



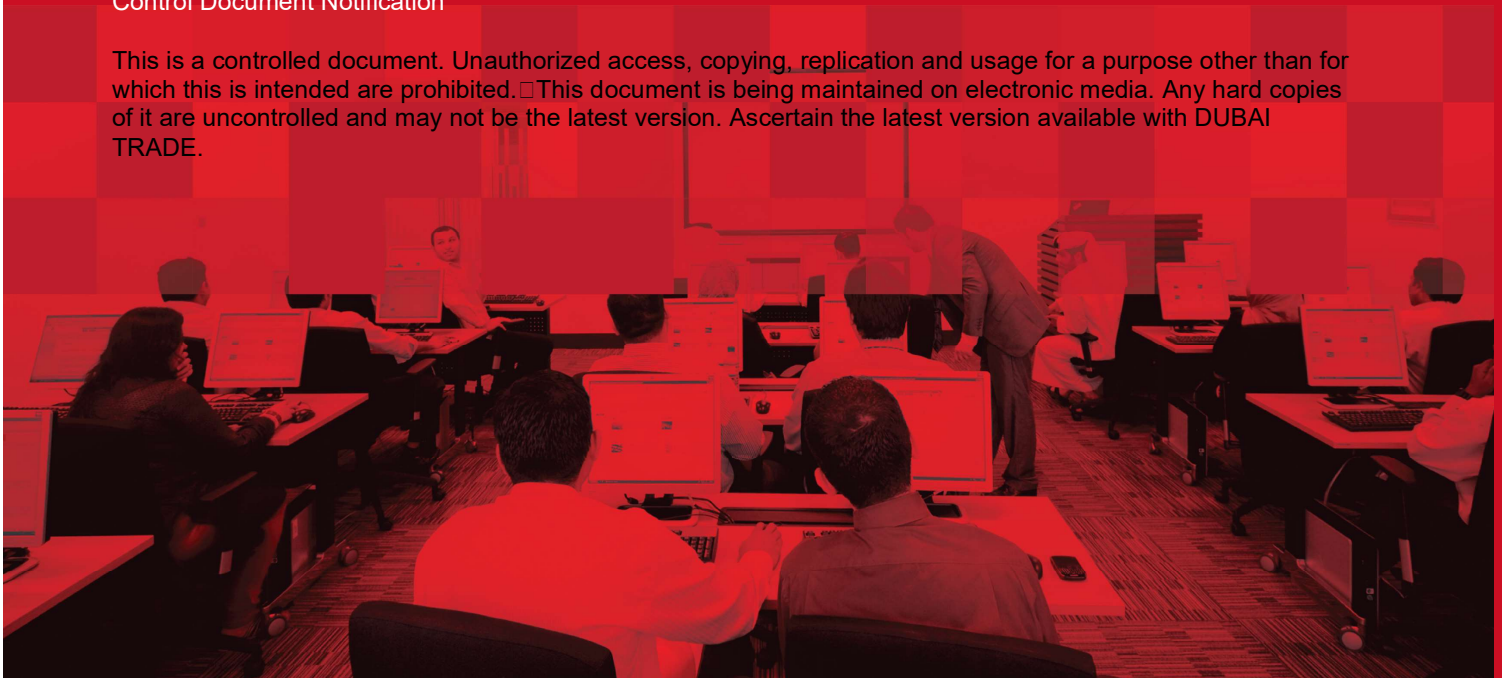
Dubai Trade New Portal Navigation User's Manual

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New Portal Navigation

DOCUMENT DETAILS

Document Information

Document Name	New Portal Navigation
Project Name	New Portal
Business Unit	Dubai Trade
Author(s)	DT Training Dept.
Last Updated Date	15 th Apr, 2019
Current Version	1.1

Revision History

Version	Date	Author	Designation	Description of change

Approval History

Version	Date	Name	Designation	Comments

Distribution

Version	Location

New Portal Navigation

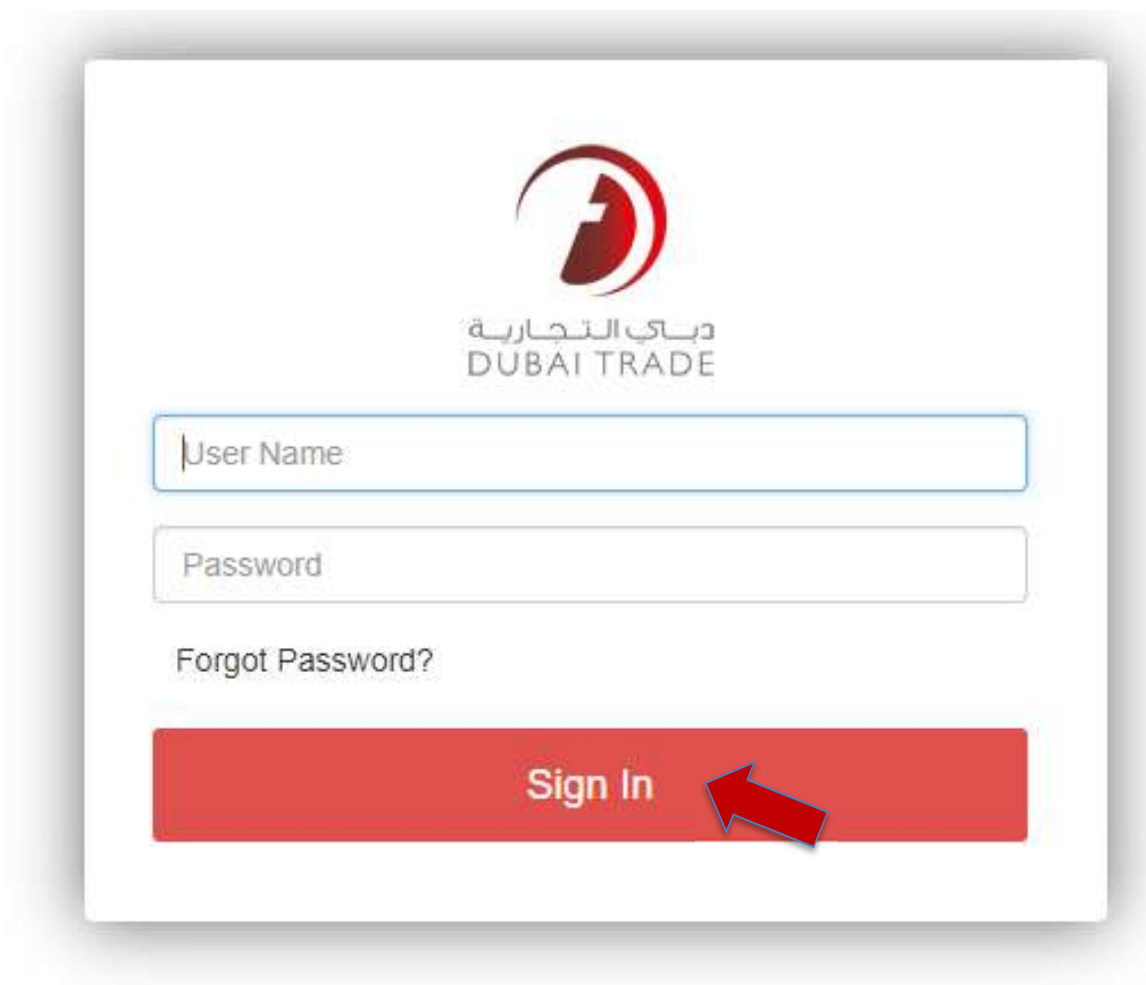
This manual covers the new portal navigation (Accessing services, adding services to Favorite & View training calendar from Dashboard).

Navigation:

1. Login to **Dubai Trade**



2. Enter User Name and Password then Click on Sign In

A screenshot of the Dubai Trade login page. At the top center is the Dubai Trade logo, which consists of a stylized red and white circular emblem above the text 'دبي التجارية' and 'DUBAI TRADE'. Below the logo are two input fields: the first is labeled 'User Name:' and the second is labeled 'Password'. Below the password field is a link that says 'Forgot Password?'. At the bottom of the form is a large red button labeled 'Sign In'. A red arrow points to the 'Sign In' button.

New Portal Navigation

3. Upon successfully logging, The new Dashboard will appear

Welcome - [Name] Last Login - 07-Apr-2019 09:50:07

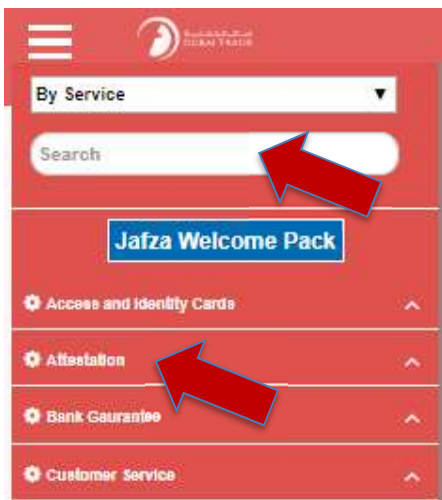
FREQUENTLY USED SERVICES	FAVOURITE SERVICES	ESERVICES TRAINING CALENDAR
<ul style="list-style-type: none">Summary Information - View My Company DetailsPermanent Identity Card (PIC) - Apply for PIC - ApprovalLetter Request - Letter Request - ApprovalRTA Letters - RTA Letter Request - ApprovaleInvoice Payment - Payment HistoryAttestation - Apply for Customs Attestation Form - ApprovalTemporary Access Card (TAC) - Apply for TAC - ApprovaleDeposit - Make DepositCompany Representative Card - Company Representative Card Renewal - ApprovaCustomer Service - Know Your Customer (KYC)	<ul style="list-style-type: none">Customer Service - Know Your Customer (KYC)Customer Service - Customer SuggestionCustomer Service - Place an Enquiry - EntryCustomer Service - Raise a Complaint - EntryCustomer Service - Raise a Complaint - ApprovalCompany Employment Card (CEC) - Amend CEC - Entry	<ul style="list-style-type: none">Dubai Trade Basics - (English) Sun, Feb 13, 2022 - 9:00 AMCustoms Acknowledgement, Inspection, Refund & Claims eServices - (English) Sun, Feb 20, 2022 - 9:00 AMCustoms Acknowledgement, Inspection, Refund & Claims eServices - (English) Sun, Feb 20, 2022 - 9:00 AMJafza Portal Training - (English) Sun, Feb 20, 2022 - 9:00 AMDP World Delivery Order eServices - (English) Sun, Mar 27, 2022 - 9:00 AM

CERTIFIED TRAINING CALENDAR
<ul style="list-style-type: none">Certified Customs Expert - (English) Mon, Apr 08, 2019 - 8:00 AMCertified Trade & Logistics Professional - (English) Sun, Apr 21, 2019 - 8:00 AMCertified Trade & Logistics Professional - (English) Sun, May 05, 2019 - 8:00 AMCertified Customs Expert - (English) Sun, May 26, 2019 - 8:00 AM

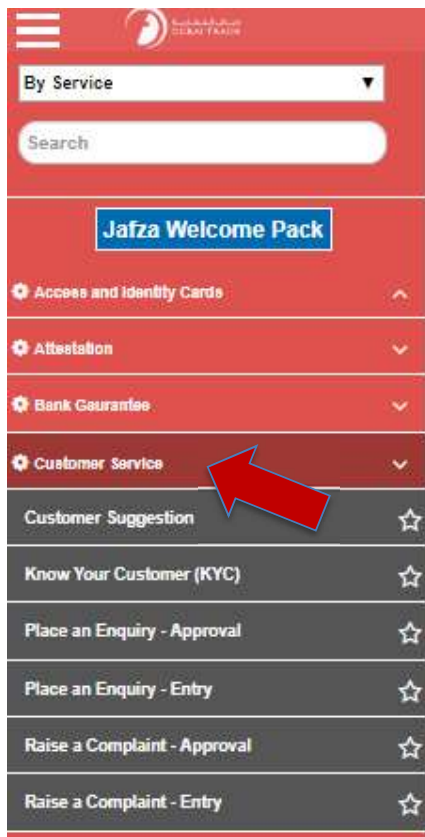
4. To Access All assigned eService, Click on the Menu Icon (upper left corner)



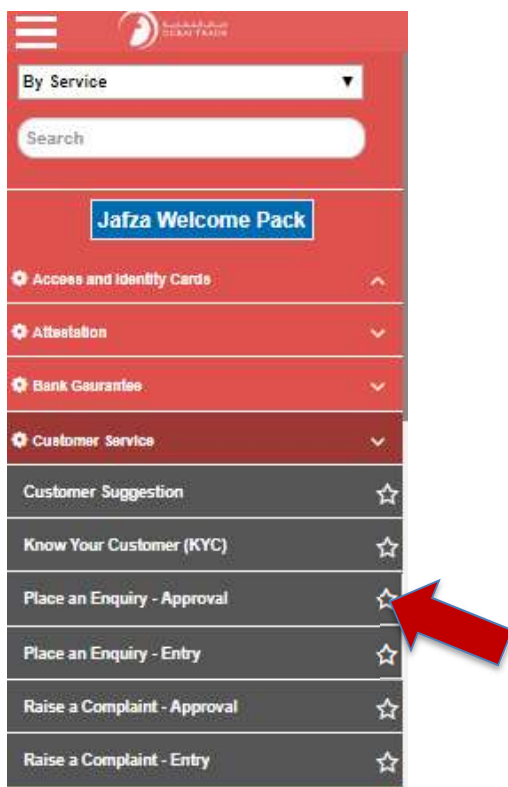
5. You can search by Service name or navigate through the List of eServices



New Portal Navigation



5. You can add the eServices to your favorite Services by Clicking on the Star new to each service, Favorite Services will appear in the Dashboard



New Portal Navigation

Amend User Profile & Password

1. Click on the Username (Right upper Corner)



2. Click on Change Password Or Update Profile to amend the details

Dashboard sections

- FREQUENTLY USED SERVICES

This section will list most used eService for quick access

FREQUENTLY USED SERVICES	
	Summary Information - View My Company Details
	Permanent Identity Card (PIC) - Apply for PIC - Approval
	Letter Request - Letter Request - Approval
	RTA Letters - RTA Letter Request - Approval
	eInvoice Payment - Payment History
	Attestation - Apply for Customs Attestation Form - Approval
	Temporary Access Card (TAC) - Apply for TAC - Approval
	eDeposit - Make Deposit
	Company Representative Card - Company Representative Card Renewal - Approval
	Customer Service - Know Your Customer (KYC)


New Portal Navigation

- FAVOURITE SERVICES

FAVOURITE SERVICES	
	Customer Service - Know Your Customer (KYC)
	Customer Service - Customer Suggestion
	Customer Service - Place an Enquiry - Entry
	Customer Service - Raise a Complaint - Entry
	Customer Service - Raise a Complaint - Approval
	Company Employment Card (CEC) - Amend CEC - Entry

- ESERVICES / CERTIFIED TRAINING CALENDAR

This section will enable the user to access the training calendar and book training sessions directly

ESERVICES TRAINING CALENDAR	
	Dubai Trade Basics - (English) Sun, Feb 13, 2022 - 9:00 AM
	Customs Acknowledgement, Inspection, Refund & Claims eServices - (English) Sun, Feb 20, 2022 - 9:00 AM
	Customs Acknowledgement, Inspection, Refund & Claims eServices - (English) Sun, Feb 20, 2022 - 9:00 AM
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New Portal Navigation

Download Center

1. To access the download center section, go to www.dubaitrade.ae
2. Click on DOWNLOAD CENTRE

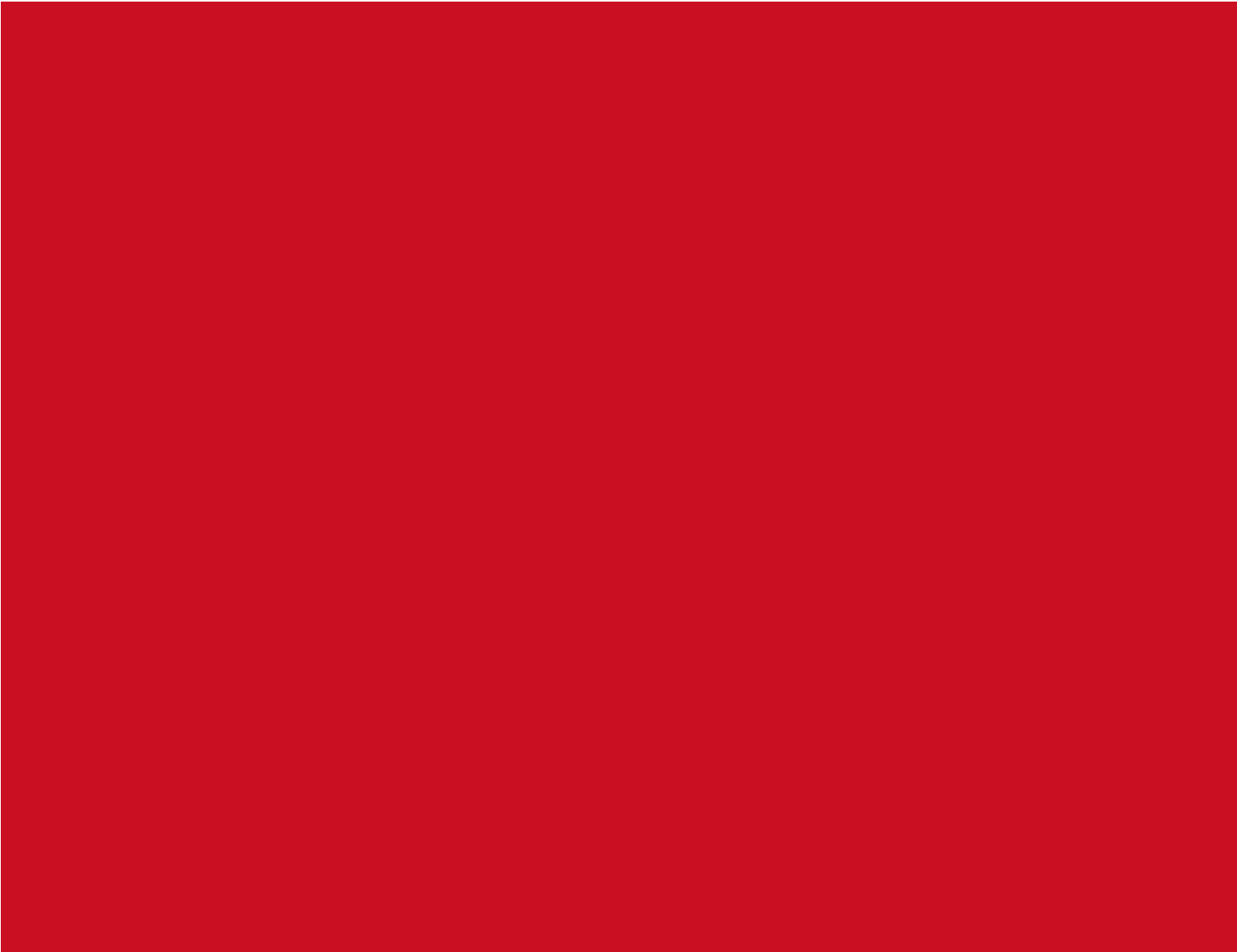


3. List of Bussiness Units will appear



Each Business Units will have multiple sections to View Manuals, Tutorial, FAQs, Softwares and Support Documents

New Portal Navigation



www.dubaitrade.ae