

JAFZA eSERVICES Customer Suggestion User's Manual

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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

Customer Suggestion			4	5	Create New Rev
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	

The below screen will be displayed

za Customer Suggestion		le la constante de la constante	Back
•		(2)	
Service	Request	Summary	
Click on Save and Continue to Click on Submit for Approval/S	Submit to Freezone to initiate the request pro-	wed later using Search, modified if needed and Submitted for Approval/Submitted to Freezone.	
Company Name: Company Id Suggestor's Name *	Centre 2252	Jafza Comments	
Suggestor's Contact * Category * Affected Department *	05xxxxxxxxx Search and Select		
Suggestion Details *	Search and Select 🔻		

Customer Suggestion

Procedure:

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

Serice Requet Summary Outsome Suggestion. Once you have entered atleast the mandatory information, you can either: elick 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 elick on Submit for Approval/Submit to Freezone to initiate the request processing. Company Name: Centre Company la 2252 Suggestor's Contact * Osconcocccc Gence Jafza Comments using search and Select iffeted Deconcencer iffeted Deconcencer iffeted Deconcencer iffeted Deconcencer iffeted Deconcencer iffeted Deconcencer	afza Customer Suggestion				North Contraction	Back
O 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 *				2		
 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 Name: Centre Company Id 2252 Suggestor's Name *	Service	Request		Summary		
Company Id 2252 Suggestor's Name * Jafza Comments Suggestor's Contact * Ø5xxxxxxxxxxx Category * Search and Select *	 Click on Save and Continue to 	save the request. Saved requests ca	n be retrieved later using Search, modified if needed and Submitte	ed for Approval/Submitted to Free	zone.	
Suggestor's Name* Jafza Comments Suggestor's Contact* 05xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx						
Suggestion Details *	Suggestor's Name * Suggestor's Contact * Category * Affected Department *	05хххххххх Search and Select 🔹	Jafza Comments			

2. Review the details then click Submit to FreeZone

Jafza Customer Suggestic	on				Back
Servic	e Request			Sumr	
① Details of the selected request	are given below.				
Company Name:		Centre			SR Number: SR00023094
Suggestor's Name	S,		Affected Department	OPERATION	
Suggestor's Contact			Suggestion Details	TEST	
Category	OTHERS				
					Edit
					Submit to FreeZone

The below confirmation will be displayed

Jafza	Customer Suggestion					
	$\overline{\mathbf{C}}$				2	
	Service Request Summary					
	• Your request has bee	n forwarded to the Free Zone for	processing.			
	SR Number	Customer		Status		
	SR00023074	Dubai		Submitted to Free	e Zone	



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