



دبي التجارية  
DUBAI TRADE

# *Dubai Customs Refund of Duty User's Manual*

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## Table Designs

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### DOCUMENT DETAILS

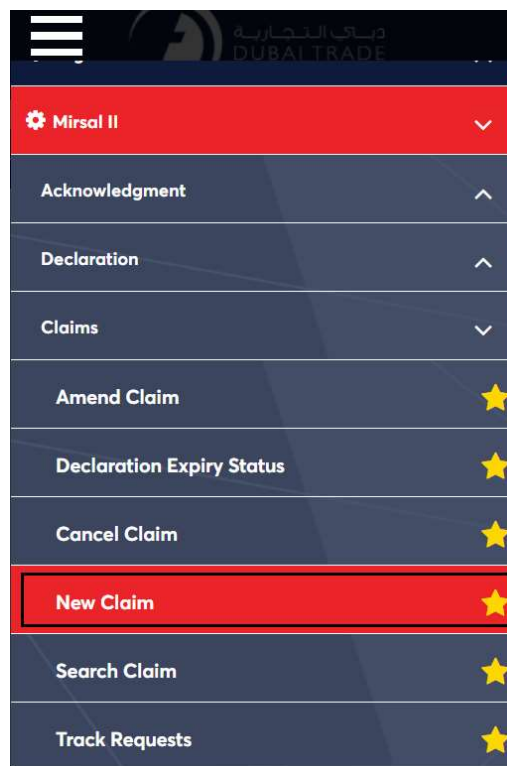
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Document Name	Refund of Duty
Project Name	
Business Unit	Dubai Customs
Author(s)	DT Training Dept.
Last Updated Date	26 <sup>th</sup> May 2022
Current Version	2.0



*This manual is to walk you through the steps in raising a claim online for Customs Duty payment Refund.*

**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 Duty**, then click **GO**

Submit Claim




1  
Submit Claim


2  
Charges And Payment Details


3  
Review and Submit

Please Select  
Non Remittance Claim  
Refund of Deposits  
Refund of Duty  
Refund on Auction Proceed

Go

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

**Claim Type Detail**  
\* ClaimType :  
Refund of Duty

Go

**Add Declaration**  
\* Claim Declaration No. :

Add Declaration

8. A window will pop up with the declaration details. Scroll down to see the Duty that is associated with the declaration.

**Submit Claim - Add Declaration Details**

**Declaration Details**  
Claim Declaration No. : 1010387420522  
Declaration Type : Import to Local from ROW  
Remarks :  
View Declaration : [View](#)

	Charge Type	Amount (AED)	Refund Type	Claim Amount(AED)
<input type="checkbox"/>	Duty	500	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

9. Select the Duty that you wish to raise a refund on.

**Submit Claim - Add Declaration Details**

**Declaration Details**

Claim Declaration No. : 1010387420522

Declaration Type : Import to Local from ROW

Remarks :

View Declaration : [View](#)

	Charge Type	Amount (AED)	Refund Type	Claim Amount(AED)
<input checked="" type="checkbox"/>	Duty	500	Please Select	<input type="text"/>

**Attachments**

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

Browse...

10. Select Refund Type:

**Submit Claim - Add Declaration Details**

**Declaration Details**

Claim Declaration No. : 1010387420522

Declaration Type : Import to Local from ROW

Remarks :

View Declaration : [View](#)

	Charge Type	Amount (AED)	Refund Type	Claim Amount(AED)
<input checked="" type="checkbox"/>	Duty	500	Please Select Full Export Partial Export	<input type="text"/>

**Attachments**

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

Browse...

- **Full** – This means that the entire quantity has been exported out and that the claim is to request for a full refund of the duty
- **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**

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

### Submit Claim - Add Declaration Details

#### Declaration Details

Claim Declaration No. :  
1010387420522

Declaration Type :  
Import to Local from ROW

Remarks :

View Declaration :  
[View](#)

	Charge Type	Amount (AED)	Refund Type	Claim Amount(AED)
<input checked="" type="checkbox"/>	Duty	500	Full Export	500

#### Attachments

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

12. 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

– 1010387420522

Charge Type	Amount (AED)	Refund Type	Claim Amount (AED)	
Duty	500.00	Full Export	500.00	<a href="#">Details</a>

#### Claimant and Broker Detail

Claimant Code - Name (Type) :  
AE-1222609 - m2pcbimco1 (Business)

Broker Code - Name (Type):  
AE-1048909 - companies amended  
CARGO LLC  
CLEARING &  
FORWARDING ALI (Business)



13. 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

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

**Invoice Details:**

- Request No. : 2198572
- \* Claimed Declaration No. : 1010387420522 (with a dropdown arrow and an information icon)
- \* Invoice No. : All (with a dropdown arrow and an information icon)

A "Search" button is located below the invoice details.

**Outbound Details:**

☐ Show Only Selected Items

	Invoice No.	Invoice Line Item No.	HS Code	Goods Description	View Outbound Dec.	Statistical Qty	Supplementar Qty
<input type="checkbox"/>	INV180322	1	85253000	test	Outbound Dec.	0	0

At the bottom of the window are "Save" and "Close" buttons.

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

This screenshot is identical to the previous one, but with the "Outbound Declaration" button in the table highlighted with a black box. Additionally, the checkbox in the first row of the table is now checked.

**Invoice Details:**

- Request No. : 2198572
- \* Claimed Declaration No. : 1010387420522 (with a dropdown arrow and an information icon)
- \* Invoice No. : All (with a dropdown arrow and an information icon)

A "Search" button is located below the invoice details.

**Outbound Details:**

☐ Show Only Selected Items

	Invoice No.	Invoice Line Item No.	HS Code	Goods Description	View Outbound Dec.	Statistical Qty	Supplementar Qty
<input checked="" type="checkbox"/>	INV180322	1	85253000	test	Outbound Dec.	0	0

At the bottom of the window are "Save" and "Close" buttons.

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

Add Outbound Details

---

**Claim Details**

<b>Claimed Declaration No. :</b> 1010387420522	<b>Invoice No. :</b> INV180322
<b>Invoice Line Item:</b> 1	<b>HS Code :</b> <input type="text" value="85253000"/>

**Outbound Declaration Details**

+

Customs Authority	Declaration No.	Declaration Type	Exit Point	Re-Export To	Actual Departure Date	Exported		
						Stat. Qty <small>u</small>	Weight <small>kg</small>	Su <small>C</small>
<b>Total</b>						0	0	

<>

Save

Close

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

**Add Outbound Details**

---

**Claim Details**

<b>Claimed Declaration No. :</b> 1010387420522	<b>Invoice No. :</b> INV180322
<b>Invoice Line Item:</b> 1	<b>HS Code :</b> <input type="text" value="85253000"/>

**Outbound Declaration Details**

+

Customs Authority	Declaration No.	Declaration Type	Exit Point	Re-Export To	Actual Departure Date	Exported		
						Stat. Qty u	Weight kg	Su C
<b>Total</b>						0	0	

<  >

Save

Close

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

**Add Outbound Declaration Details**

**Outbound Declaration Detail**

\* Customs Authority: Dubai Customs

\* Declaration No.:

\* Declaration Type: Please Select

\* Exit Point: Please Select

\* Actual Departure Date:

\* Stat. Qty:

\* Weight:

Supp. Qty:

\* Re-Export To :

Save Save & Create New Close

16. Select the Customs Authority from the dropdown menu.

**Add Outbound Declaration Details**

**Outbound Declaration Detail**

\* Customs Authority: Please Select  
Abu Dhabi Customs  
AJMAN Customs  
Dubai Customs  
Dubai Customs (Manifest)  
FUJAIRAH Customs  
RAK Customs  
Sharjah Customs  
UMM AL QUWAIN Customs

\* Declaration No.:

\* Exit Point: Please Select

\* Actual Departure Date:

\* Stat. Qty:

\* Weight:

Supp. Qty:

\* Re-Export To :

Save Save & Create New Close

17. 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.

**Add Outbound Declaration Details**

**Outbound Declaration Detail**

\* Customs Authority: Dubai Customs

\* Declaration No.: [ ] +

\* Declaration Type: Please Select

\* Exit Point: Please Select

\* Actual Departure Date: [ ]

\* Stat. Qty: [ ]

\* Weight: [ ]

Supp. Qty: [ ]

\* Re-Export To :

Save Save & Create New Close

18. 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)

**Add Outbound Declaration Details**

**Outbound Declaration Detail**

\* Customs Authority: Dubai Customs

\* Declaration No.: [ ] +

\* Declaration Type: Please Select

\* Exit Point: Please Select

\* Actual Departure Date: [ ]

\* Stat. Qty: [ ]

\* Weight: [ ]

Supp. Qty: [ ]

\* Re-Export To :

Save Save & Create New Close

19. Select the “Actual Departure Date”

The screenshot shows a web form titled "Add Outbound Declaration Details". It contains several input fields and dropdown menus. The "Actual Departure Date" field is highlighted with a red box. The form includes the following fields:

- \* Customs Authority: Dubai Customs (dropdown)
- \* Declaration No.: (text input)
- \* Declaration Type: Please Select (dropdown)
- \* Exit Point: Please Select (dropdown)
- \* Actual Departure Date: (text input, highlighted with a red box)
- \* Stat. Qty: (text input)
- \* Weight: (text input)
- \* Supp. Qty: (text input)
- \* Re-Export To : (text input)

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

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

The screenshot shows the same web form as before, but with the "Stat. Qty", "Weight", and "Supp. Qty" fields highlighted with red boxes. The form now contains the following data:

- \* Customs Authority: Dubai Customs (Manifest) (dropdown)
- \* Declaration No.: TEST24522 (text input)
- \* Declaration Type: Re-Export Declaration (dropdown)
- \* Exit Point: COASTAL CUSTOMS (dropdown)
- \* Actual Departure Date: 02/02/2022 (text input)
- \* Stat. Qty: 1000 (text input, highlighted with a red box)
- \* Weight: 1000 (text input, highlighted with a red box)
- \* Supp. Qty: (text input, highlighted with a red box)
- \* Re-Export To : (text input)

At the bottom, there are three buttons: "Save", "Save & Create New", and "Close". The "Save" button is highlighted with a red box.

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

**Add Outbound Details**
✕

**Success:**  
**Saved Successfully**

**Claim Details**

**Claimed Declaration No. :**  
 1010387420522

**Invoice No. :**  
 INV180322

**Invoice Line Item:**  
 1

**HS Code :**  

◀
 85253000
 ▶

**Outbound Declaration Details**

+

Customs Authority	Declaration No.	Declaration Type	Exit Point	Re-Export To	Actual Departure Date	Exported	
						Stat. Qty	Weight kg
Dubai Customs (Manifest)	TEST26522	Re-Export Declaration	COASTAL CUSTOMS		06/04/2022	100	100
<b>Total</b>						<b>100</b>	<b>100</b>

<
>

21. 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**
✕

**Claimed 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 #ccc; padding: 2px 5px; 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
Single 	100 	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
Multiple 		AED	
<< < 1 > >> Total Records :1			

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

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


Add Outbound Details





Success:  
Saved Successfully

**Invoice Details**

Request No. :  
2198572

\* Invoice No. :  
All 

\* Claimed Declaration No. :  
1010387420522 

Search

**Outbound Details**

☐ Show Only Selected Items

	Invoice No.	Invoice Line Item No.	HS Code	Goods Description	View Outbound Dec.	Statistical Qty	Supplementar Qty
<input checked="" type="checkbox"/>	INV180322	1	85253000	test	Outbound Dec.	100	0

Save

Close



23. Click **Next** to proceed

**Declaration Details**Expand All | Collapse All

- 1010387420522


Charge Type	Amount (AED)	Refund Type	Claim Amount (AED)	
Duty	500.00	Full Export	500.00	<a href="#">Details</a>





**Next**

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

**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
<b>Total</b>	<b>70.00</b>

**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
<b>Total</b>	<b>70.00</b>

**Payment Mode Details**

\* Payment Mode :

Please Select  
Credit/Debit Account  
E-Payment

Next
Previous

25. 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
<b>Total</b>	<b>70.00</b>

**Payment Mode Details**

\* Payment Mode :  
Credit/Debit Account

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

Next
Previous

26. 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
<b>Total</b>	<b>70.00</b>

**Payment Mode Details**


\* Payment Mode :  
Credit/Debit Account


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


Next
Previous


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

## Review and Submit





**1**  
Submit Claim

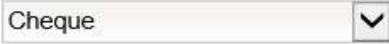
**2**  
Charges And Payment Details

**3**  
Review and Submit

### Claimant Details

Claimant Type : Business	Claimant Code : AE-1222609
Claimant Name : m2pcbimco1	* Beneficiary Code and Name : AE-1222609-m2pcbimco1(Busi  

### Refund Mode Details

\* Refund Mode :  


### Request Details

Request No. : 2198572	Claim Type : Refund of Duty
Total Claim Amount : 500.00 (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

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
<b>Total</b>	<b>70.00</b>

**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-1222609
Claimant Name : m2pcbimco1	* Beneficiary Code and Name : AE-1222609-m2pcbimco1(Busi  

### Refund Mode Details

\* Refund Mode :  


### Request Details

Request No. : 2198572	Claim Type : Refund of Duty
Total Claim Amount : 500.00 (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

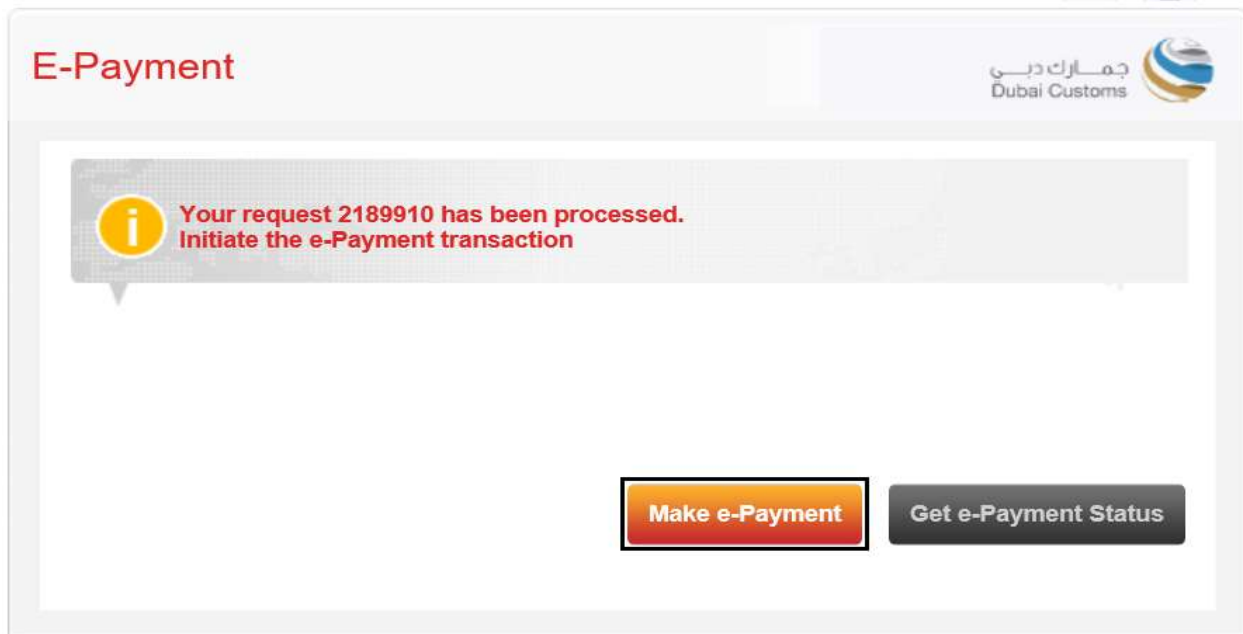
Submit

Save & Preview Claim

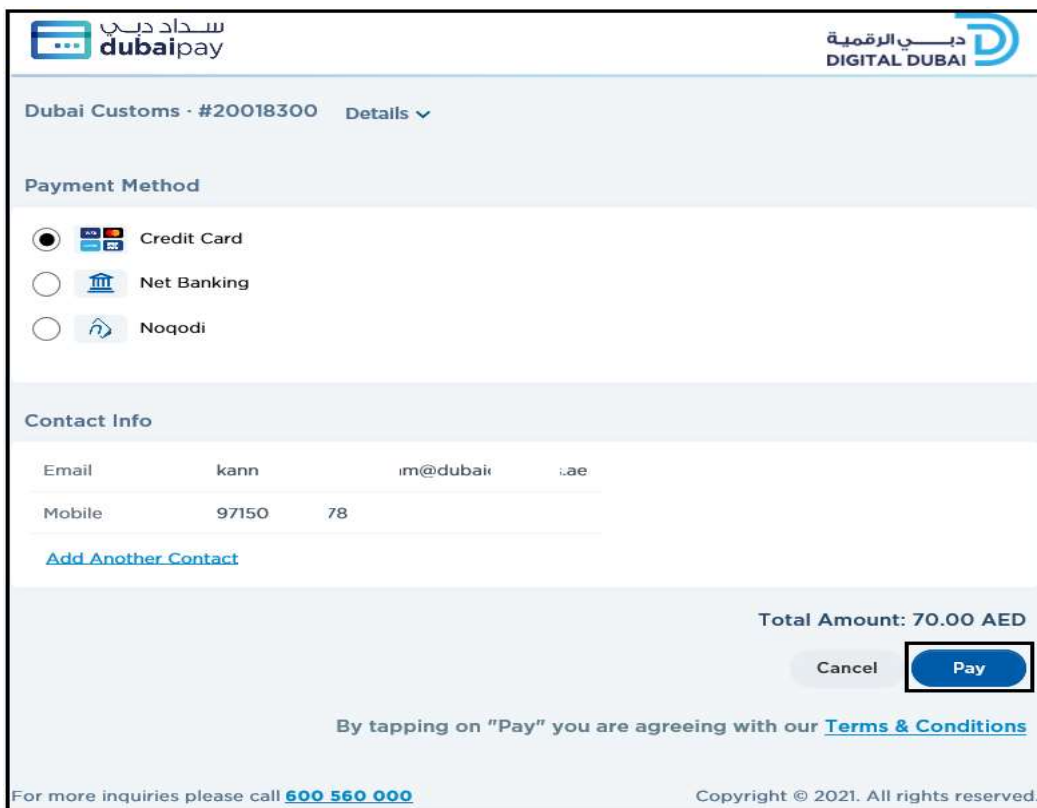
Previous

- 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](#)

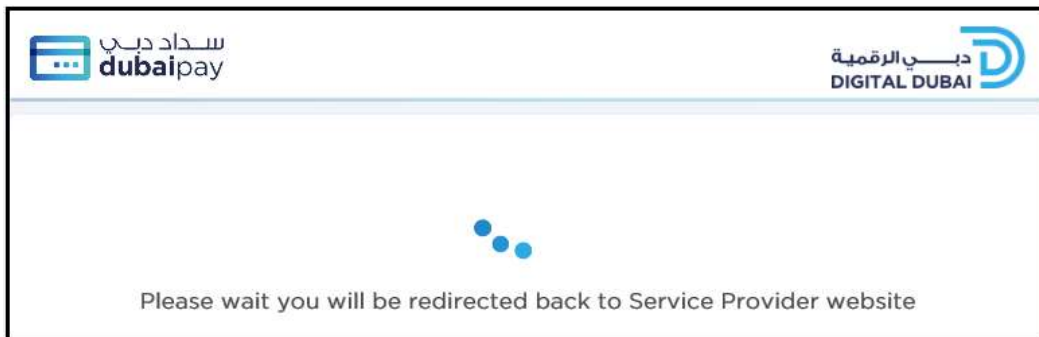
This initiative is launched by Dubai Department of Finance. IACAD License No.: 4491

Amount: 70.00 AED

Cancel Pay

For more inquiries please call 600 560 000 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







28. 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



