

Welcome Pack

Jafza Customer Service Department

Creating the Future, **Now.**



Welcome To Jafza

Welcome to Jafza Community, where our team is promised to help your business thrive. We are here to ensure that you get everything you need to setup your business smoothly and flourish your future with us

Jafza is the Community of more than 7,500 Companies working across countless sectors. We believe true success lies with companies such as yours who work together to a wider vision.

We are a dynamic community that helps businesses connect with the world, and pleased to be a part of your success story.

Welcome Pack Outline

This pack has been designed to provide you with key tools and information to help you conduct your operations with optimum comfort and ease.

- **Jafza Strategic Partners**
 - Dubai Trade
 - Dubai Customs
 - General Directorate of Residency and Foreigners Affairs (Immigration)
 - Health, Environment & Safety (EHS) and Trakhees
 - DP World Security
 - DP World Port
 - Federal Tax Authority (FTA)
 - Emirates Post office
 - Telecommunications Services (Etisalat)
 - DEWA
- **Main Departments to Assist you.**
 - Customer Service Team
 - Labor Dispute Team
 - Asset Management Team
- **Jafza Rules & Regulations.**
- **Jafza Service Guide.**
- **Other Services in Jafza**
- **Imdaad**

OUR STRATEGIC PARTNERS

Dubai Trade

Dubai Trade is the single online window for trade and logistics for Jafza, Customs & DP World e-Services transactions.



What I need to know about Dubai Trade?

Dubai Trade provides customers with Jafza, Customs and DP World online e-Services to allow them to transact with ease. The Sales Team will provide you with your username & password to enter in your Dubai Trade Portal account. You need to also know about the admin user & sub-user ==>

Admin User

- It's usually handled by a company's administrative user, who can create a new user, disable sub-users, modify registration details, and assign/ revoke services requested by sub-users. The administrative user can also submit a new service request.

Sub user

- A sub-user created by the admin user in order to create & submit a new service request.

Dubai Trade

Dubai Trade provides effective and high-quality training sessions to the customers of Jafza, DP World and Customs to utilize the e-Services. The aim is to equip customers with the required knowledge and skills to effectively use the online services. Training is provided through multiple channels including classroom hands-on workshops, e-tutorials and printed materials. Customers can book training sessions and download training materials from the portal.



What I need to know about Dubai Trade?

You can book training sessions by visiting www.dubaitrade.ae or by clicking [here](#).
To download training materials visit www.dubaitrade.ae/toolbox/download or by clicking [here](#).



Toll Free No.:
800 Jafza (52392)
International No.:
+971 4 4453270



Callcenter@jafza.ae



Floor 26, Jafza One Building - Block A



www.dubaitrade.ae/

Dubai Customs

Dubai Customs is one of the leading government departments taking part in enhancing sustainable development and promoting Dubai as a business and tourism destination. It facilitates smooth movement of legitimate trade and sustains economic growth through compliance and facilitation.



What I need to know about Dubai Customs?

Dubai Customs issues Customs Code & Card to all customers who trade (export/import) through Jebel Ali Port and Dubai.

Customs Attestation

- It is a process of authenticating a name & signature of a Jafza-based company's representative by requesting to appoint an individual to be the official delegate for his/her company at Dubai Customs.

Customs Code

- Customs Attestation is required to obtain a Customs Code and Card from Dubai Customs in order to carry out various transactions, like import/export of goods from Dubai.

Customs Card

- Customs Card allows an individual to submit and collect documents and represent his/her company at Dubai Customs.

Dubai Customs

Mirsal 2: A system that allows you to clear your Imported/Exported goods, by submitting a customs declaration using the online declaration system. This service is available on the Dubai Trade portal.



What I need to know about Dubai Customs?

Contact details of Dubai Customs to follow up regarding e-services and general enquiries. The Dubai Trade team can also assist for any follow-up or general Inquiries.



E-services Support:

600555554

Business Enquires:

80080080

International No.:

+971600555554

+97180080080



E-services Support

Customercare@dubaitrade.ae

Business Enquires:

client.relations@dubaicustoms.ae



[Near Gate3](#)



www.dubaicustoms.gov.ae/en/Pages/default.aspx

General Directorate of Residence and Foreigners Affairs



The GDRFA - Dubai is the agency of Dubai Government that regulates the residency of foreign nationals and the entry and exit of international travellers to and from the Emirate of Dubai.

What I need to know about GDRFA?

New companies need to apply for new employment visas and should be aware of all the procedures for applicants living in or outside the UAE. Dubai Trade team can guide you to apply for the Employment Visa.

New Employment

- The process of the new employment visa and the types (VIP, Urgent or Normal)
- Required documents.
- Fees and how to apply online

Inside UAE

- Different documents are required for an applicant living inside the country

Outside UAE

- The procedure is standard for an applicant living outside the UAE

General Directorate of Residence and Foreigners Affairs



What I need to know about GDRFA?

For all types of Employment Visas through Jafza, you can apply through the Dubai Trade portal, and follow up with the Dubai Trade team. For other services and general enquiries, you can contact GDRFA directly.



Visas follow up: 800Jafza (52392)

Toll free no: 8005111

Toll Free no: (Int.): +971 4 313
9999



amer@dnrd.ae



Near Gate3



<https://www.dnrd.ae/en>

EHS and Trakhees

Environment, Health and Safety (EHS) is the regulatory arm of Trakhees which serves Jafza to control, regulate and enforce rules and regulations related to all aspects of EHS. PCFC - Trakhees facilitates the implementation of its business by supervising the infrastructure, providing it with public services, as well as imposing, defining and collecting fees of such services in special development zones like Jafza.



What I need to know about EHS & Trakhees?

In case of any interior design or fit out required for your facility, you need to obtain the initial approval from Jafza, then EHS & Trakhees.



Trakhees no.:

+9714 3636888

EHS no.:

+9714 8811881

Inspection Trakhees:

+9714 8068809



customer.relationship@trk.pcfc.ae



Main office: [First Floor, Dragon Mart, International City.](#)

Jafza branch: [Behind Fire Station, Gate No.3, Jebel Ali](#)



<http://trakhees.ae/en/ehs/Pages/default.aspx>

World Security

World Security is a full security solution provider which serves major national assets, such as the Jebel Ali Port and Free Zone, Dubai Cruise Terminal, and business of international repute. World Security provides comprehensive security solutions across the United Arab Emirates. They offer a wide range of services like asset protection, manned guarding, event security, cash, valuables transit, video surveillance system, access control, identity management system, parking management system, alarm & intercom system and maritime security.



What I need to know about World Security?

World Security handles various types of gate passes for visitors and security system across Jafza North & South. To apply for Jafza Gate Pass, kindly visit Tasreeh website.



Tasreeh no.: +971 4 4453244
International no.: +971 4 4453244



support@tasreeh.ae



Security Office at Gate No.7, Pass Office Building



www.tasreeh.ae

DP World, UAE Region – Ports and Terminals

DP World is a global port operator that was founded in 2005 by a merger of Dubai Ports Authority and Dubai Ports International. Jebel Ali Port operated by DP World, UAE Region, is the largest in the Middle East and the flagship facility of DP World's portfolio of over 78 marine and inland terminals across six continents.

What I need to know about DP World, UAE Region?

Container Terminals, Logistics Capabilities, and General Cargo's services. For port e-service support, you may contact Dubai Trade team.



E-services Support no: 600555554
Toll Free No.: 800 379823
Phone no.: +971 4 8815555



customerservice@dpworld.com
For DP World UAE Region shipment arrival notice, please contact:- DPW.UAEPurchase@dpworld.com



Near Gate 3



www.dpworld.ae/

Federal Tax Authority (FTA)

The Federal Tax Authority (FTA), is a government entity responsible for the collection and management of federal taxes, was established in 2016 by the President of the UAE, His Highness Sheikh Khalifa Bin Zayed Al Nahyan.

What I need to know about Federal Tax Authority (FTA)?

TRN (Tax Registration Number) and the identification number which is given to every company registered under UAE VAT. All customers who are targeting the local market or GCC need to obtain a TRN. For further details, you can contact FTA directly.

VAT FAQs: <http://jafza.ae/customers/faqs-on-value-added-tax-vat/>



Call center: 600 599 994
Phone no.: +971 4 7775777



www.tax.gov.ae/contact-us.aspx



[Federal Tax Authority](#)



www.tax.gov.ae/

Emirates Post Group

Emirates Post Group is the official postal and courier service provider in the UAE. All Jafza customers can obtain an official P.O. Box number for correspondence of bills, letters, cards, etc.



What I need to know about Emirates Post office?

To apply for Emirates Post Office Services through Dubai Trade portal. The customer should take the application form from the counter no. 28 at Jafza14, ground floor. After applying through Dubai Trade Portal, submit the SR no. to counter 28.



Jafza counter no.: +971 4 8010835
Post office no.: 600 599999



[Jafza Post Office](#)



www.etisalat.ae/en/biz/business.jsp

Etisalat – Telecommunications Services

Etisalat is the service provider for all telecommunications services like Internet, Telephone, and Fax Service for Jebel Ali Free Zone.



What I need to know about Etisalat?

To apply for Etisalat Services through Dubai Trade portal. The customer should take the application form from the counter no. 28 at Jafza14, ground floor. After applying through Dubai Trade Portal, submit the SR no. to counter 28.



Telephone no.:

+97148010835

Etisalat/Customer service

101



Etisalat counter at Jafza14, ground floor



www.etisalat.ae/en/biz/business.jsp

DEWA

Dubai Electricity and Water Authority (DEWA) is the authority/utility provider of electricity and water in Dubai. All Jafza's facilities are ready for utility connection and services can be requested online.

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority



What I need to know about DEWA?

To apply for DEWA Services through Dubai Trade portal. The customer should take the application form from the counter no. 28 at Jafza14, ground floor. After applying through Dubai Trade Portal, submit the SR no. to counter 28.



Customer Care: +97146019999
Telephone no: +97148010835



customercare@dewa.gov.ae



DEWA counter at Jafza14, ground floor



www.dewa.gov.ae/

MAIN DEPARTMENTS FOR ASSISTANCE

Labour Dispute Team

- Labour Dispute team can assist you with all your inquiries related to your employees' contracts, salaries, WPS, benefits, leaves, end of services etc.
- You can approach them at Jafza 14, ground floor

Customer Service Team

- CS Team can assist you with any support or advice within Jafza or with our strategic partners.
- You can approach the Customer Service team at Jafza 15, ground floor
- Email Jafzacustomer@jafza.ae

Asset Management Team

- Asset Management can help with challenges with Electrical problems with the facility, Etisalat connections, facility issues or maintenance.
- You can approach the Asset Management Team at Jafza 15, first floor.

IMPORTANT GUIDE



Jafza Rules & Regulations

- Jafza's Guidelines, Rules and Regulations are designed to ensure that all the customers abide by the regulations put in place by the Jafza Authority, UAE Government and other related entities.
- <http://www.dubaitrade.ae/knowledge-centre/laws>
- <http://jafza.ae/customers/rules-regulations/>



Jafza Service Guide

- A ready reference for all the required documents and processes for Jafza's e-services.
- The Service Guide can be located on the Dubai Trade portal at the top right corner of all Jafza's e-services under the icon: 



Food Courts

- **Food Court 1**
 - [Click here](#)
- **Food Court 2**
 - [Click here](#)
- **ENOC Food Court**
 - [Click here](#)
- **Food Court South**
 - [Click here](#)
- **Al Wafa Food Court**
 - [Click here](#)



Jafza Medical Center

- Location for Jafza medical Center
 - [Medical Center](#)



Typing Center

- **Jafza building 16**
 - Ground floor
 - First floor



Banks

- **Banking Complex 1**
 - [Near Main Gate- No.3](#)
- **Banking Complex 2**
 - [Near Jafza One Tower](#)



ATM Machines in Jafza

- Jafza14, ground floor
- Jafza15, ground floor
- Jafza16, ground floor
- ENOC Station

Imdaad

Imdaad is a Dubai based award-winning integrated facilities management company. Seen as the FM solutions provider of choice in the region, Imdaad's services cover Facilities Management, FM Consultancy, Specialist Facilities Services, and Employee Welfare activities, each headed by highly qualified and experienced management experts.



What I need to know about Imdaad?

If the customer requires any assistance regarding facility problems, electrical issues or telecommunication issues. It can be solved by Imdaad or any other service provider.



Call center: 800 9001
Phone no.: +971 4 8872211



enquiries@imdaad.ae



[Imdaad Office](#)



www.imdaad.ae

Thank You

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