



دبي التجارية
DUBAI TRADE

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	28 th 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.

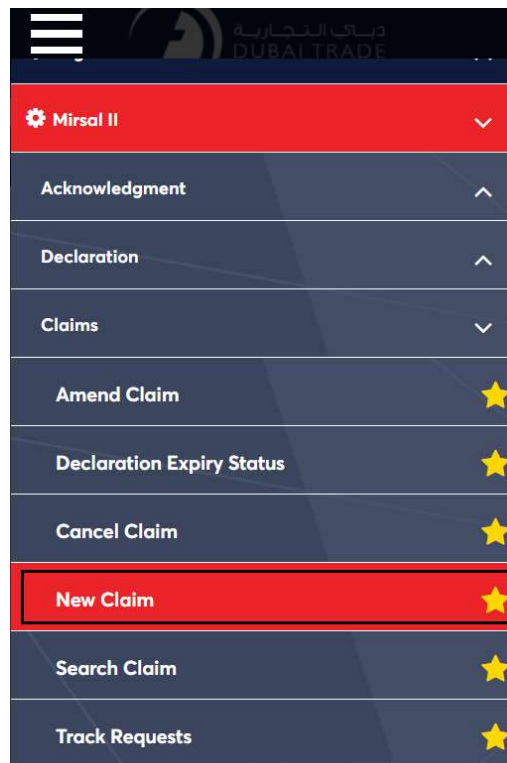
LCL cargo Six months.

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**.

The screenshot shows a web application window titled "Submit Claim" with the Dubai Customs logo in the top right corner. The main content area features a three-step process flow: 1. Submit Claim (with a house icon), 2. Charges And Payment Details (with a document icon), and 3. Review and Submit (with a checklist icon). Below this flow is a section titled "Claim Type Detail" containing a dropdown menu labeled "* ClaimType : Please Select". A "Go" button is positioned at the bottom right of the form area.

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



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 **Refund on Auction Proceeds**, then click **GO**

Submit Claim



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

Refund on Auction Proceed

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

Add Auction Details


* Auction No.: <input type="text" value="test2606"/>	* Auction Lot No.: <input type="text" value="2606"/> 
--	--


*** Claim Amount:**
 

Remarks:

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

Add Auction Details

* Auction No.: <input type="text" value="test2606"/>	* Auction Lot No.: <input type="text" value="2606"/> 
--	--

* Claim Amount: <input type="text" value="50000"/> 
--

Remarks:

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.


Auction Details					
Auction No.	Auction Lot No.	Claim Amount (AED)	Remarks		Action
ActTrng1	1	5,000.00		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)

Submit Claim - Transport Doc. and Container No.

Transport Doc. No. Details

* Transport Doc No.: 

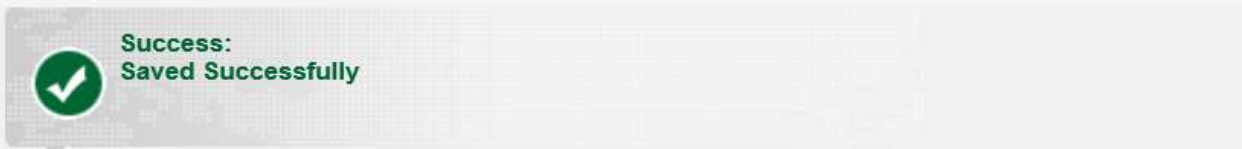
Container No. Details

Container No.: 

Attachments

Allowed Attachment Type : text/pdf
Maximum File Size : 2 MB
No. of Attachments allowed : 10
No. of Attachments : 0

The below confirmation will be displayed



11. Then Click **Save**

Submit Claim - Transport Doc. and Container No.

Transport Doc. No. Details

* Transport Doc No.:

Container No. Details

Container No.:



Attachments

Allowed Attachment Type : text/pdf
Maximum File Size : 2 MB
No. of Attachments allowed : 10
No. of Attachments : 0

 Browse...


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


Auction Details


Auction No.	Auction Lot No.	Claim Amount (AED)	Remarks		Action
ActTrng1	1	5,000.00		Update/view Doc No.	 


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

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 :

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

Next

Previous

15. 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 No. :


[Next](#) [Previous](#)

16. 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 No. :

[Next](#) [Previous](#)

17. Enter the Claimant Details and Refund Mode Details

Review and Submit






Claimant Details

* Claimant Type :

* Claimant Name :

* Beneficiary Code and Name : 

Refund Mode Details

* Refund Mode :


Request Details




Request No. : 2189807	Claim Type : Refund on Auction Proceed
Total Claim Amount : 5,000.00 (AED)	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

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

Review and Submit






Claimant Details

* Claimant Type :
Please Select

* Claimant Name :

* Beneficiary Code and Name :
Please Select 

Refund Mode Details

* Refund Mode :
Please Select

Request Details

Request No. : 2189807	Claim Type : Refund on Auction Proceed
Total Claim Amount : 5,000.00 (AED)	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


Note:

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


The below Confirmation will be displayed

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 [redacted]@dubaic [redacted].ae for AE-1048909 - [redacted] companies amended F [redacted] AND CARGO LLC, [redacted] 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 [redacted]@dubaic [redacted].ae for AE-1048909 - [redacted] 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






Claimant Details

* Claimant Type :

* Claimant Name :

* Beneficiary Code and Name :
 

Refund Mode Details

* Refund Mode :

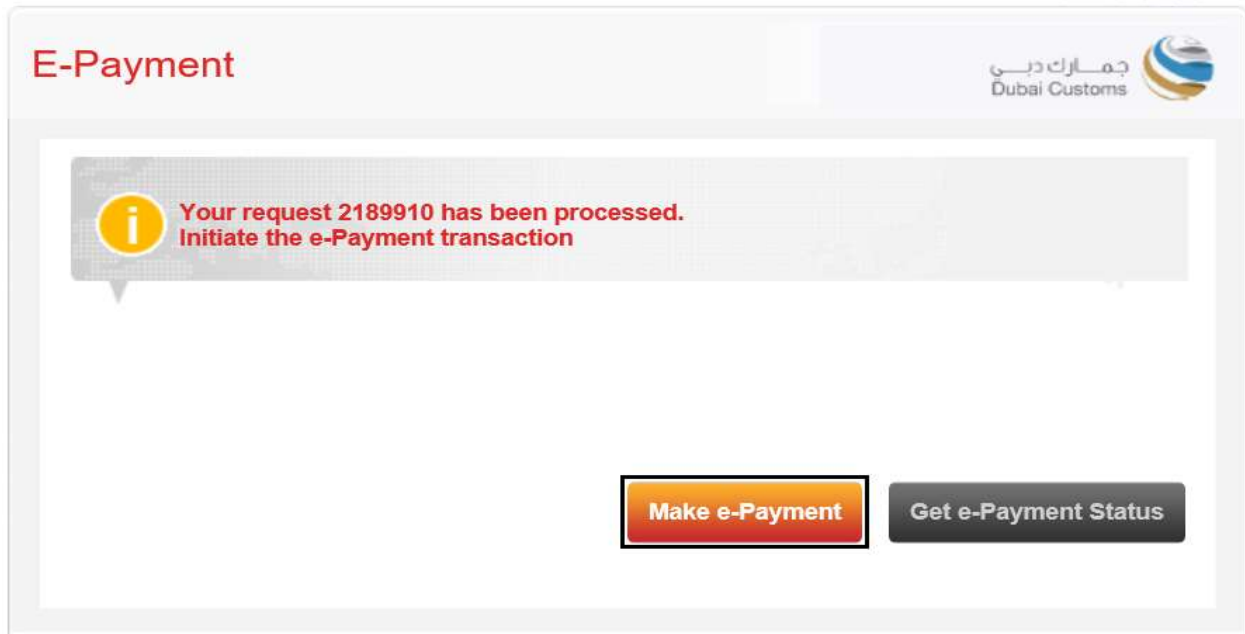
Request Details

Request No. : 2189807	Claim Type : Refund on Auction Proceed
Total Claim Amount : 5,000.00 (AED)	Total No. of Sub Claims in the Claim : 1

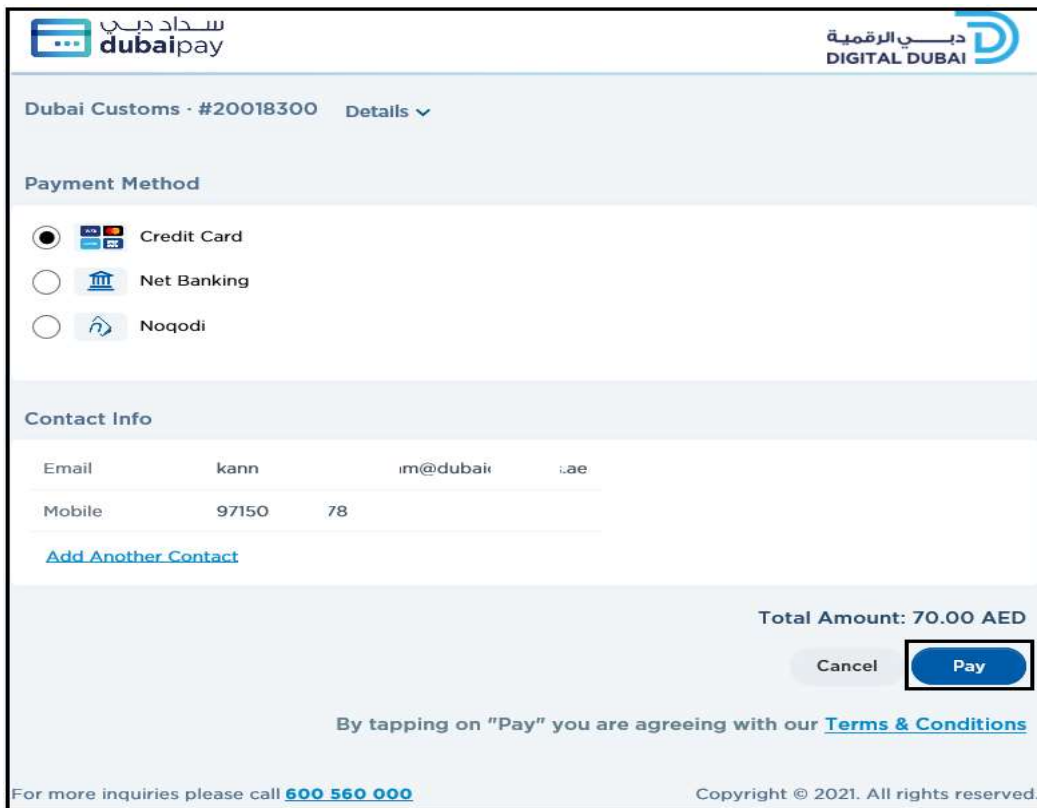
I, hereby, declare that all the information entered and stated in the Request is true and correct and shall bear full responsibility for entering incorrect statement and all the consequences arising thereof

- 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

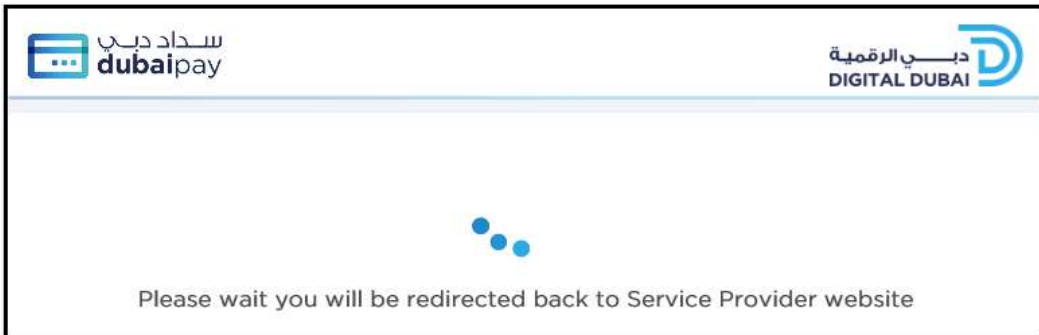


2. The Dubai Government e-Payment page will pop-up then select your desired payment method.




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

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](#)

