Dubai Customs Refund on Auction Proceed User's Manual

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Refund on Auction Proceed

Table Designs

DOCUMENT DETAILS

Document Name	Refund on Auction Proceed
Project Name	
Business Unit	Dubai Customs
Author(s)	DT Training Dept.
Last Updated Date	28th April 2022
Current Version	2.0

This manual is to walk you through the steps in raising a claim online for Auction Proceeds. Customs is vested with the right to sell by public auction the goods and vehicles which are lying unclaimed in the port /storage premises upon expiry of the permitted storage period. The permitted storage period from the day of discharge at the port shall be as follows.

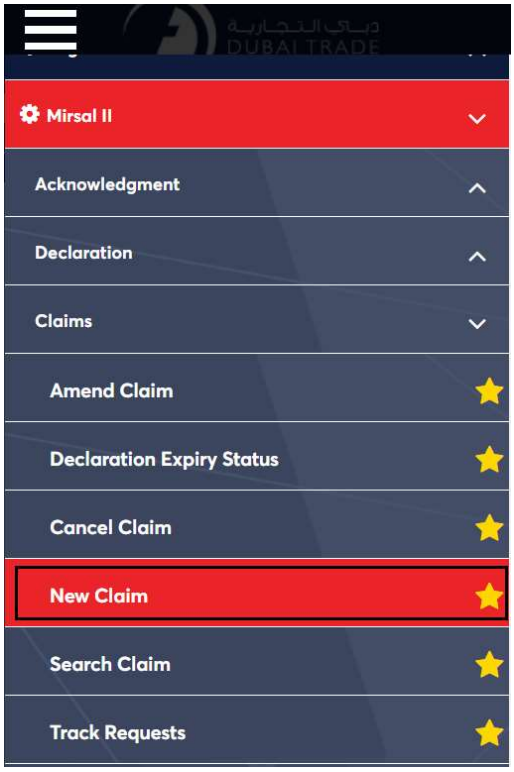
FCL normal cargo Three calendar months
FCL refrigerated cargo One month.
LCL cargo Six months.

After the periods stated above, the containers shall be un-stuffed and the goods removed for sale by Public Auctions.

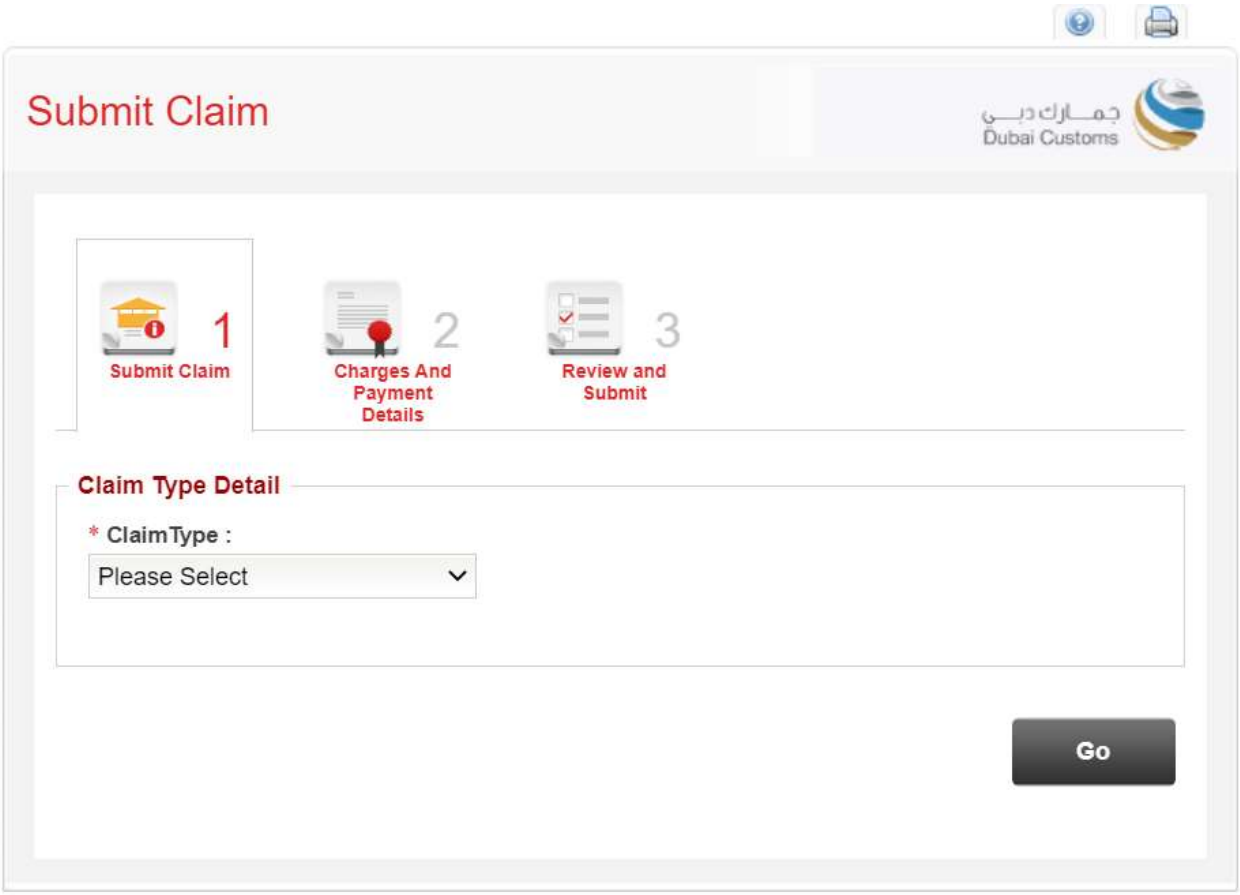
Proceeds resulting from the auction can be claimed by the rightful party by raising an Online Claim request.

Navigation:

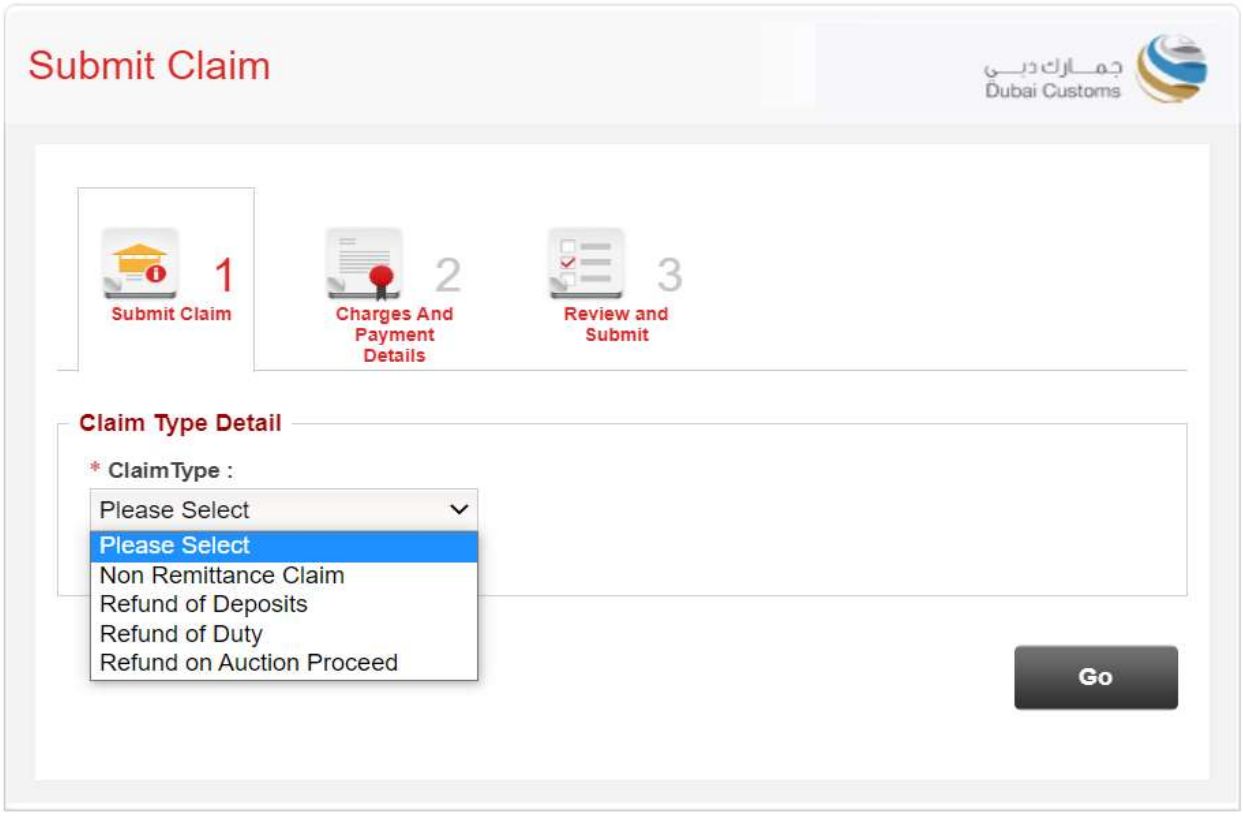
1. Login to **Dubai Trade**
2. Go to **Mirsal 2**
3. Then under **Claims** go to **New**



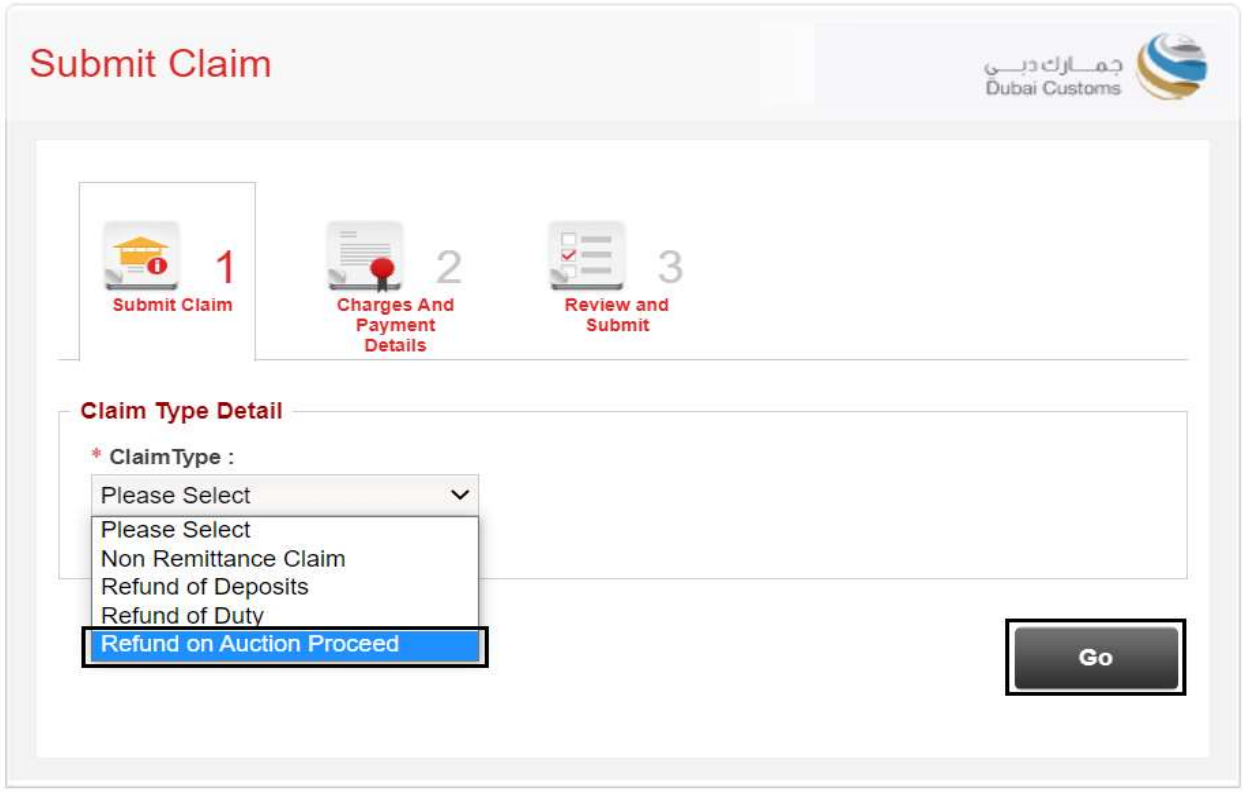
4. The below screen will be displayed where you can **View** or **Search for SR**.



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

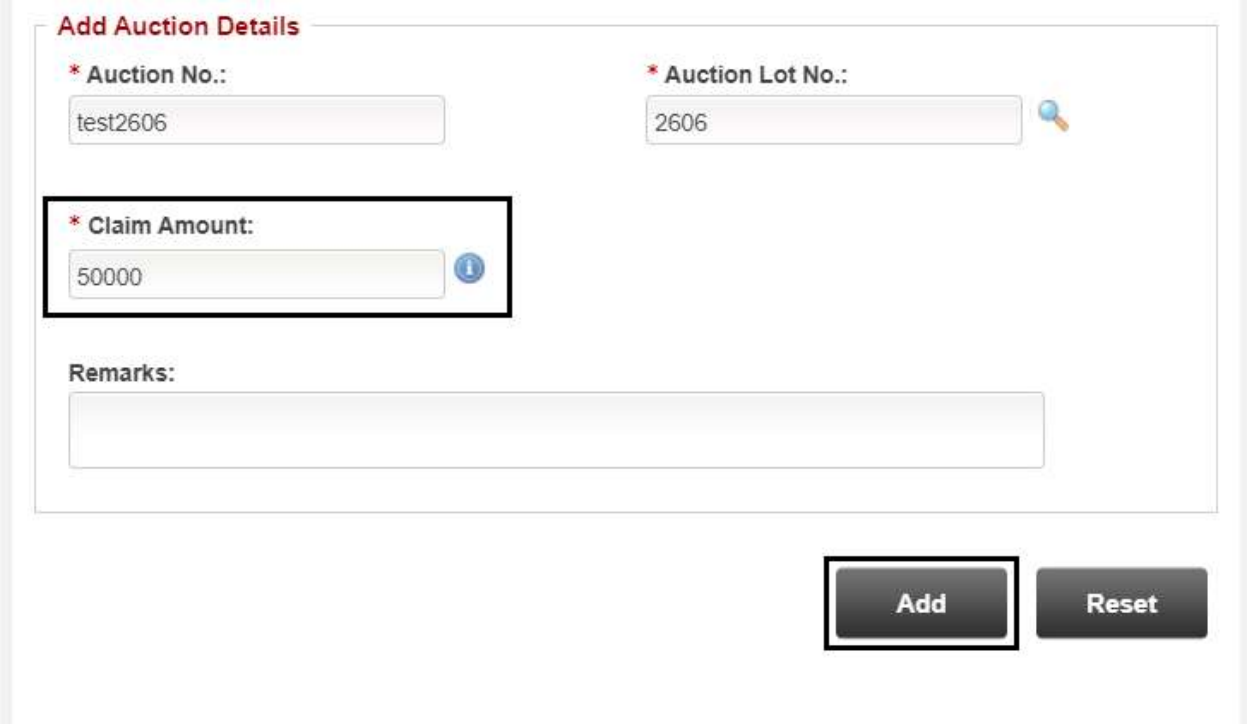


6. Select **Refund on Auction Proceeds**, then click **GO**



7. Enter the Auction Number or Search the Auction Lot Number

8. Enter the claim amount then click **Add.**

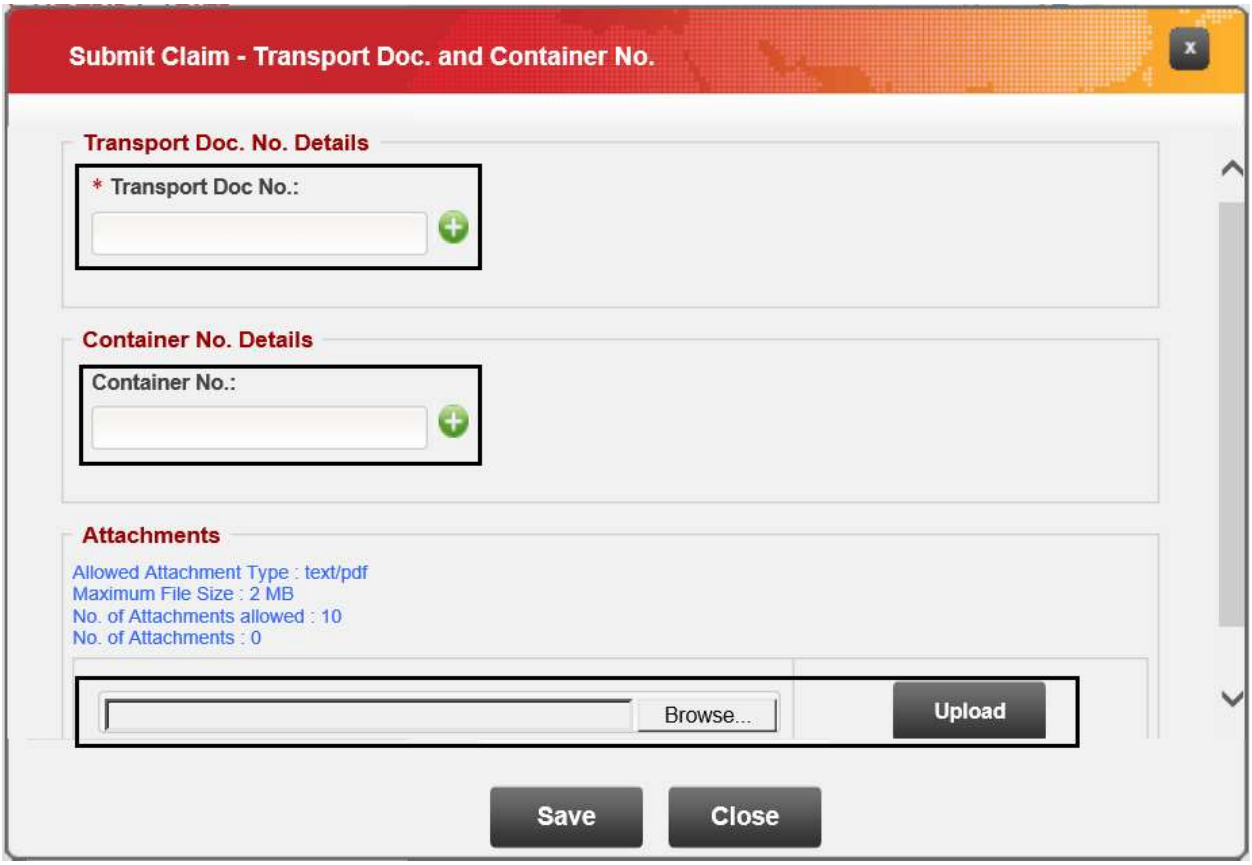


The amount is indicated in an auction document that customs pre issues before claim is raised

9. Basic Auction Details will be shown. Click on Update/view Doc No.

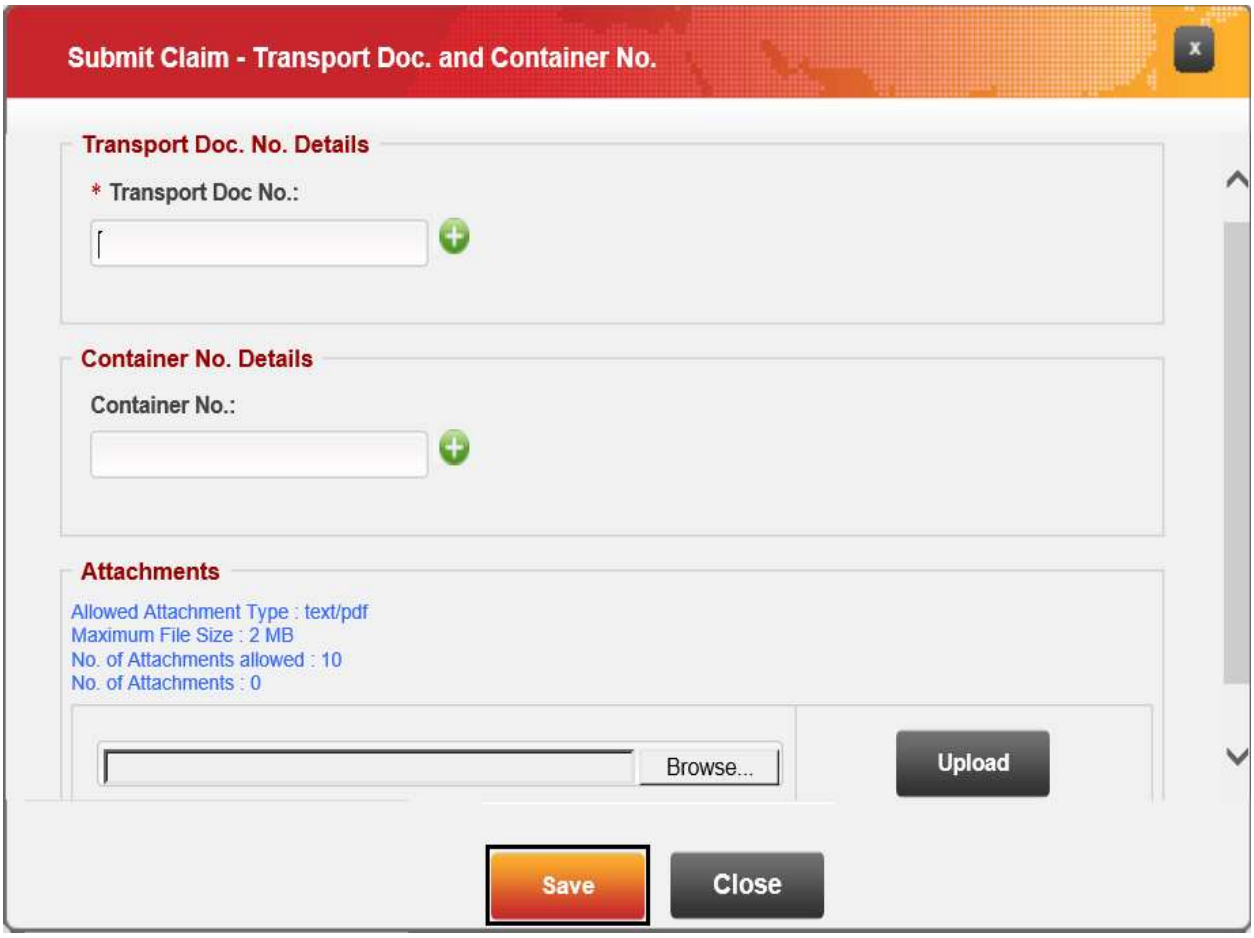
10. Enter the Transport Document Number (either Bill of Lading or Airway Bill) (Enter the number in the field then click on the green plus sign).

Enter Container number then click on the plus sign and upload the required documents (only if applicable)



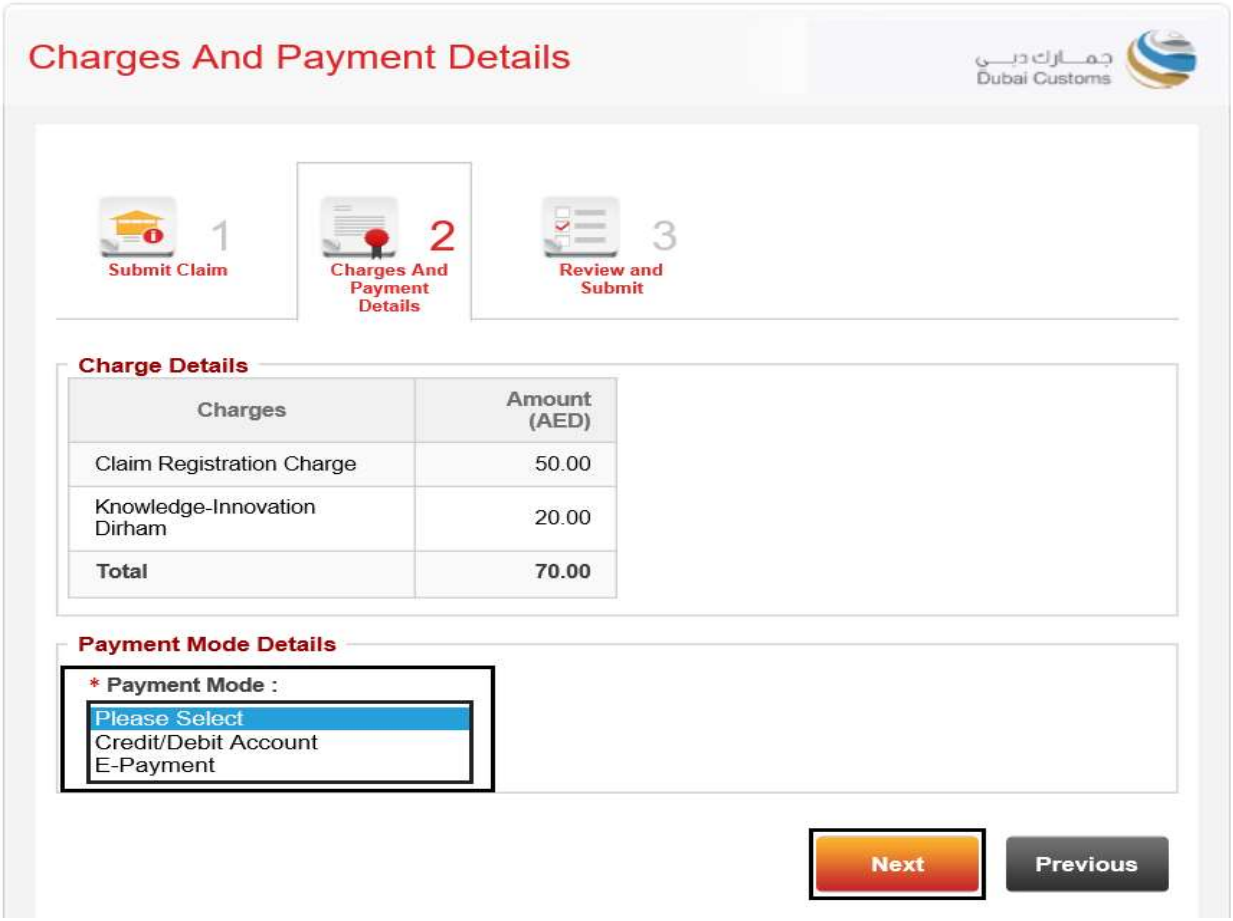
The below confirmation will be displayed

11. Then Click **Save**

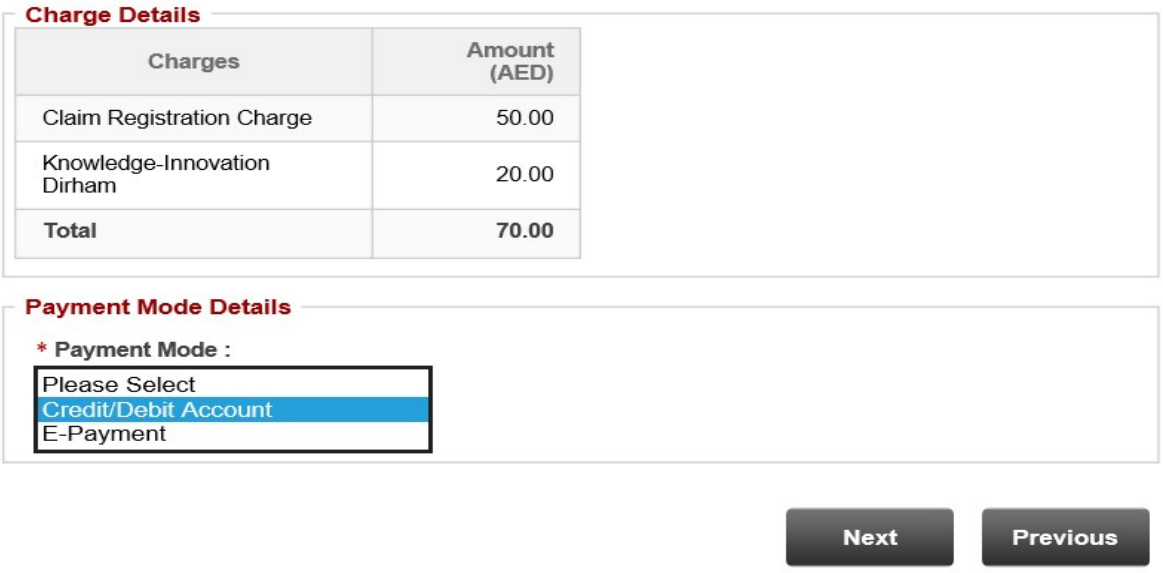


13. Click **Next** to proceed to payment

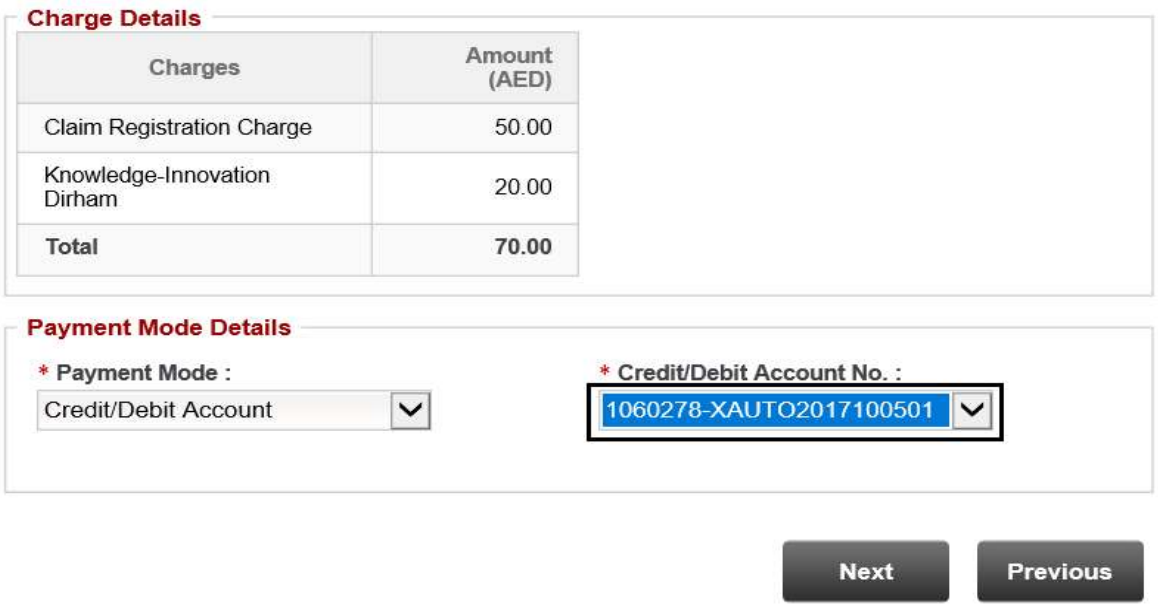
14. Charges will be displayed, Select the Payment Mode then click **Next**



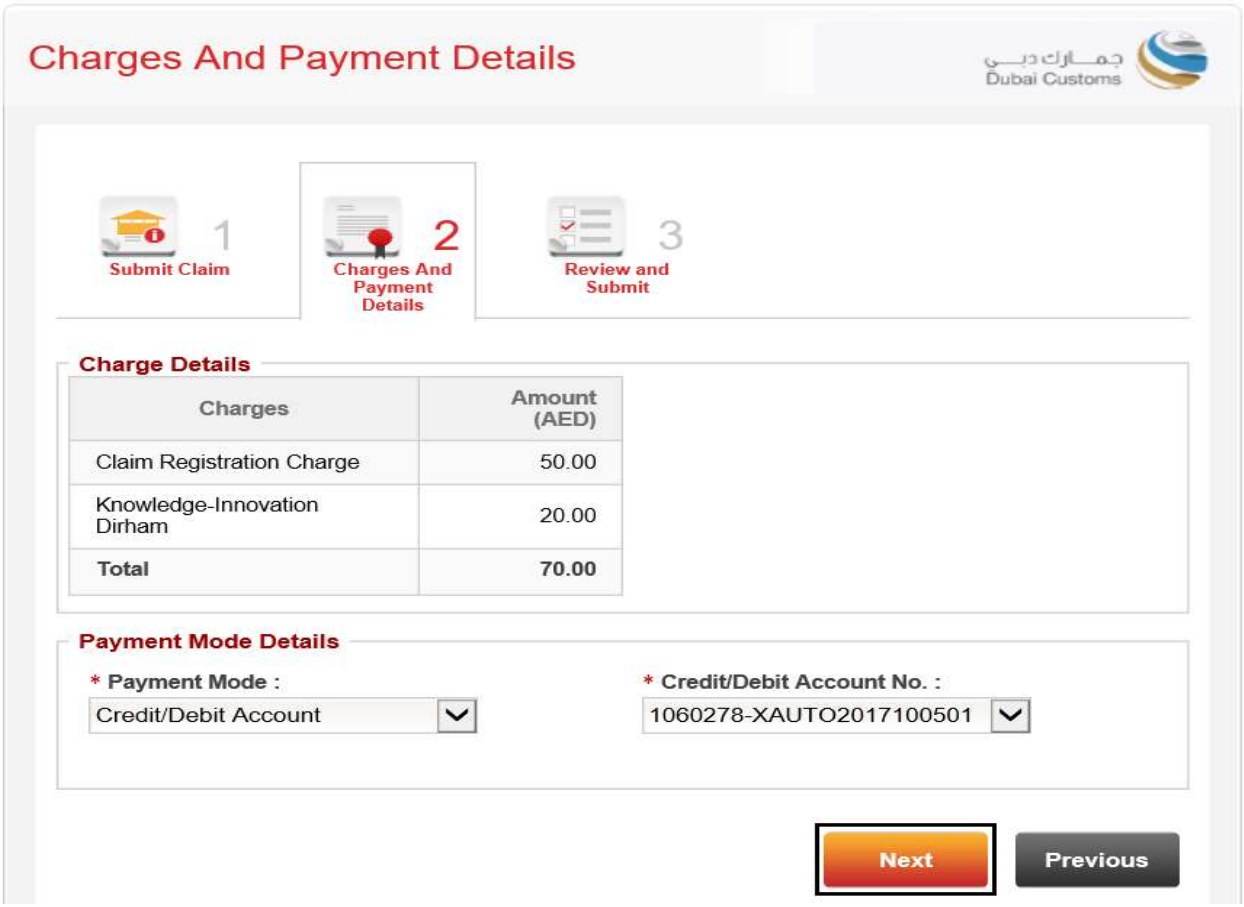
In this tutorial, we will select the Payment Mode as Credit Account



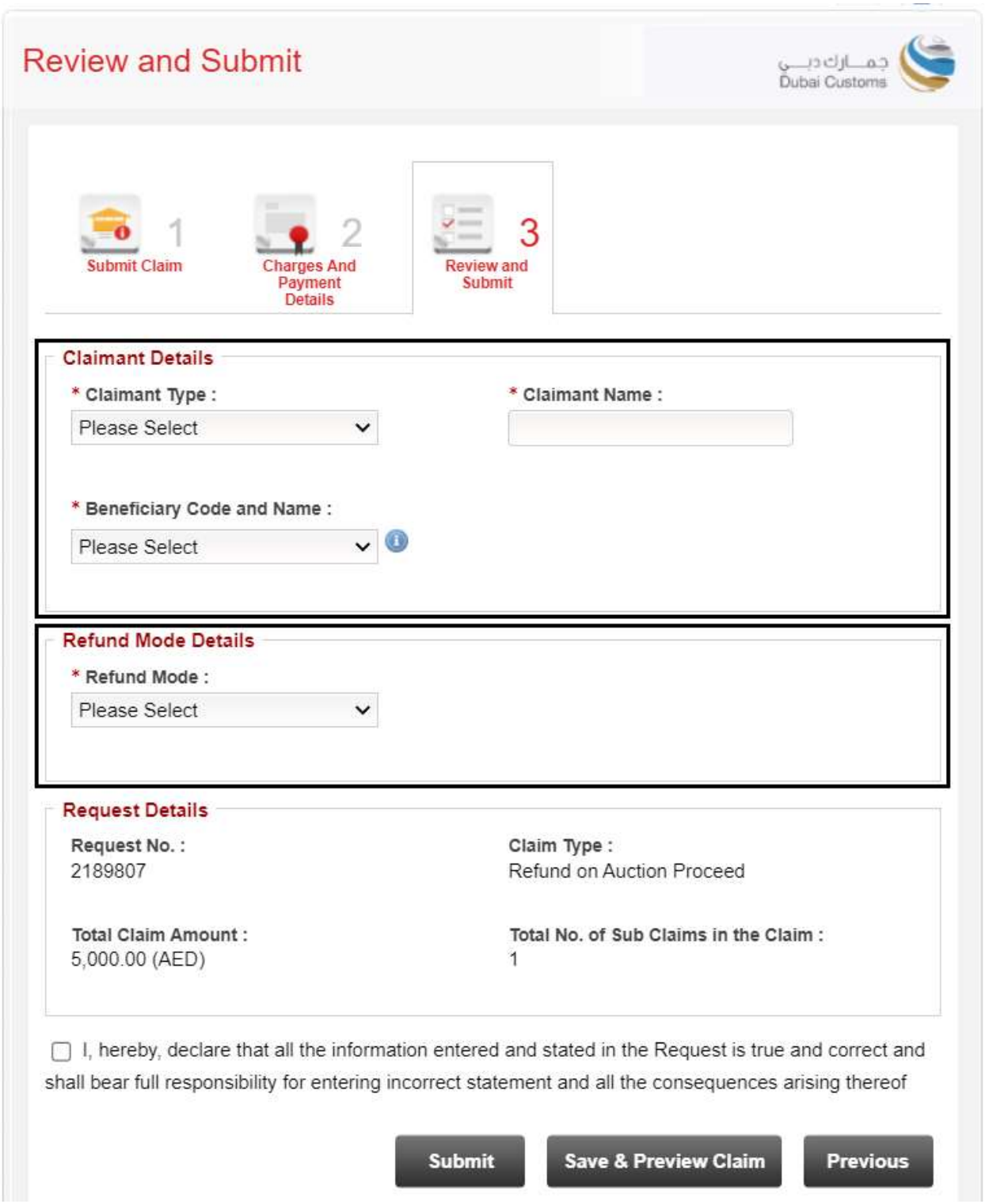
15. Select the Credit account Number that you wish to make the payment from.



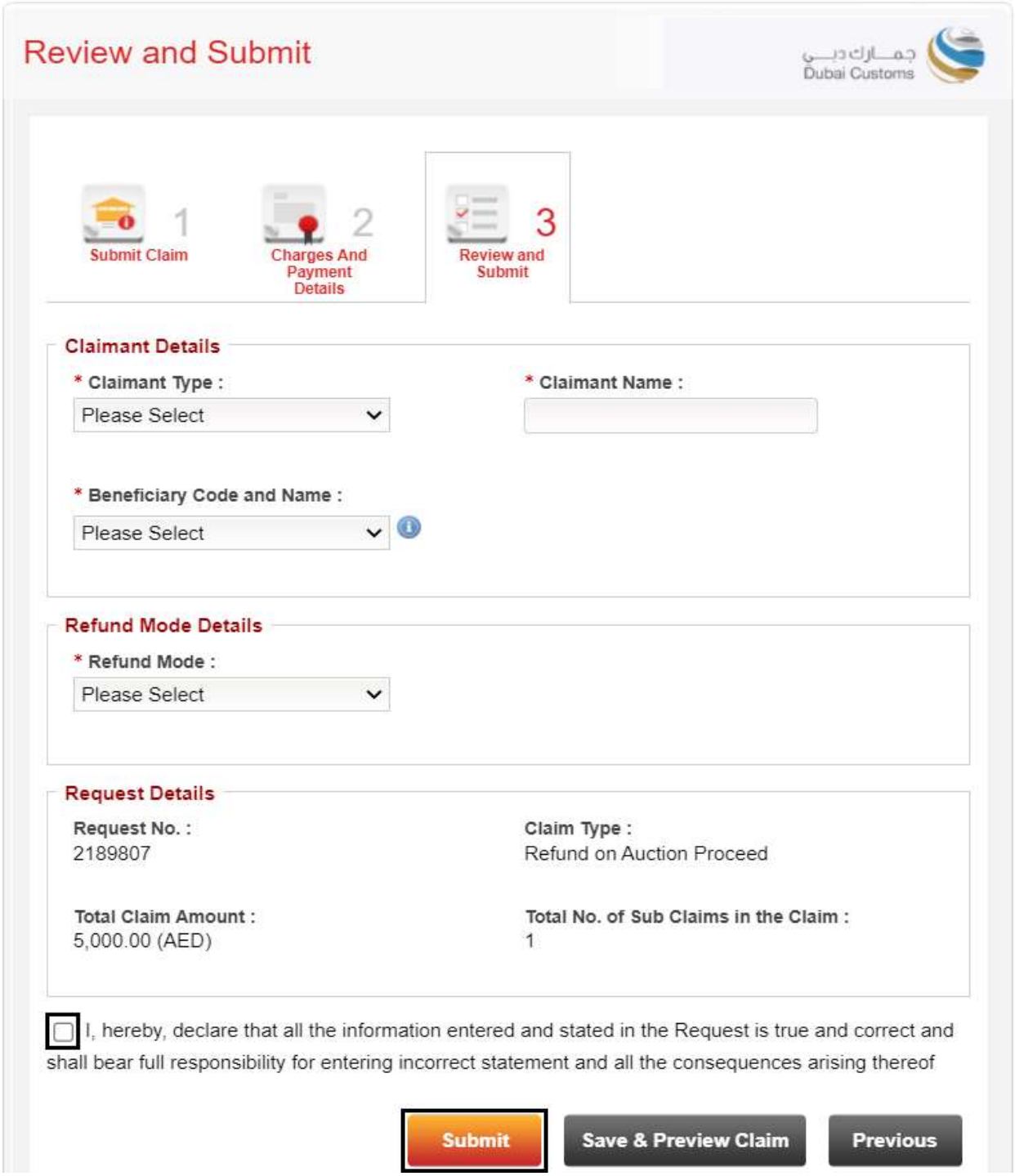
16. Click on Next to Continue to the Final Step



17. Enter the Claimant Details and Refund Mode Details



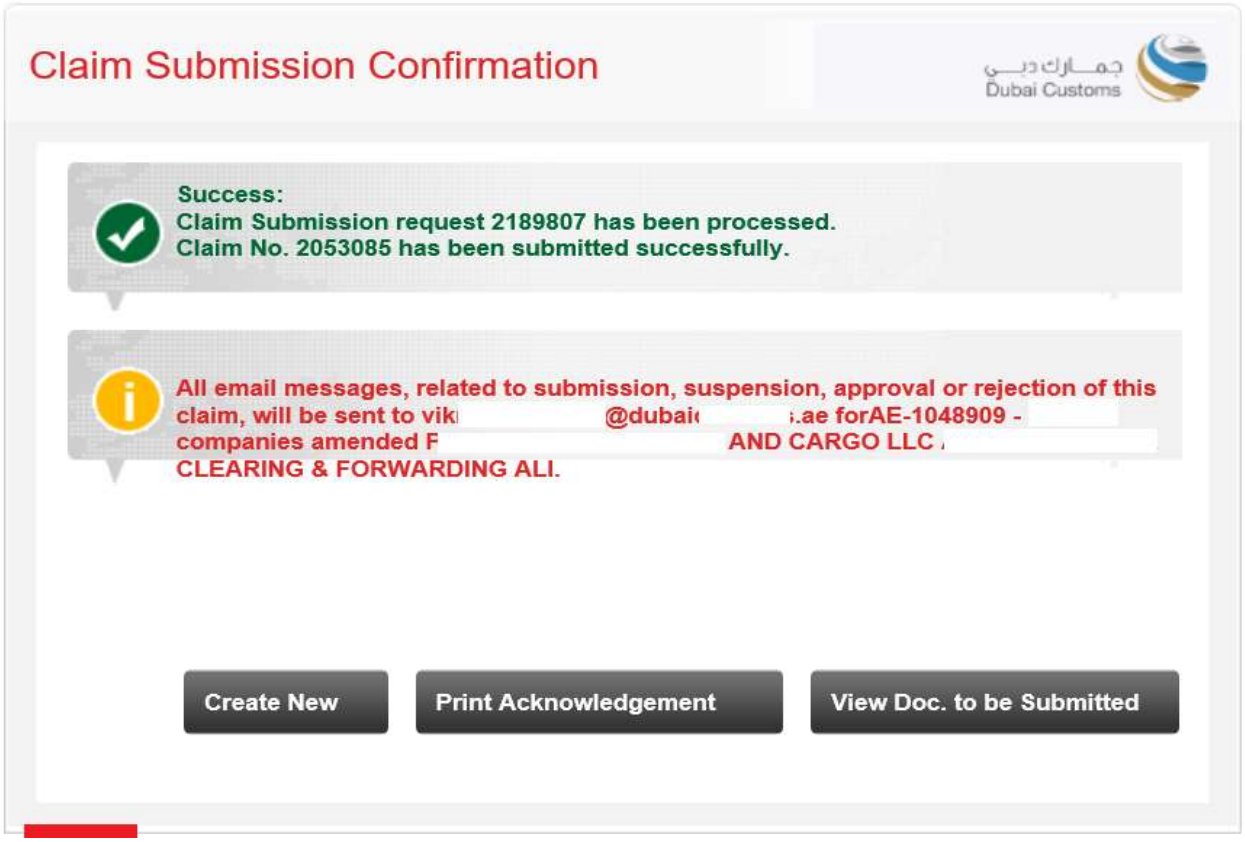
18. Review the details, put a tick next to the disclaimer, then click **Submit**



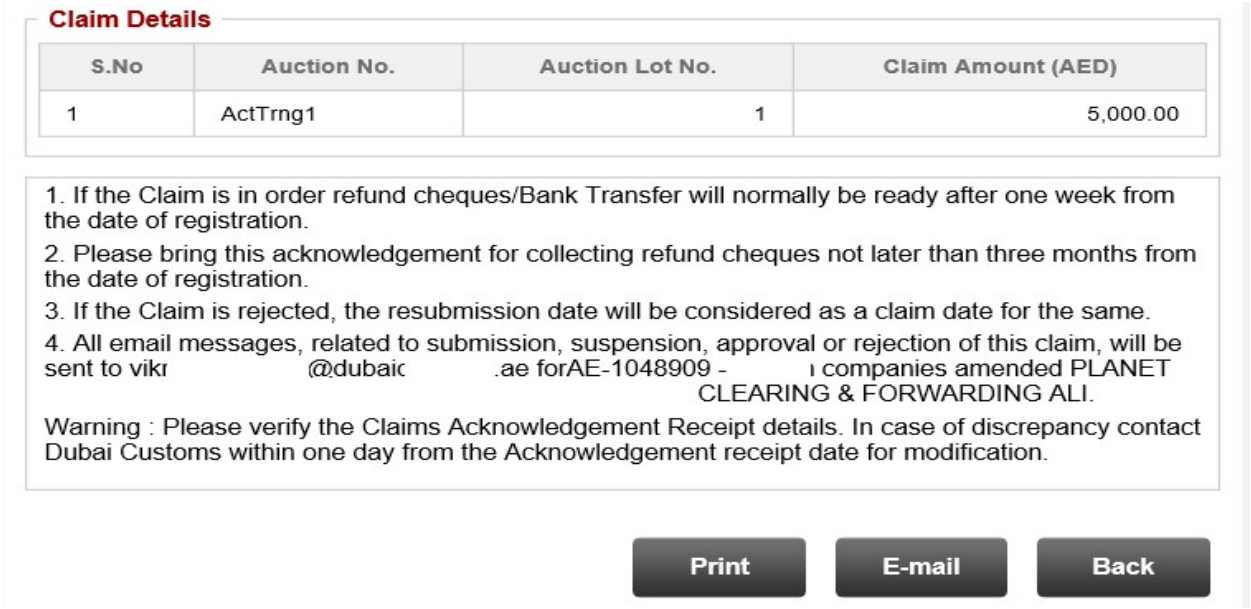
Note:

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

The below Confirmation will be displayed



- **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)

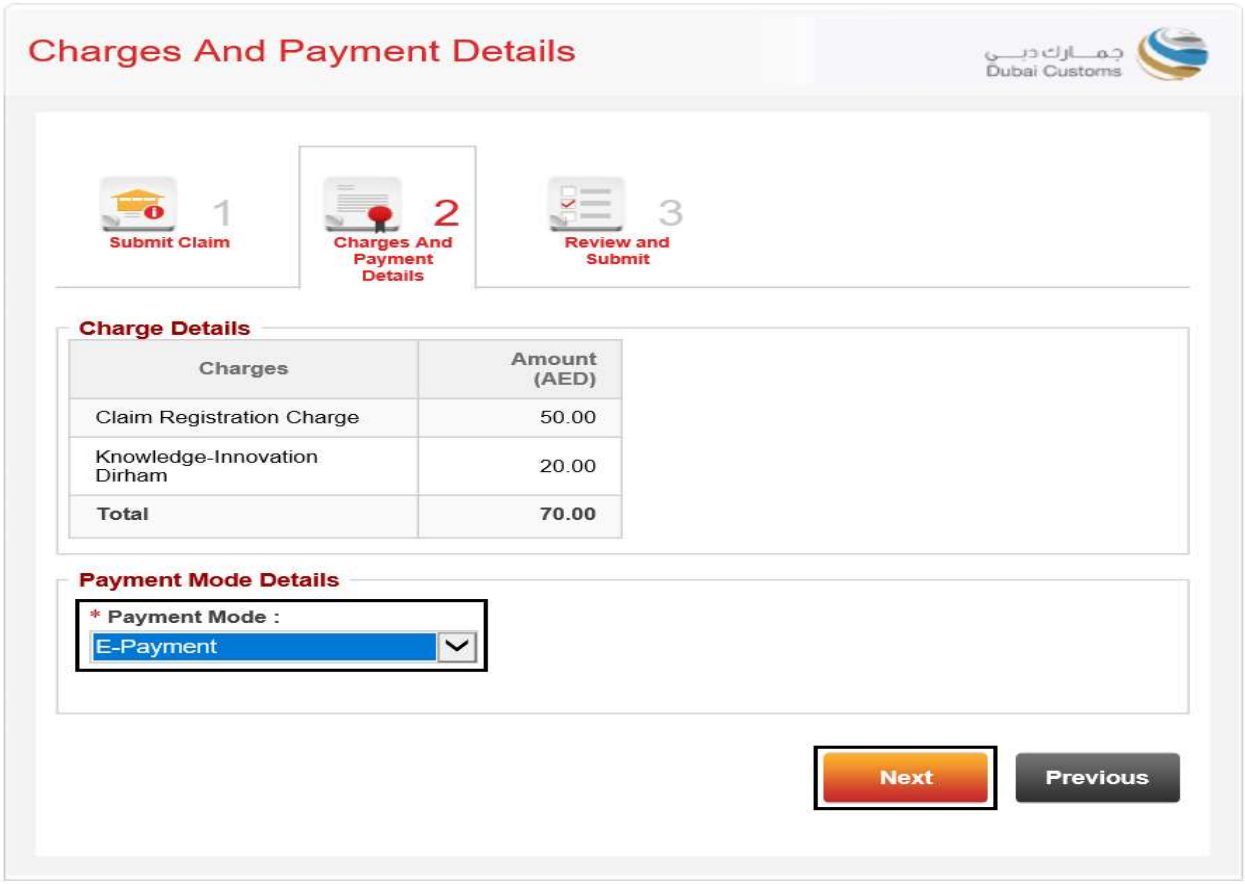


- **View Docs to be Submitted** – Allows you to view documents required to be physically submitted in order to process your claim (kindly submit the documents to the nearest Dubai Customs Counter

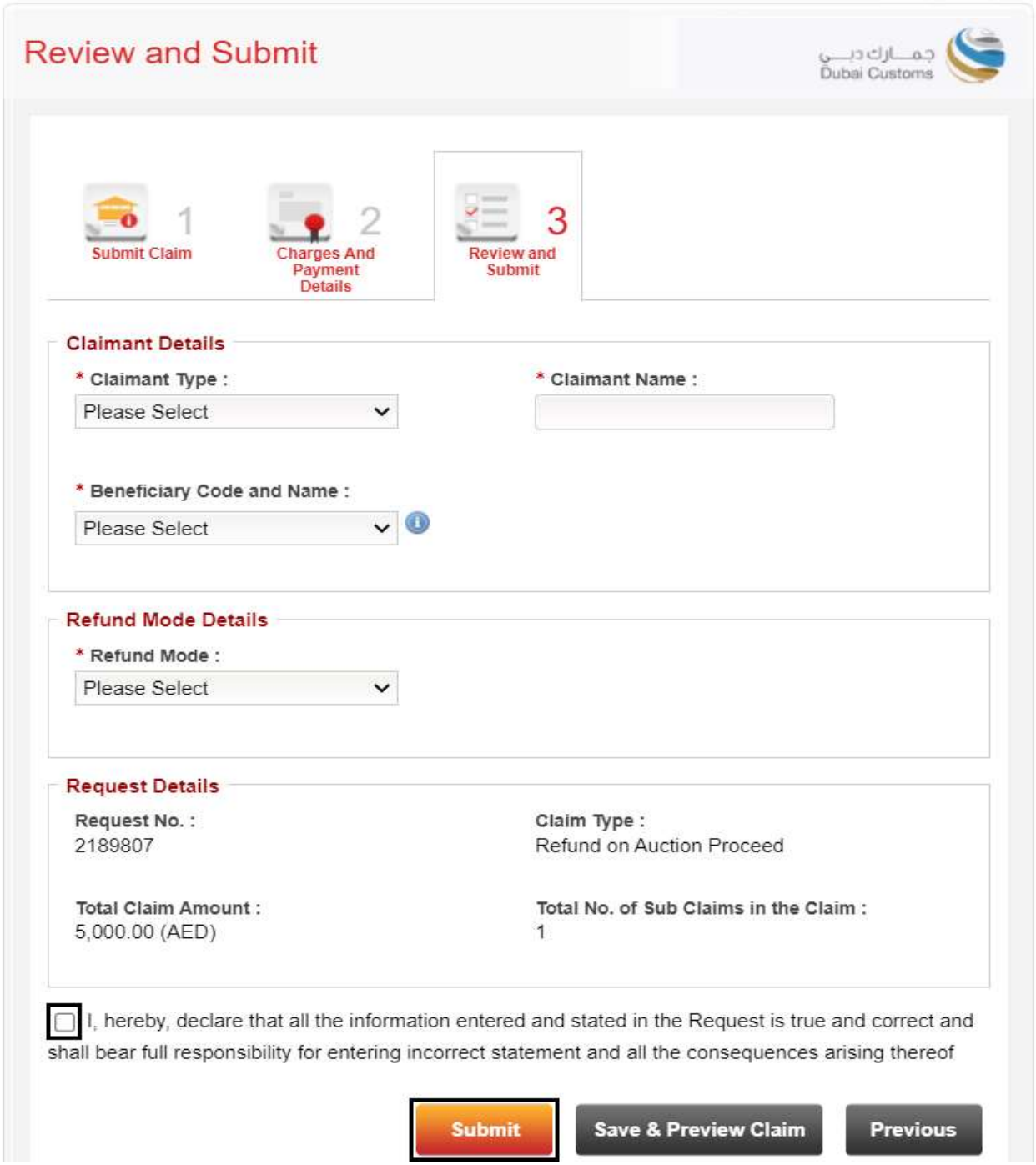
Claim Submission Using ePayment.

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

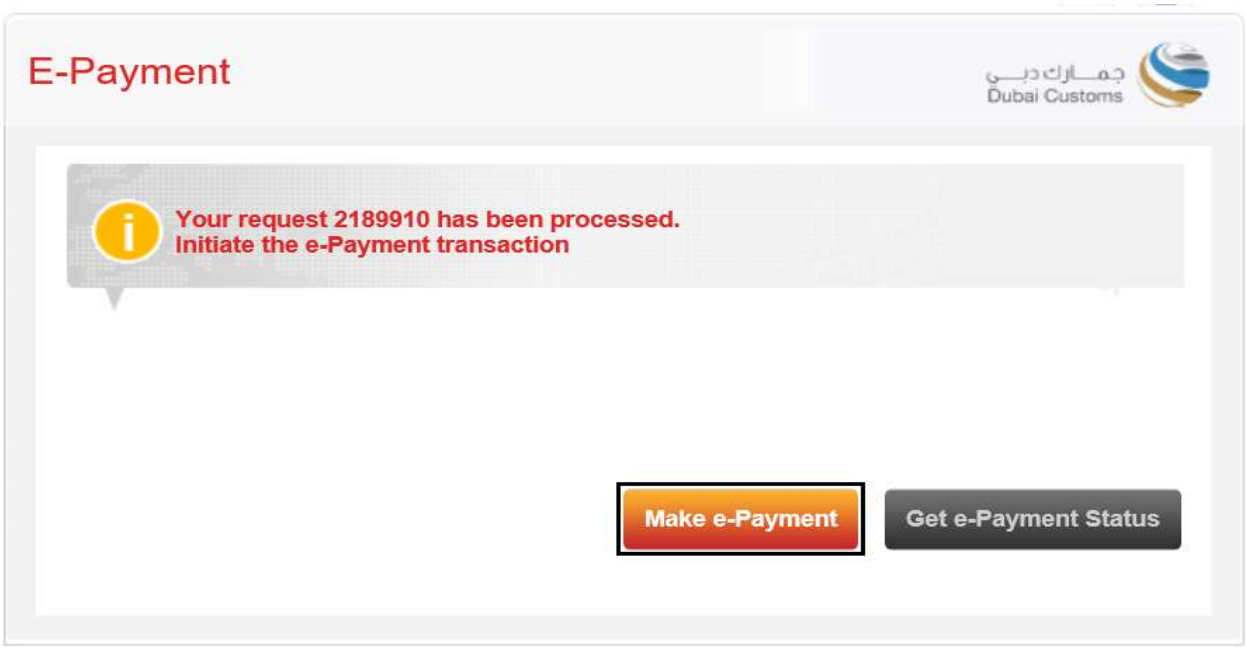


1. Review the details, put a tick next to the disclaimer, then click **Submit**

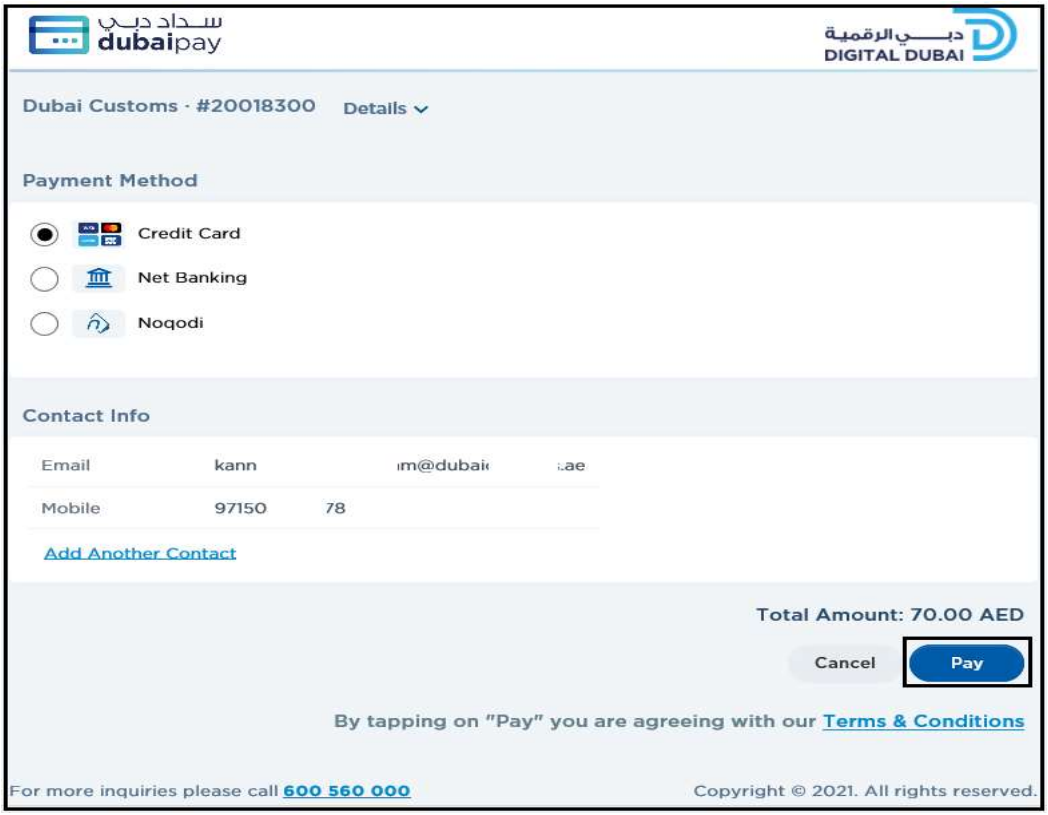


- Digital Certificate (Electronic Signature) is required to be able to Submit any Claim Request

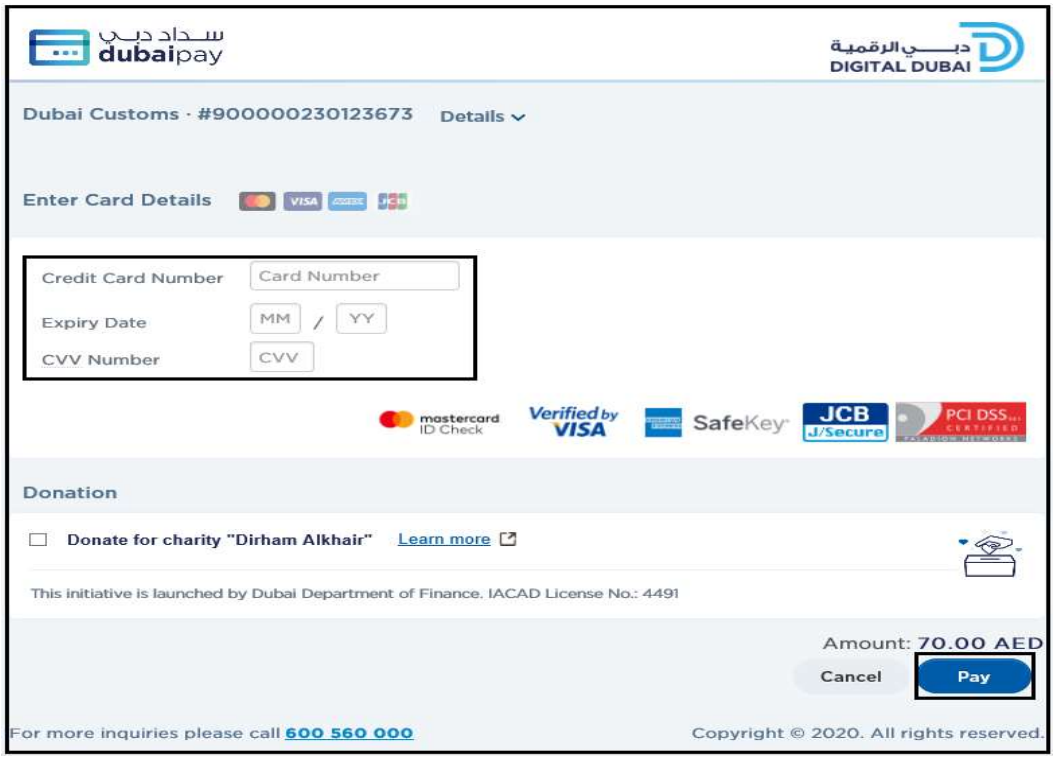
*The request number will be displayed, click **Make e-Payment** to Initiate the e-Payment*



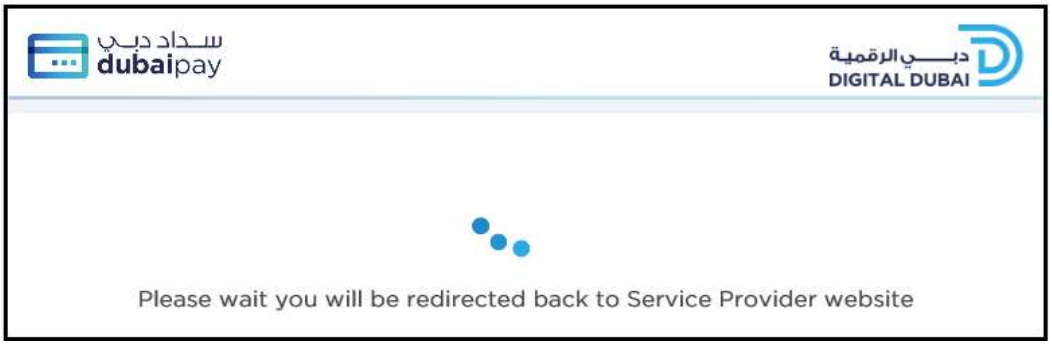
2. The Dubai Government e-Payment page will pop-up then select your desired payment method.



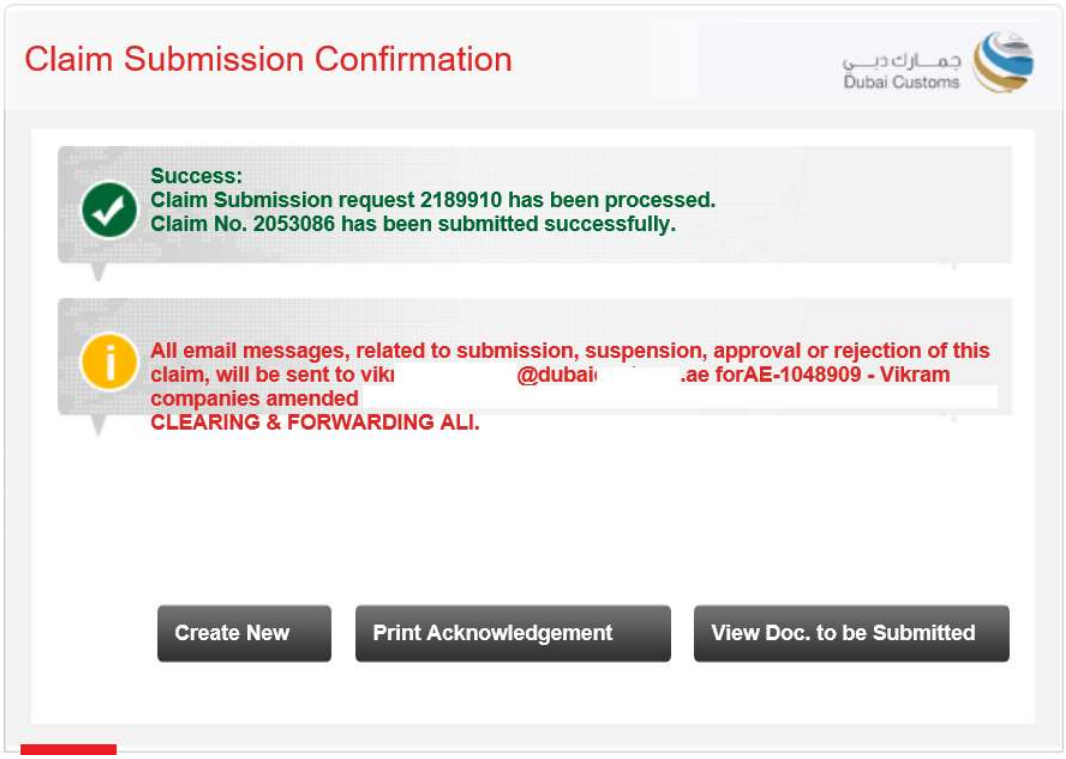
3. Enter the details then click **Pay**



4. 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



The below confirmation will be displayed



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