



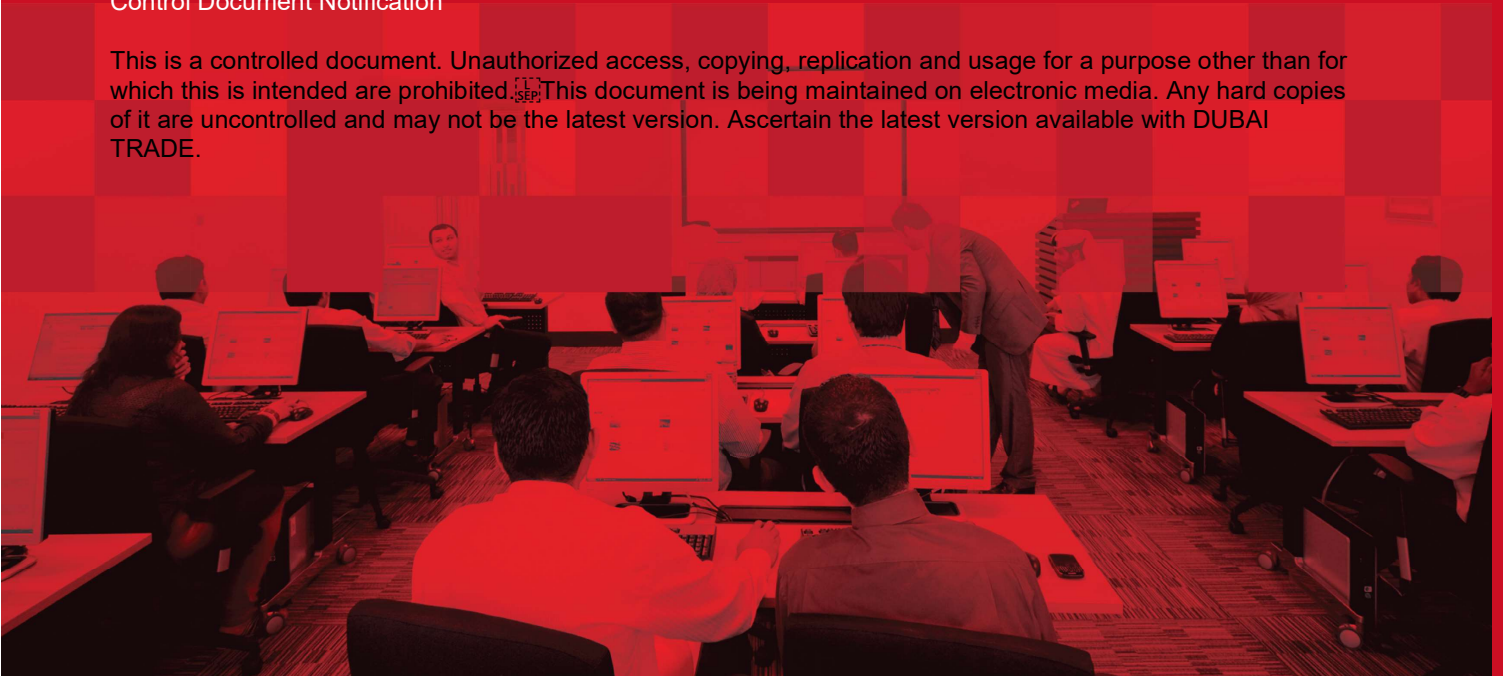
# JAFZA eSERVICES Customer Suggestion User's Manual

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## DOCUMENT DETAILS

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### Document Information

Document Name	Customer Suggestion
Project Name	JAFZA eService Manuals
Business Unit	JAFZA
Author(s)	DT Training Dept.
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Current Version	1.0

### Revision History

Version	Date	Author	Designation	Description of change

### Approval History

Version	Date	Name	Designation	Comments

### Distribution

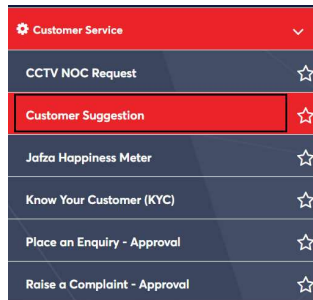
Version	Location

# Customer Suggestion

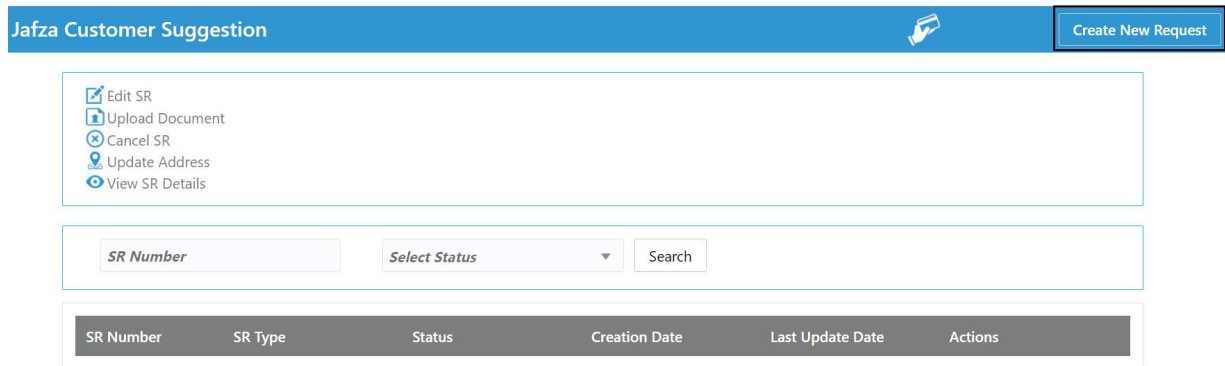
*This service is for a customer to submit their suggestions to JAFZA.*

## Navigation:

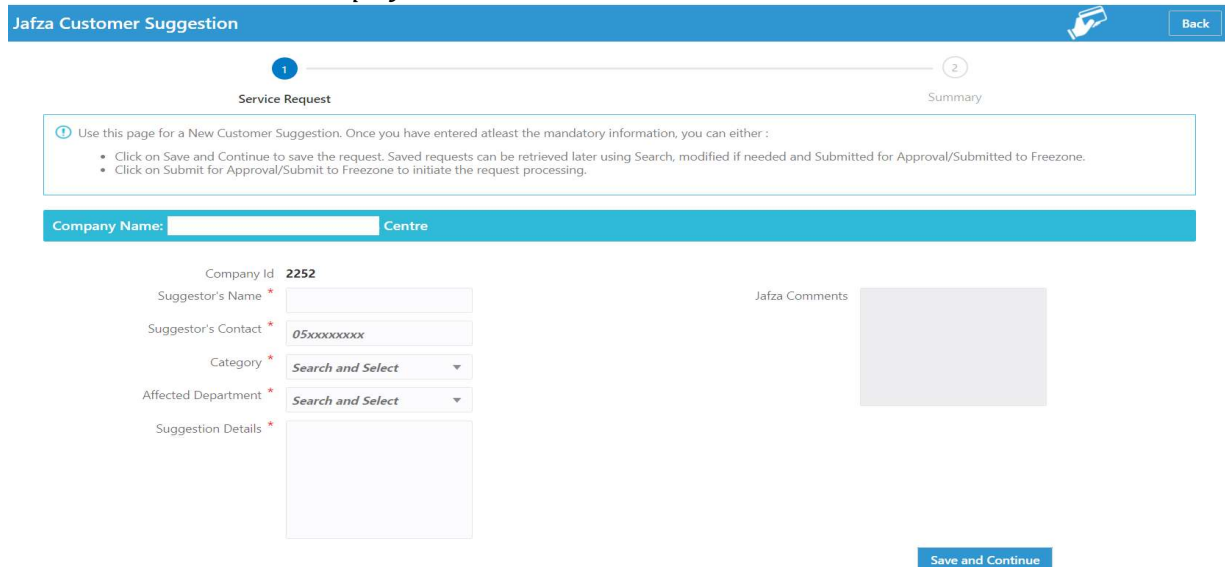
1. Login to **Dubai Trade**
2. Go to **Customer Service** from the menu on the left
3. Click on **Customer Suggestion**



4. Then Click on **Create New Request**




*The below screen will be displayed*



# Customer Suggestion

## Procedure:

1. Enter the required details then click **Save and Continue**

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Service Request 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:  Centre

Company Id **2252**

Suggestor's Name \*

Suggestor's Contact \*

Category \*


Affected Department \*

Suggestion Details \*

Jafza Comments

**Save and Continue**

2. Review the details then click **Submit to FreeZone**

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Service Request Summary

**Details of the selected request are given below.**


Company Name:  Centre SR Number: SR00023094

Suggestor's Name	S. <input type="text"/>	Affected Department	<b>OPERATION</b>
Suggestor's Contact	<b>0560000000</b>	Suggestion Details	<b>TEST</b>
Category	<b>OTHERS</b>		

**Edit**

**Submit to FreeZone**

*The below confirmation will be displayed*

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Service Request Summary

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

SR Number	Customer	Status
SR00023074	Dubai	Submitted to Free Zone

