



دبي التجارية
DUBAI TRADE

Dubai Customs Refund of Deposits User's Manual

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Table Designs

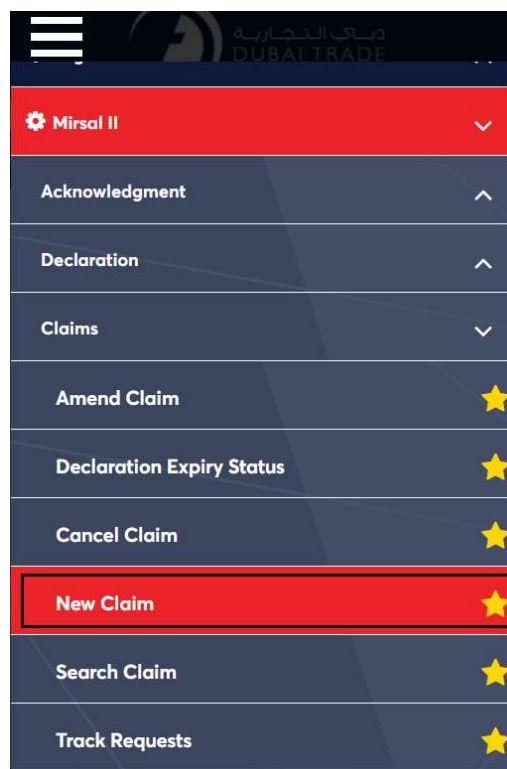
DOCUMENT DETAILS

Document Name	Refund of Deposits
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 Customs Deposit Refund specifically for Missing Document Deposit and Deposit Alternate Duty Rate. Alternate Duty Rate is the deposit collected from Standing Guarantee that are associated with Import for Re-Export, Temporary Admissions.

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




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 of Deposits**, 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

7. Select the Deposit Method used for the declaration

Claim Details

Please Select
Standing Guarantee
Cash
Debit Account

Add Declaration

* Claim Declaration No. :

Add Declaration

- **Standing Guarantee** means that the guarantee was originally used for the deposit
- **Cash** means that cash/cheque or, more commonly, e-payment was used for the deposit
- **Debit Account** means that the Deposit was kept using the Debit Account

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

Claim Details

* Deposit Method :

Standing Guarantee ▼

Add Declaration

* Claim Declaration No. :

1050123228221

Add Declaration

9. A window will pop up with the declaration details. Scroll down to see the deposits that are associated with the declaration.

Submit Claim - Add Declaration Details

Declaration Details

Claim Declaration No. :
1050123228221

Declaration Type :
Import for Re Export to Local from ROW

* Standing Guarantee A/c No. :
2333524-VIK

Remarks :

View Declaration :
View

Add

	Charge Type	Amount (AED)	Refund Type	Claim Amount (AED)
<input type="checkbox"/>	Deposit Alternative duty rate	2000	Please Select	

Add Declaration

Close

10. Select the deposit that you wish to raise a claim on.

Submit Claim - Add Declaration Details

VIEW

Add

	Charge Type	Amount (AED)	Refund Type	Claim Amount (AED)
<input checked="" type="checkbox"/>	Deposit Alternative duty rate	2000	Please Select	

Attachments

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

Browse...

Upload

Add Declaration

Close

Refund of Deposits

7

11. Select Refund Type:

Submit Claim - Add Declaration Details

VIEW

Add

	Charge Type	Amount (AED)	Refund Type	Claim Amount (AED) ⓘ
<input checked="" type="checkbox"/>	Deposit Alternative duty rate	2000	Please Select Full Export No Export Partial Export	

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

Browse... Upload

Add Declaration Close

- **Full** – This means that the entire quantity has been exported out and that the claim is to request for a full refund of the deposit
- **Partial** – Only a portion/sub-quantity of the total goods have been exported and the user has to **enter the claim amount based on the quantity exported in Claim amount field**
- **No Refund** – This option is selected if the Deposit is to be converted to Duty. This is used in cases where the goods are to stay in Dubai

12. Upload the required Documents then click **Add Declaration**

Submit Claim - Add Declaration Details

VIEW

Add

	Charge Type	Amount (AED)	Refund Type	Claim Amount (AED) ⓘ
<input checked="" type="checkbox"/>	Deposit Alternative duty rate	2000	Full Export	2000

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

Browse... Upload

Add Declaration Close

13. The declaration details will be shown along with the charge type, Amount, Export Status, and Claim Amount. Click on **Details** to start adding the export declaration

Declaration Details
Expand All | Collapse All

Charge Type	Amount (AED)	Refund Type	Claim Amount (AED)	
Deposit Alternative duty rate	2,000.00	Full Export	2,000.00	Details

Next

Claimant and Broker Detail

Claimant Code - Name (Type) : AE-1048909 - CLEARING & FORWARDING ALI (Business)	Broker Code - Name (Type): AE-1048909 - CARGO LLC CLEARING & FORWARDING ALI (Business)
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14. A window with the header “**Add Outbound Details**” will appear. In this window, the Invoice details of the Claimed declaration will appear. You can filter the Invoice Number to either Show All or a particular invoice

Add Outbound Details

Invoice Details

Request No. :
2193761

* Claimed Declaration No. :
1050123228221

* Invoice No. :
All

Search

Outbound Details

☐ Show Only Selected Items

	Invoice No.	Invoice Line Item No.	HS Code	Goods Description	View Outbound Dec.	Statistical Qty	Supplementary Qty
<input type="checkbox"/>	INV-321654	1	05061000	Technology 1%	Outbound Dec.	0	0

Save

Close

15. Select the invoice Number then click on “**Outbound Declaration**”

Add Outbound Details

Invoice Details

Request No. : 2193761

* Claimed Declaration No. : 1050123228221

* Invoice No. : All

Search

Outbound Details

☐ Show Only Selected Items

	Invoice No.	Invoice Line Item No.	HS Code	Goods Description	View Outbound Dec.	Statistical Qty	Supplementary Qty
<input checked="" type="checkbox"/>	INV-321654	1	05061000	Technology 1%	Outbound Dec.	0	0

Save **Close**

The below screen will be displayed where the Outbound Details must be entered

Add Outbound Details

Claim Details

Claimed Declaration No. : 1050123228221

Invoice No. : INV-321654

Invoice Line Item: 1

HS Code : 05061000

Outbound Declaration Details

Customs Authority	Declaration No.	Declaration Type	Exit Point	Re-Export To	Actual Departure Date	Exported		
						Stat. Qty kg	Weight kg	Su Qt
Total						0	0	

Save **Close**

16. Under Outbound Declaration Details, click on the Green + button.

The screenshot shows a window titled "Add Outbound Details". It contains two main sections:

- Claim Details:** Includes fields for "Claimed Declaration No. : 1050123228221", "Invoice No. : INV-321654", "Invoice Line Item: 1", and "HS Code : 05061000".
- Outbound Declaration Details:** Features a table with columns: Customs Authority, Declaration No., Declaration Type, Exit Point, Re-Export To, Actual Departure Date, and a group of columns for "Exported" (Stat. Qty kg, Weight kg, Su Qt). The table shows a "Total" row with values 0 for Stat. Qty and Weight. A green "+" button is visible in the top right corner of this section.

The below screen will be displayed where the Outbound Declaration Details must be entered

The screenshot shows a window titled "Add Outbound Declaration Details" with a form for entering details. The form includes the following fields:

- * Customs Authority:** A dropdown menu with "Dubai Customs" selected.
- * Declaration No.:** A text input field with a green "+" button.
- * Declaration Type:** A dropdown menu with "Please Select" selected.
- * Exit Point:** A dropdown menu with "Please Select" selected.
- * Actual Departure Date:** A date input field.
- * Stat. Qty:** A text input field.
- * Weight:** A text input field.
- Supp. Qty:** A text input field.
- * Re-Export To :** A text input field.

At the bottom of the form, there are three buttons: "Save", "Save & Create New", and "Close".

17. Select the Customs Authority from the dropdown menu.

The screenshot shows the 'Add Outbound Declaration Details' form. A dropdown menu for 'Customs Authority' is open, displaying the following options: 'Please Select', 'Abu Dhabi Customs', 'AJMAN Customs', 'Dubai Customs' (highlighted), 'Dubai Customs (Manifest)', 'FUJAIRAH Customs', 'RAK Customs', 'Sharjah Customs', and 'UMM AL QUWAIN Customs'. The form includes fields for 'Declaration No.', 'Exit Point', 'Actual Departure Date', 'Stat. Qty', 'Weight', 'Supp. Qty', and 'Re-Export To'. At the bottom are 'Save', 'Save & Create New', and 'Close' buttons.

18. Enter the Declaration Number. If the customs authority is Dubai, click on the green + so that the system fetches some of the data associated with the declaration.

The screenshot shows the 'Add Outbound Declaration Details' form with 'Dubai Customs' selected in the 'Customs Authority' dropdown. The 'Declaration No.' field is highlighted with a black box, and a green '+' icon is visible next to it. The form also shows the 'Exit Point', 'Actual Departure Date', 'Stat. Qty', 'Weight', 'Supp. Qty', and 'Re-Export To' fields. At the bottom are 'Save', 'Save & Create New', and 'Close' buttons.

19. Select the Declaration Type and Exit Point (These details will be automatically populated If the Customs Authority Is Dubai Customs and a Valid Dubai Customs Declaration is entered)

The screenshot shows a web application window titled "Add Outbound Declaration Details". The form is titled "Outbound Declaration Detail" and contains several fields. The "Customs Authority" field is set to "Dubai Customs". The "Declaration No." field is empty. The "Declaration Type" and "Exit Point" fields are both set to "Please Select" and are highlighted with black boxes. The "Actual Departure Date" field is empty. The "Stat. Qty" field is empty. The "Weight" field is empty. The "Supp. Qty" field is empty. The "Re-Export To" field is empty. At the bottom of the form are three buttons: "Save", "Save & Create New", and "Close".

20. Select the "Actual Departure Date"

The screenshot shows the same web application window as before, but now the "Actual Departure Date" field is highlighted with a black box. The "Declaration Type" and "Exit Point" fields are no longer highlighted. The "Actual Departure Date" field is empty. The "Stat. Qty" field is empty. The "Weight" field is empty. The "Supp. Qty" field is empty. The "Re-Export To" field is empty. At the bottom of the form are three buttons: "Save", "Save & Create New", and "Close".

21. Enter the Statistical Quantity, Weight (Gross Weight), Supplementary Quantity (Optional) then click **Save**

Add Outbound Declaration Details

Outbound Declaration Detail

* Customs Authority: Dubai Customs (Manifest)

* Declaration No.: TEST24522

* Declaration Type: Re-Export Declaration

* Exit Point: COASTAL CUSTOMS

* Actual Departure Date: 02/02/2022

* Stat. Qty: 1000

* Weight: 1000

* Supp. Qty:

* Re-Export To :

Save **Save & Create New** **Close**

On the top of the window a message “**Saved Successfully**” will appear.

Add Outbound Details

Success: Saved Successfully

Claim Details

Claimed Declaration No. : 1050123228221

Invoice No. : INV-321654

Invoice Line Item: 1

HS Code : 05061000

Outbound Declaration Details

Customs Authority	Declaration No.	Declaration Type	Exit Point	Re-Export To	Actual Departure Date	Stat. Qty kg	Weight kg
Dubai Customs (Manifest)	TEST24522	Re-Export Declaration	COASTAL CUSTOMS		02/02/2022	1000	1000
Total						1000	1000

22. On the Outbound details, enter the Allocation method and the unit price. (Allocation Method is disabled when doing a claim for Full Export)

Add Outbound Details
✕

Declaration No. : 3228221 ▼ i

Search

		Export/Import Details			Unit Price Option			
on	View Outbound Dec.	Statistical Qty	Supplementary Qty	Weight	Allocation Method	Unit Price	Currency	Add Unit Price
y	Outbound Dec.	1000	0	1000	<div style="border: 1px solid #34495e; padding: 2px; display: inline-block;"> Please Select Single Multiple </div>		AED	
					1 > >> Total Records :1			

Allocation Method can be:

- *Single – Each item in the quantity has the same unit price*

Unit Price Option			
Allocation Method	Unit Price	Currency	Add Unit Price
<div style="border: 2px solid black; padding: 2px; display: inline-block;"> Single ▼ </div>	<div style="border: 2px solid black; padding: 2px; display: inline-block;"> 100 </div>	AED	
<< < 1 > >> Total Records :1			

- *Multiple – Goods within the invoice line items has different unit pricing*

Unit Price Option			
Allocation Method	Unit Price	Currency	Add Unit Price
<div style="border: 2px solid black; padding: 2px; display: inline-block;"> Multiple ▼ </div>		AED	<div style="border: 2px solid black; padding: 2px; display: inline-block;"> + </div>
<< < 1 > >> Total Records :1			

NOTE: Unit price must be accurate and from the Inbound Declaration

23. On the Outbound details page, click **Save**. This will take you back to the main page.

Add Outbound Details

Invoice Details

Request No. :
2193761

* Claimed Declaration No. :
1050123228221

* Invoice No. :
All

Search

Outbound Details

☐ Show Only Selected Items

	Invoice No.	Invoice Line Item No.	HS Code	Goods Description	View Outbound Dec.	Statistical Qty	Supplementary Qty
<input checked="" type="checkbox"/>	INV-321654	1	05061000	Technology 1%	Outbound Dec.	1000	0

Save

Close

24. Click **Next** to proceed

Declaration Details


Expand All | Collapse All


- 1050123228221


Charge Type	Amount (AED)	Refund Type	Claim Amount (AED)	
Deposit Alternative duty rate	2,000.00	Full Export	2,000.00	Details


Next

25. 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

26. 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 ▼


Next


Previous


27. Click on Next to Continue to the Final Step

Charges And Payment Details

جمارك 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 :**
Credit/Debit Account ▼


*** Credit/Debit Account No. :**
1060278-XAUTO2017100501 ▼


Next


Previous


28. 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-1048909
Claimant Name : PLANET ALI	Standing Guarantee Account : 2333524 (VIKRAM)
CLEARING & FORWARDING	

Request Details

Request No. : 2193761	Claim Type : Refund of Deposits
Total Claim Amount : 2,000.00 (AED)	Total No. of Sub Claims in the Claim : 1
Deposit Method : Standing Guarantee	

☐ 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

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 @dubaic .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 @dubaic .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-1048909
Claimant Name : PLANET CLEARING & FORWARDING ALI	Standing Guarantee Account : 2333524 (VIKRAM)

Request Details

Request No. : 2193761	Claim Type : Refund of Deposits
Total Claim Amount : 2,000.00 (AED)	Total No. of Sub Claims in the Claim : 1
Deposit Method : Standing Guarantee	

☐ 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

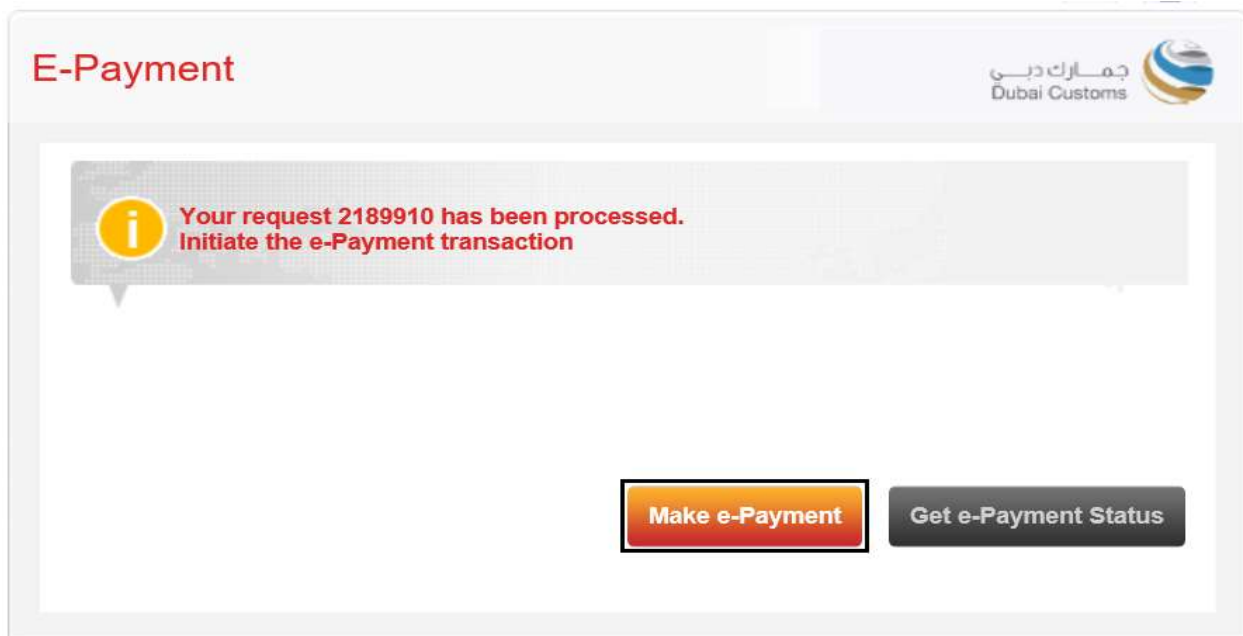
Submit

Save & Preview Claim

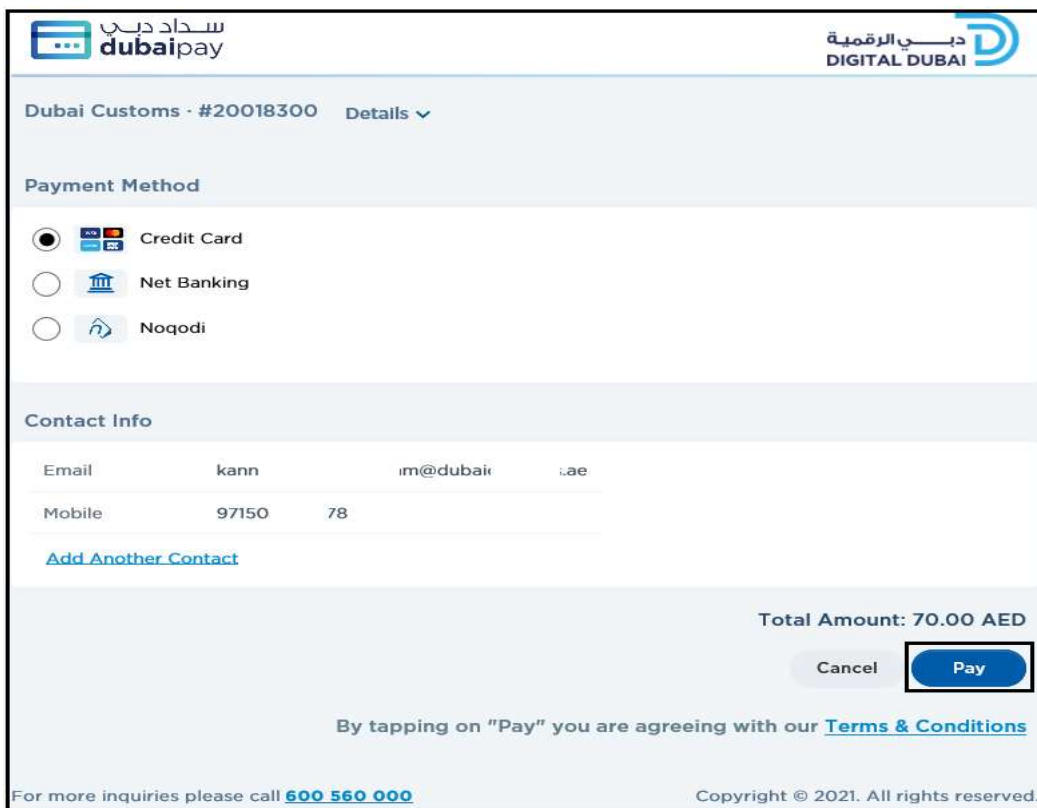
Previous

- 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



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



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

سداد دبي 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](#)

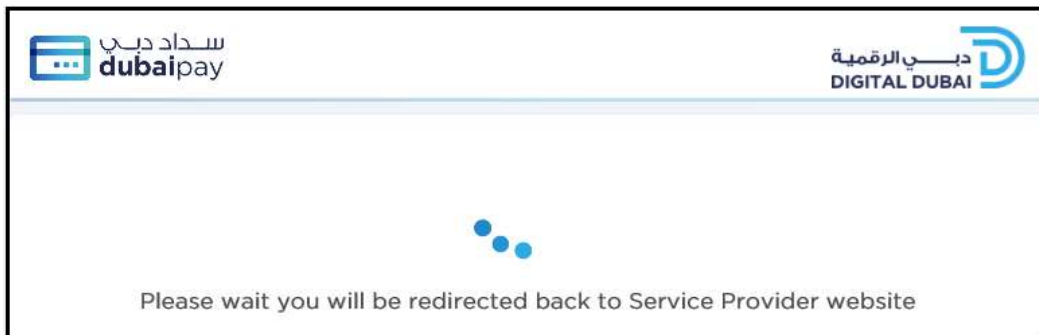
This initiative is launched by Dubai Department of Finance. IACAD License No.: 4491

Amount: 70.00 AED

Cancel Pay


For more inquiries please call [600 560 000](tel:600560000) Copyright © 2020. All rights reserved.


9. 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




29. 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

