دبـــي التـــجـــاريـــة
DUBAI TRADE

JAFZA eSERVICES Reports User's Manual

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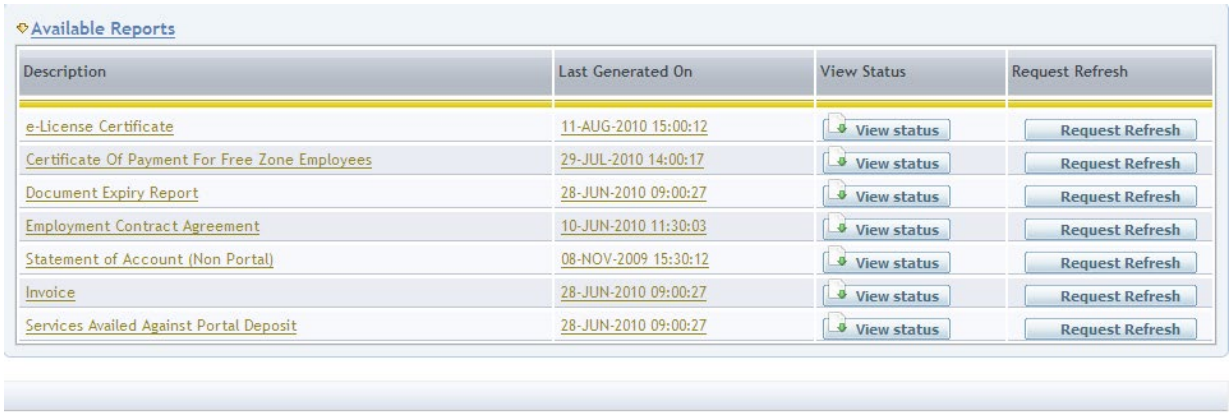
Summary Information - Reports

This page displays the available reports that can be requested from Dubai Trade. This guide details all the reports found in Dubai Trade and the navigation steps to generate these reports.

This Manual comes in 2 parts. The first is how to request refresh or generate a specific report, the second is how to download these reports.

Go to **Summary Information>Reports**
This screen appears:



As you can see there are four different columns on the Available Reports.

Description lists the names/types of the reports that can be generated.
Last Generated On is the date of the last request or report generated from the report type.
View Status is used to view the status of a requested report. It usually takes a period of not more than 24 hours for the report to be generated after a request refresh.
Request Refresh is used to generate a desired report from the list.

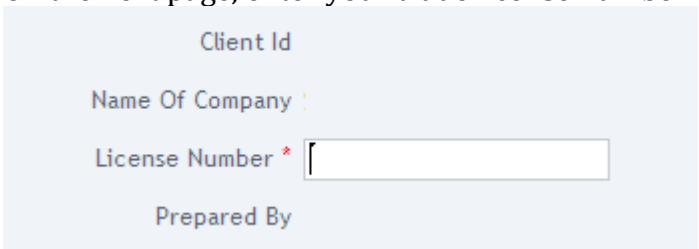
I. Generating and Requesting the Reports

There are five different reports that can be generated. These documents are in pdf Format. These are:

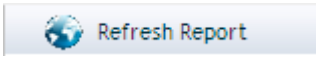
E-License Certificate

This report allows the user to download a pdf copy of their company's trade license from Dubai Trade.

1. In the e-License Certificate Row, click on Request Refresh
2. On the next page, enter your trade license number in the specified field.



3. Click on Refresh Report



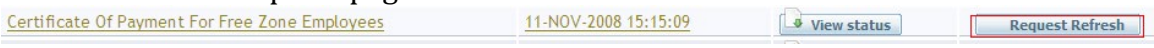
4. The requested copy of the pdf license will be available for download within the next 24 hours.

Certificate of Payment for Free Zone Employees

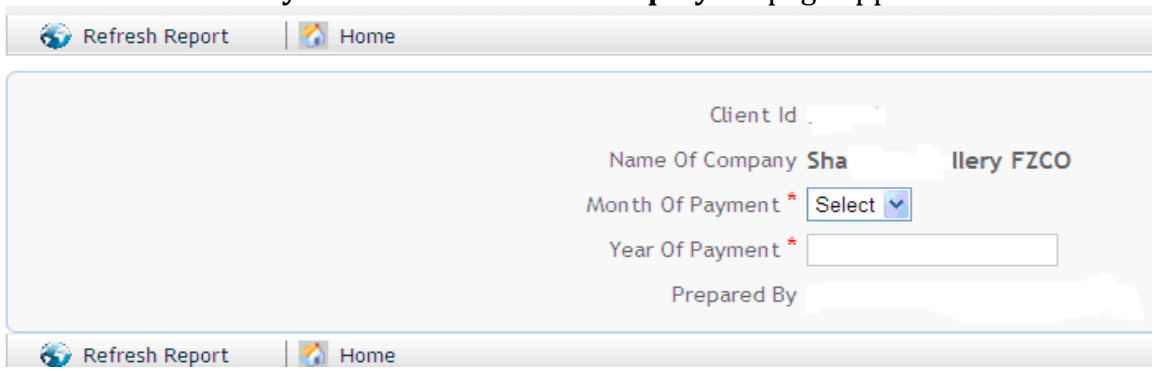
All companies under JAFZA are required to submit this report to JAFZA before the 15th of every month. This document contains a list of all your company's employees who must sign as a guarantee that they have received their emoluments for the specified month on the certificate.

Navigation:

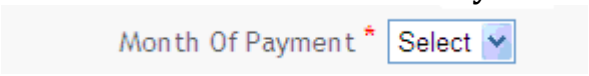
1. In the Certificate of Payment for Free Zone Employees row, Click on ***Request Refresh*** in the Available Reports page.



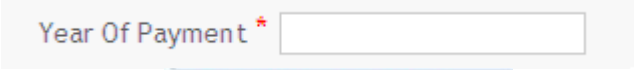
2. **Certificate of Payments for Free Zone Employees** page appears

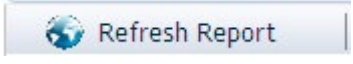


3. Select the desired **Month of Payment** from the Drop Down menu.

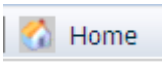


4. Enter the **Year of Payment** in the Field below.



5. Click on 

to generate the report. The report will be available for download within 24 hours after placing a request refresh.

6. Click on 

to go back to the Available Reports page.

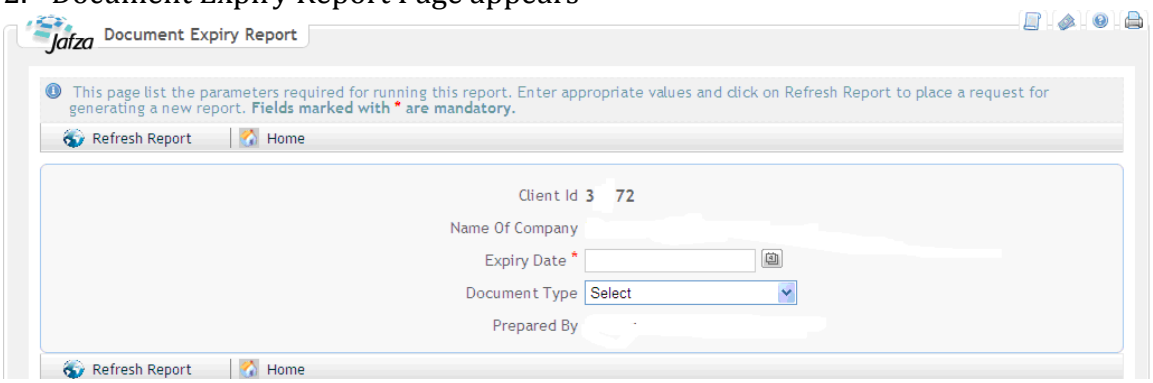
Document Expiry Report

This Document is used to view the expiry date of your employees' **Company Employment Card, Health Card, Passport or Residence Permit**.

Navigation:

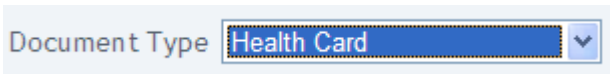
1. In the Document Expiry Report row, Click on ***Request Refresh***

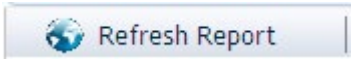
2. Document Expiry Report Page appears



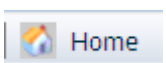
3. Click on the calendar icon next to **Expiry Date** and choose the document expiration date in the pop-up calendar.

4. Select the document, whose expiry date you want to view from the drop down box.



5. Click on 

to generate the report. The report will be available for download within 24 hours after placing a **Request Refresh**.

6. Click on 

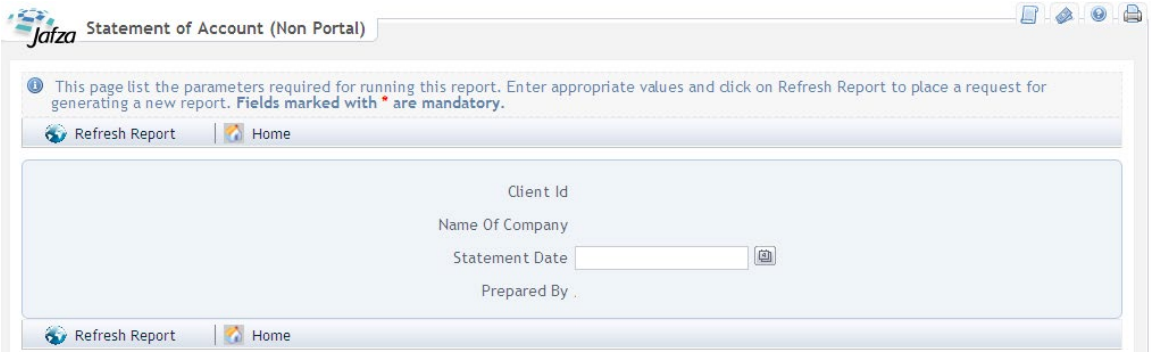
to go back to the Available Reports page.

Statement of Account Non-Portal

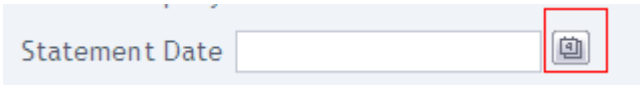
This report lists all your company's manual or over-the-counter transactions with JAFZA.

1. In the **Statement of Account (Non-Portal)** row, click on ***Request Refresh***

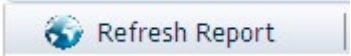
2. Statement of Account (Non-Portal) Page appears



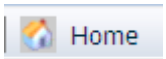
3. Click on the ***calendar icon*** next to the Statement date field



then pick a date from the pop up calendar that appears

4. Click on 

to generate the report. The report will be available for download within 24 hours after placing a **Request Refresh**.

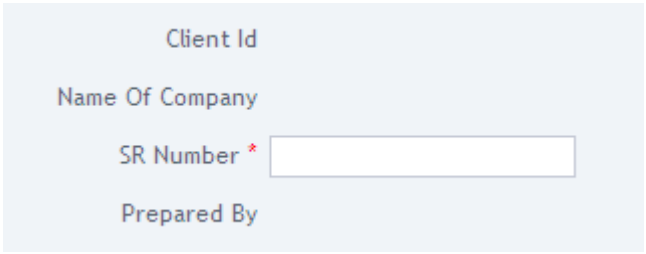
5. Click on 

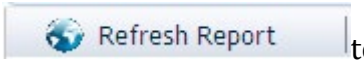
to go back to the Available Reports page.

Employment Contract Agreement

This service will allow the user to download a copy of an employee's employment contract. The information contained in this contract is based on the information entered in Employment Visa Entry Permit application.

1. Click on Request Refresh to go to the online request form.
2. Enter the Service **Request Number of the Employment Visa** request of the employee in the indicated field.



3. Click on 

to generate the contract agreement.

4. A pdf copy of the contract will be available for download within 24 hours after placing the request online.

Invoice

Previously, JAFZA would fax or deliver their invoices to customers. Now, Invoices from JAFZA could be obtained online through Dubai Trade. JAFZA would just email the invoice number and customers can request the document online.

Navigation

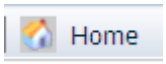
1. On the Invoice row, click on ***Request Refresh***

2. The **Invoice Page** will appear

3. Enter the Invoice Number in the required field.

4. Click on

to generate the report. The report will be available for download within 24 hours after placing a **Request Refresh**.

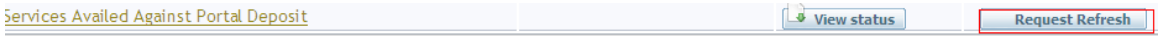
5. Click on 

to go back to the Available Reports page.

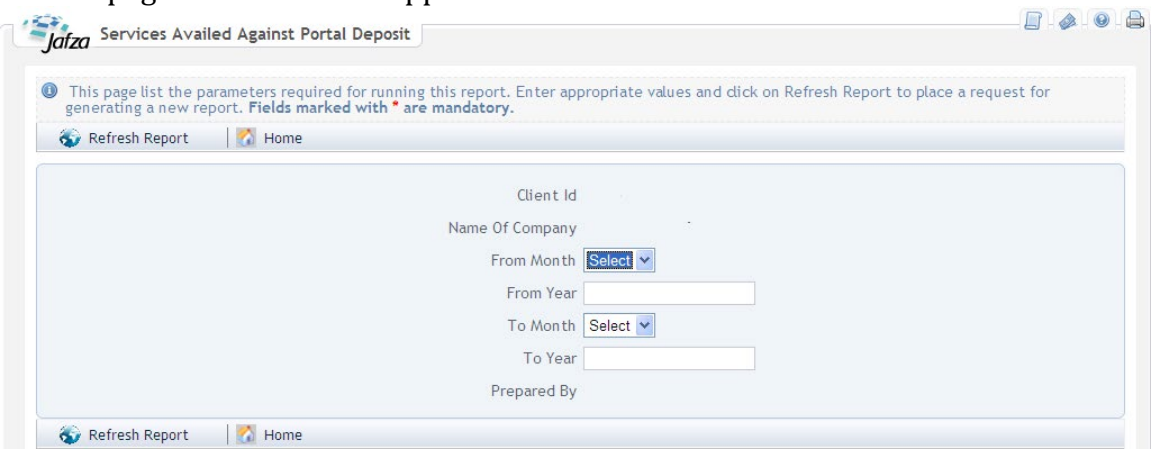
Service Availed Against Portal Deposit

This report lists all transaction for requests that have been made in Dubai Trade and their corresponding charges.

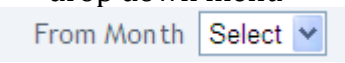
Navigation

1. On the Service Availed Against Portal Deposit, click on Request Refresh
2. 

3. The page for this service appears

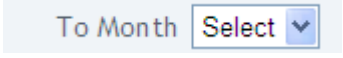


4. Specify the start of the statement period by selecting the month from the **From Month** drop down menu

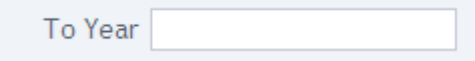


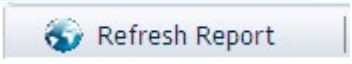
5. Specify the start year by entering the value on the From Year field.

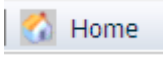
6. Specify the end of the statement period by selecting the month from the **To Month** drop down menu



7. Specify the end year by entering the value on the To Year field.



8. Click on 

to generate the report. The report will be available for download within 24 hours after placing a **Request Refresh**.
9. Click on 

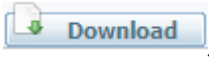
to go back to the Available Reports page.

II. Downloading the Reports

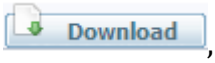
These steps will detail the steps on how to download the requested reports

1. On the corresponding row of the desired report, click on ***View Status*** to check if the report is ready for download.

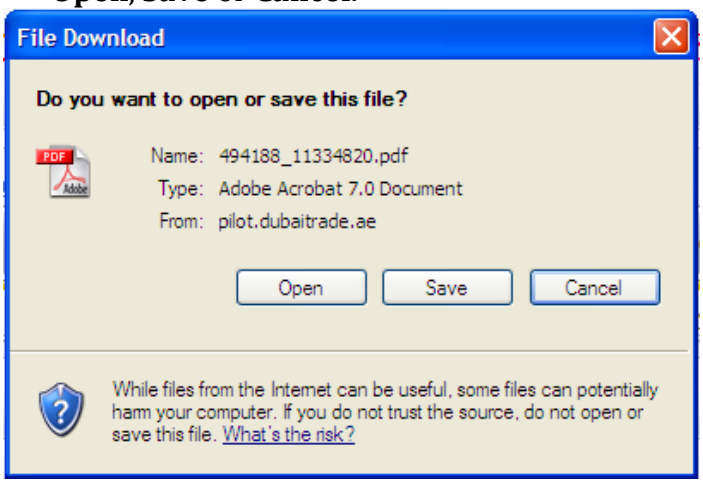
2. The **Request Status** page appears.

3. On the Download column, this will show either<?>, if the requested reports is still in process or 

, if the report is ready to be downloaded.

4. If the report is ready, click on 

, system will then prompt if you want to **Open**, **Save** or **Cancel**.



5. Click on **Open** to view the **pdf** file or **Save** to save the report to your computer.

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