



دبي التجارية
DUBAI TRADE

Dubai Customs Non Remittance Claim User's Manual

Copyright Information

Copyright © 2022 by Dubai Trade. All rights reserved. This document and all associated attachments mentioned therein are the intellectual property of Dubai Trade. This document shall be used only by persons authorized by DUBAI TRADE, for the purpose of carrying out their obligations under a specific contract with DUBAI TRADE. Unauthorized copying, printing, disclosure to third party and transmission of this document to any other destination by any media will constitute an unlawful act, attracting appropriate legal actions.

Control Document Notification

This is a controlled document. Unauthorized access, copying, replication and usage for a purpose other than for which this is intended are prohibited. This document is being maintained on electronic media. Any hard copies of it are uncontrolled and may not be the latest version. Ascertain the latest version available with DUBAI TRADE.



Non Remittance Claim

Table Designs

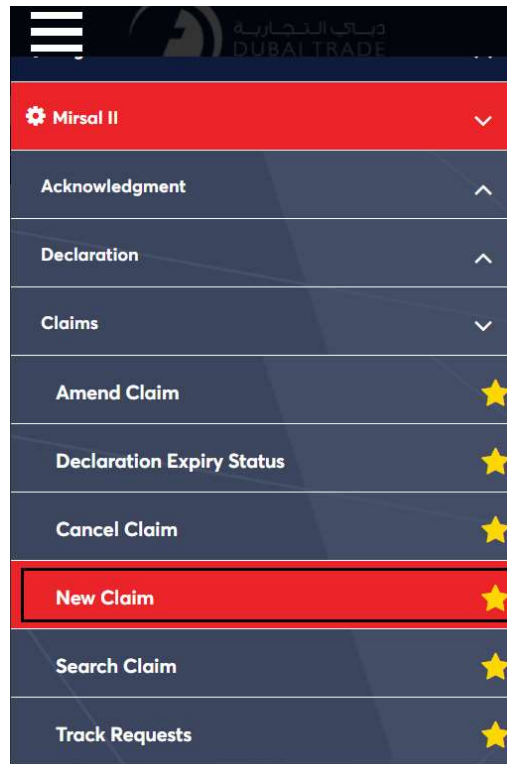
DOCUMENT DETAILS

| | |
|-------------------|---------------------------|
| Document Name | Non Remittance Claim |
| Project Name | |
| Business Unit | Dubai Customs |
| Author(s) | DT Training Dept. |
| Last Updated Date | 30 th May 2022 |
| Current Version | 2.0 |



This manual is to walk you through the steps in raising a payment for processing of the Exit Document for Freezone Transit Out Declarations. The original documents need to be submitted after the claim has been registered.

Navigation:

1. Login to **Dubai Trade**
2. Go to **Mirsal 2**
3. Then under **Claims** go to **New**





4. The below screen will be displayed where you can **View** or **Search for SR**.




Submit Claim

جمارك دبي
Dubai Customs

**1**
Submit Claim

**2**
Charges And
Payment
Details

**3**
Review and
Submit

Claim Type Detail

* ClaimType :

Please Select ▼


Go


5. Select the Claim Type. There will be four selections from the drop down menu


- Non Remittance Claim
- Refund of Deposit
- Refund of Duty
- Refund on Auction Proceeds

Submit Claim

جمارك دبي
Dubai Customs

1
Submit Claim

2
Charges And
Payment
Details

3
Review and
Submit

Claim Type Detail

* ClaimType :

Please Select

Please Select

Non Remittance Claim

Refund of Deposits

Refund of Duty


Refund on Auction Proceed


Go


6. Select **Non Remittance Claim**, then click **GO**

Submit Claim

جمارك دبي
Dubai Customs

1
Submit Claim

2
Charges And
Payment
Details

3
Review and
Submit

Claim Type Detail

Please Select

Non Remittance Claim

Refund of Deposits

Refund of Duty

Refund on Auction Proceed

Go

Non Remittance Claim

5

7. Enter the declaration number in the provided field. Then click **Add Declaration**

The screenshot shows a web form titled "Add Declaration". It is divided into three main sections:

- Claim Type Detail:** Contains a dropdown menu labeled "* ClaimType :" with "Non Remittance Claim" selected.
- Declaration Submission Option:** Contains two radio buttons: "Add Declaration" (selected) and "Upload Declaration".
- Add Declaration:** Contains a text input field labeled "* Claim Declaration No. :".

At the bottom right of the form is a large orange button labeled "Add Declaration". A "Go" button is located to the right of the "Claim Type Detail" section.

NOTE: Upload of multiple Declarations is also possible, however the charges will be based on the number of Claim Declarations

8. A window will pop up with the declaration details. Upload the required Documents then click **Add Declaration**

The screenshot shows a pop-up window titled "Submit Claim - Add Declaration Details". It contains the following sections:

- Declaration Details:** Displays "Claim Declaration No. : 3030236521022" and "Declaration Type : FZ Transit Out". It also has a "Remarks :" text area and a "View Declaration : View" link.
- Charge Type and Refund Type:** A table with two columns. The "Charge Type" column has a checked checkbox and the text "Non Remittance Claim". The "Refund Type" column has a text input field containing "NA".
- Attachments:** Displays rules: "Allowed Attachment Type : text/pdf", "Maximum File Size : 2 MB", "No. of Attachments allowed : 10", and "No. of Attachments : 0". Below this is a file upload area with a "Browse..." button and an "Upload" button.



At the bottom of the window are two buttons: "Add Declaration" (orange) and "Close" (grey).

9. The declaration details will be shown, click **Next** to proceed

Declaration DetailsExpand All | Collapse All

– 3030236521022

| Charge Type | Refund Type | Remarks |
|----------------------|-------------|---------|
| Non Remittance Claim | NA | |



Next


Claimant and Broker Detail


Claimant Code - Name (Type) :
AE-1049640 - Apple Distribution International
(ADI) c/o RHS Logistics DWC LLC (Business)


Broker Code - Name (Type):
AE-1049640 - Apple Distribution International
(ADI) c/o RHS Logistics DWC LLC (Business)

10. Charges will be displayed, Select the Payment Mode then click **Next**

Charges And Payment Detailsجمارك دبي
Dubai Customs

**1**
Submit Claim

**2**
Charges And Payment Details

**3**
Review and Submit

Charge Details

| Charges | Amount (AED) |
|-----------------------------|--------------|
| Claim Registration Charge | 50.00 |
| Knowledge-Innovation Dirham | 20.00 |
| Total | 70.00 |

Payment Mode Details

* Payment Mode :

Please Select

Credit/Debit Account

E-Payment

Next**Previous**

In this tutorial, we will select the Payment Mode as Credit Account

Charge Details

| Charges | Amount (AED) |
|-----------------------------|--------------|
| Claim Registration Charge | 50.00 |
| Knowledge-Innovation Dirham | 20.00 |
| Total | 70.00 |

Payment Mode Details

* Payment Mode :

Please Select

Credit/Debit Account

E-Payment

NextPrevious

11. Select the Credit account Number that you wish to make the payment from.

Charge Details

| Charges | Amount (AED) |
|-----------------------------|--------------|
| Claim Registration Charge | 50.00 |
| Knowledge-Innovation Dirham | 20.00 |
| Total | 70.00 |

Payment Mode Details

* Payment Mode : Credit/Debit Account

* Credit/Debit Account No. : 1060278-XAUTO2017100501

NextPrevious

12. Click on Next to Continue to the Final Step

Charges And Payment Details

1
Submit Claim

2
Charges And Payment Details

3
Review and Submit

Charge Details

| Charges | Amount (AED) |
|-----------------------------|--------------|
| Claim Registration Charge | 50.00 |
| Knowledge-Innovation Dirham | 20.00 |
| Total | 70.00 |

Payment Mode Details


* Payment Mode : Credit/Debit Account


* Credit/Debit Account No. : 1060278-XAUTO2017100501


NextPrevious


13. Review the details, put a tick next to the disclaimer, then click **Submit**

Review and Submit



**1**
Submit Claim

**2**
Charges And Payment Details

**3**
Review and Submit

Claimant Details

| | |
|---|-------------------------------|
| Claimant Type : Business | Claimant Code : AE-1049640 |
| Claimant Name : International Logistics DWC LLC | |

Request Details

| | |
|---|--------------------------------------|
| Request No. : 2199548 | Claim Type : Non Remittance Claim |
| Total No. of Sub Claims in the Claim : 1 | |

☒ I, hereby, declare that all the information entered and stated in the Request is true and correct and shall bear full responsibility for entering incorrect statement and all the consequences arising thereof

Submit

Save & Preview Claim

Previous

Note:

- Digital Certificate (Electronic Signature) is required to be able to Submit any Claim Request

The below Confirmation will be displayed

Non Remittance Claim

Claim Submission Confirmation



Success:

Claim Submission request 2189807 has been processed.
Claim No. 2053085 has been submitted successfully.



All email messages, related to submission, suspension, approval or rejection of this claim, will be sent to vikr @dubai .ae for AE-1048909 - companies amended F AND CARGO LLC , CLEARING & FORWARDING ALI.

Create New

Print Acknowledgement

View Doc. to be Submitted

- **Create New** – Allows you to go to the main page and create a new claim request
- **Print Acknowledgement** - this is to print the claim acknowledgement form (usually required to be printed out and taken to the counter when submitting the documents)

Claim Details

| S.No | Auction No. | Auction Lot No. | Claim Amount (AED) |
|------|-------------|-----------------|--------------------|
| 1 | ActTrng1 | 1 | 5,000.00 |

1. If the Claim is in order refund cheques/Bank Transfer will normally be ready after one week from the date of registration.
2. Please bring this acknowledgement for collecting refund cheques not later than three months from the date of registration.
3. If the Claim is rejected, the resubmission date will be considered as a claim date for the same.
4. All email messages, related to submission, suspension, approval or rejection of this claim, will be sent to vikr @dubai .ae for AE-1048909 - companies amended PLANET CLEARING & FORWARDING ALI.

Warning : Please verify the Claims Acknowledgement Receipt details. In case of discrepancy contact Dubai Customs within one day from the Acknowledgement receipt date for modification.

Print

E-mail

Back

- **View Docs to be Submitted** – Allows you to view documents required to be physically submitted in order to process your claim (kindly submit the documents to the nearest Dubai Customs Counter)

Doc. Details Expand All | Collapse All

– Declaration No. 1060005073413


| Charge Type | Mandatory | Doc. Name | Doc. Nature | Current Status |
|-------------------------------|-----------|-----------------------------|----------------------|----------------|
| Deposit Alternative duty rate | Yes | Packing List | Original | Not Submitted |
| | Yes | Exit / Entry Certificate | Original | Not Submitted |
| | Yes | Export Declaration | Copy | Not Submitted |
| | Yes | Export Manifest | Copy | Not Submitted |
| | Yes | Bill of Entry | Consignee Claim Copy | Not Submitted |
| | Yes | Export Bill | Copy | Not Submitted |
| | No | Statement of Partial Export | Original | Not Submitted |
| | Yes | Invoice | Original | Not Submitted |




<< < 1 > >> Total Records :1

Claim Submission Using ePayment.

If Payment Mode is ePayment option in Step 2, please follow the below instructions.

In this tutorial, we will select the Payment Mode as Credit Account

Charges And Payment Details


 **1**
Submit Claim
  **2**
Charges And Payment Details
  **3**
Review and Submit

Charge Details

| Charges | Amount (AED) |
|-----------------------------|--------------|
| Claim Registration Charge | 50.00 |
| Knowledge-Innovation Dirham | 20.00 |
| Total | 70.00 |

Payment Mode Details


* Payment Mode :
 E-Payment


Next


Previous


1. Review the details, put a tick next to the disclaimer, then click **Submit**

Review and Submit



**1**
Submit Claim

**2**
Charges And
Payment
Details

**3**
Review and
Submit

Claimant Details

| | |
|---|-------------------------------|
| Claimant Type : Business | Claimant Code : AE-1049640 |
| Claimant Name : International Logistics DWC LLC | |

Request Details

| | |
|---|--------------------------------------|
| Request No. : 2199548 | Claim Type : Non Remittance Claim |
| Total No. of Sub Claims in the Claim : 1 | |

☒ I, hereby, declare that all the information entered and stated in the Request is true and correct and shall bear full responsibility for entering incorrect statement and all the consequences arising thereof

Submit

Save & Preview Claim

Previous

- Digital Certificate (Electronic Signature) is required to be able to Submit any Claim Request

The request number will be displayed, click **Make e-Payment** to Initiate the e-Payment

E-Payment

جمارك دبي
Dubai Customs

**Your request 2189910 has been processed.
Initiate the e-Payment transaction**

Make e-Payment **Get e-Payment Status**

- The Dubai Government e-Payment page will pop-up then select your desired payment method.

سداد دبي
dubai pay

دبي الرقمية
DIGITAL DUBAI

Dubai Customs - #20018300 Details ▾

Payment Method

☒ Credit Card

☐ Net Banking

☐ Noqodi

Contact Info

Email kann im@dubai.ae

Mobile 97150 78

[Add Another Contact](#)

Total Amount: 70.00 AED

Cancel **Pay**

By tapping on "Pay" you are agreeing with our [Terms & Conditions](#)

For more inquiries please call [600 560 000](tel:600560000)

Copyright © 2021. All rights reserved.

- Enter the details then click **Pay**

دبي ديباي dubaipay

دبي الرقمية DIGITAL DUBAI

Dubai Customs · #900000230123673 Details ▾

Enter Card Details

Credit Card Number Card Number

Expiry Date MM / YY

CVV Number CVV

mastercard ID Check Verified by VISA SafeKey JCB J/Secure PCI DSS CERTIFIED

Donation

☐ Donate for charity "Dirham Alkhair" [Learn more](#)

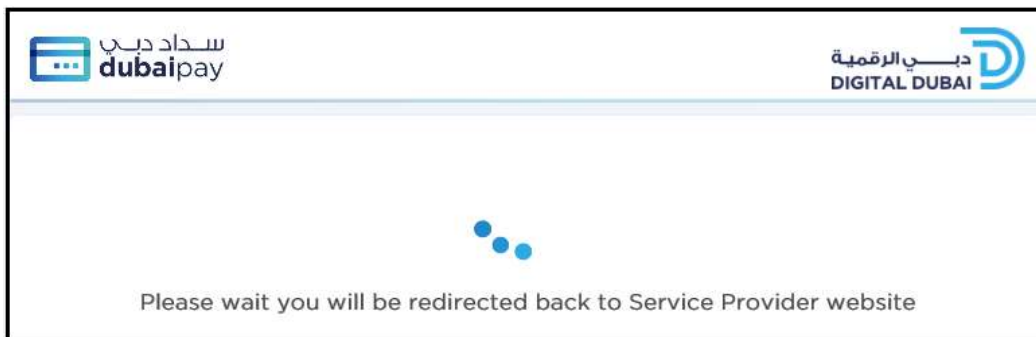
This initiative is launched by Dubai Department of Finance. IACAD License No.: 4491

Amount: 70.00 AED

Cancel Pay


For more inquiries please call 600 560 000 Copyright © 2020. All rights reserved.


- Once you have entered all the necessary information, you will be redirected back to the Dubai Trade/Customs Claim page with confirmation of your successful payment




14. The below confirmation will be displayed

Claim Submission Confirmation



**Success:**
Claim Submission request 2189910 has been processed.
Claim No. 2053086 has been submitted successfully.

**All email messages, related to submission, suspension, approval or rejection of this claim, will be sent to viki @dubai .ae for AE-1048909 - Vikram companies amended CLEARING & FORWARDING ALI.**

Create New

Print Acknowledgement

View Doc. to be Submitted

