/modification in registered and approved company details such as change in user/facility/company address, new company associations etc.

1.2 Document Organization

This document is organized into 2 chapters/sections.

- **About User Interface**: This chapter explains commonly used buttons and link during the registration process.
- Next chapters explain the steps to use different types of requests (Amend Business Profile, New/Amend Facility, New/Amen User, Manage Services, Change Authorized Person, New Association, Remove Association, Renew Business Code)

1.3 Reference Documents

<table>
<thead>
<tr>
<th>S NO</th>
<th>DOCUMENT</th>
<th>LOCATION</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>NA</td>
<td>NA</td>
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</table>

1.4 Abbreviations and Synonyms

<table>
<thead>
<tr>
<th>Client</th>
<th>Registered and Approved Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users</td>
<td>Registered or Unregistered User</td>
</tr>
<tr>
<td>CR Officer</td>
<td>Client Registration Officer</td>
</tr>
<tr>
<td>Sr. CR Officer</td>
<td>Senior Client Registration Officer</td>
</tr>
<tr>
<td>Customs Officer</td>
<td>Either CR Officer OR Sr. CR Officer</td>
</tr>
<tr>
<td>ECR</td>
<td>Enterprise Client Registration</td>
</tr>
<tr>
<td>DTP</td>
<td>Dubai Trade Portal</td>
</tr>
<tr>
<td>Forms</td>
<td>Set of user input fields used for entering the data by Users.</td>
</tr>
<tr>
<td>Screens</td>
<td>Set of forms, links and user interface elements generally dealing with specific system functionality.</td>
</tr>
</tbody>
</table>
2 About User Interface

The following table provides the detail of common buttons or links and illustrates how to use them during the registration process.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Creates a new record</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes the specified record(s)</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels the previous operation</td>
</tr>
<tr>
<td>Query</td>
<td>Turns the user interface into query mode</td>
</tr>
<tr>
<td>Go</td>
<td>Proceeds with the execution of a specified operation</td>
</tr>
<tr>
<td>Submit</td>
<td>Saves and submits the specified record to the next step in the process</td>
</tr>
<tr>
<td>Withdraw</td>
<td>Withdraws the suspended request</td>
</tr>
<tr>
<td>Continue</td>
<td>1. Proceeds to the next screen</td>
</tr>
<tr>
<td></td>
<td>2. Allows the client the continue submitting the request whether it's a draft</td>
</tr>
<tr>
<td></td>
<td>request or a suspended one</td>
</tr>
<tr>
<td>Make Payment</td>
<td>Allows the client to make a payment for an approved request. It will direct</td>
</tr>
<tr>
<td></td>
<td>the client to a new page for ePayment to make the payment</td>
</tr>
<tr>
<td>Recheck</td>
<td>Rechecks the Status of the Payment made using the above option</td>
</tr>
<tr>
<td>Go to Homepage</td>
<td>Takes the client to the Homepage of the application. Applicable only for</td>
</tr>
<tr>
<td></td>
<td>logged in Users</td>
</tr>
<tr>
<td>I agree</td>
<td>Indicates that the client have read and understood the Terms &amp; Conditions</td>
</tr>
<tr>
<td></td>
<td>and wants to proceed with the submission of the request</td>
</tr>
<tr>
<td>I disagree</td>
<td>Indicates that the client have read and understood the Terms &amp; Conditions</td>
</tr>
<tr>
<td></td>
<td>and <strong>DO NOT</strong> want to proceed with the submission of the request</td>
</tr>
<tr>
<td>Print Request</td>
<td>Prints the submitted request with all the details entered</td>
</tr>
<tr>
<td>⏩</td>
<td>Navigates to next record</td>
</tr>
<tr>
<td>⬅</td>
<td>Navigates to the previous record</td>
</tr>
</tbody>
</table>
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2.1 Log In

Only registered clients who have valid User Id and Password can access the application.

To login–

1. Open the web browser and type the URL www.dubaitrade.ae

Tip: Save the shortcuts in your Browser’s Favorites for easy access in the future.

2. On The Top Right Corner Click on Login

The below login screen will be displayed
3. Enter your Username and Password and then Click on Sign In

Tip: Click ‘Enter’ button instead of the Sign In button.

The system validates the User Id and the Password.

After successful validation of login credentials, the below screen appears with all the available services for the logged-in user on the left side of the screen.

4. Go to Request from the menu on the left

5. Then Click on Amend Profile

The list of services will be displayed
3 List of Services

This section illustrates the set of Amendment services. These services can be used by a registered user as per the access rights assigned to him/her while registering a new registration request.

1. Track Request

2. View/Amend Business Profile

3. Renew Business Code

4. New Association

5. Remove Association

6. View/Amend Facility

7. New Facility

8. View/Amend User

9. New User

10. Change Authorized Person

11. Manage Services
4 Track Request

This service is used to search and track any request created by the registered user.

1. Click on **Track Request** under My Services

2. A search page will open to find / track request(s)

3. Enter atleast one or all of the search criteria to Find a request
   - **RequestID**: Enter the Request ID
     *(This is a Reference number which is created when a request is made and saved)*
   - **Request Type**: Select the Request Type from the drop down menu
     *(This is the type of request which has been created)*
   - **Request Status**: Select the Status of the request from the drop down menu
     *(This is the current status of the request)*
   - **Request Date**: Enter the Date in the Correct Format DD-MM-YYYY or Select the Date from the Calender
     *(This is the Date when the request was created)*

4. After entering or selecting the information click on **Find** to find the request

The below screen will be displayed with the request based on your search criteria
5. Click on **Query** to go back to the previous search Page

6. Click on **Withdraw** after selecting a request to withdraw the request  
   *NOTE: Only requests which are under Suspended Status can be withdrawn*

7. Click on **Continue** after selecting a request to continue the request  
   *NOTE: Only requests in Draft and Suspended Status can be Continued*

8. Click on **Make Payment** after selecting a request to make payment for the request  
   *NOTE: Only Business Code renewal requests which are approved can be paid for*

9. Click on **View Payment Details** after selecting a request to view payment details for the request  
   *NOTE: Only Business Code renewal requests which are approved and paid for can view the details*

10. Click on **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile
5 View/Amend Business Profile

This service is used to view /modify the Business Profile details.

1. Click on View/Amend Business Profile under My Services

2. Business profile details will be displayed in read only format

3. Rest of sub-sections are displayed in below screen shot
4. Click on

   a. **Amend** to create a request for Amending the Business Profile

   b. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

5. After clicking on **Amend**, following screen is displayed.

### Amend Business Profile

**Amendment Request**

- **Request Id:** 1241
- **Request Type:** Amend Business Profile
- **Request Status:** Draft

**Request Details**

**Business Details**

- **Business Code:** AE10
- **Business Name:** [Please Select]
- **Registration Category:** Dubai based companies

**License Details**

- **License Number:** [Please Select]
- **Issuing Authority:** [Please Select]
- **License Type:** [Please Select]
- **Issue Date:** 01-01-2002
- **Renewal Date:** 09-05-2014
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6. Rest of sub-sections are displayed in below screen shot

<table>
<thead>
<tr>
<th>Business Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone [Country - Area - Number]</strong></td>
</tr>
<tr>
<td><strong>Email</strong></td>
</tr>
<tr>
<td><strong>Operational Email</strong></td>
</tr>
<tr>
<td><strong>Fax [Country - Area - Number]</strong></td>
</tr>
<tr>
<td><strong>NOC Number</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Addresses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address Line 1</strong></td>
</tr>
<tr>
<td>OI</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Types</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business Type</strong></td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>License Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>License Activity</strong></td>
</tr>
<tr>
<td>Used Automobile Trading</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Attachments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Document Title</strong></td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Group Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group Business Name</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Document Templates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Templates</strong></td>
</tr>
<tr>
<td>Download Letter of Undertaking for Shipping Agent (Applicable for Shipping Agent Business Type)</td>
</tr>
<tr>
<td>Download Letter of Undertaking for Clearing Agent (Applicable for Broker Business Type)</td>
</tr>
<tr>
<td>Download Letter of Undertaking for Importer (Applicable for Importer Business Type)</td>
</tr>
</tbody>
</table>

7. Modify / Update the required fields

8. Click on

**Amendment Request**

<table>
<thead>
<tr>
<th>Request Id</th>
<th>1.241367823</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Type</td>
<td>Amend Business Profile</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Request Status</th>
<th>Draft</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Status</td>
<td>Draft</td>
</tr>
<tr>
<td>* Reason for Amendment</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Action</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Save Draft</td>
<td></td>
</tr>
<tr>
<td>Submit</td>
<td></td>
</tr>
<tr>
<td>Cancel Request</td>
<td></td>
</tr>
<tr>
<td>Go to Home Page</td>
<td></td>
</tr>
</tbody>
</table>
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a. **Save Request** to save the changes  
   
   _NOTE: Reason for amendment is required to Save the request_

b. **Submit** to submit the changes to Customs Registration Department for approval  
   
   _NOTE: Reason for amendment is required to Submit the request_

c. **Cancel** to cancel the request

d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

**NOTE:**

- Only Business Name under Business Details, Business Contact Details, Business Types, License Activities, Attachments and Group Information can be modified/updated

5.1 Amend Business Details

1. The below screen is displayed

   **NOTE:**

   - Only Update/Modify if any changes have occurred to the Business Details. Fields which have a red asterick (*) are mandatory

2. Modify/Update the Business Name, Business Name (Arabic) and/or Select the No. of Employee from the drop down menu

3. Click on

   a. **Save Request** to save the changes  
      
      _NOTE: Reason for amendment is required to Save the request_

   b. **Submit** to submit the changes to Customs Registration Department for approval
Dubai Customs Registration Amendment

NOTE: Reason for amendment is required to Submit the request

c. **Cancel** to cancel the request

d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

5.2 Amend Business Contact Details

1. The below screen is displayed

NOTE:

- Only Update/Modify if any changes have occurred to the Business Contact Details. Fields which have a red astrick (*) are mandatory

2. Modify/Update the Phone, Fax, Email, Operational Email, Website, NOC Number

3. Click on

   a. **Save Request** to save the changes

   NOTE: Reason for amendment is required to Save the request

   b. **Submit** to submit the changes to Customs Registration Department for approval

   NOTE: Reason for amendment is required to Submit the request

   c. **Cancel** to cancel the request

   d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

5.3 Amend Business Addresses

1. The below screen is displayed
2. Click on
   a. **Edit** to edit the Business Address
   b. **Delete** to delete the Business Address and Add a New Address

3. The below screen will pop up after clicking on **Edit**

   **NOTE:**
   - Only Update/Modify if any changes have occurred to the Business Address Details. Fields which have a red asterisk (*) are mandatory

4. Click on
   c. **Save** to save the changes and go back to previous screen
   d. **Cancel** to go back to previous screen

5. After Saving the details and reaching back to previous screen, Click on
   a. **Save Request** to save the changes
      
      **NOTE:** Reason for amendment is required to Save the request
   b. **Submit** to submit the changes to Customs Registration Department for approval
      
      **NOTE:** Reason for amendment is required to Submit the request
   c. **Cancel** to cancel the request
   d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile
**NOTE:**

- Add button is disabled to accept only one address for a business.
- This is applicable to all address entities, be it facility address, user address or business address.

### 5.4 Add Business Type

1. Click on **Add**

   ![Add Business Type](image)

   The following screen is displayed

   ![Business Type Menu](image)

   Select the Business Type from the drop down menu provided

   ![Business Type Options](image)

2. Click on

   a. **Save** to add it to Business Type
   
   b. **Cancel** to close the popup window

3. After clicking on **Save**, following screen is display

   ![Business Type Table](image)

4. Click on

   a. **Add** to add another Business Type
   
   b. **Edit** to edit the added Business Type
   
   c. **Delete** to delete the already added Business Type
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NOTE:

- Business Type already added cannot be deleted.

5. After Saving the details and reaching back to previous screen, Click on

   a. Save Request to save the changes
      
      NOTE: Reason for amendment is required to Save the request

   b. Submit to submit the changes to Customs Registration Department for approval
      
      NOTE: Reason for amendment is required to Submit the request

   c. Cancel to cancel the request

   d. Go to Home Page to go back to logged in Home Page displaying the list of services under Amend Profile

5.5 Add License Activities

1. Click on Add

2. The following screen is displayed

3. Enter the License Activity or Search for the License Activity
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4. Select the License Activity

5. Click on
   a. **Save** to add the activity
   b. **Cancel** to close the pop up

6. After clicking on “Save” button, following screen is displayed.

7. Click on
   a. **Add** to add another License Activity
   b. **Edit** to edit the added activity
   c. **Delete** to delete the already added License Activity

8. After Saving the details and reaching back to previous screen, Click on
   a. **Save Draft** to save the changes

   **NOTE: Reason for amendment is required to Save the request**

   b. **Submit** to submit the changes to Customs Registration Department for approval

   **NOTE: Reason for amendment is required to Submit the request**

   c. **Cancel** to cancel the request
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d. Go to Home Page to go back to logged in Home Page displaying the list of services under Amend Profile

5.6 Add Attachments

1. Click on Add

2. The following screen is displayed

3. Click on Choose File...

4. The following screen is displayed

5. Choose a file to attach

6. Click on Open
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7. The following screen is displayed

8. Click on
   a. Save to save the Facility Attachment
   b. Cancel to close the pop up

9. After Saving the details and reaching back to previous screen, Click on
   a. Save Draft to save the changes

   **NOTE: Reason for amendment is required to Save the request**

   b. Submit to submit the changes to Customs Registration Department for approval

   **NOTE: Reason for amendment is required to Submit the request**

   c. Cancel to cancel the request

   d. Go to Home Page to go back to logged in Home Page displaying the list of services under Amend Profile

5.7 Add Group Information

1. Click on Add

2. The following screen is displayed
3. Provide the “Business Code” for the business you want to group with and the Company Name will be displayed automatically.

4. Select the Relationship Type from the drop down list.

5. Click on
   a. **Save** to save Group Company
   b. **Cancel** to close the pop up

6. Click on
   a. **Add** to add another Group Company
   b. **Edit** to modify the Group Company
   c. **Delete** to delete the Group Company

7. After Saving the details and reaching back to previous screen, Click on
   a. **Save Draft** to save the changes
   
   **NOTE: Reason for amendment is required to Save the request**
   
   b. **Submit** to submit the changes to Customs Registration Department for approval
   
   **NOTE: Reason for amendment is required to Submit the request**
   
   c. **Cancel** to cancel the request
   
   d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile
6 Renew Business Code

This service is to renew the registration of a client. This option allows the user to change the License Expiry Date and the License Renewal Date. It also gives the option to upload documents to support the changes.

1. Click on **Renew Business Code** under My Services

![Renew Business Code](image)

2. The following screen is displayed

![Renew Business Code](image)

3. Change the **License Expiry Date** and the **License Renewal Date**

4. Attach the Renewed Trade License Copy (*Refer to Section 5.6 to attach documents*)

5. After updating the details, Click on

- **Save** to save the changes
- **Submit** to submit the changes to Customs Registration Department for approval
- **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile
7 New Associations

This service is used to add a new association to a client. This option allows the client to view the Business Profile details excluding the sub entities and Add new Associations. It also gives the option to attach documents to support the changes made.

1. Click on New Association under My Services

2. The following screen is displayed

3. Click on Add under Business Association to add a new association

4. The following screen is displayed
5. Click on Search for Associated Business to retrieve the business associate

6. The following screen is displayed

7. You can find the business associate by either **Business Name** or **Business Code**

8. Select a specific business. The selected record will be **highlighted with Yellow**

9. Click on
   a. **Query** to search for a specific business
   b. **Ok** to confirm selection
   c. **Cancel** button to cancel and go back to previous screen
   d. Right Arrow or Left Arrow button to navigate between the list of companies

10. Select the Association Type from the drop down menu

**NOTE:**

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- **Associated Business Code will automatically be populated and displayed after selecting the Associated Business**

11. Select the Association From Date and To Date

12. Click on
   
   a. **Save** to save the details
   
   b. **Cancel** to close the pop up

13. Once the Associated business is added successfully attach supporting documents *(Refer to Section 5.6 to attach documents)*

14. After Saving the details and reaching back to previous screen, Click on

   a. **Save Draft** to save the changes
   
   b. **Submit** to submit the changes to Customs Registration Department for approval
   
   c. **Cancel** to cancel the request
   
   d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

**NOTE:**

- **Any additional remarks can be mentioned in Remarks**
8 Remove Associations

This service is used to remove associations to the client. This option allows the client to view the Business Profile details, view all the associations defined in the Business Profile, and remove Associations.

1. Click on **Remove Association** under My Services

2. The following screen is displayed

3. Click on **Delete** in line with the Associated Business under **Business Associations**

4. After updating the details, Click on
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a. **Save Draft** to save the changes
   
   *NOTE: Remarks are required to Save the request*

b. **Submit** to submit the changes to Customs Registration Department for approval
   
   *NOTE: Remarks required to Submit the request*

c. **Cancel** to cancel the request

d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile
9 View/Amend Facility

This service is used to View/Amend the Facilities associated with the company. This option allows you to view the Business Profile details, view all the facilities associated to the Business Profile and Amend a Facility. It also gives the option to attach documents to support the changes.

1. Click on **View/Amend Facility** under My Services

2. The following screen is displayed

![View/Amend Facility](image)

### 9.1 View Facility

1. Under **Facility Details** Select **View** in line with the Facility to be viewed
2. The Facility details will be displayed

3. Click on
   a. **Back** to go back to the previous screen
   b. **Amend** to create a request to amend the facility
   c. **Deactivate** to make the facility inactive

### 9.2 Amend Facility

1. After clicking on **Amend (Refer to step 3 in Section 9.1)**, following screen is displayed.
2. Click on **Edit** under Facility Details, Following screen is displayed

![Facility License Details](image)

![Facility Contacts](image)

![Facility Address](image)

![Attachments](image)

3. Update/Modify the details if required under **Facility License Details**

4. Click on
   a. **Save** to save the changes
   b. **Back** to go back to previous screen

### 9.2.1.1 Facility Contacts

It contains all the contacts associated to the facility. Following are the steps to change contact details.

1. Under **Facility Contacts**, Click on
   a. **Add** to create/associate a new facility contact
   b. **Edit** in line with the Contact person to edit the contact associated to the facility
   c. **Delete** to delete the contact

2. After clicking on **Add**, following screen is displayed
3. Fill in all the applicable fields.

4. Click on
   a. **Save** to save the Facility Contact details
   b. **Cancel** to close the pop up

5. After clicking on **Save**, following screen is displayed.

9.2.1.2 **Facility Contact Addresses**

1. Click on **Add** to add Facility Contact Addresses

2. After clicking **Add**, following screen is displayed
3. Fill in all the applicable fields.

4. Click on
   a. **Save** to save the Contact Addresses
   b. **Cancel** to close the pop up

5. The following screen is displayed when the save button is clicked.

6. Click on
   a. **Add** to add another Contact Addresses
   b. **Edit** to modify the address information.
   c. **Delete** to delete the address record

### 9.2.1.3 Facility Contact Credentials

1. Click on **Add** to under **Facility Contact Credentials** e.g. Passport details, Visa Details etc.

2. The following screen is displayed

3. Fill in all the applicable fields.
4. Click on
   a. **Save** to save the Facility Contact Credentials
   b. **Cancel** to close the pop up

5. After clicking on **Save**, following screen is displayed.

6. Click on
   a. **Add** to Add another credential details
   b. **Edit** to modify the credential details
   c. **Delete** to delete the credential details

7. The following screen is displayed

8. Click on
   a. **Save** to save the Facility Contacts
   b. **Back** to go back to previous screen

9.2.2 **Facility Address**

   ❖ Click on **Add** under Facility Address

   ❖ The following screen is displayed
Fill in all the applicable fields

- Click on
  
  a. **Save** to save the Facility Address
  
  b. **Cancel** to close the pop up

**NOTE:**

- Please note that the fields “Plot No” & “Facility Location” are required to save a Facility Address record

- After clicking on “Save” button, following screen is displayed

Click on

a. **Edit** to modify the Facility Address

b. **Delete** to delete the Facility Address

### 9.2.3 Facility Attachments

1. Click on **Add** under Attachments

2. The following screen is displayed
Dubai Customs Registration Amendment

3. Click on **Choose File**

4. The following screen is displayed

5. Choose a file to attach

6. Click on **Open**

7. The following screen is displayed
8. Click on
   a. **Save** to save the Facility Attachment
   b. **Cancel** to close the pop up

**NOTE:**
- Allowed file types are: .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX
- Allowed size is: 10MB per file (maximum limit)

9. The following screen will be displayed

10. Click on
    a. **Add** to add another attachment
    b. **Delete** to delete the record
11. Click on
   a. **Save** on "Facility License Details" to save the Facility License Details
   b. **Back** to go back to previous screen

12. Following Page will be displayed

13. Once the required details are added updated/modified, Click on
Dubai Customs Registration Amendment

a. **Save Draft** to save the changes

   *NOTE: Reason for amendment is required to Save the request*

b. **Submit** to submit the changes to Customs Registration Department for approval

   *NOTE: Reason for amendment is required to Submit the request*

c. **Cancel Request** to cancel the request

d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

**NOTE:**

❖ *Please note that this request is auto-approved. User will have to sign out and sign in again to see the changes, done through “Manage Service” request, in the system.*

**9.3 Remove Facility**

1. After clicking on **Deactivate (Refer to step 3 in section 9.1)**, following screen is displayed.

   ![Create Request](image)

   - **Save Draft** to save the changes

     *NOTE: Reason for amendment is required to Save the request*

   - **Submit** to submit the changes to Customs Registration Department for approval

     *NOTE: Reason for amendment is required to Submit the request*

   - **Cancel Request** to cancel the request

   - **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile
10 New Facility

This service is used to create a new Facility related to any company. This option allows you to create a new facility, facility contacts, facility contact addresses, facility contact credentials, facility addresses, and attach documents to support the request.

NOTE:

* One facility request cannot be registered to create multiple facilities.

1. Click on New Facility under My Services

2. The following screen is displayed

3. Click on Add under Facility Details to add new Facility

4. After clicking on "Add" button, following screen is displayed

5. Below are the available facility types in the system
6. Select the Facility Type from the drop down menu

**NOTE:**

- **In Facility Details:**
  - Branch is required for a Free zone Branch of a Local Company
  - Free zone is required for Dubai Based FreeZone Companies
  - Premises is required for Cargo Handler Business Type
  - Warehouse is required for Customs Warehouse Licenses

7. Click on
   a. **Save** to add the Facility
   b. **Cancel** to close the pop up

**NOTE:**

- **Depending on the Facility Type, different fields have to be filled in. This is described in the following sections.**

### 10.1 Branch Facility

1. The following screen is displayed if the Facility Type “**Branch**” is selected.

2. Following sections must be filled for a Branch Facility
   - Facility Contacts
   - Facility Address
10.1.1.1 Facility Contacts

1. Click on **Add** to add a Facility Contact.

2. The following screen is displayed

3. Fill in all the applicable fields.

4. Click on
   a. **Save** to save the Facility Contact details
   b. **Cancel** to close the pop up

5. After clicking on **Save**, following screen is displayed.
10.1.1.2 Facility Contact Addresses

1. Click **Add** to add a Facility Contact Addresses

2. After clicking on **Add**, following screen is displayed

3. Fill in all the applicable fields.

4. Click on
   a. **Save** to save the Contact Addresses
   b. **Cancel** to close the window

5. The following screen is displayed when the save button is clicked.

6. Click on
   a. **Edit** to modify the address information.
   b. **Delete** to delete the address record

10.1.1.3 Facility Contact Credentials

1. Click on **Add** to add a "Facility Contact Credentials" e.g. Passport details, Visa Details etc.

2. The following screen is displayed
3. Fill in all the applicable fields.

4. Click on
   a. **Save** to save the Facility Contact Credentials
   b. **Cancel** to close the pop up

5. After clicking on **Save**, following screen is displayed.

6. Click on
   a. **Add** to Add another credential details
   b. **Edit** to modify the credential details
   c. **Delete** to delete the credential details

7. The following screen is displayed

8. Click on
   a. **Save** to save the Facility Contacts
   b. **Back** to close the pop up and go back to previous screen
10.1.2  Facility Address

1. Click on **Add**

2. The following screen is displayed

3. Fill in all the applicable fields

4. Click on
   a. **Save** to save the Facility Address
   b. **Cancel** to close the pop up

**NOTE:**

- Please note that the fields “Plot No” & “Facility Location” are required to save a Facility Address record

5. After clicking on “Save” button, following screen is displayed

6. Click on
   a. **Edit** to modify the Facility Address
   b. **Delete** to delete the Facility Address
10.1.3 Facility Attachments

1. Click on Add

2. The following screen is displayed

3. Click on Choose File...

4. The following screen is displayed

5. Choose a file to attach

6. Click on Open

7. The following screen is displayed
8. Click on
   a. **Save** to save the Facility Attachment
   b. **Cancel** to close the pop up

**NOTE:**
- Allowed file types are: .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX
- Allowed size is: 10MB per file (maximum limit)

9. The following screen will be displayed

10. Click on
    a. **Add** to add another attachment
    b. **Delete** to delete the record
11. Click on
   a. **Save** on "Facility License Details" to save the Facility License Details
   b. **Back** on "Facility License Details" to go back

12. The following screen is displayed

13. Click on
   a. **Add** to add another Facility
   b. **Edit** to edit the Facility Details

**NOTE:**

> Please save ‘Facility Contacts’ and ‘Facility Address’ information before saving ‘Facility License Details’ information.

### 10.2 Free Zone Facility

1. Select the Facility Type **"Free Zone"**, then click on **Save** to proceed

2. The following screen is displayed

3. Select the Reference Code of the Freezone from the drop down list
Dubai Customs Registration Amendment

10.2.1 Facility Contacts

Facility Contacts sections is not applicable for Free Zone Facility

10.2.2 Facility Address

Facility Address sections are applicable for Free Zone Facility

10.2.3 Facility Attachments

1. For more information on uploading attachment to a Facility, Please refer to section 10.1.3

2. Click on
   a. Save to save the facility
   b. Back to go back to previous screen

3. The following screen will be displayed

4. Click on
   a. Edit to edit the facility details
   b. Delete to delete the facility

NOTE:

❖ For Freezone Company only one FZ Facility is allowed to be registered.

10.3 Premises Facility

1. Select the Facility Type "Premises", then click on Save to proceed

2. The following screen is displayed
3. Fill in all the applicable fields.

4. Select the Customs Location from drop down menu

**NOTE:**

- Clearance Message Channel is pre-defaulted to “Email” and it cannot be changed.
- Clearance Message Channel Address should be a valid email address in the specified format i.e. XXX@XX.XXX

10.3.1 Facility Contacts

1. For more information on Adding Facility Contact, Please refer to section 10.1.1

10.3.2 Facility Address

1. For more information on Adding Facility Address, Please refer to section 10.1.2
10.3.3 Facility Attachments

1. For more information on uploading attachment to a Facility, Please refer to section 10.1.3

2. Click on
   a. Save on "Facility License Details" to save the Facility License Details
   b. Back on "Facility License Details" to go back

3. After clicking on Save, following screen is displayed

4. Click on
   a. Add to add another Facility
   b. Edit to edit the Facility Details
   c. Delete to delete the Facility Details
10.4   Warehouse Facility

1. Select the Facility Type "Warehouse", then click on Save to proceed

2. The following screen is displayed

3. Fill in all the applicable fields

4. Select the “Facility Mode” from the drop down menu

5. Select the “Building Type” from the following list

10.4.1   Facility Contacts

1. For more information on Adding Facility Contact, Please refer to section 10.1.1

10.4.2   Facility Address

1. For more information on Adding Facility Address, Please refer to section 10.1.2

10.4.3   Facility Attachments

1. For more information on uploading attachment to a Facility, Please refer to section 10.1.3
2. Click on
   a. **Save** on "Facility License Details" to save the Facility License Details
   b. **Back** on "Facility License Details" to go back

3. After clicking on **Save**, following screen is displayed

4. Click on
   a. **Add** to add another Facility
   b. **Edit** to edit the Facility Details
   c. **Delete** to delete the Facility Details
11 View/Amend User

This service is used to View/Amend the Users related to any company. This option allows you to view the Business Profile details, view all the users associated to the Business Profile, and Amend a User. It also gives the option to attach documents to support the request.

11.1 View User

1. Click on View/Amend User under My Services

2. The following screen is displayed

   ![Business Profile Details](image)

   **Business Profile Details**

   **Business Details**
   - Business Code: AE
   - Business Name (Arabic): 
   - No. of Employee: 
   - Registration Category: Dubai based companies

   **License Details**
   - License Number: 123
   - Issuing Authority: Department of Economic Development, Dubai
   - Expiry Date: 01-01-2021

   **Business Contact Details**
   - Phone (Country, Area Number): 971.4.1
   - Email: ECRCIent.Dummy@Dubailcustoms.ae
   - Fax (Country, Area Number): 971.4.1
   - Operational Email: ECRCIent.Dummy@Dubailcustoms.ae
   - Website:
   - Chartered Flight Handler:

   **User Registration**

<table>
<thead>
<tr>
<th>User ID</th>
<th>First Name</th>
<th>Middle Name</th>
<th>Last Name</th>
<th>Status</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIKRAM01</td>
<td>VIKRAM</td>
<td>SINGH</td>
<td>DHALIWAL</td>
<td>Active</td>
<td></td>
</tr>
<tr>
<td>MOBILE15</td>
<td>asdf</td>
<td></td>
<td>asdf</td>
<td>Active</td>
<td></td>
</tr>
</tbody>
</table>

4. Under User Registration Select View in line with the User to be viewed

5. The User Details will be displayed
Dubai Customs Registration Amendment

User Registration

User Details

- User Code: 164858314
- Login Id: VIKRAML1
- First Name: VIKRAM
- Middle Name: SINGH
- Last Name: DHALIWAL
- Status: Active
- Gender: Male
- Nationality:
- Designation:
- Date Of Birth:
- Place Of Birth:

User Contact Details

- Mobile (Country-Area-Number): 9714.4.1234567
- Fax (Country-Area-Number): 9714.4.1234567
- Preferred Mode Of Contact:
- Phone (Country-Area-Number): 9714.4.1234567
- Email: vikram.dhaliwal@dubaicustoms.ae

Broker Certification Details

- Certification Id: 5666
- Issue Date: 11/05/2011
- Expiry Date: 31/05/2011

Roles

- Role Name: Broker Representative

Services

- Service Name:
  - Account Statement
  - Amend Declaration
  - Cancel Declaration
  - Draft Declaration
  - E-Payment

User Credentials

<table>
<thead>
<tr>
<th>Identity Number</th>
<th>Identity Type</th>
<th>Issue Date</th>
<th>Expiry Date</th>
<th>Issuing Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>123456</td>
<td>Passport</td>
<td>11-05-2011</td>
<td>11-05-2015</td>
<td>United Arab Emirates</td>
</tr>
</tbody>
</table>

User Address

<table>
<thead>
<tr>
<th>Address Line 1</th>
<th>Country</th>
<th>City</th>
<th>P.O.Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>123</td>
<td>United Arab Emirates</td>
<td>Dubai</td>
<td>63</td>
</tr>
</tbody>
</table>

Approved Documents

<table>
<thead>
<tr>
<th>File Name</th>
<th>Document Title</th>
<th>Document Type</th>
<th>File Type</th>
<th>Document Size (In Bytes)</th>
</tr>
</thead>
</table>
Dubai Customs Registration Amendment

6. Click on
   a. **Cancel** to navigate back to the previous screen
   b. **Amend** to create a request to amend a user
   c. **Enable/Disable** to activate/deactivate a user.
   d. **Remove** to remove the user

11.2 **Amend User**

1. Click on **Amend** to modify the user details

2. Click on **Edit** under User Registration to update User Details, User Contact Details and Broker Certificate Details

3. Fill in all the applicable fields.
Dubai Customs Registration Amendment

4. Click on

   a. Save Draft to save the changes

   *NOTE: Reason for amendment is required to Save the request*

   b. Submit to submit the changes to Customs Registration Department for approval

   *NOTE: Reason for amendment is required to Submit the request*

   c. Cancel to cancel the request

   d. Go to Home Page to go back to logged in Home Page displaying the list of services under Amend Profile

11.2.1 Roles

1. Click on Add

2. The Following will be displayed
Dubai Customs Registration Amendment

3. Select the appropriate role from the drop down list

![Drop down list of roles]

4. Click on
   a. **Save** to save the Role
   b. **Cancel** to Close the Pop up

5. The following screen is displayed

6. Click on
   a. **Add** and repeat the steps from 1 to 5 to add another role
   b. **Delete** to delete the record

11.2.2 User Credentials

1. Click on **Add**

![User Credentials screen]

2. The following screen is displayed

3. Fill in all the applicable fields

![User Credentials input fields]

4. Click on
   a. **Save** to save the record
   b. **Cancel** to cancel the record
Dubai Customs Registration Amendment

5. After clicking on **Save**, following screen is displayed

![User Credentials](image)

6. Click on
   a. **Add** to add another User Credential
   b. **Edit** to edit the User Credential details
   c. **Delete** to delete the User Credential record

11.2.3 **User Address**

1. For more information on adding address, **Please refer to section 5.3**

11.2.4 **User Attachments**

1. For more information on uploading attachments, **Please refer to section 5.6**

2. After uploading documents,

![User Attachments](image)

3. Click on
   a. **Save** on “User Details” to save the user record
   b. **Back** to go back to previous screen

4. After clicking on “Save” button, following screen is displayed

   ![Alert](image)

   **In case if the system prompts to enter Broker Certification Details enter your Trade License Details in Broker Certification fields.**

5. Click on

![Amendment Request](image)
Dubai Customs Registration Amendment

a. Save Draft to save the changes
   NOTE: Reason for amendment is required to Save the request

b. Submit to submit the changes to Customs Registration Department for approval
   NOTE: Reason for amendment is required to Submit the request

c. Cancel Request to cancel the request

d. Go to Home Page to go back to logged in Home Page displaying the list of services under Amend Profile

11.3 Enabled/Disable User

1. Click on Enable or Disable under View User

   NOTE:
   ❖ If the user is Enabled, Disable will be displayed and if the user is Disabled, Enable will be displayed.

2. Click on

   a. OK to proceed

   b. Cancel to go back to previous screen

3. The following page will be displayed
Dubai Customs Registration Amendment

4. Click on

**Amendment Request**

- a. **Save Draft** to save the changes  
  *NOTE: Reason for amendment is required to Save the request*

- b. **Submit** to submit the changes to Customs Registration Department for approval  
  *NOTE: Reason for amendment is required to Submit the request*

- c. **Cancel Request** to cancel the request

- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile

**11.4 Remove User**

1. Click on Remove under View User

**User Registration**

- 2. Click on
Dubai Customs Registration Amendment

3. The following page will be displayed

4. Click on

a. Save Draft to save the changes

*NOTE: Reason for amendment is required to Save the request*

b. Submit to submit the changes to Customs Registration Department for approval

*NOTE: Reason for amendment is required to Submit the request*

c. Cancel Request to cancel the request

d. Go to Home Page to go back to logged in Home Page displaying the list of services under Amend Profile
12 New User

This service is used to create a new User related to any company. This option allows you to create a new user, user login details, user roles, user credentials, user address, and attach documents to support the request.

**NOTE:**

- One facility request cannot be registered to create multiple users.

1. Click on **New User** under My Services

2. The following screen is displayed

3. Click on **Add** under **User Description** to add a new User

4. The following screen is displayed
Dubai Customs Registration Amendment

5. Fill in all the applicable fields

6. Click on
   a. **Save** to save the changes and fill more information of the user like, "Login Details", "Roles", "User Credentials", "User Address" and "User Attachments"
   b. **Delete** to delete the record
   c. **Cancel** button to cancel the process

**NOTE:**

- To select an existing user, kindly provide the user code and then click on the select icon in the last name field

7. After clicking on **Save**, following screen is displayed
12.1 Login Details

1. Fill in all the applicable fields

**NOTE:**

- “Check Login Availability” button is disabled. This will be enabled only when you enter value in Login Id field

2. Select the “Hint Question” from the drop down list

3. Click on “Check Login Availability” to check whether the login id entered is available in Dubai Trade or not

4. If the Login Id is available, following message is displayed

5. If the Login Id not available, following message is displayed
Dubai Customs Registration Amendment

6. If you would like to link your existing Login ID on Dubai Trade which is registered for any other Business Unit (i.e: JAFZA or DP World) Checkmark “Already Existing Dubai Trade Portal User”

7. Click on “Check Login Details”

8. If the Login ID and Password is correct, following message is displayed

![Login Details](image1)

9. If the Login ID and Password is incorrect, following message is displayed

![Login Details](image2)

12.2 Roles

1. Click on Add

![Roles](image3)

2. The Following will be displayed

![Roles](image4)

3. Select the appropriate role from the drop down list
Dubai Customs Registration Amendment

4. Click on
   a. **Save** to save the Role
   b. **Cancel** to Close the Pop up

5. The following screen is displayed

6. Click on
   a. **Add** and repeat the steps from 1 to 5 to add another role
   b. **Delete** to delete the record

12.3 **User Credentials**

1. Click on **Add**

2. The following screen is displayed

3. Fill in all the applicable fields

4. Click on
   a. **Save** to save the record
   b. **Cancel** to cancel the record

5. After clicking on **Save**, following screen is displayed
Dubai Customs Registration Amendment

6. Click on
   a. **Add** to add another User Credential
   b. **Edit** to edit the User Credential details
   c. **Delete** to delete the User Credential record

**12.4 User Address**

1. For more information on adding address, **Please refer to section 5.3**

**12.5 User Attachments**

1. For more information on uploading attachments, **Please refer to section 5.6**

2. After uploading documents,

   ![User Attachments Table](image)

3. Click on
   a. **Save** under “**User Details**” to save the user record
   b. **Back** to go back to previous screen

4. After clicking on **Save**, following screen is displayed
   ![User Registration Table](image)

   ✷ **In case if the system prompts to enter Broker Certification Details enter your Trade License Details in Broker Certification fields.**

5. Click on
   a. **Add** to add another user
   b. **Edit** to modify the user details
   c. **Delete** to delete the user
13 Change Authorized Person

This service is used to change the “Authorized Person” role from one user to another. Each business must have one authorized person. In case there is only one user created in the business and he/she is the authorized person, create a new user request and submit it for approval. Once it has been approved and the user is created, assign “Authorized Person” role to him. This option allows user to attach documents to support the request

1. Click on Change of Authorized Person under My Services

2. The following screen is displayed

![Change of Authorized Person](image)

- Request ID: 1242902770
- Request Type: Change Authorized Person
- Reason for Amendment

Business Details

- Business Code: AE 5
- Business Name (Arabic): 
- No. of Employee
- Business Name: GO FZ
- Registration Category: Dubai-based companies

License Details

- License Number: 20468
- Issuing Authority: Jebel Ali Free Zone Authority
- Expiry Date: 30.06.2015
- License Type: Freezone
- Issue Date: 01.05.2002
- Renewal Date: 18.06.2014

Business Contact Details

- Phone: 971 371
- Email: copco.com
- Website:
- Fax: 971 670
- Operational Email: Cust.LicensingReg@DubaiCustoms.ae
- NDC Number:

User Description

- Make Authorized

<table>
<thead>
<tr>
<th>User ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>User Code</th>
<th>Status</th>
<th>Is Authorized Person?</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARES</td>
<td>ALI</td>
<td></td>
<td>2 30</td>
<td>Active</td>
<td>N</td>
</tr>
</tbody>
</table>

Roles For Amer

- Role Name
- Authorized Person
- Owner
- Trader Representative
3. Under User Description Select the New Authorized User

4. Then Click on Make Authorized

**NOTE:**
- After clicking “Make Authorized”, the new authorized person details will get highlighted

5. Click on

- a. **Save Draft** to save the changes
  
  **NOTE: Reason for amendment is required to Save the request**

- b. **Submit** to submit the changes to Customs Registration Department for approval
  
  **NOTE: Reason for amendment is required to Submit the request**

- c. **Cancel Request** to cancel the request

- d. **Go to Home Page** to go back to logged in Home Page displaying the list of services under Amend Profile
Dubai Customs Registration Amendment

14 Manage services

This service is used to amend a certain user services. It allows you to add/delete services. Services are associated to a role and roles associated to a user.

1. Click on Manage Services under My Services

2. The following screen is displayed

3. Under Users Select the User for which the services needs to be managed and then click on Amend Services

4. The List of already available services will be displayed
Dubai Customs Registration Amendment

5. Click on Add under Services

6. Select the Service Name from the drop down menu

7. Click on
   a. Save to save to the service
   b. Cancel to go back to previous screen

8. To Add another service repeat Step 5, 6 and 7

9. Once the required services are added Click on,
   a. Save Draft to save the changes
      
      NOTE: Reason for amendment is required to Save the request
   
   b. Submit to submit the changes to Customs Registration Department for approval
      
      NOTE: Reason for amendment is required to Submit the request
   
   c. Cancel Request to cancel the request

   d. Go to Home Page to go back to logged in Home Page displaying the list of services under Amend Profile

NOTE:

- Please note that this request is auto-approved. User will have to sign out and sign in again to see the changes, done through "Manage Service" request, in the system.