# Dubai Trade Service

## Request Trade Statistics Report

## User Guide

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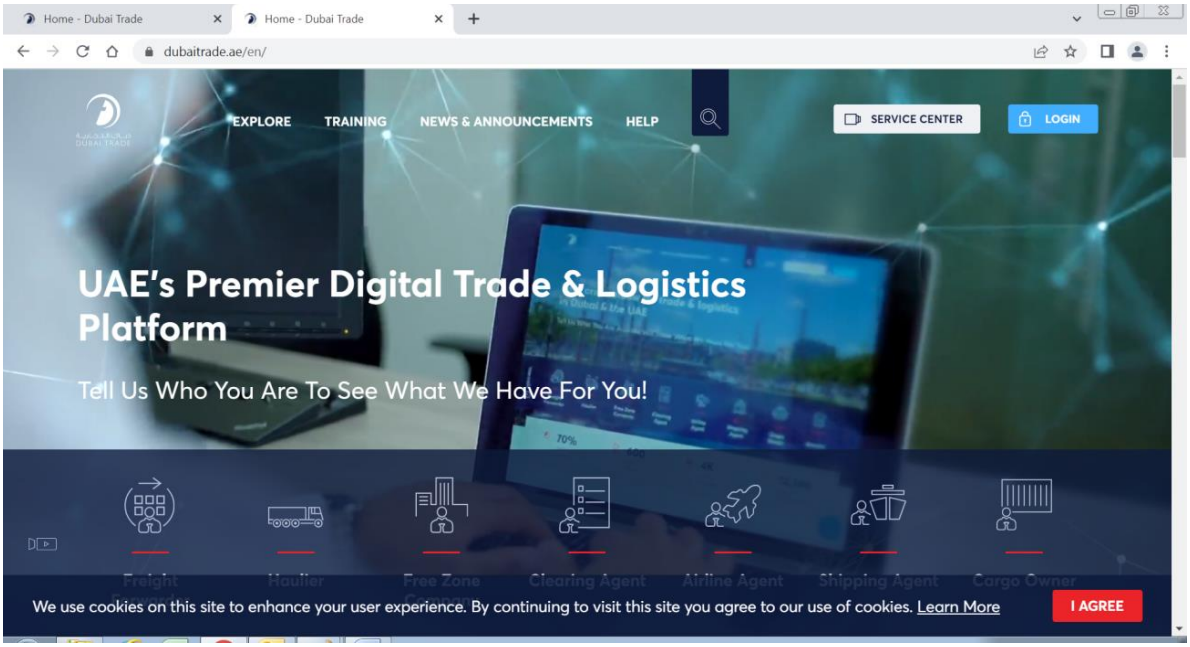
# Request Dubai Foreign Trade Statistics Report

This service allows customers to request a trade statistics report based on HS Codes, Country. Customers can download the report after getting through the approval and payment process.

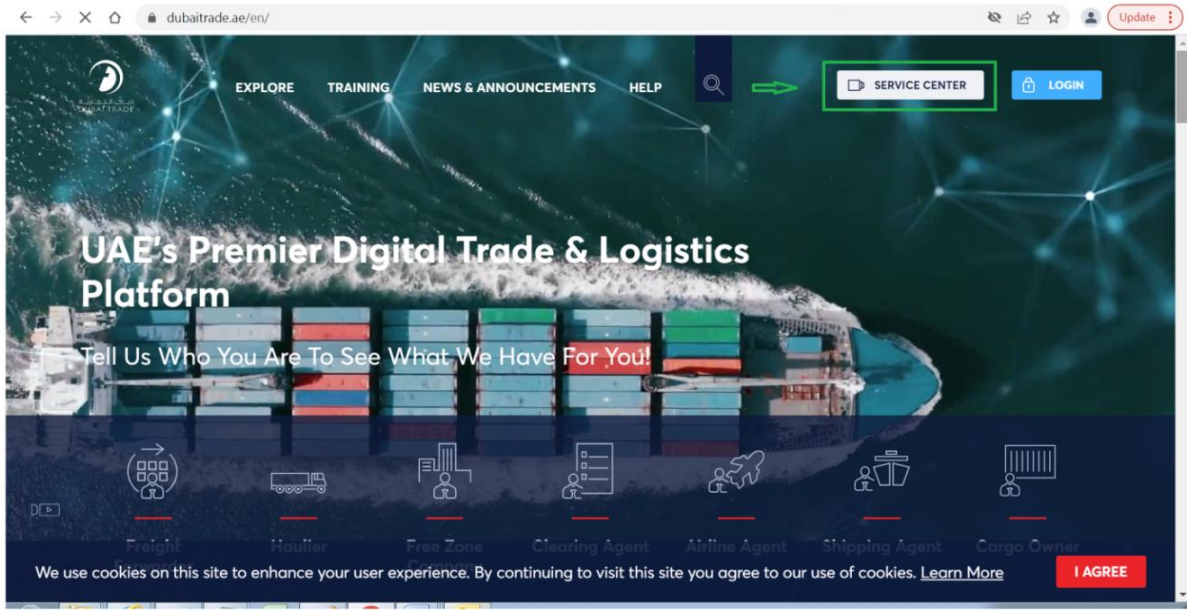
## Create a new request for Dubai Foreign Trade Statists Report

Open Dubai Trade Portal through following URL:

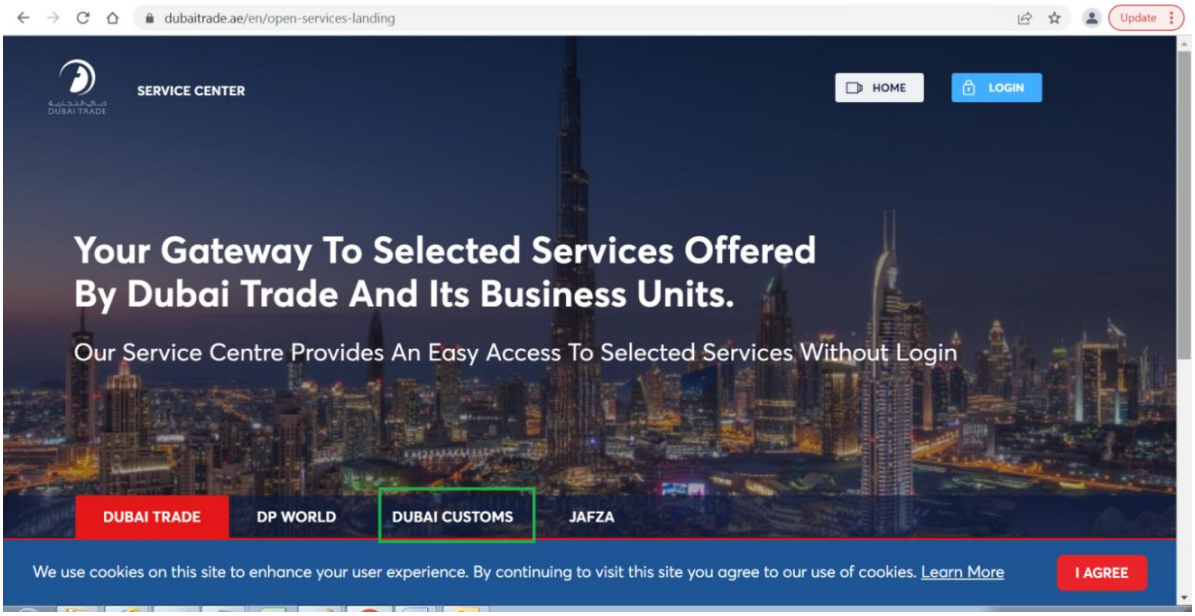
https://www.dubaitrade.ae



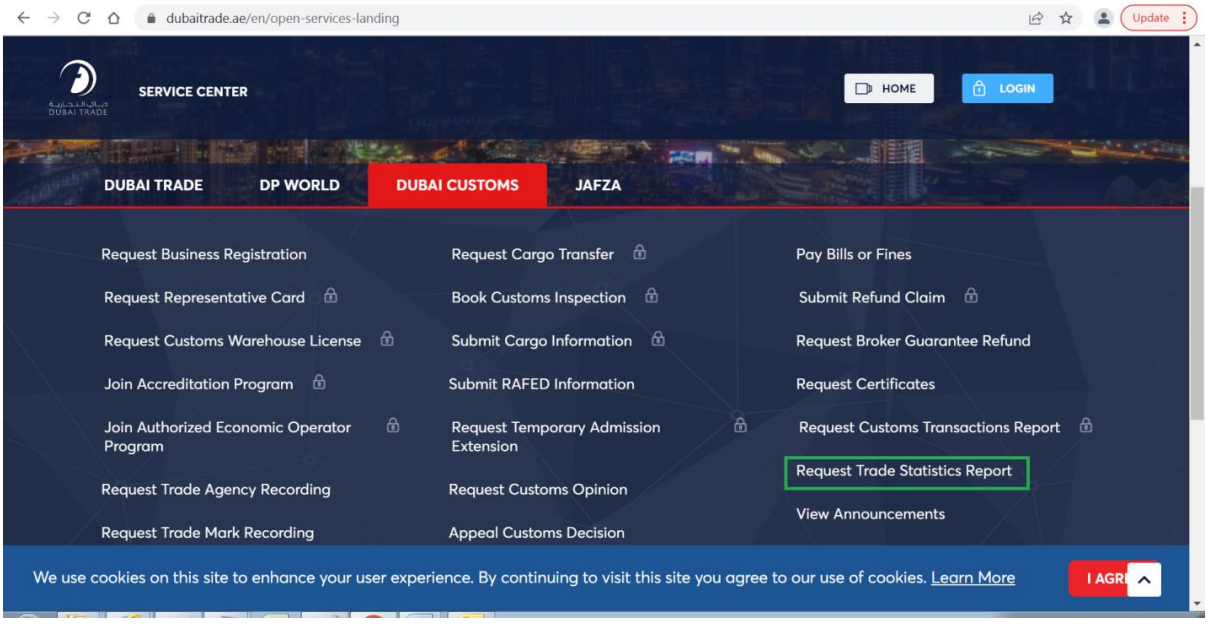

Click on Service Center button on Home Page



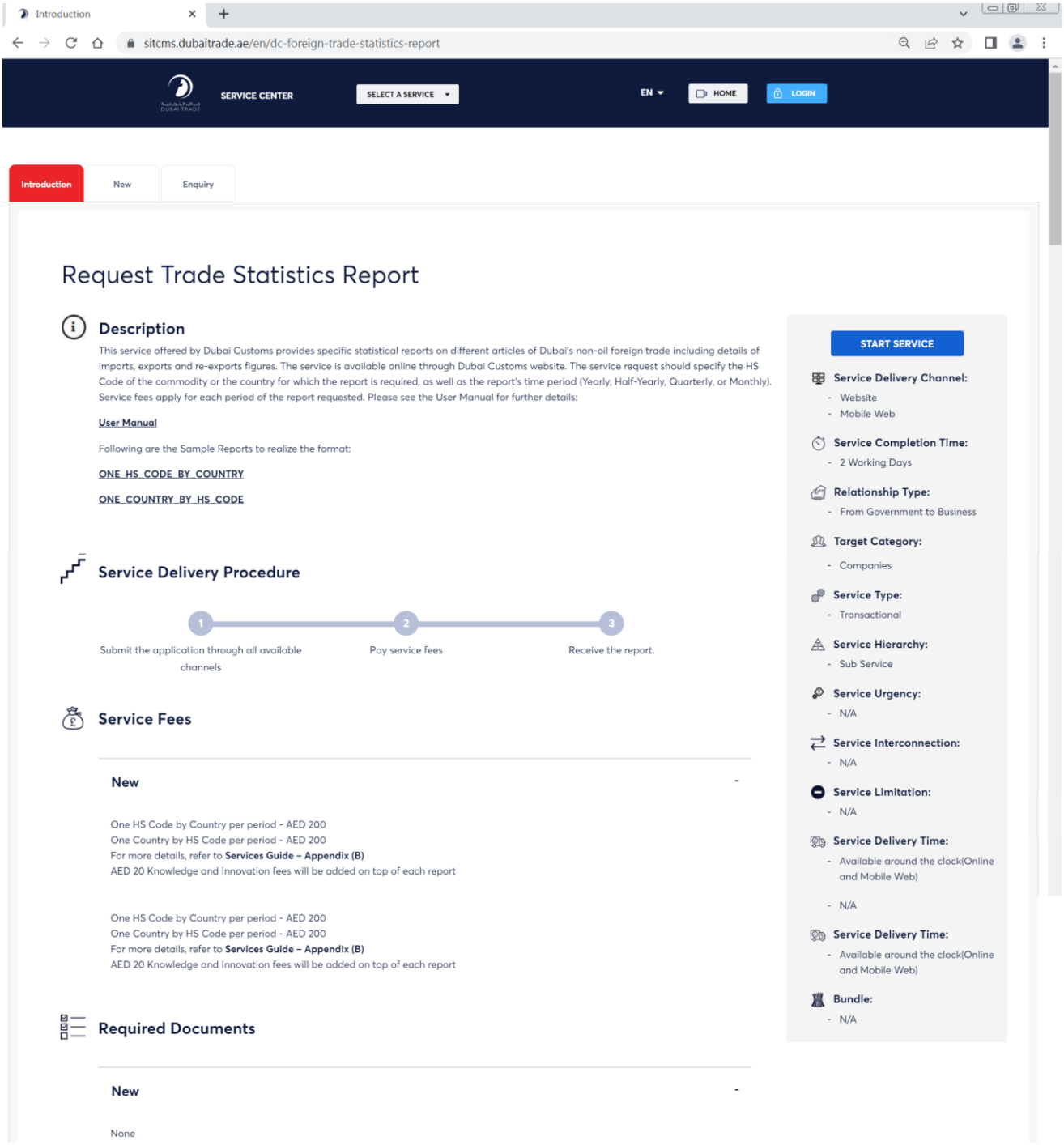
Click on Dubai Customs Tab



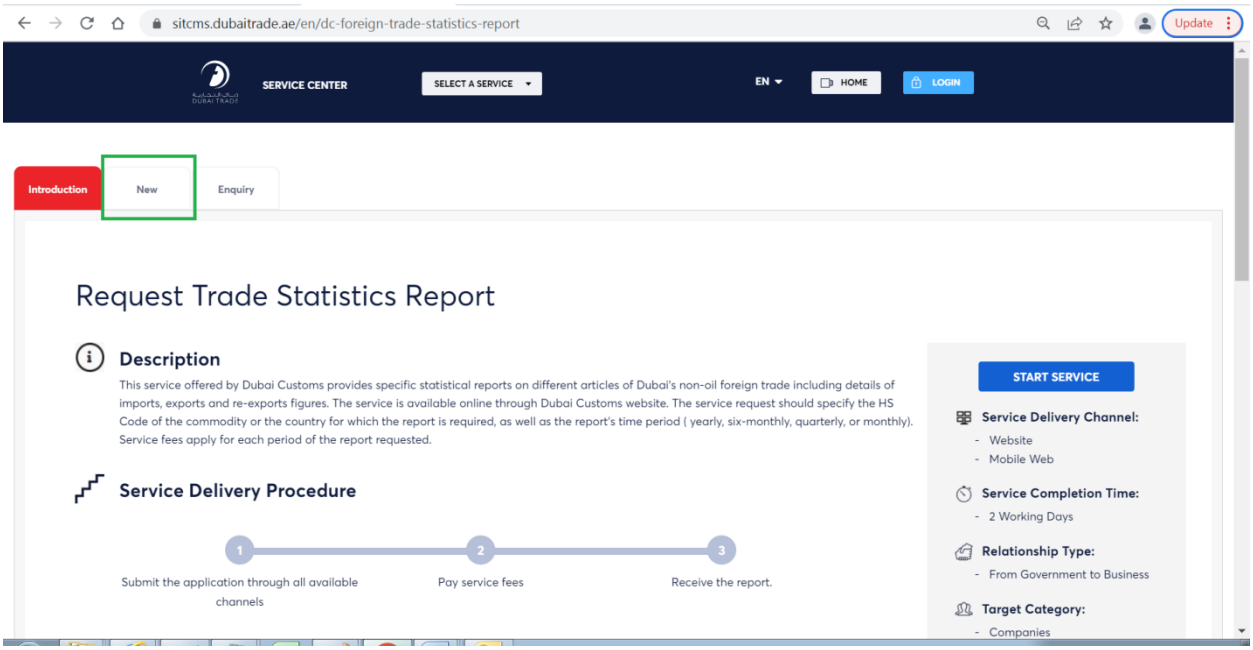

Click on Request Trade Statistics Report link



Following Introduction Page will be opened contains “New” and “Inquiry” Tabs

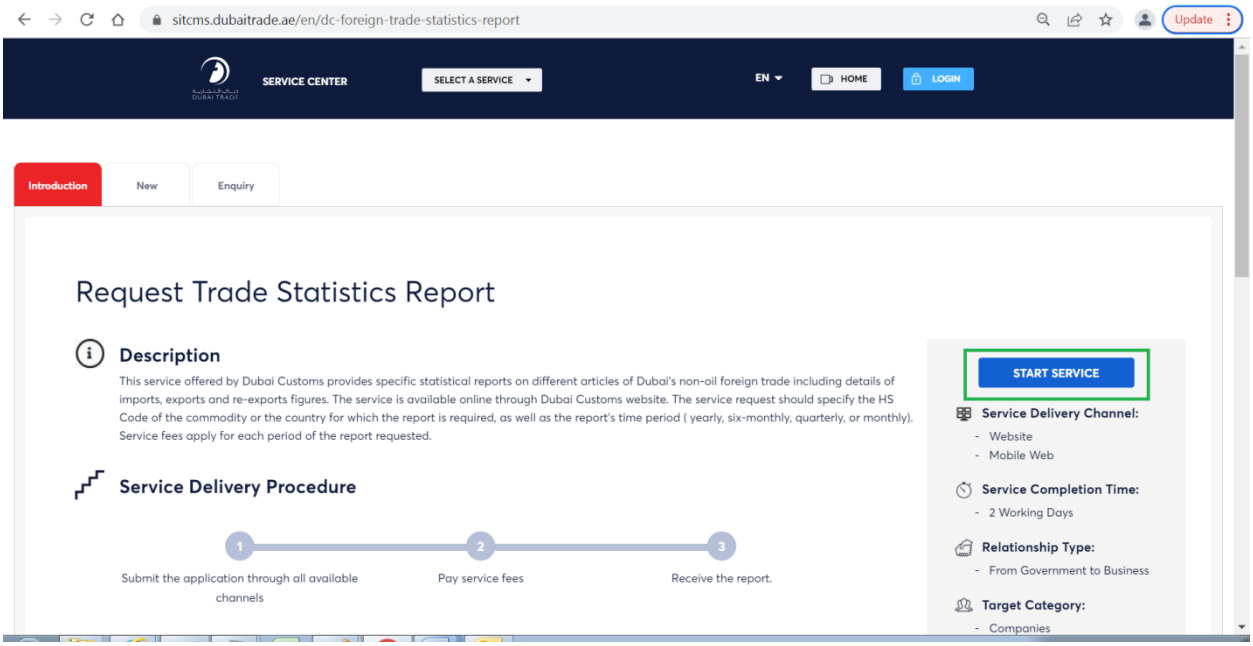


Click on “New” Tab

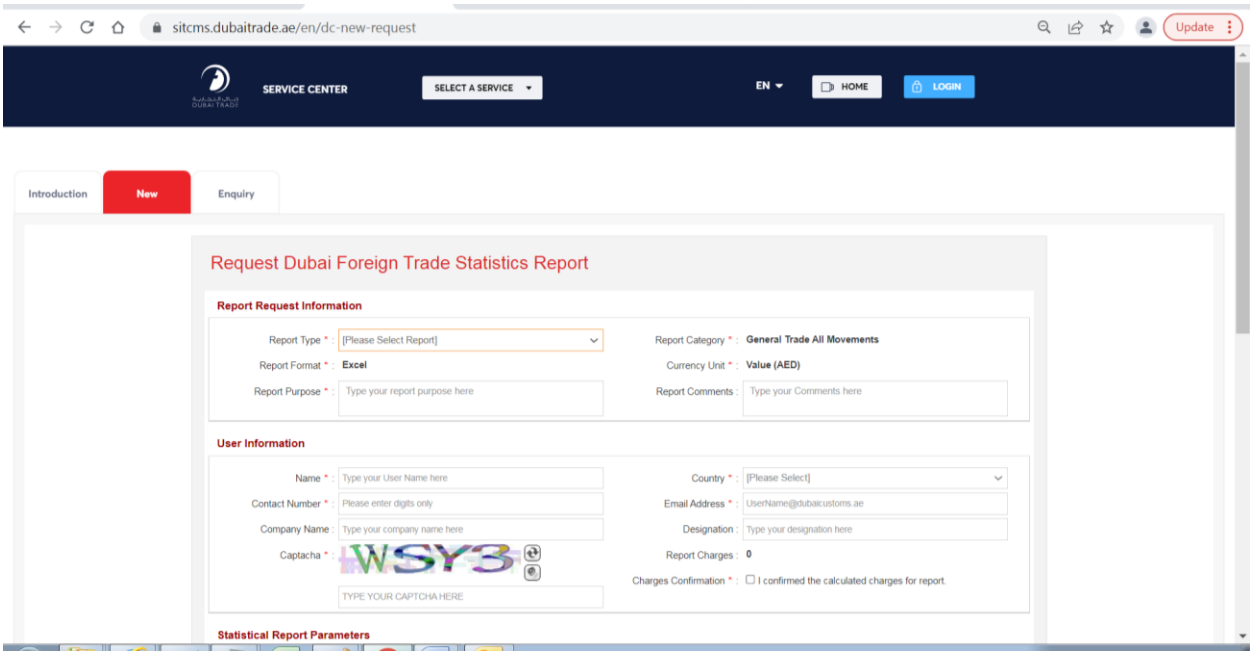



OR

Click on Start Service button

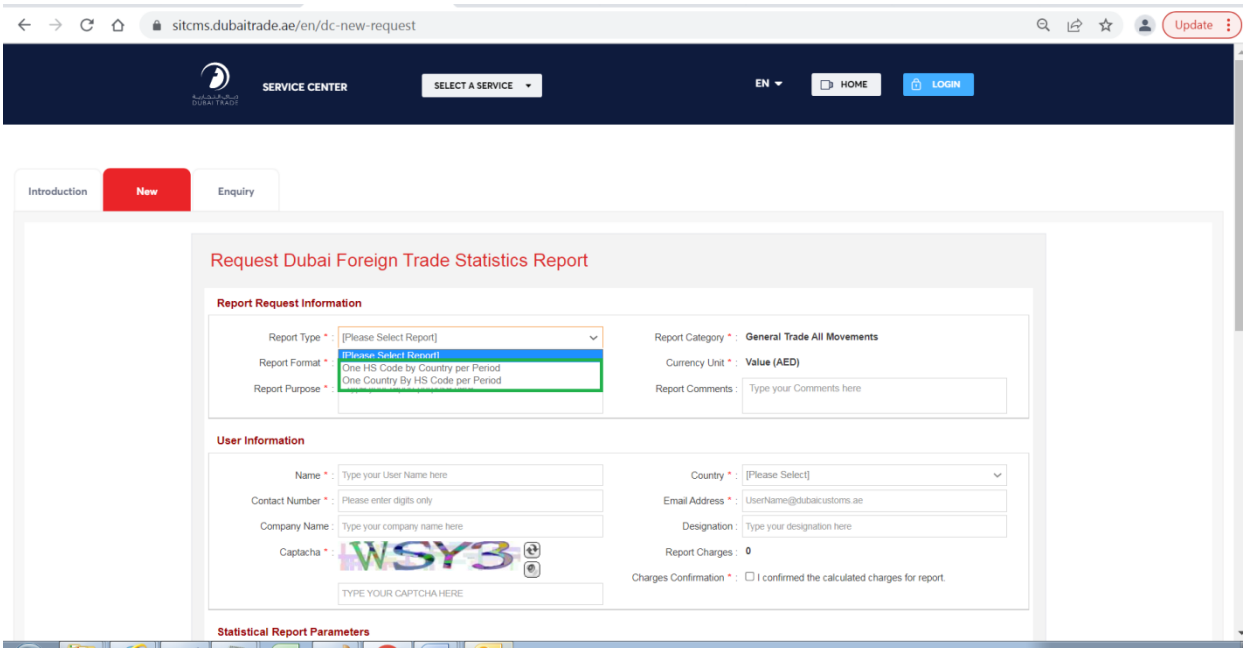


Following Form will be opened:

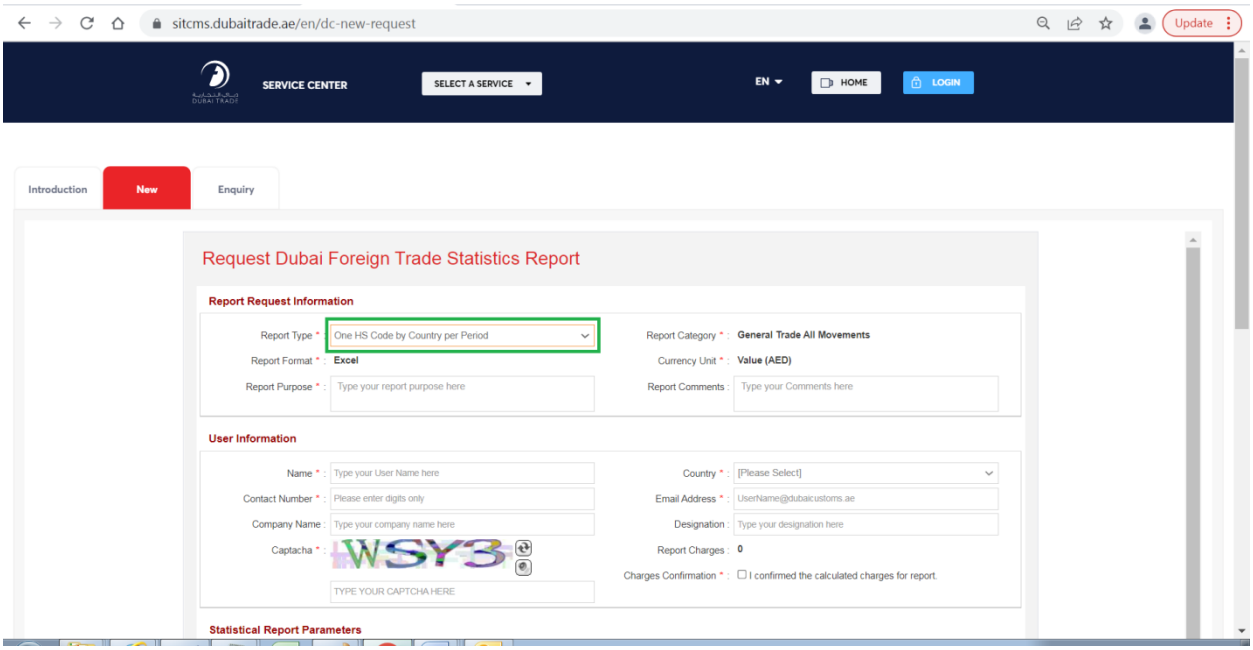



## Create Request for Report Type “One HS Code by Country per Period”

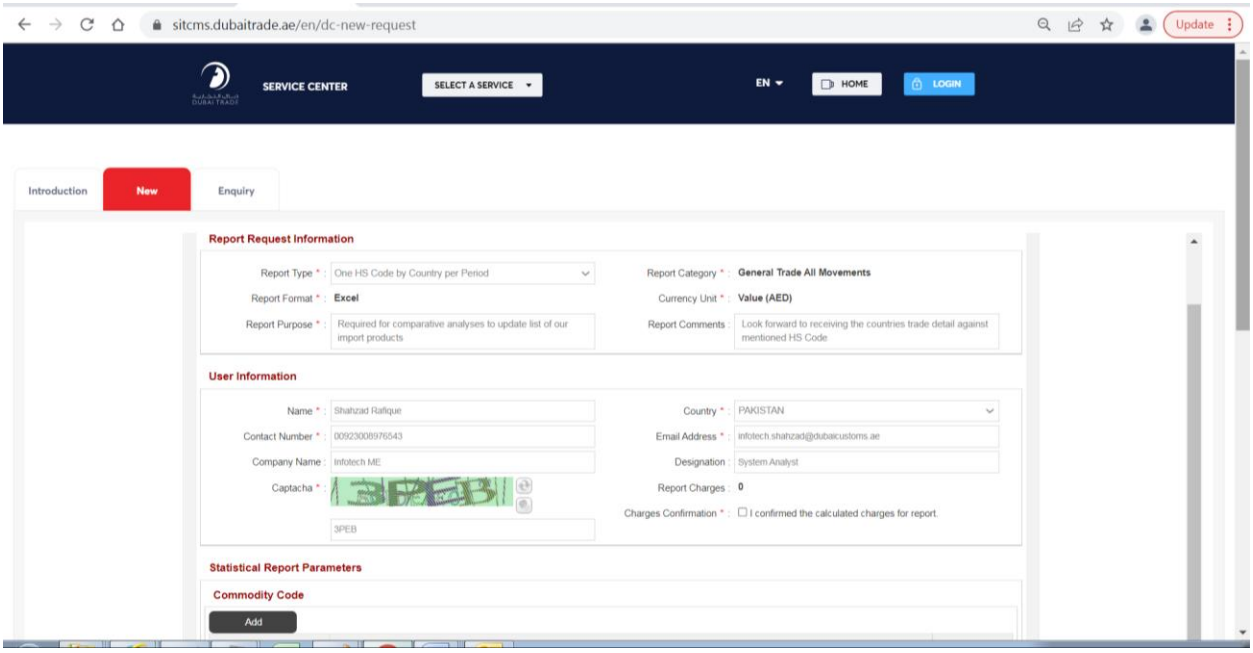
Click on Report Type List Box, following two options will be displayed “One HS Code by Country per Period” and “One Country by HS Code per Period”



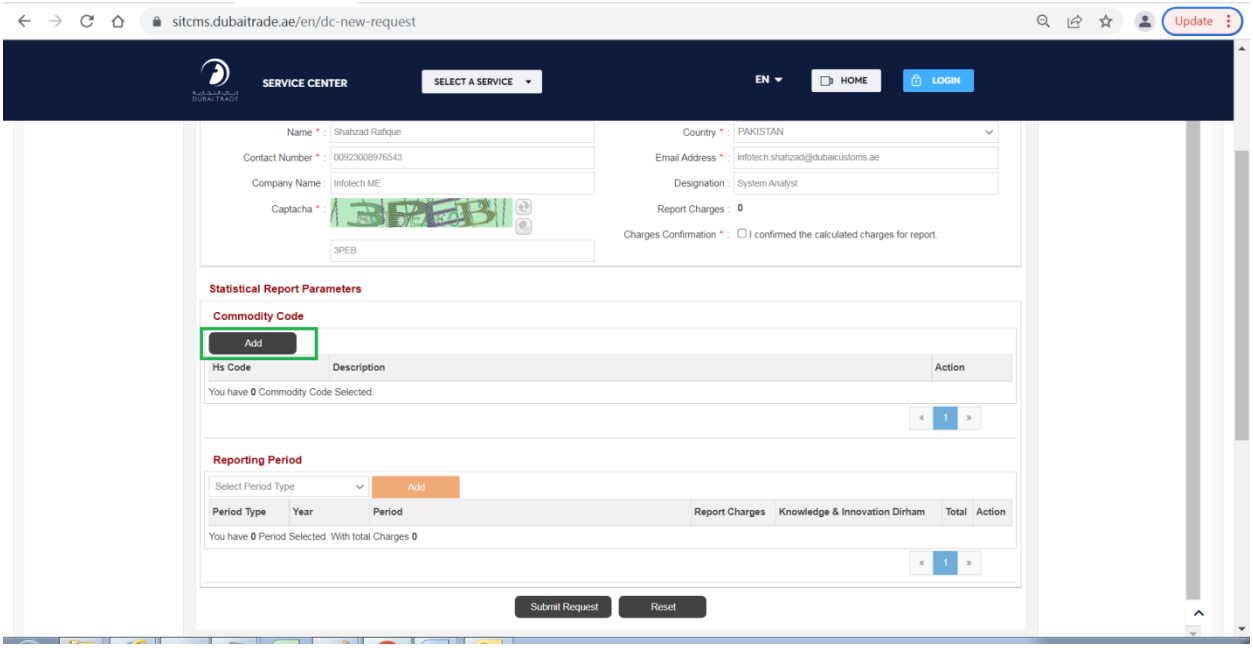
Select one option like “One HS Code by Country per Period”




Enter / Select required information for “Report Request Information” and “User Information” sections. Following is the example:



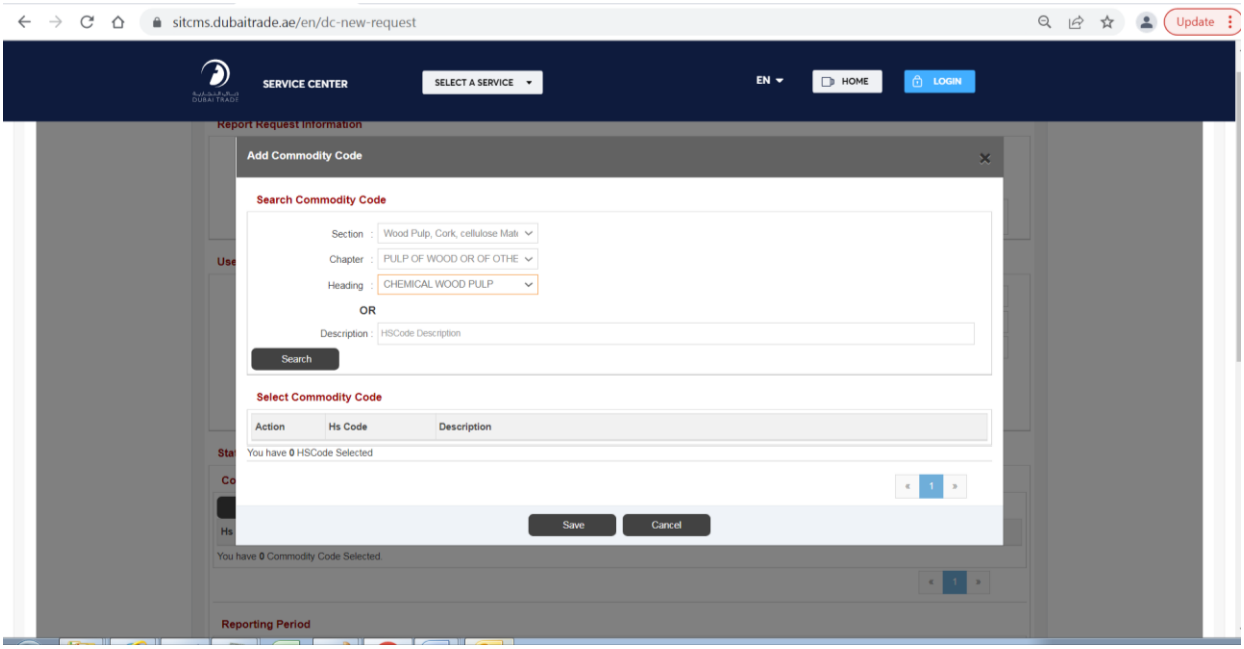
Click on “ADD” button under Statistics Report Parameters Tab



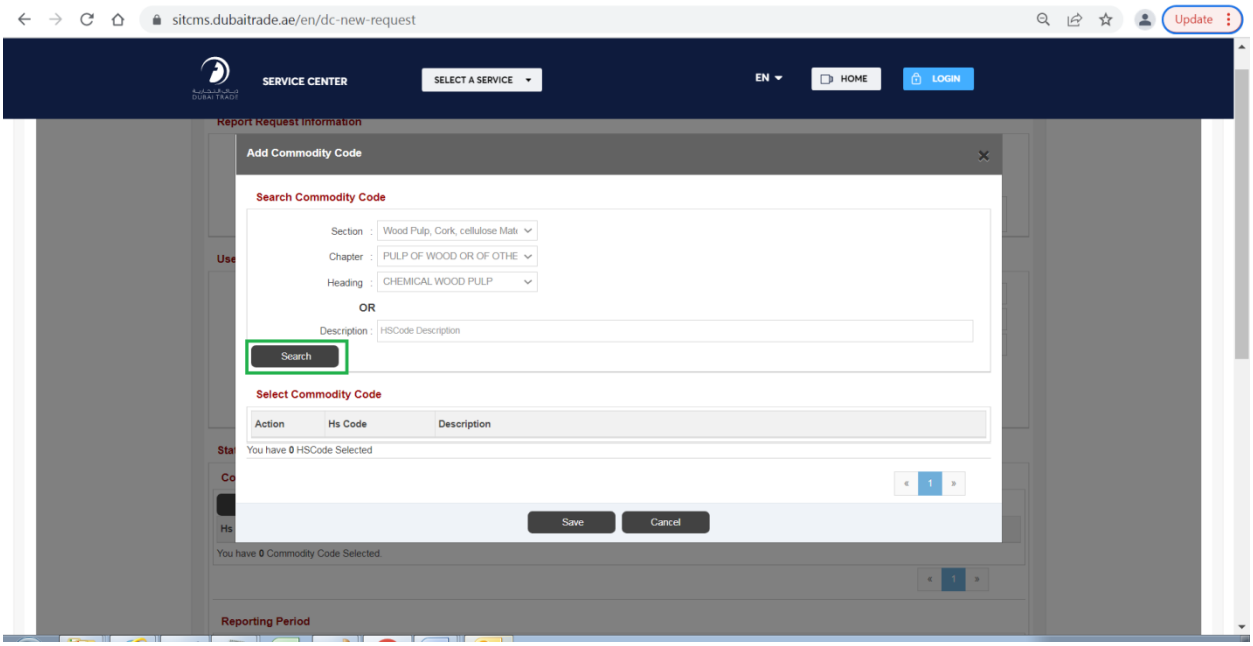

Select you required commodity code/s. Codes can be filter by selecting Section, Chapter and Heading or it can be filter based on entered keyword in description text box.

Following is the example:

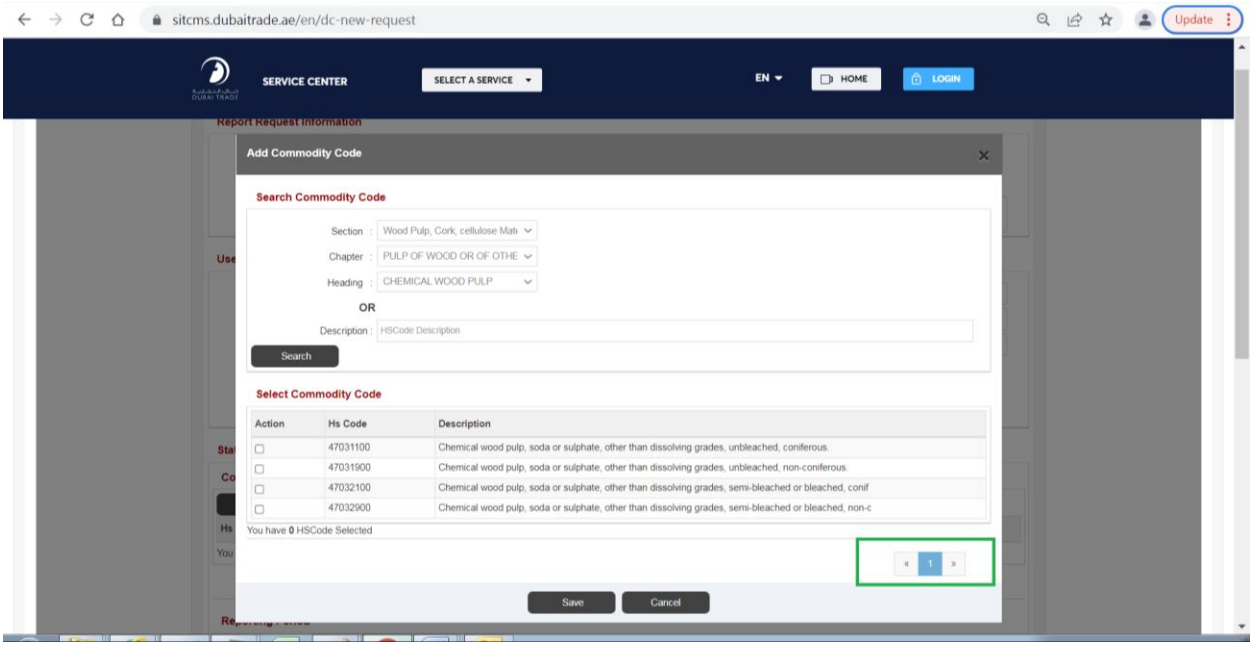
Select the options



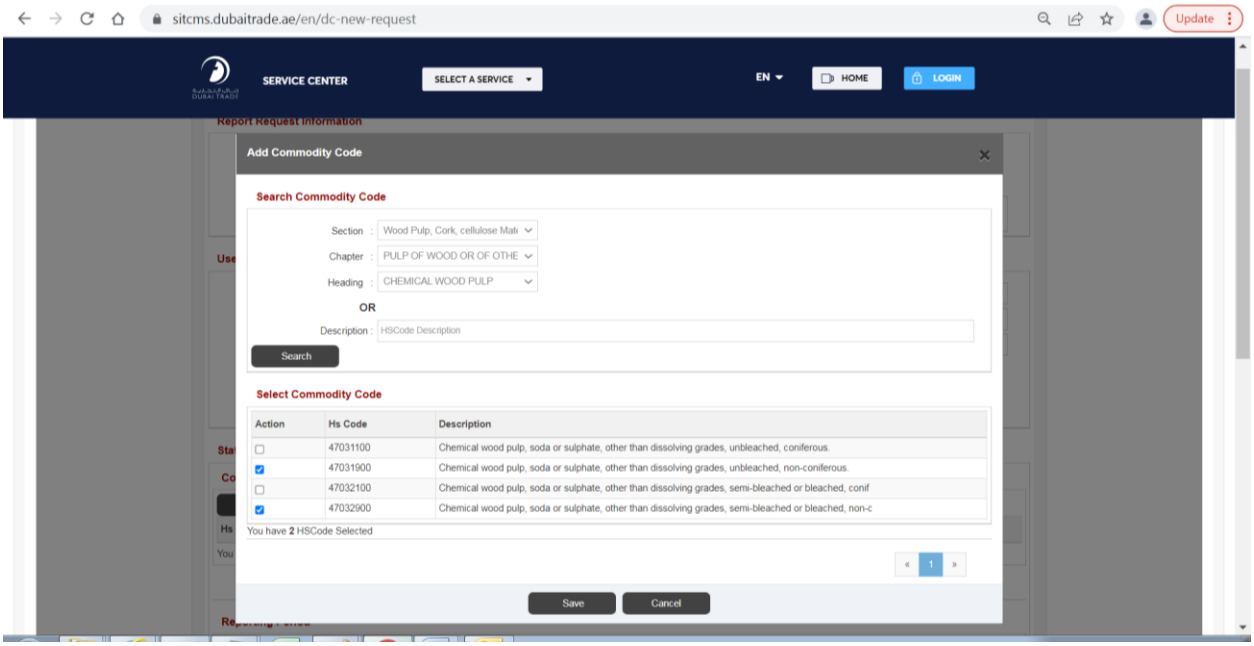
Click on Search Button



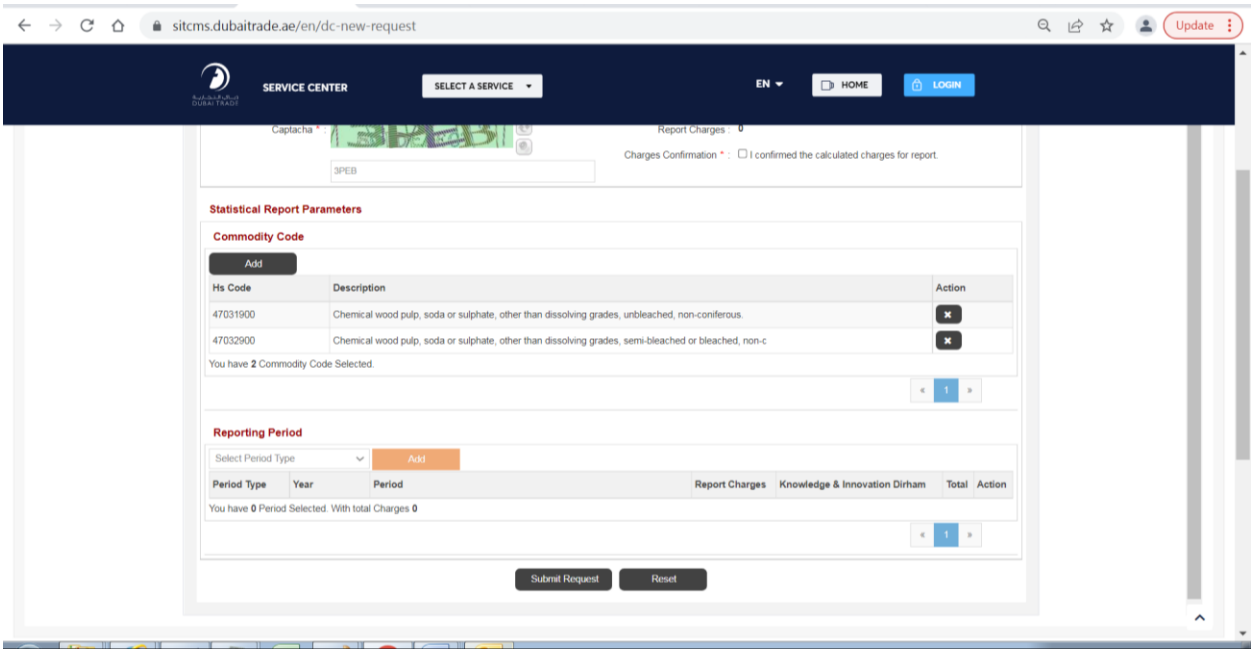

List of codes will be displayed, please not based on number of codes filtered information can be spitted in more than one page that can be navigated through provided pagination options.



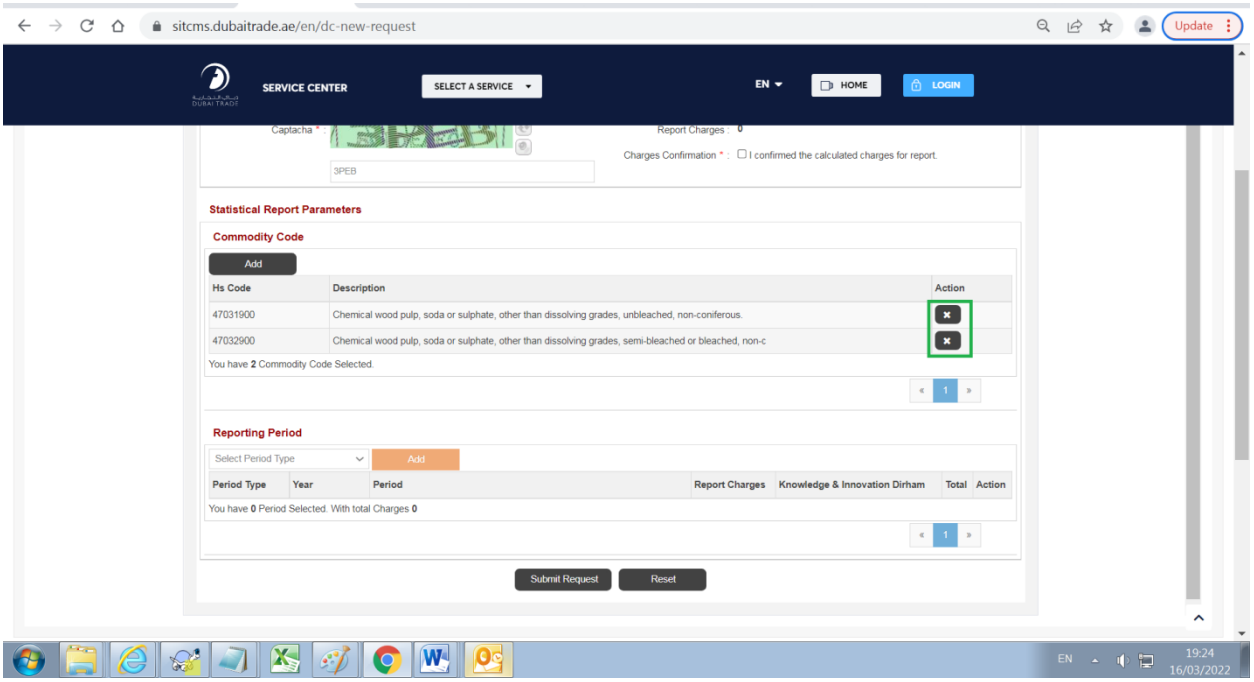
Select your desired code/s



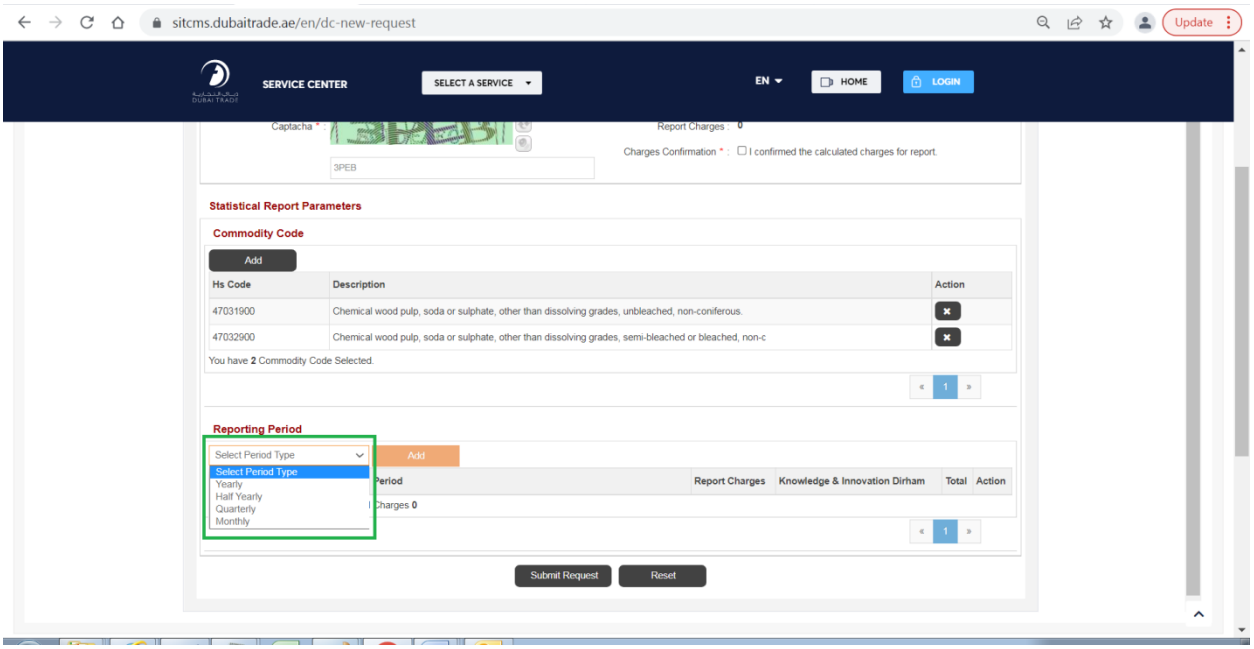

Click on “Save” button



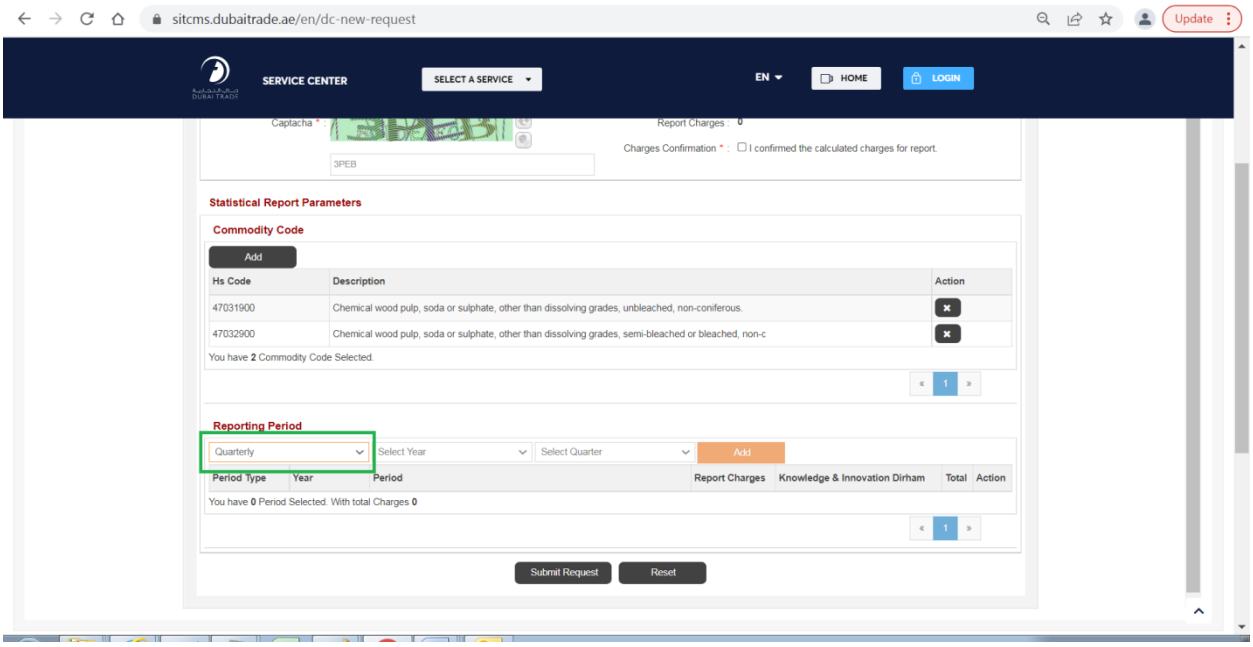
More codes can be added by clicking on “Add” and already selected codes can also be removed from list by clicking on “x” icon against listed record.



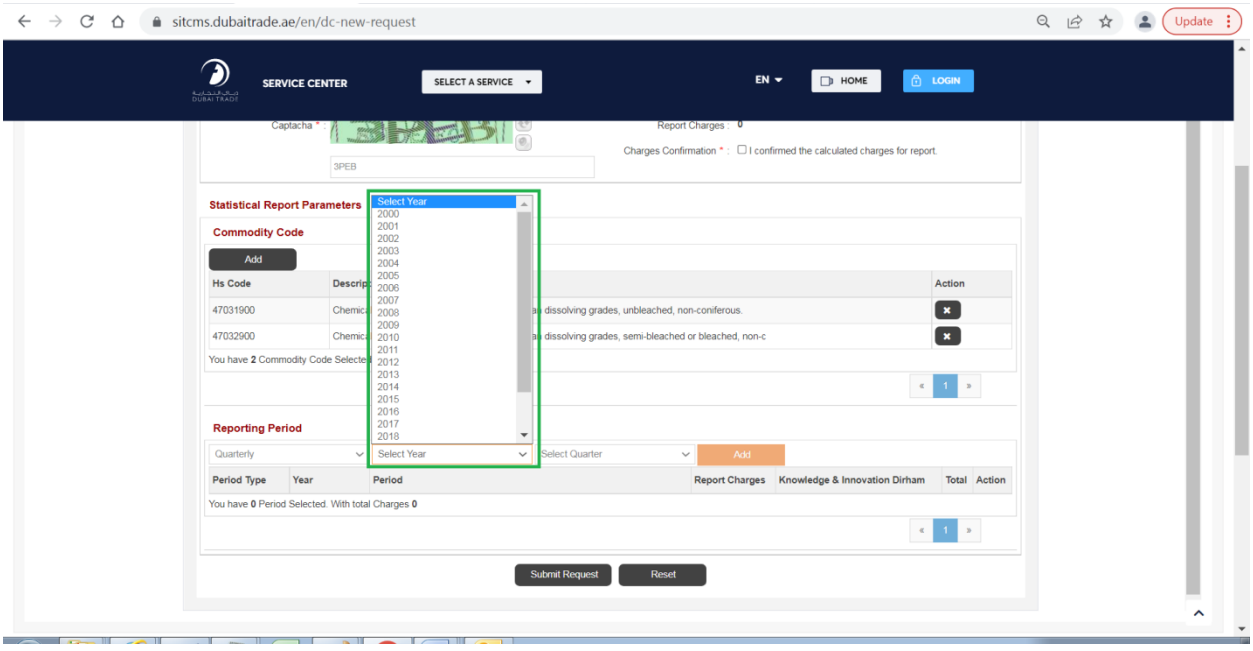

Click on Period Type List box under “Reporting Period” section, following options will be displayed:



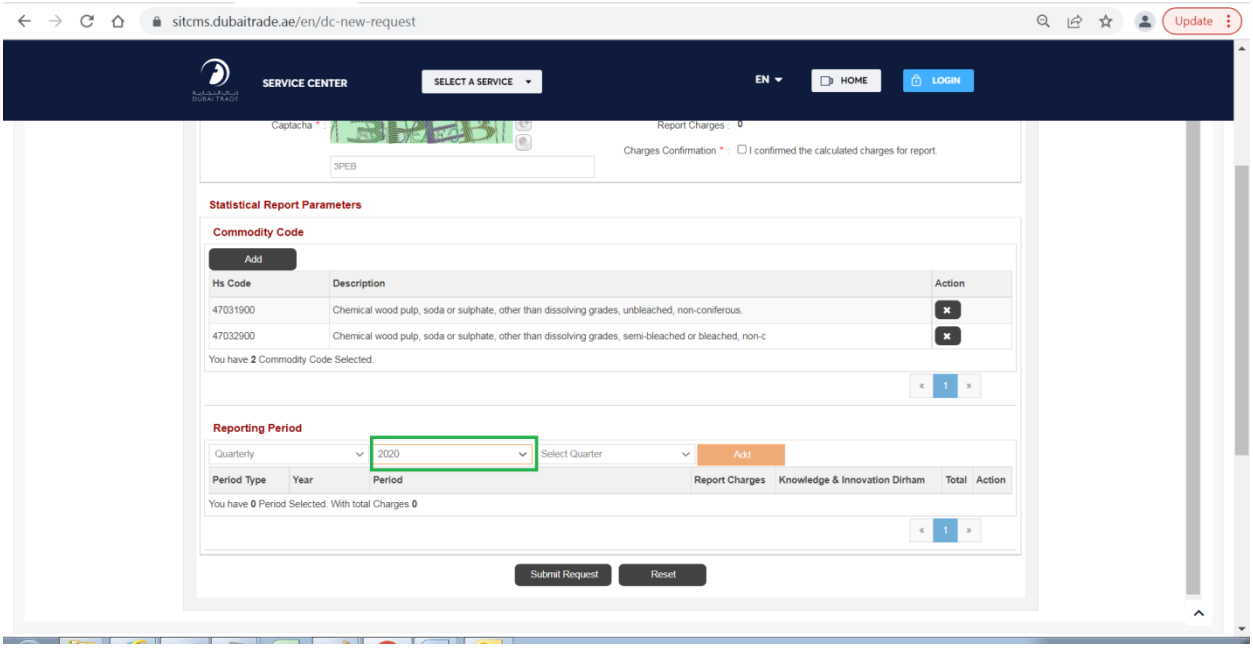
Select your desired period type let say quarterly



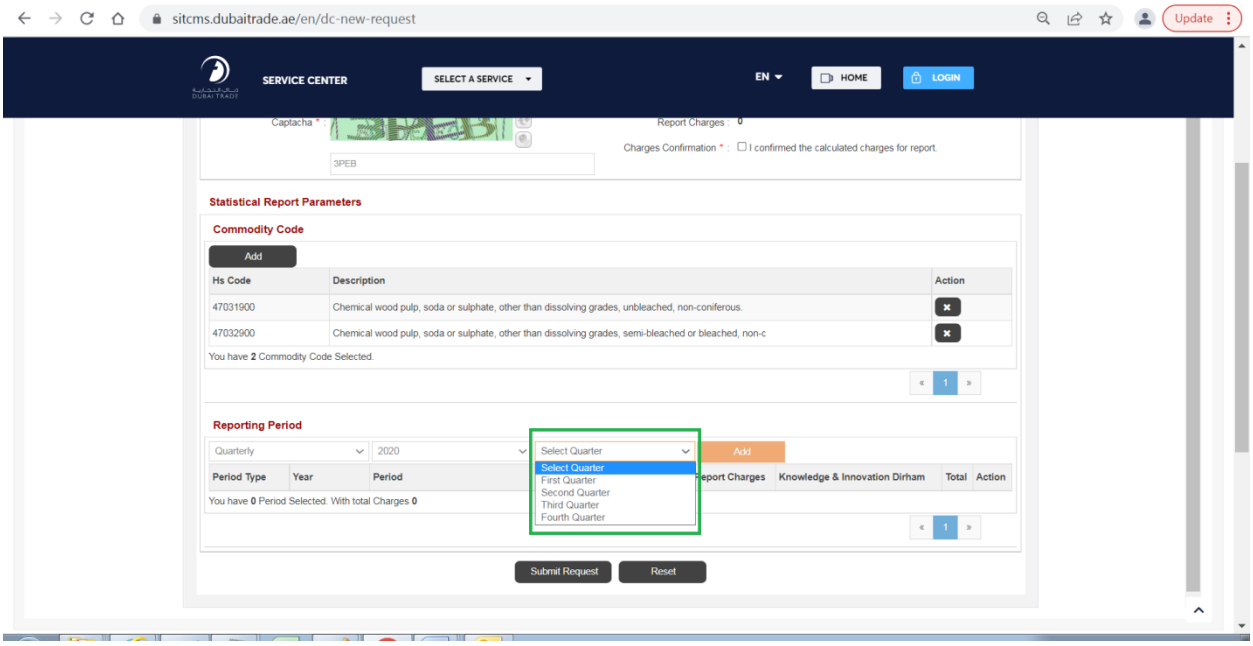

Click on “Select Year” List box, list of years will be displayed:



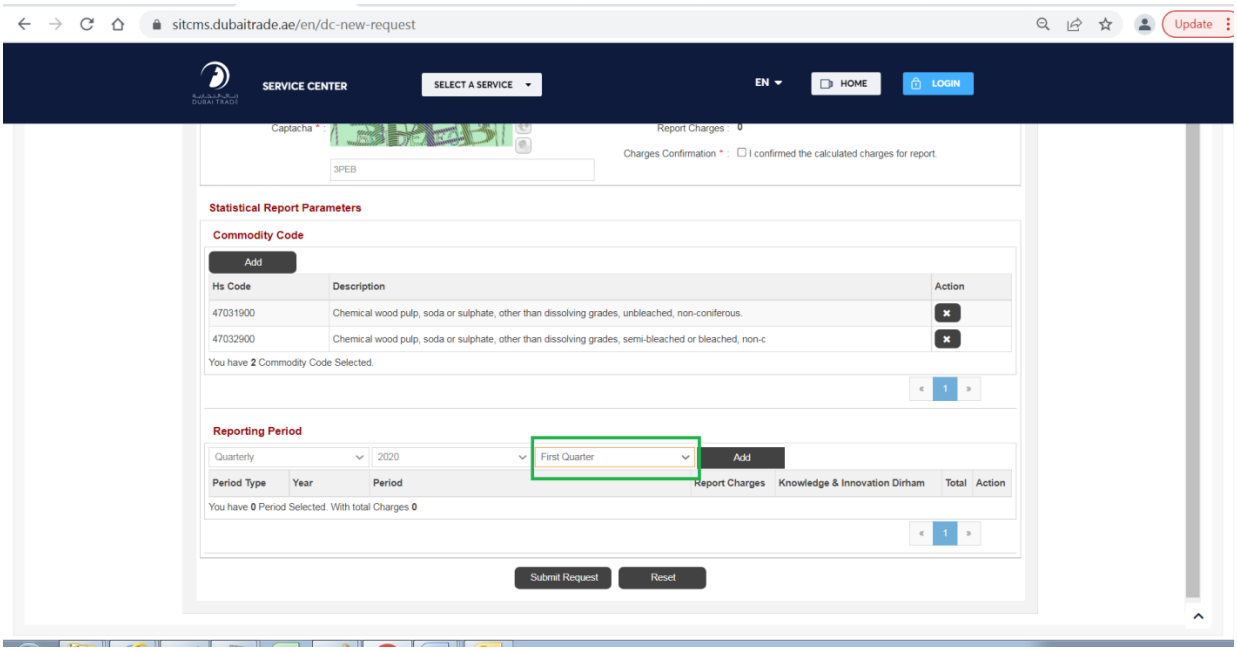
Select your desired year let say 2020



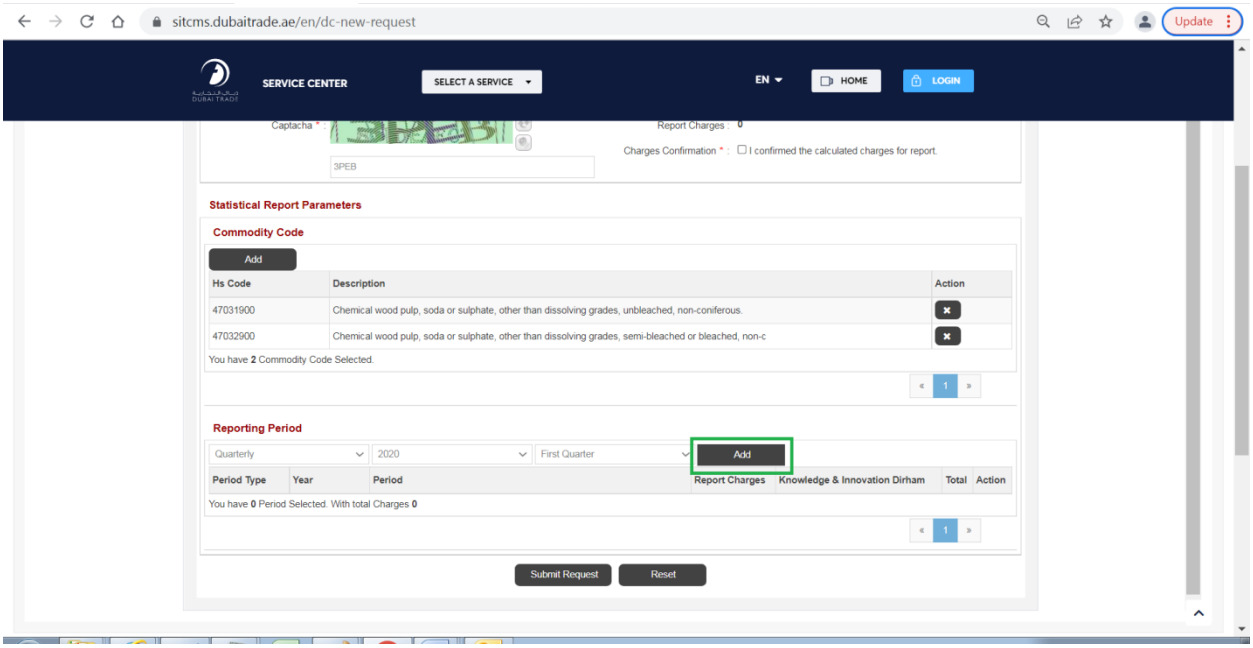

Click on “Select Quarter” List box, following options will be displayed:



Select one option let say “First Quarter”

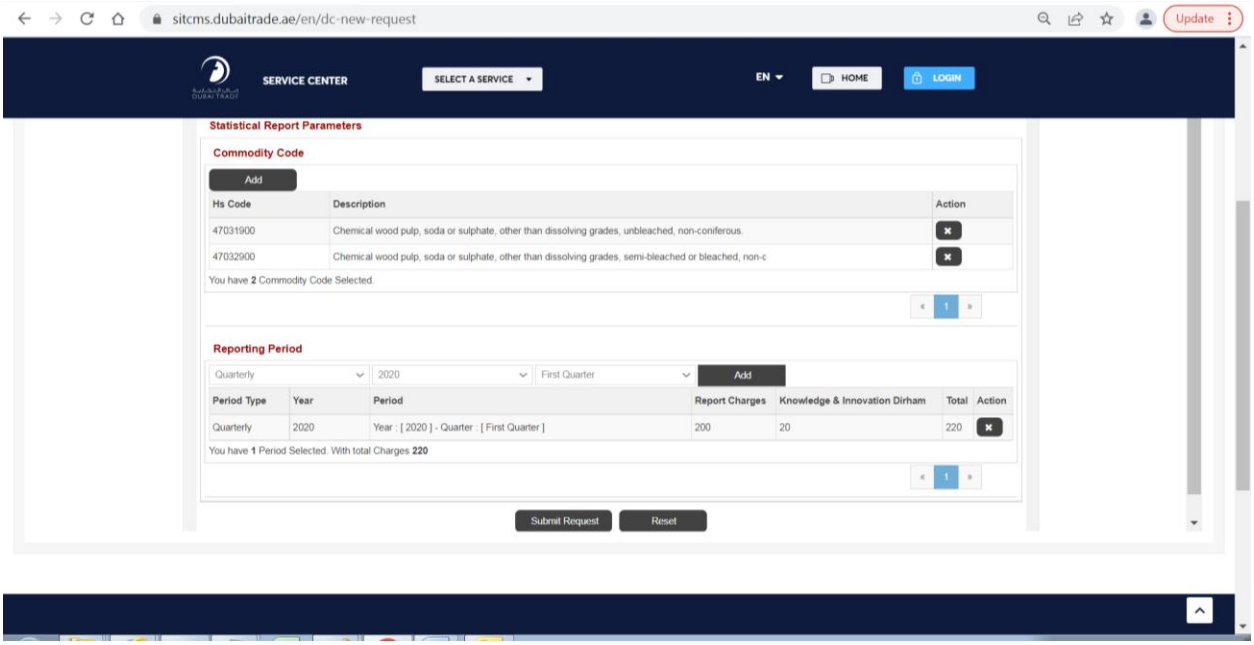



Click on “Add” button

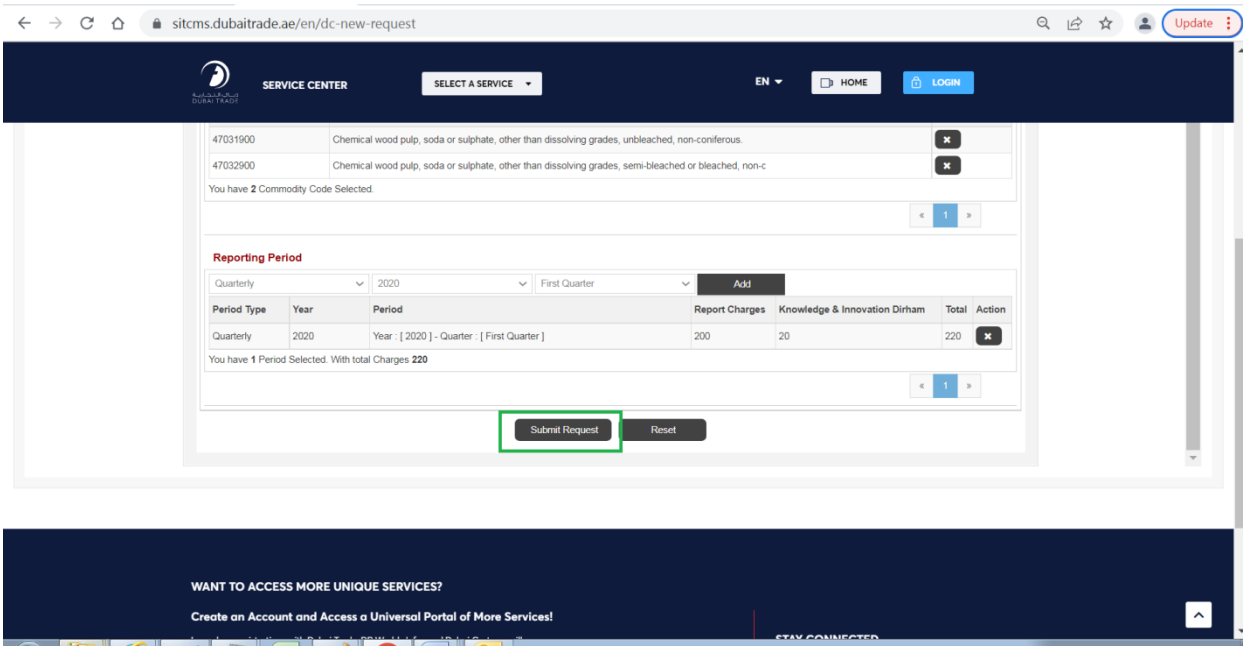


Selected record will be displayed, more records can be added (Yearly, Half Yearly, Quarterly or Monthly) by following the same process or selected records can be removed from the list by clicking on “x” button in front of any listed record.

**Note:** Yearly, Half Yearly, or Quarterly records can be added one by one while monthly record can be added for one month or multiple months in range

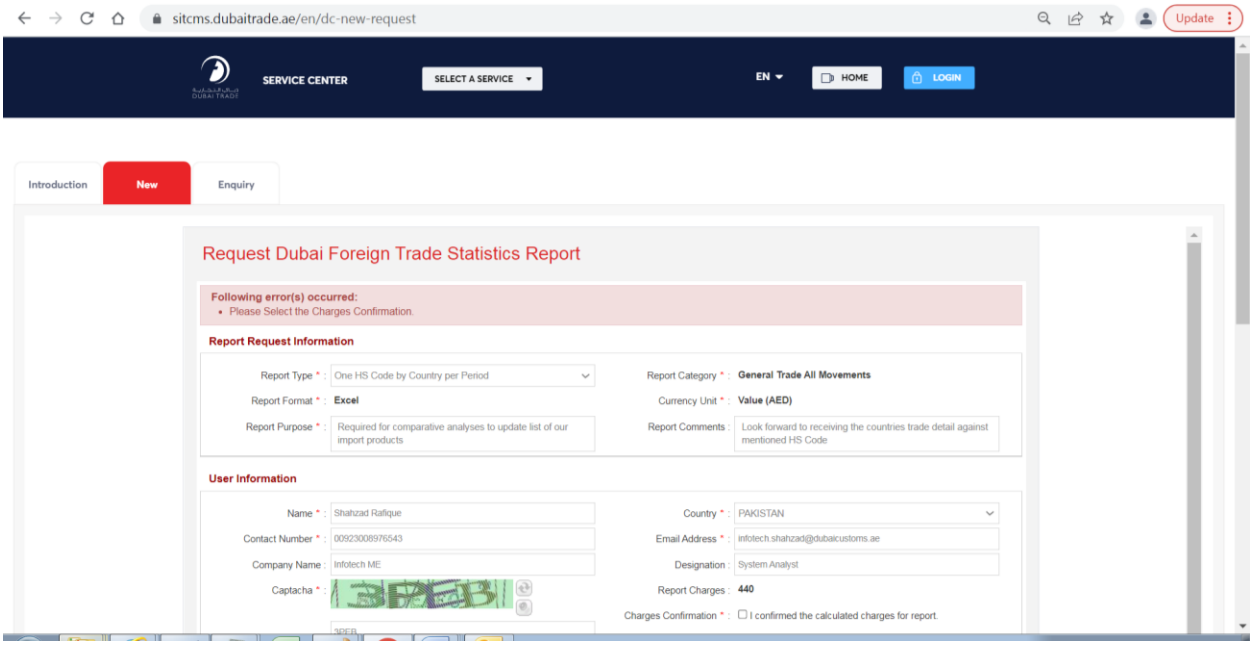



Click on “Submit Request” button

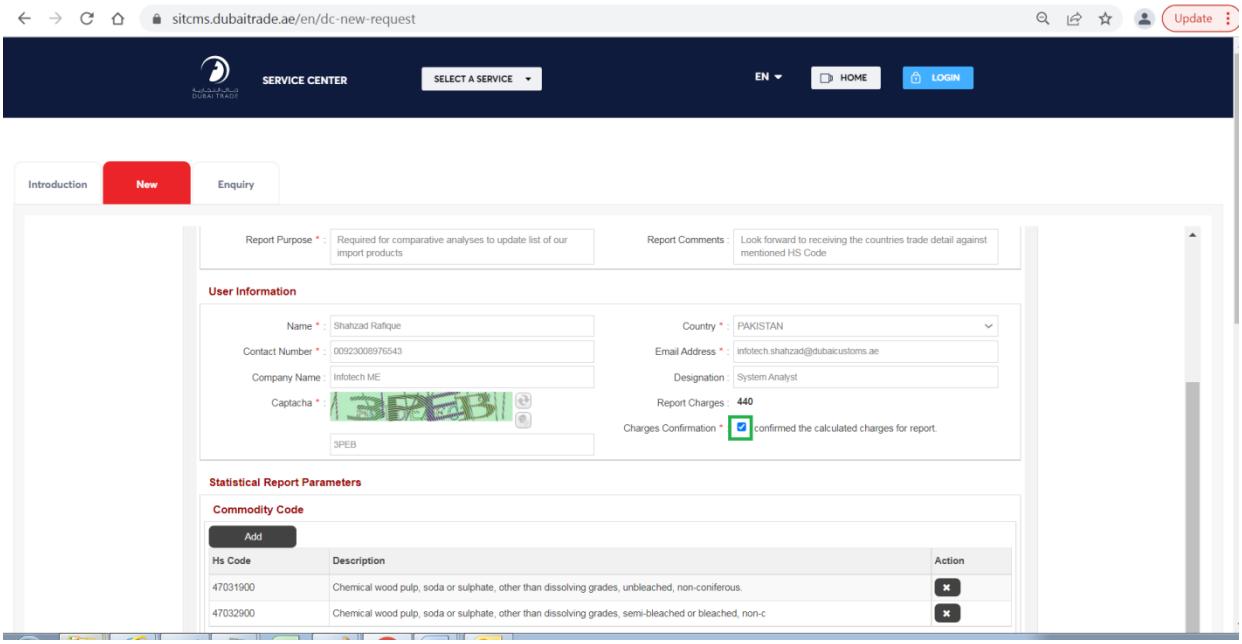


System displayed a message to select the Charges Confirmation checkbox.

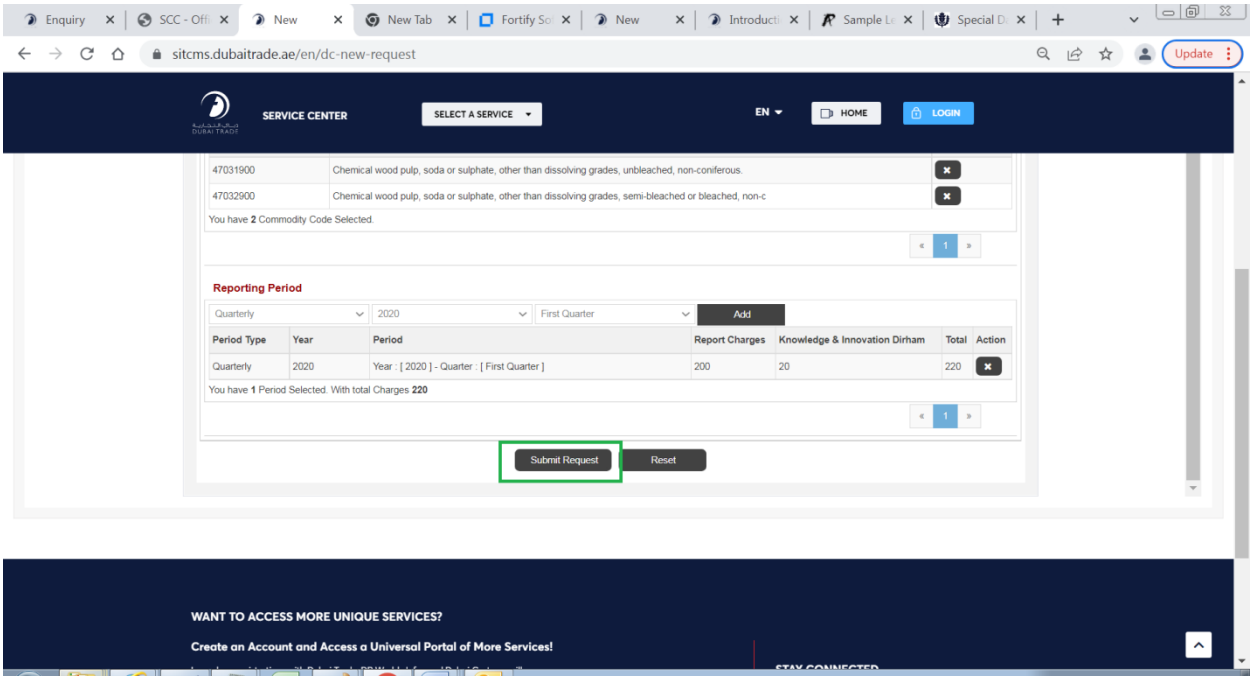
Note: In case of any change under “Statistical Report Parameters” or “Reporting Period” sessions, Charges Confirmation Checkbox will automatically be unchecked which will be required to be checked at the time of request submission.



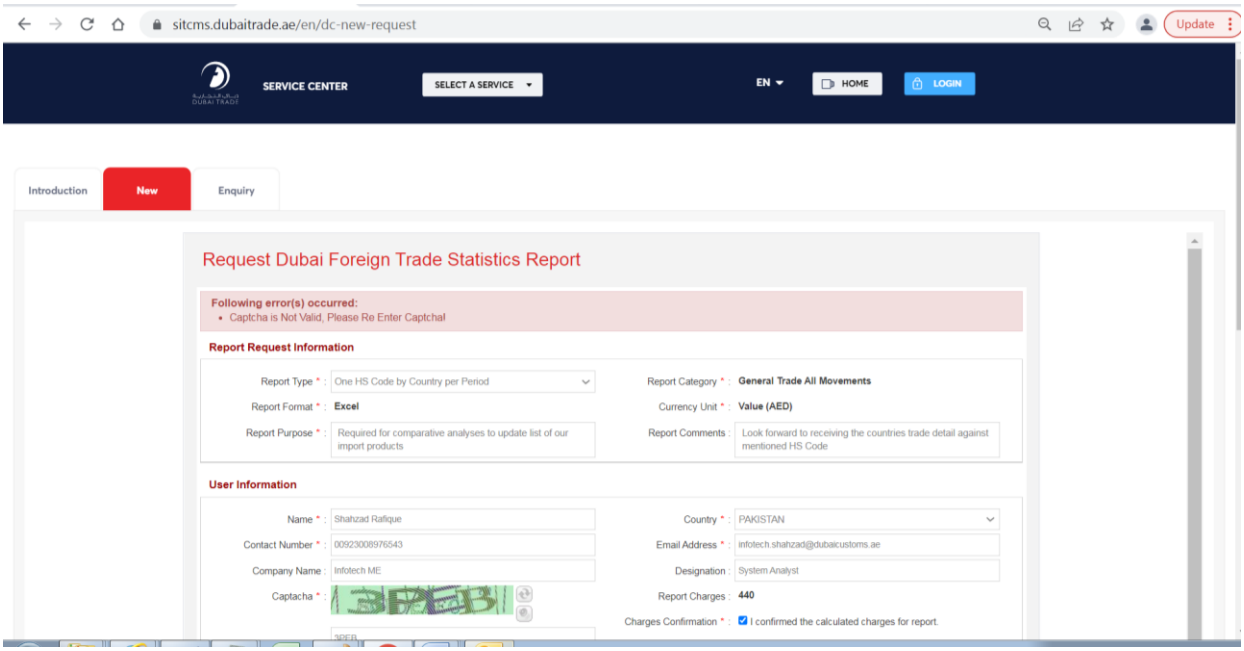

Checked the Charges Confirmation Checkbox



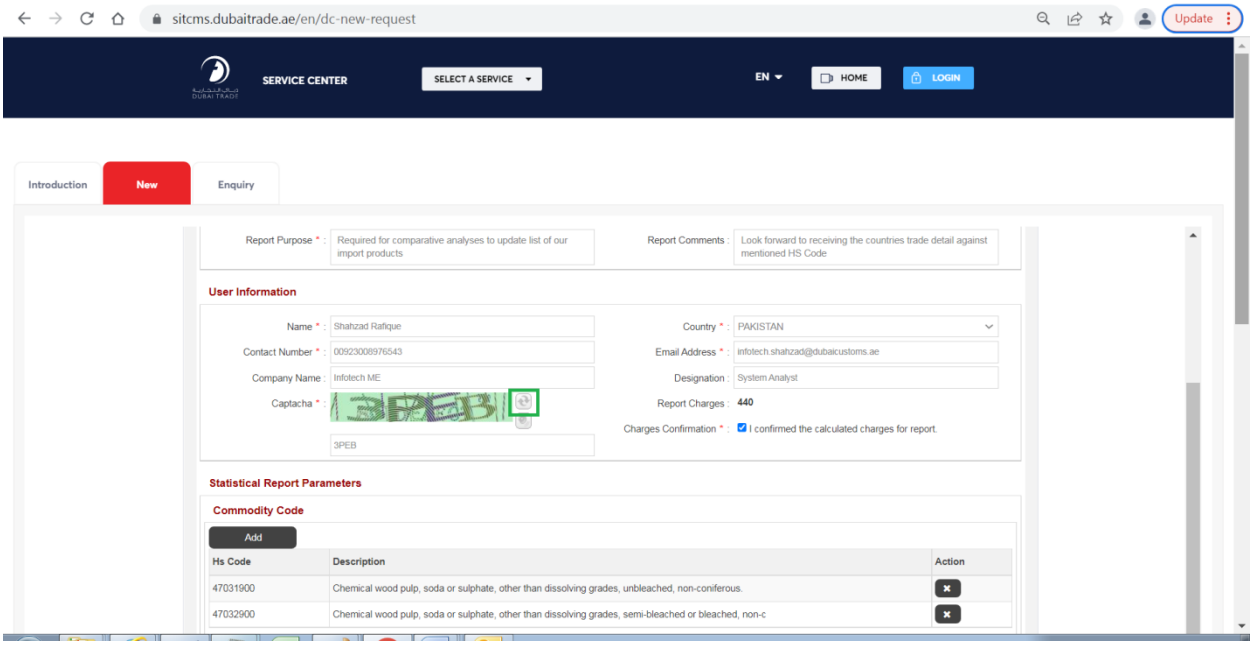
Click on “Submit Request” Button



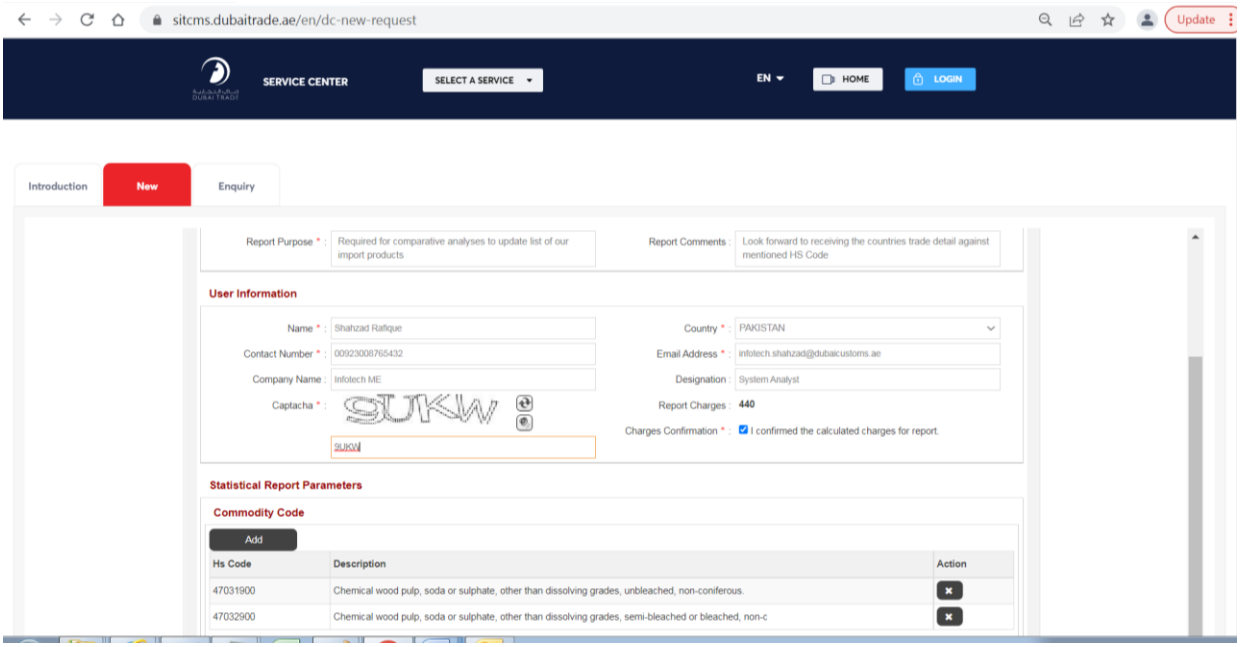

System displayed a message to renter Captcha Code as form is resubmitted



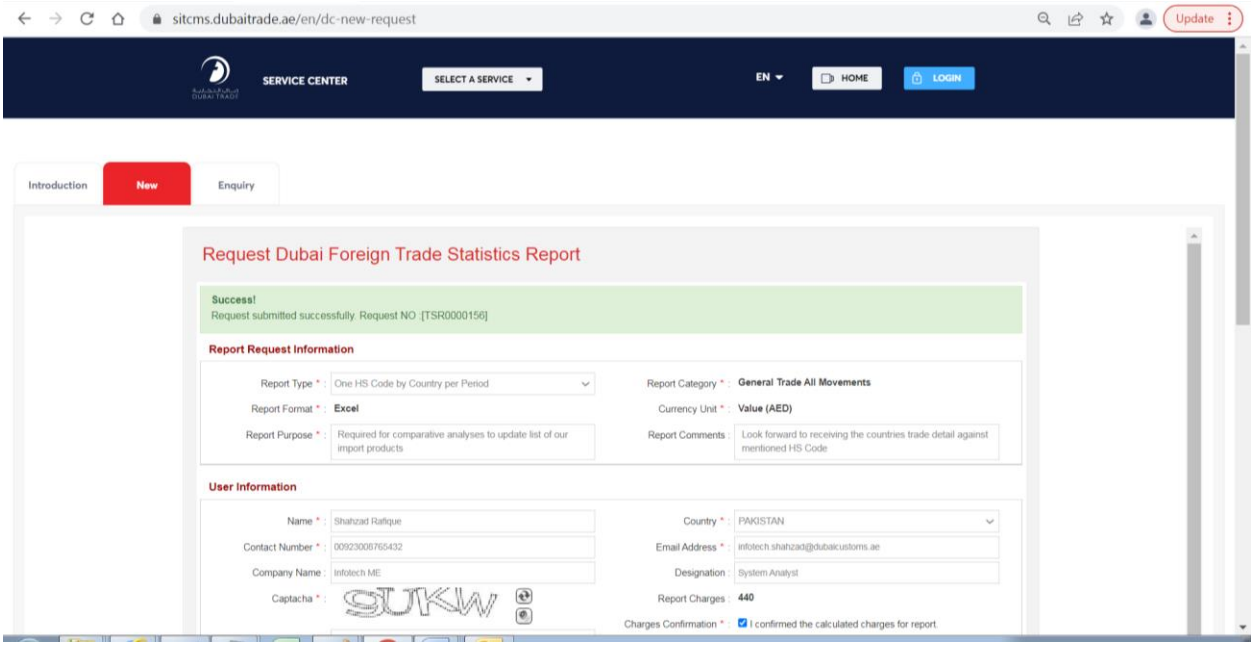
Click on refresh icon against Captcha Code



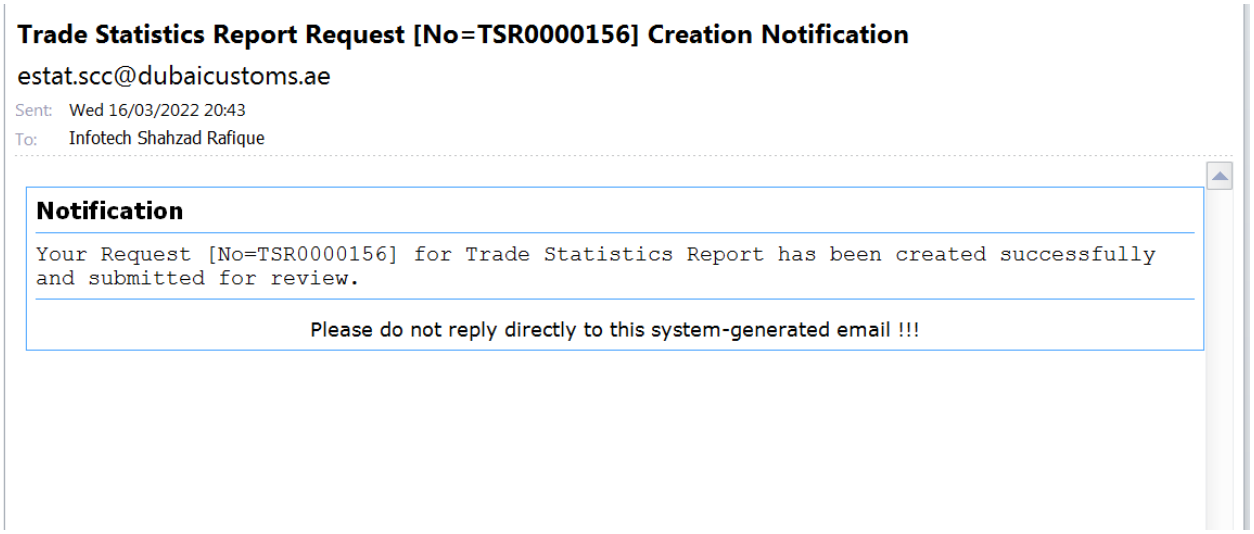

Enter the Captcha Code



Click on “Submit Request” Button, system displayed a successful submission message contains the Request ID



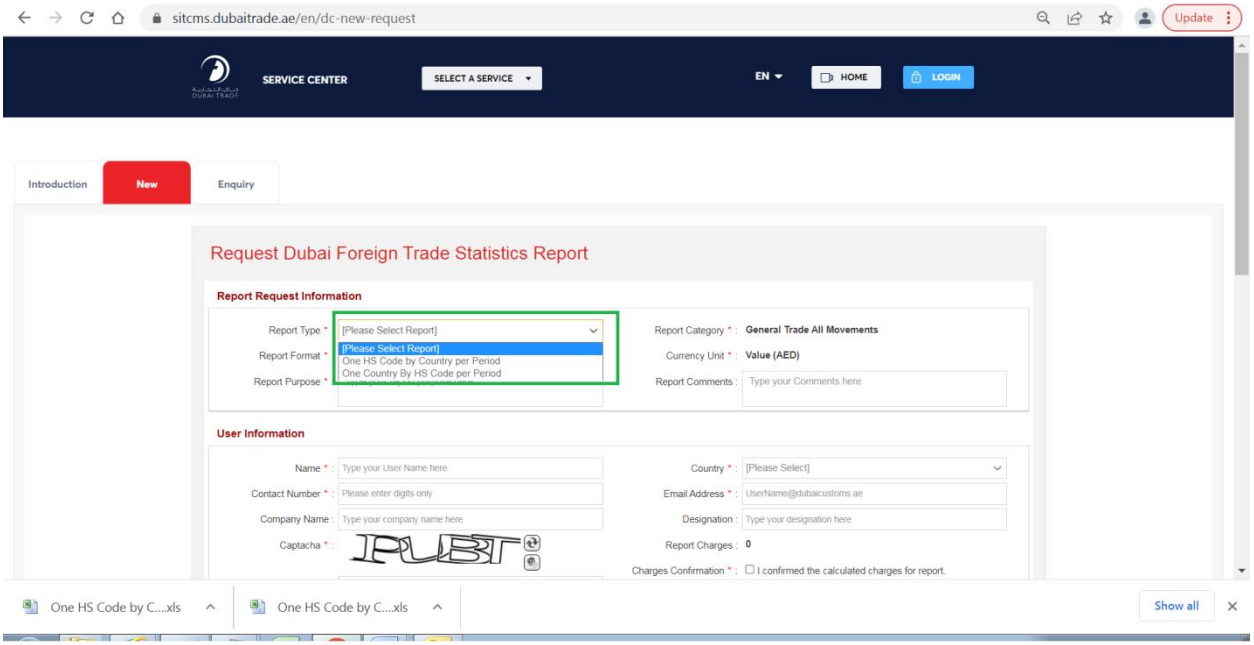

On successful submission of a request, customer will get an email notification on provided email containing the Request Number.



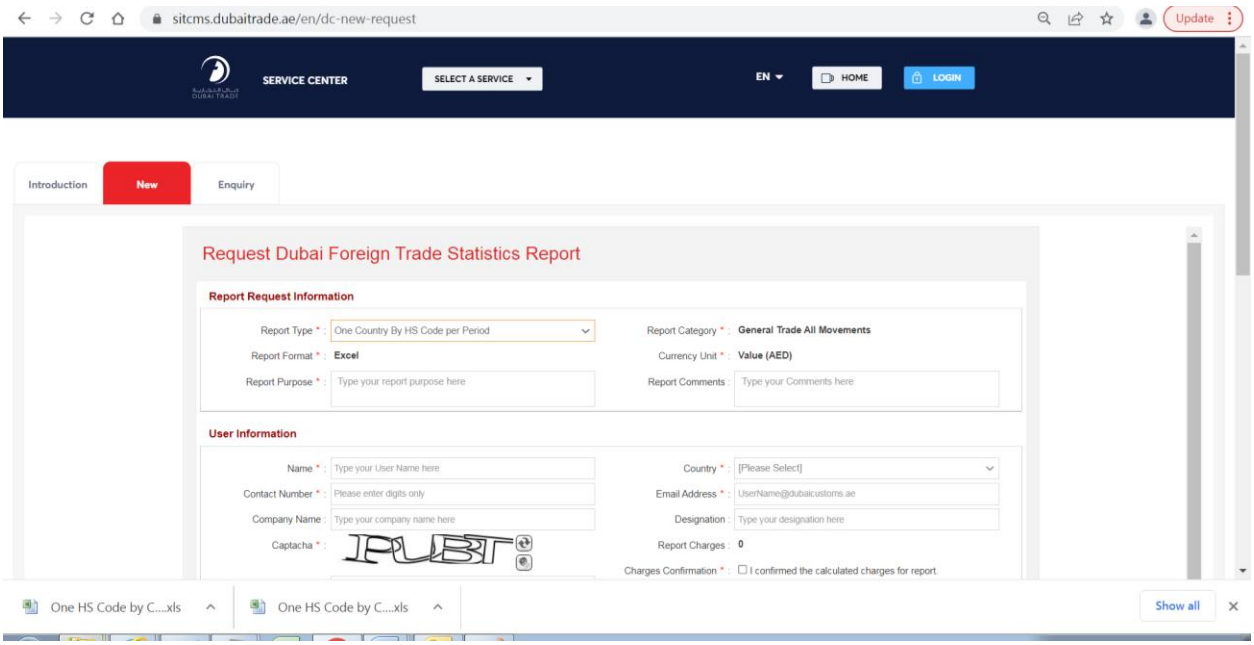

Note: On successful submission of a request it will be routed to Dubai Customs Officers for review, after review it can be either Approved or Rejected and customer will receive a relevant email notification also. In case of Approval customer can proceed for the Payment through Dubai Trade Portal or In case of Rejection customer can view the reason of rejection through Dubai Trade Portal.

## Create Request for Report Type “One Country by HS Code by per Period”

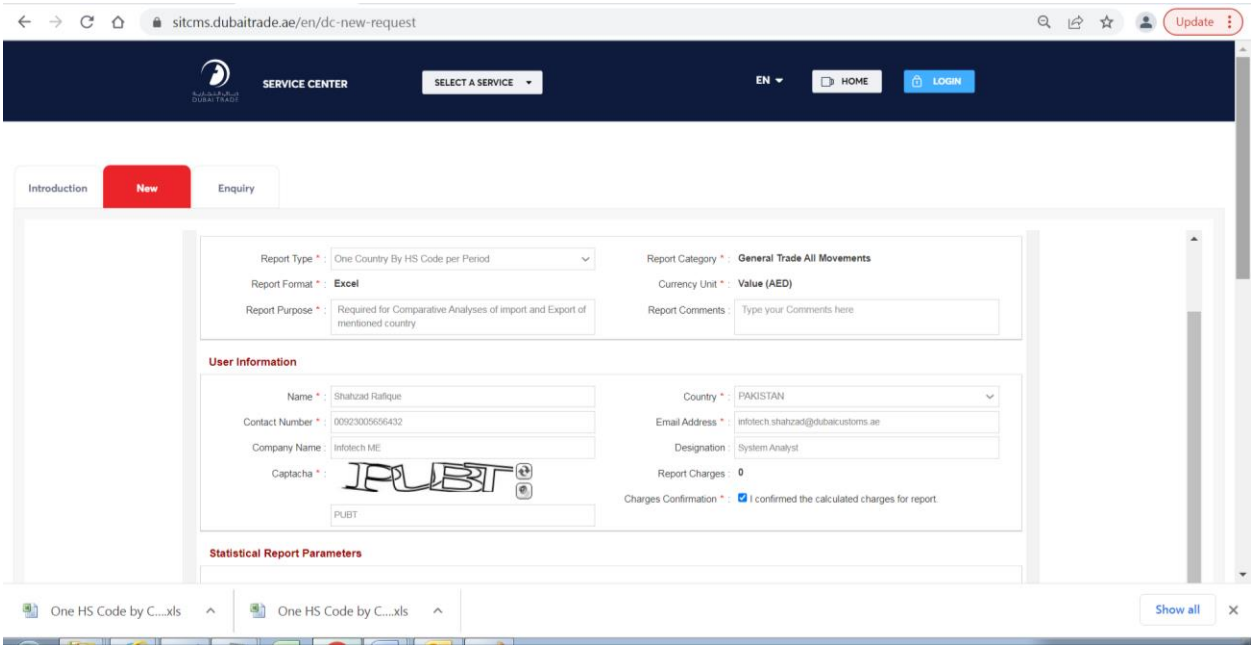
Click on “Report Type” list box, following options will be displayed:



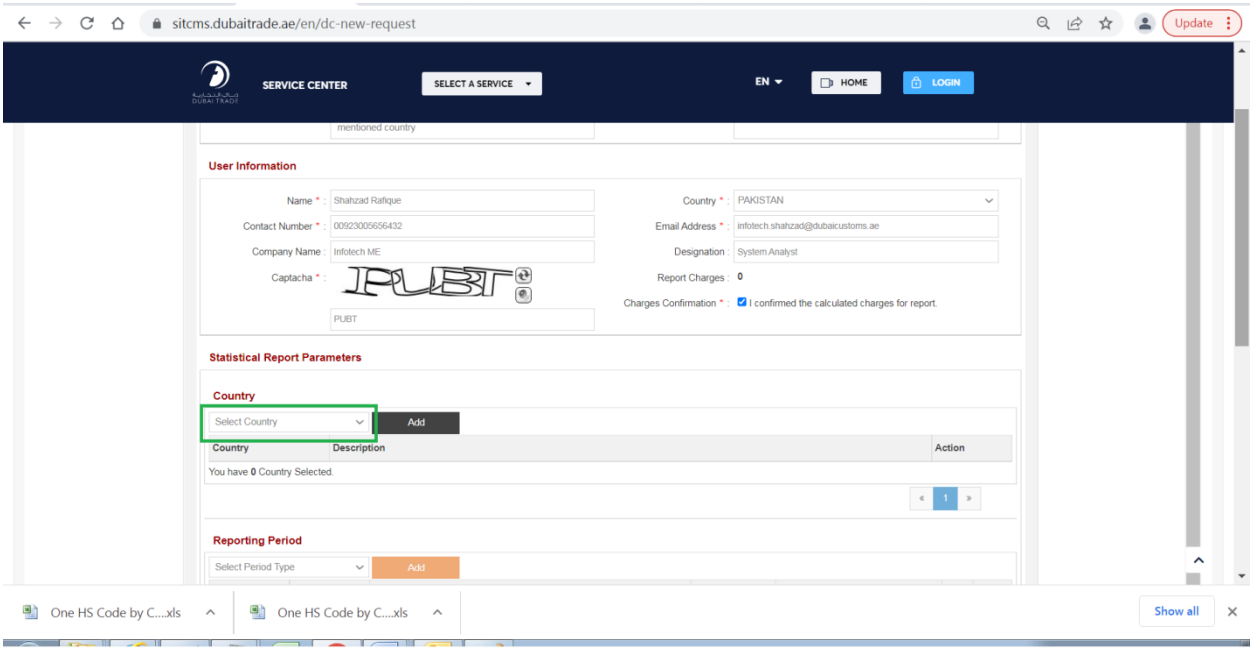

Select option as “One Country by HS Code per Period”



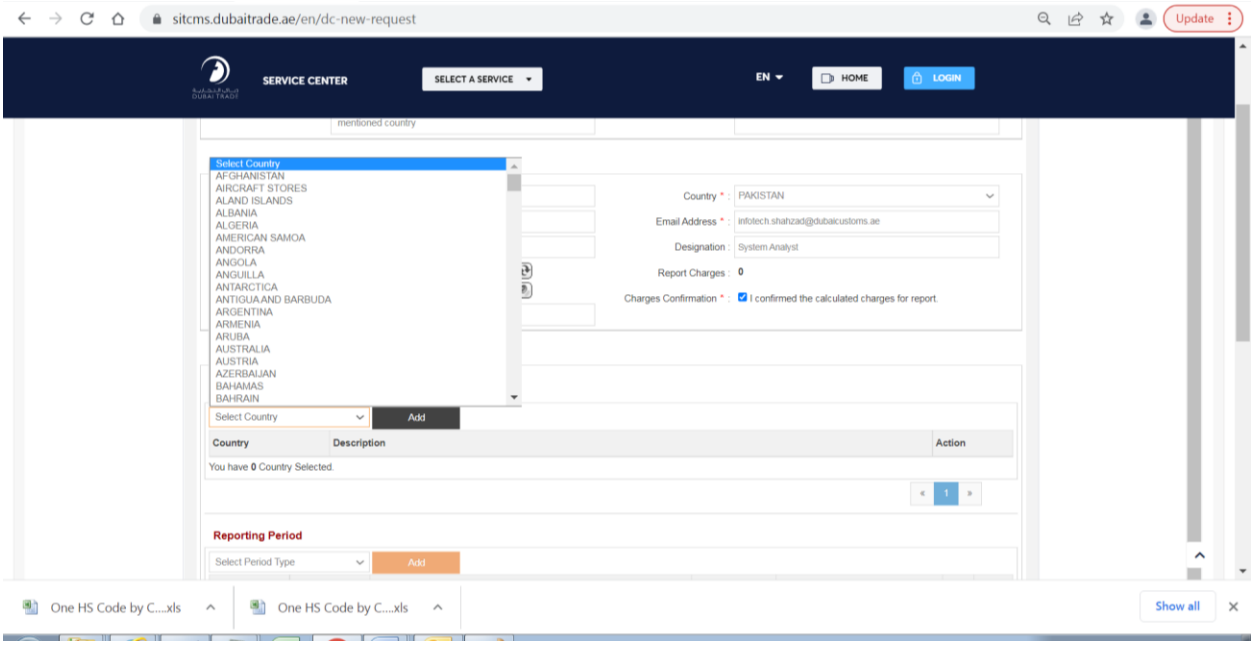
Enter / Select information for “Report Request Information” and “User Information” sections. Following is the example:



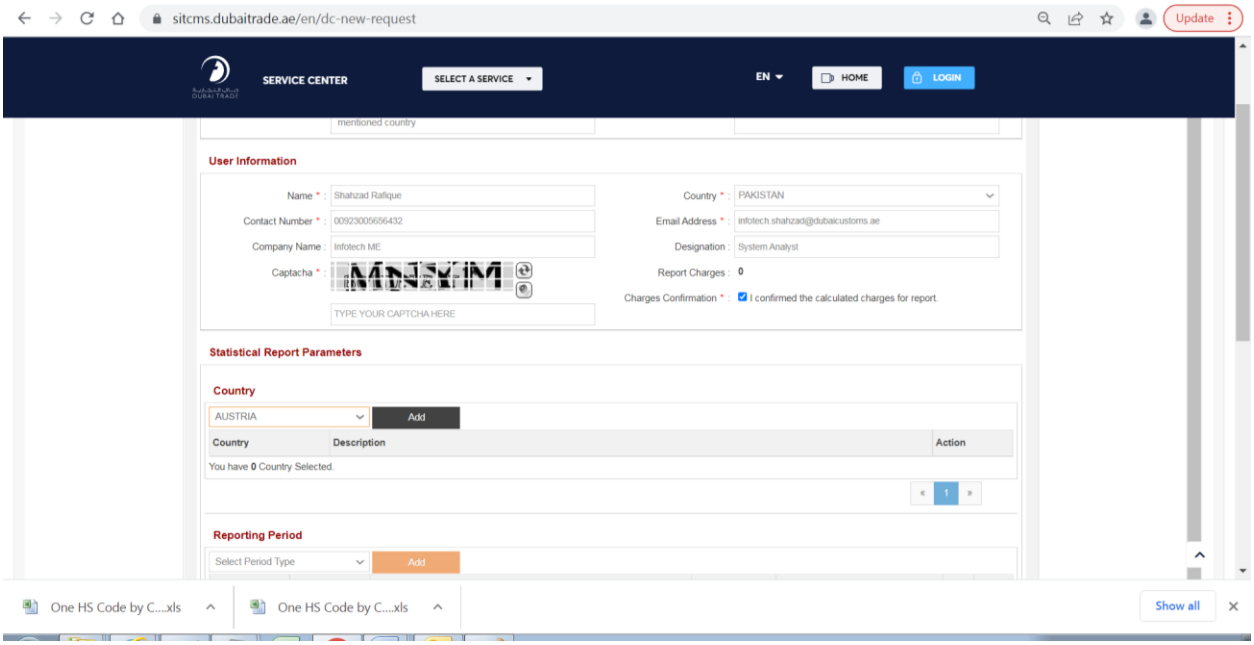

Click on Country list box under “Statistical Report Parameters” section



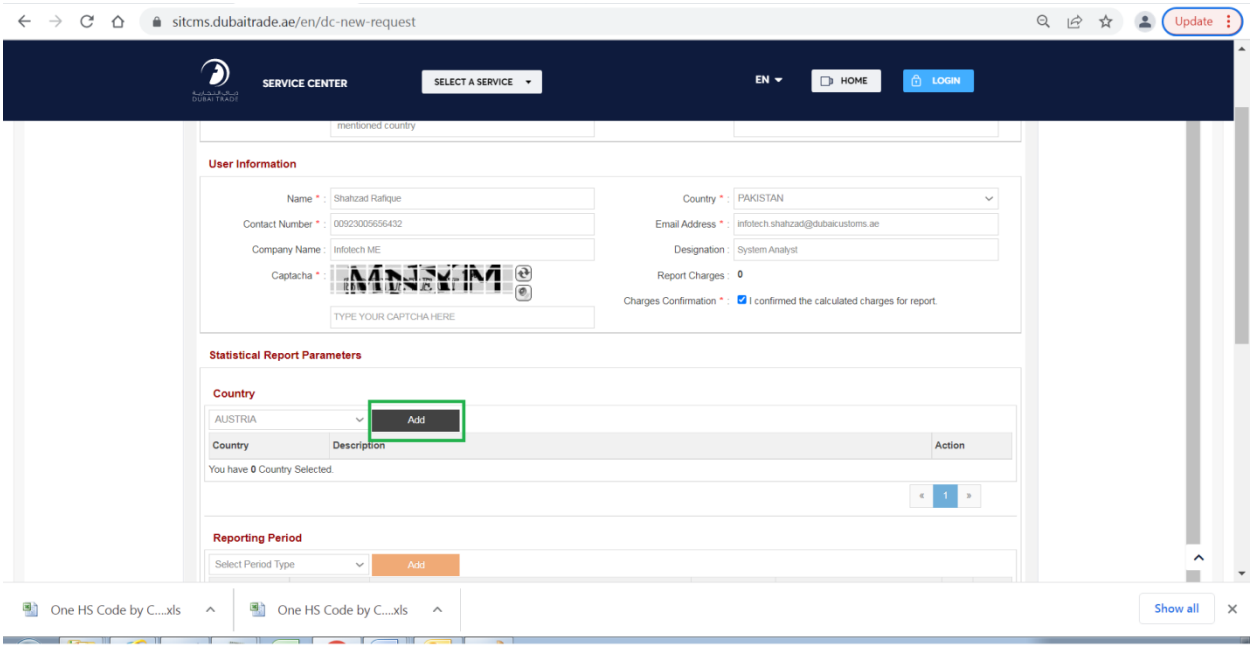
List of countries will be displayed



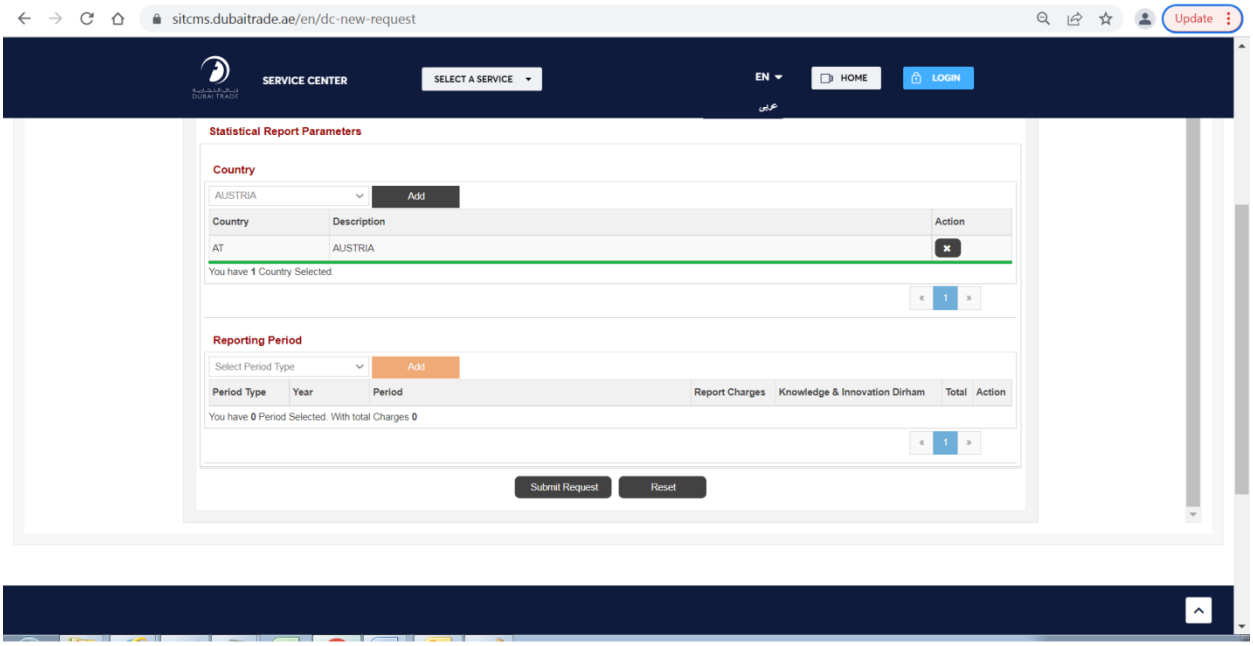

Select your desired country



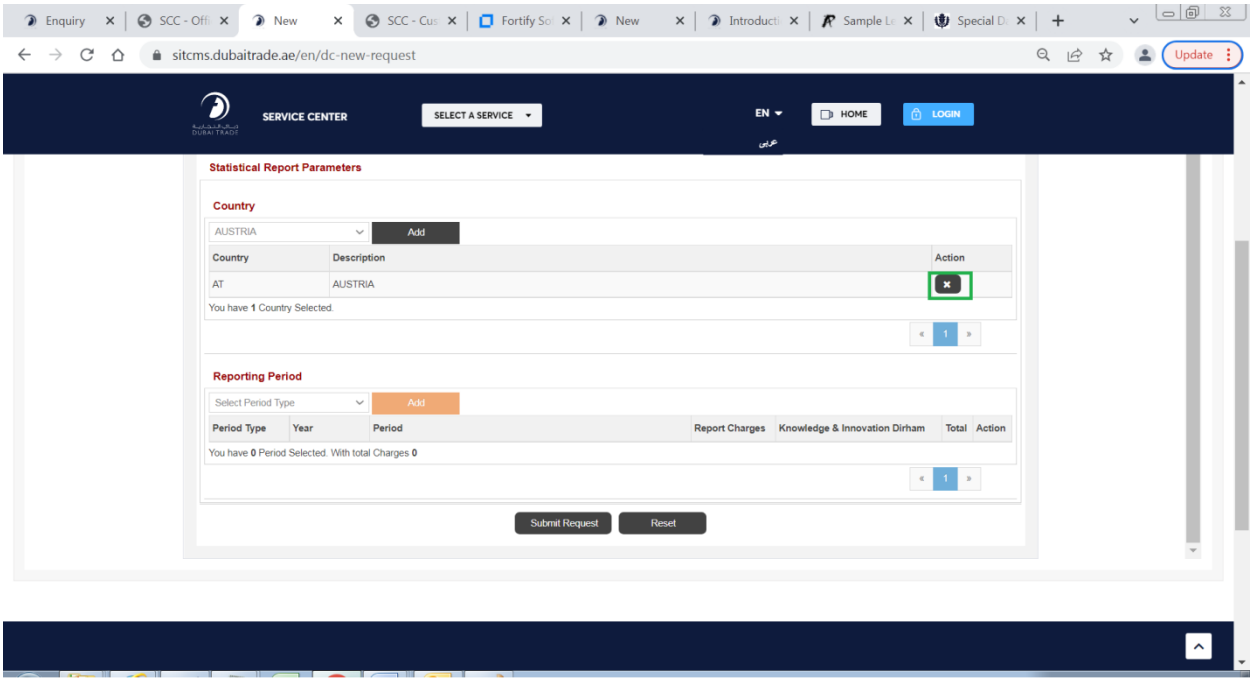
Click on “Add” button



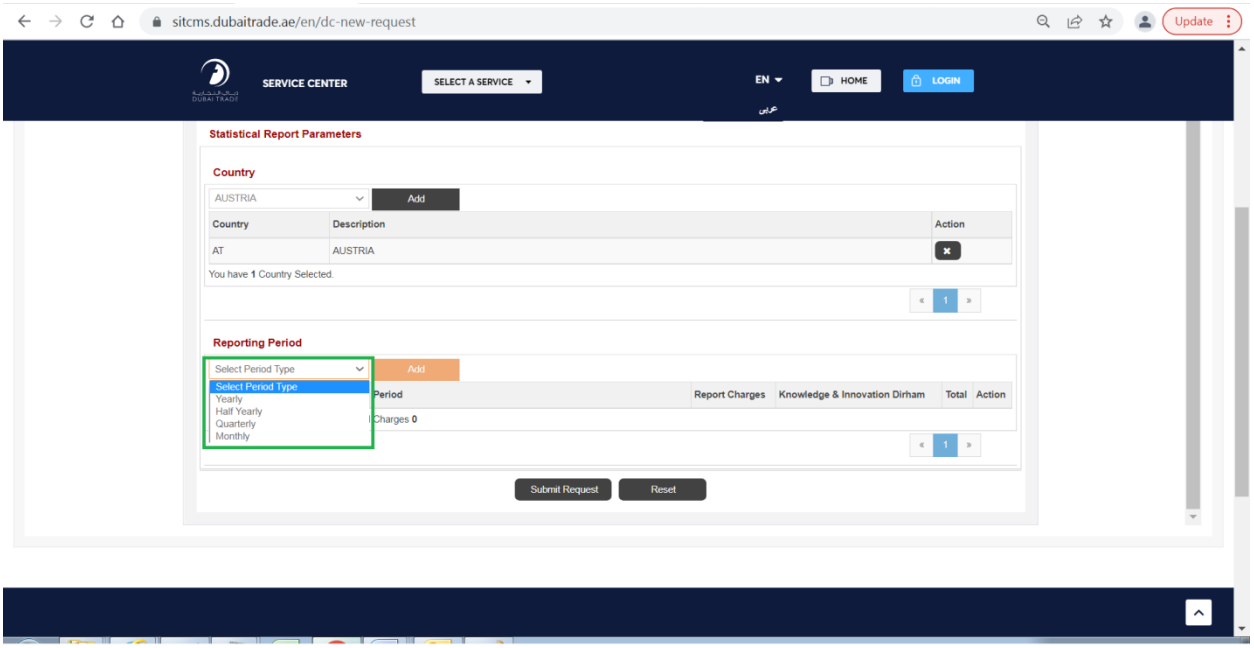

Selected country record will be displayed



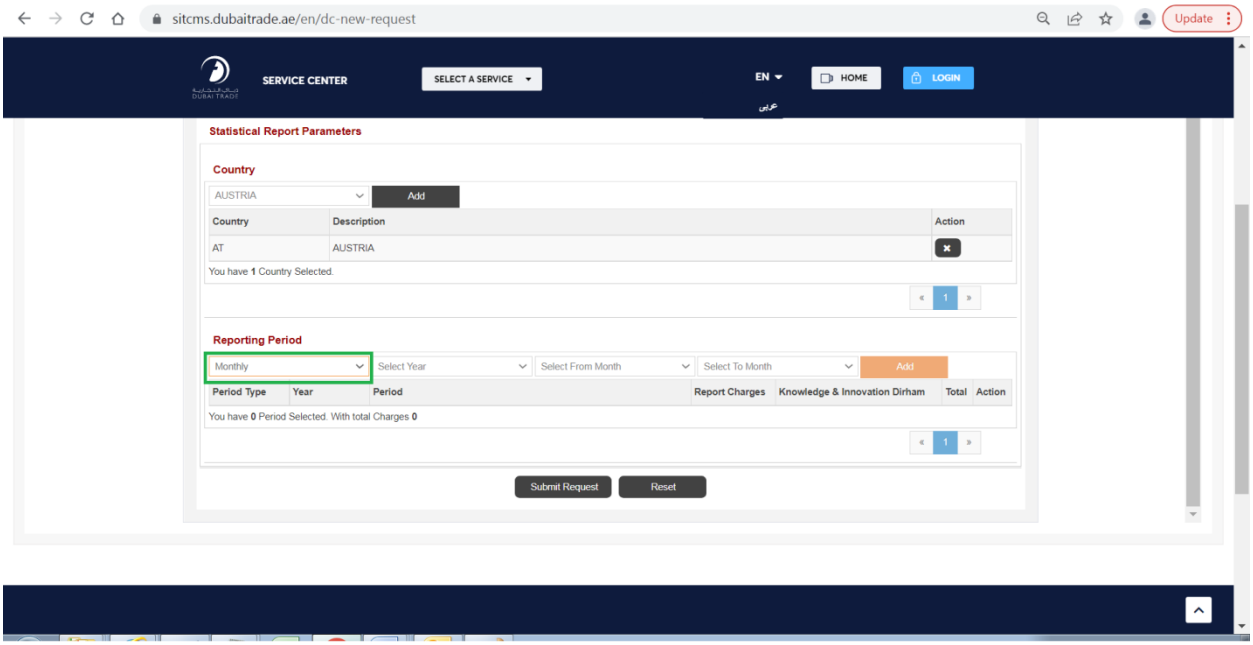
Note: More countries can be added by following same steps or any listed country record can be removed from the list by clicking “x” icon against the record.



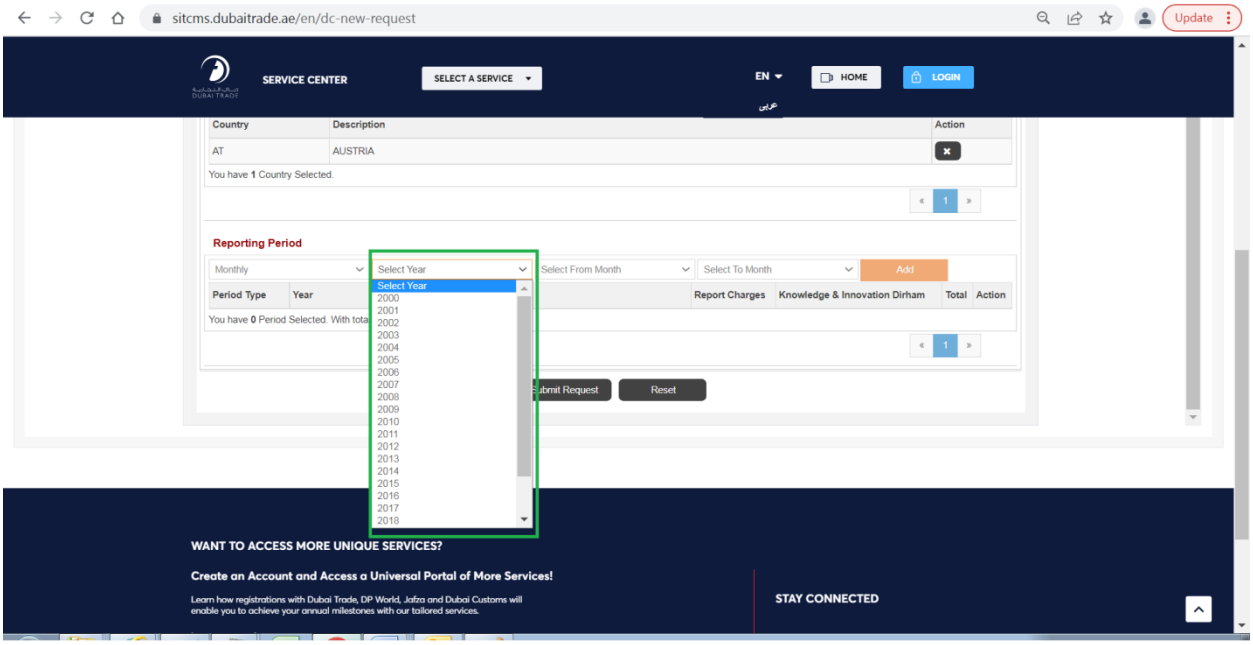

Click on Period Type List box under “Reporting Period” section, following options will be displayed:



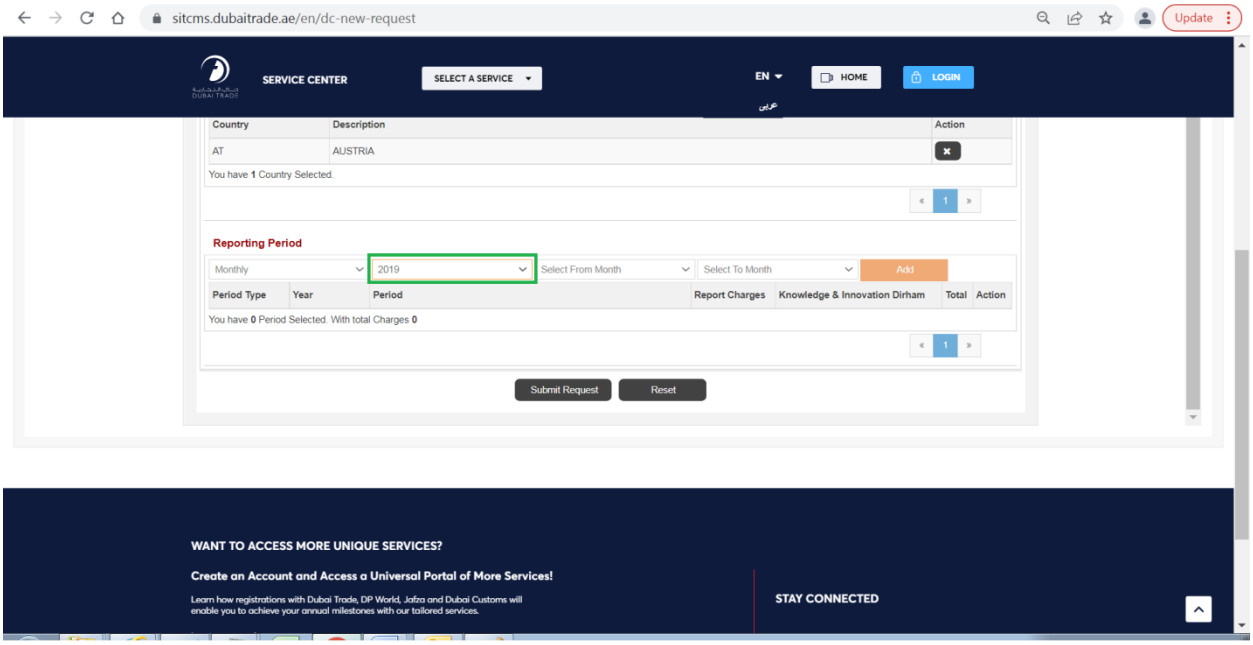
Select your desired period type let say Monthly



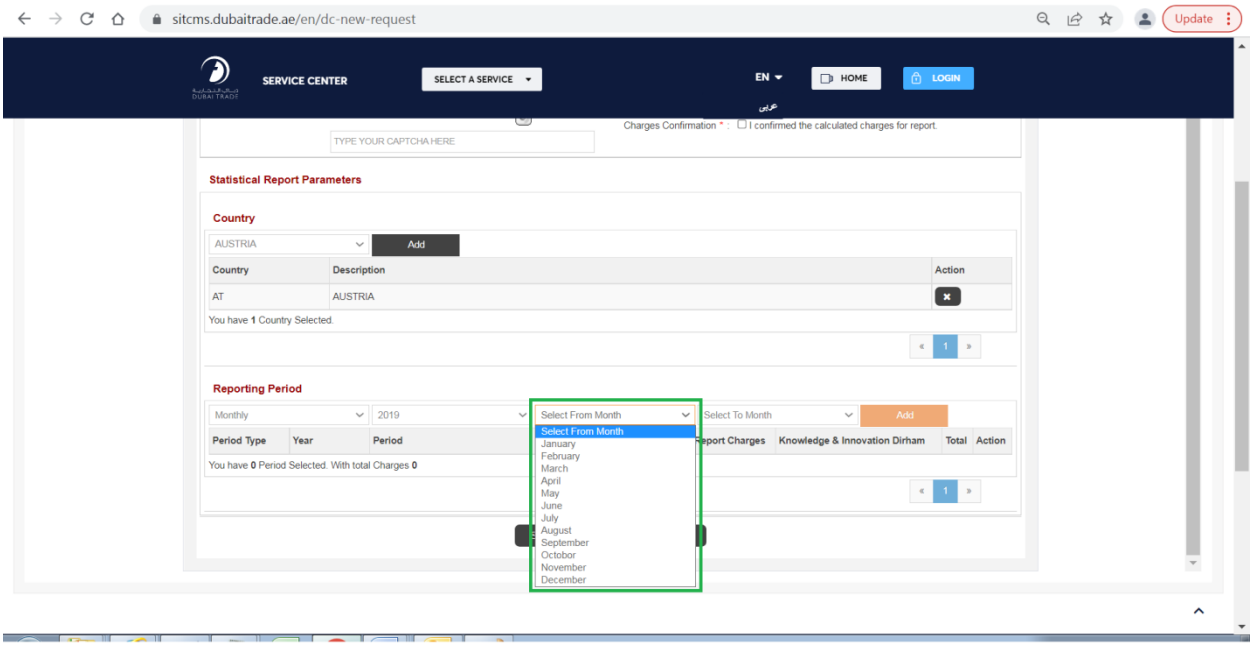

Click on “Select Year” List box, list of years will be displayed:



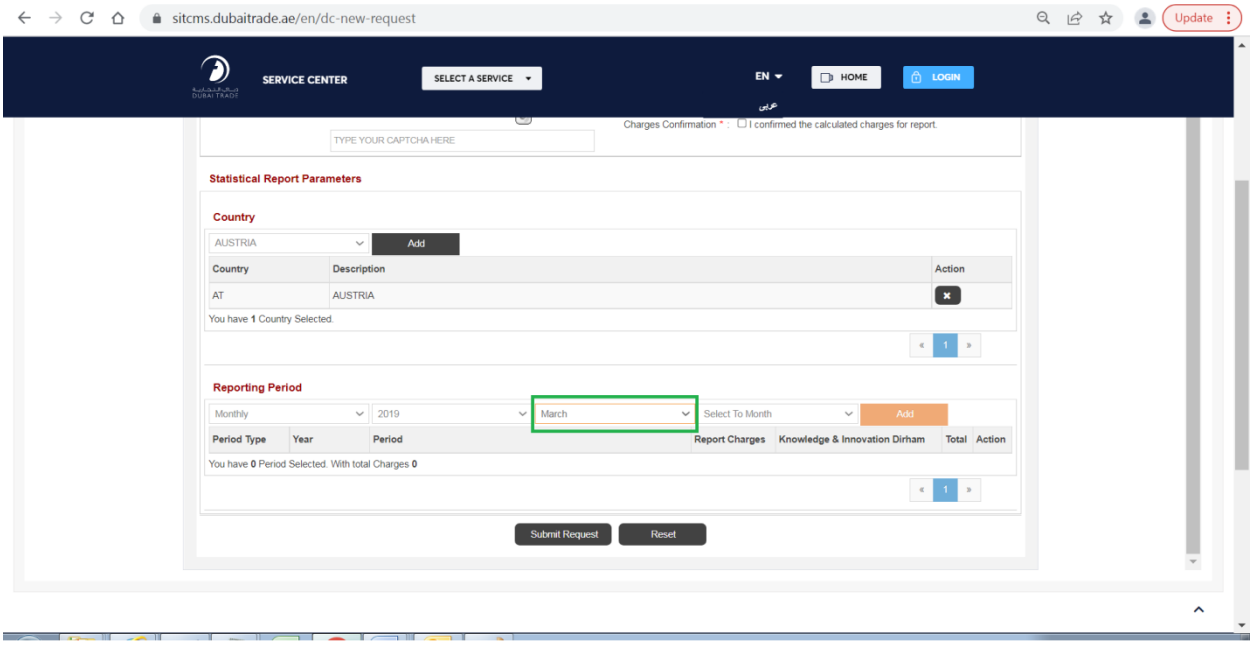
Select your desired year let say 2019



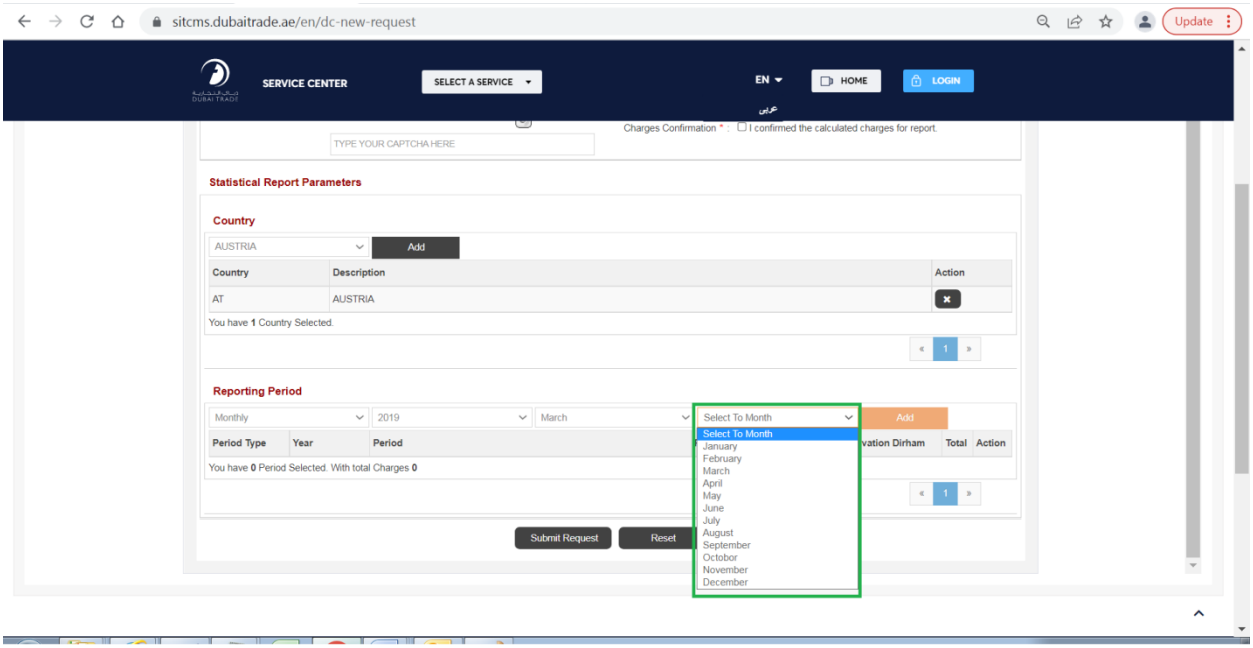

Click on “From Month” List box, following options will be displayed:



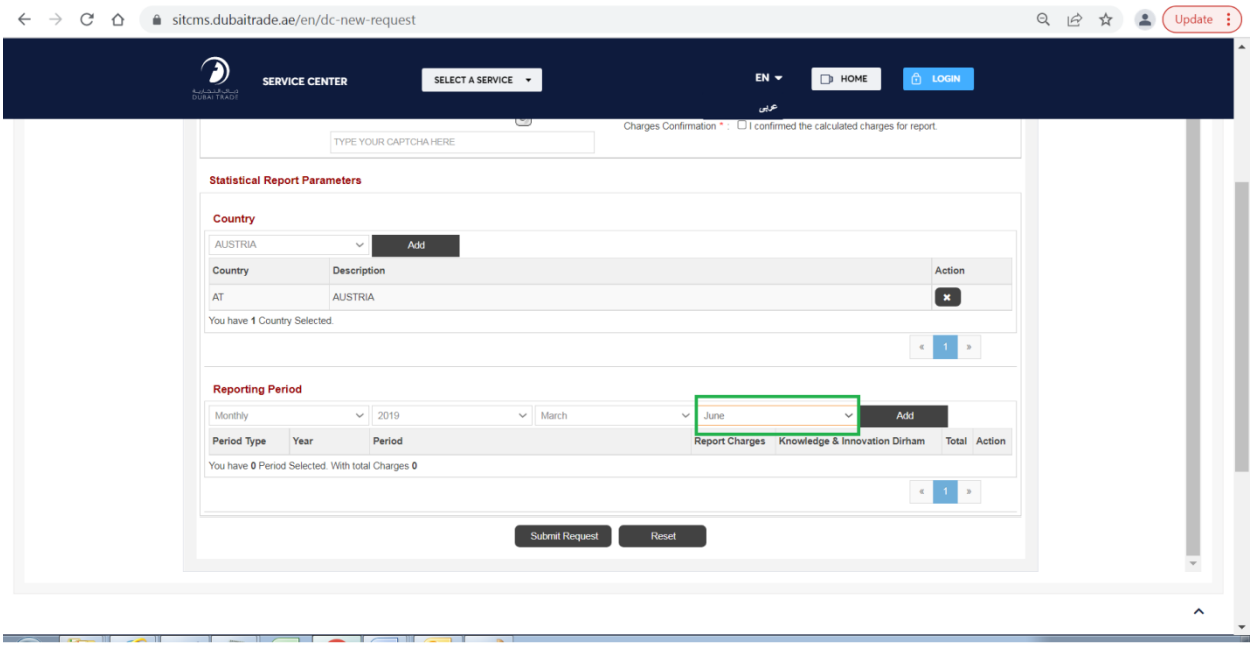
Select one option let say “March”



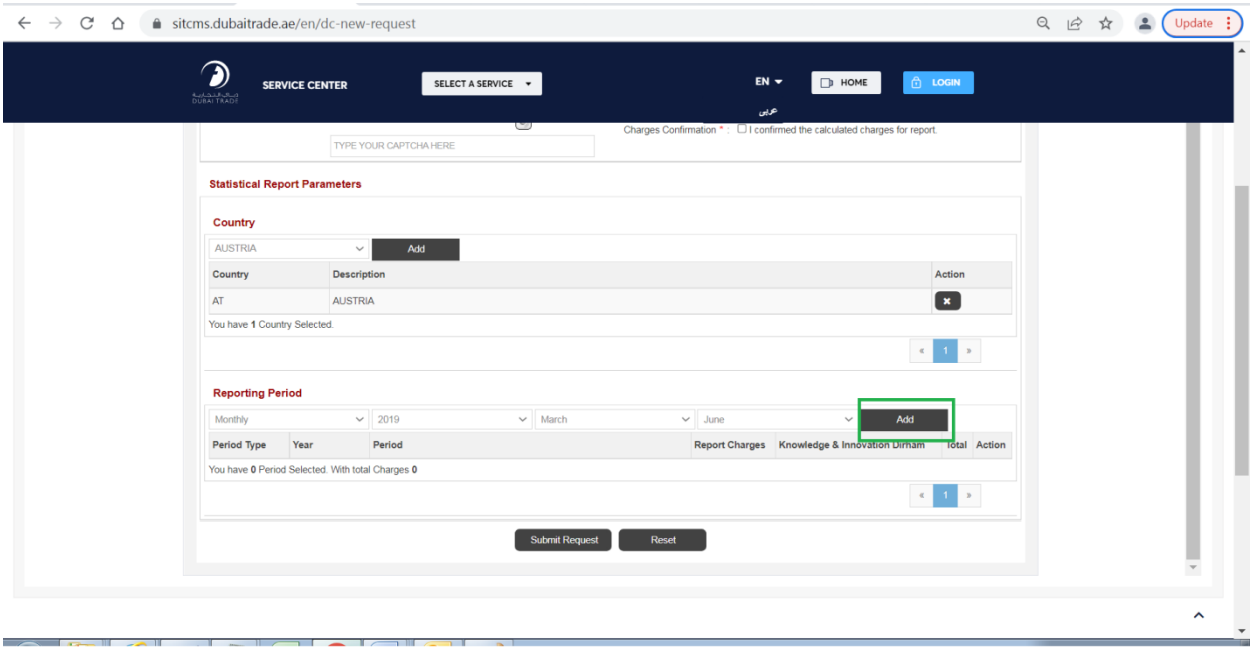

Click on “To Month” List box, following options will be displayed:



Select one option let say “June”

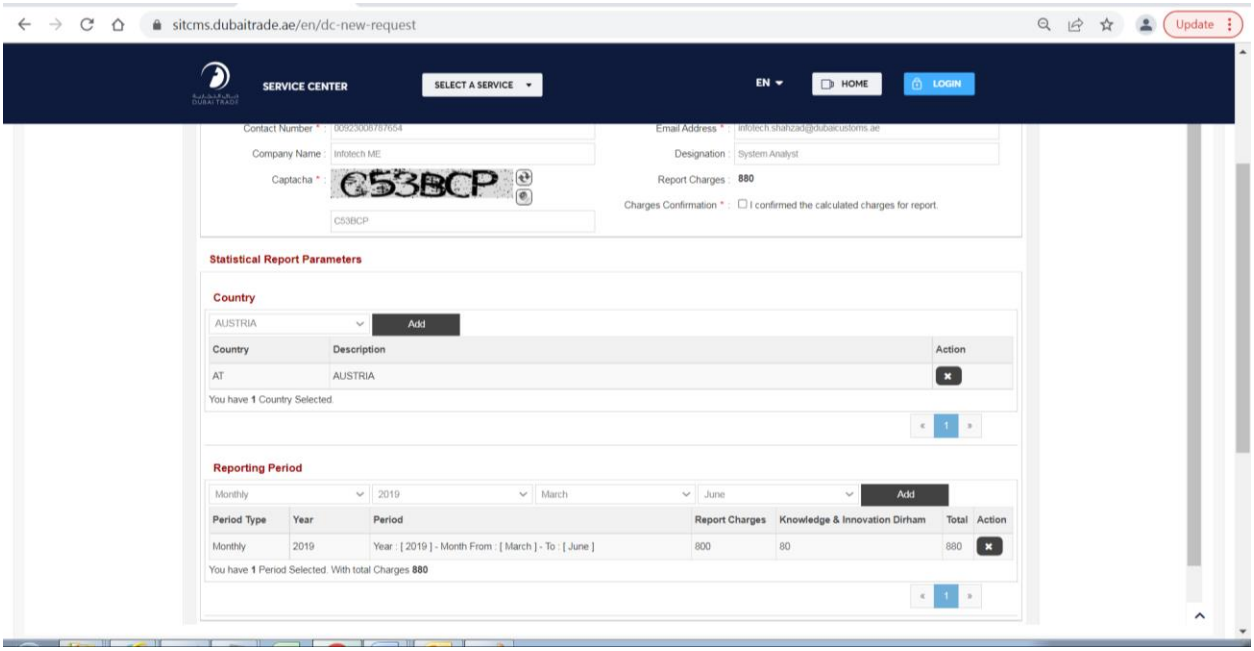



Click on “Add” button

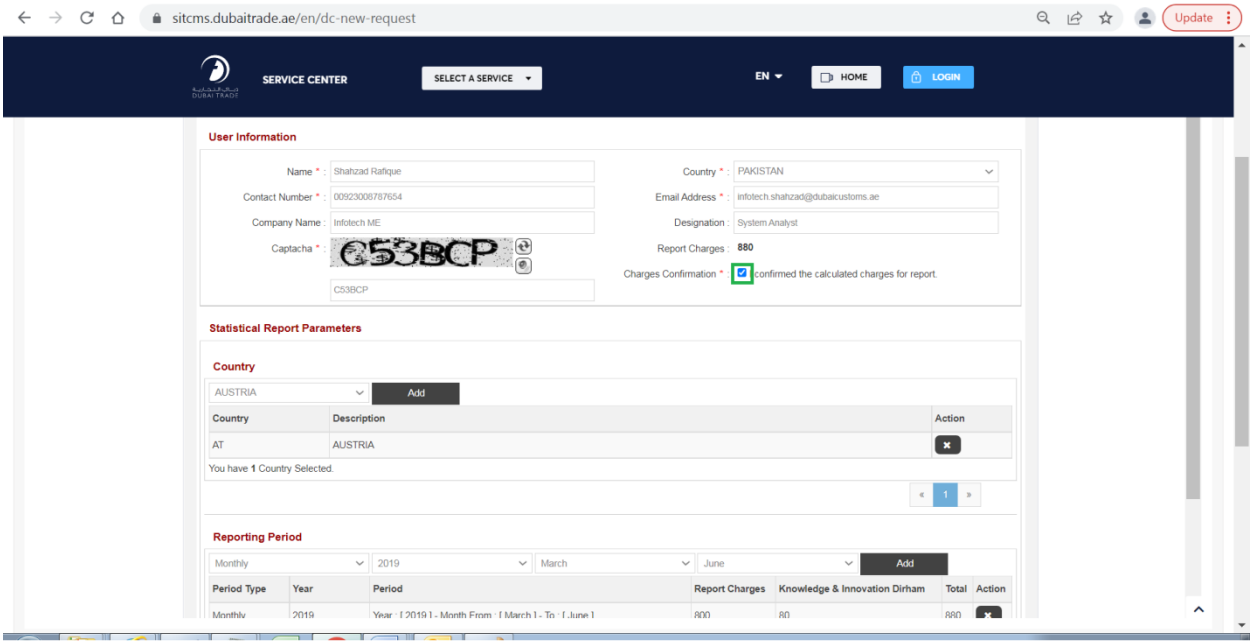


Selected record will be displayed, more records can be added (Yearly, Half Yearly, Quarterly or Monthly) by following the same process or selected records can be removed from the list by clicking on “x” button in front of any listed record.

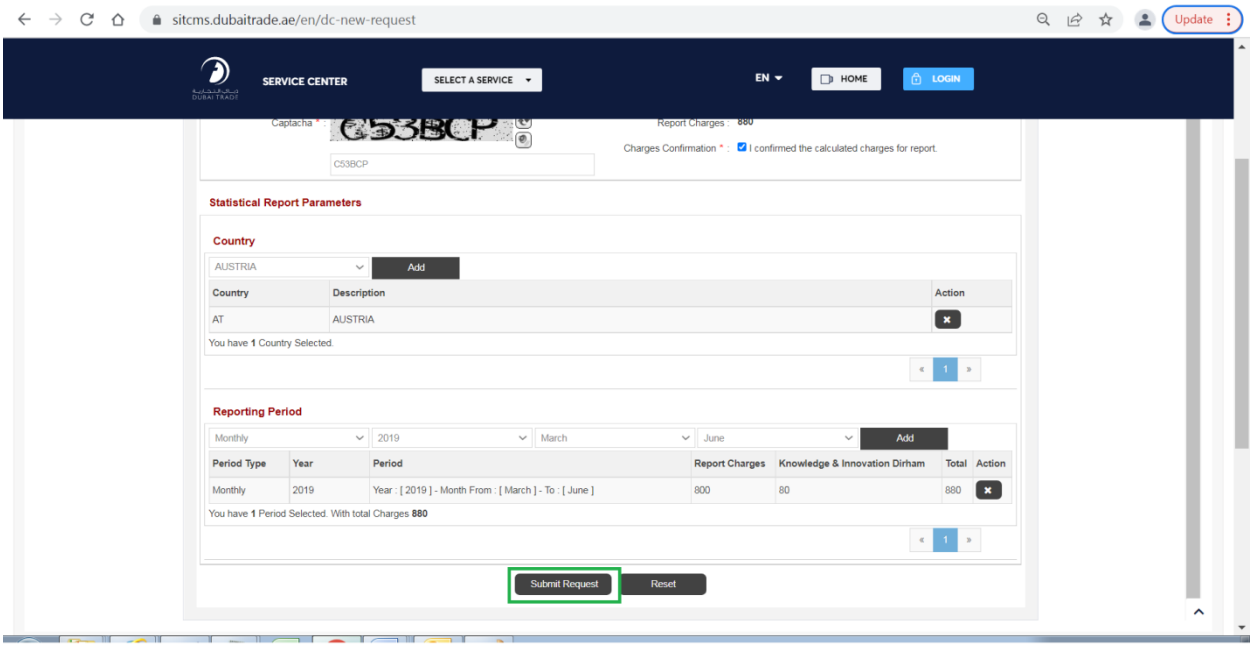
**Note:** Yearly, Half Yearly, or Quarterly records can be added one by one while monthly record can be added for one month or multiple months in range



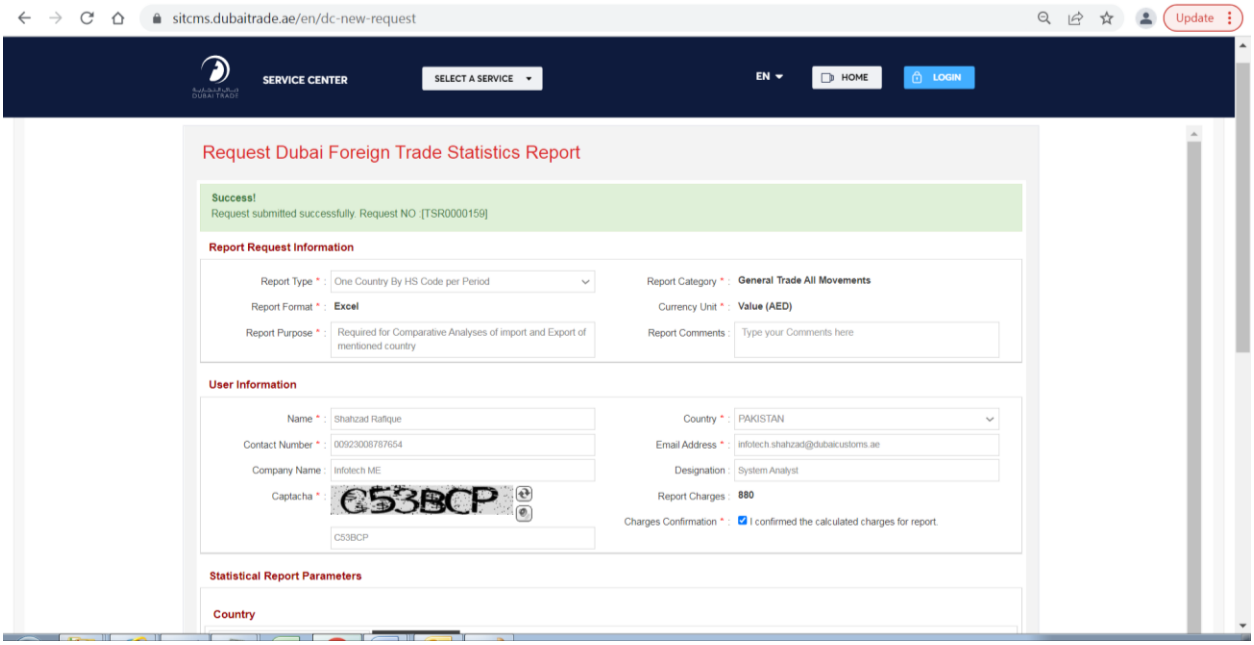

Checked the Charges Confirmation Checkbox



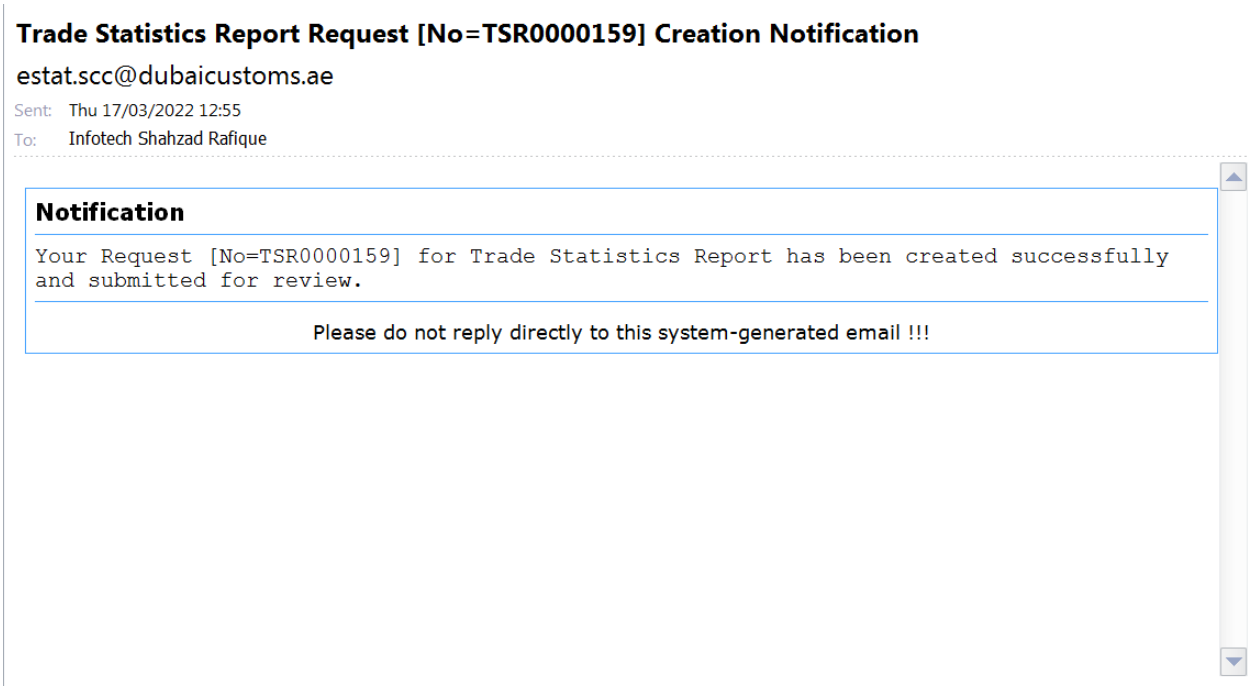
Click on “Submit Request” Button




System displayed a successful Submission message containing the Request Number also for further tracking



On successful submission of a request, customer will get an email notification on provided email containing the Request Number.



**Trade Statistics Report Request [No=TSR0000159] Creation Notification**

estat.scc@dubaicustoms.ae

Sent: Thu 17/03/2022 12:55

To: Infotech Shahzad Rafique

**Notification**

Your Request [No=TSR0000159] for Trade Statistics Report has been created successfully and submitted for review.

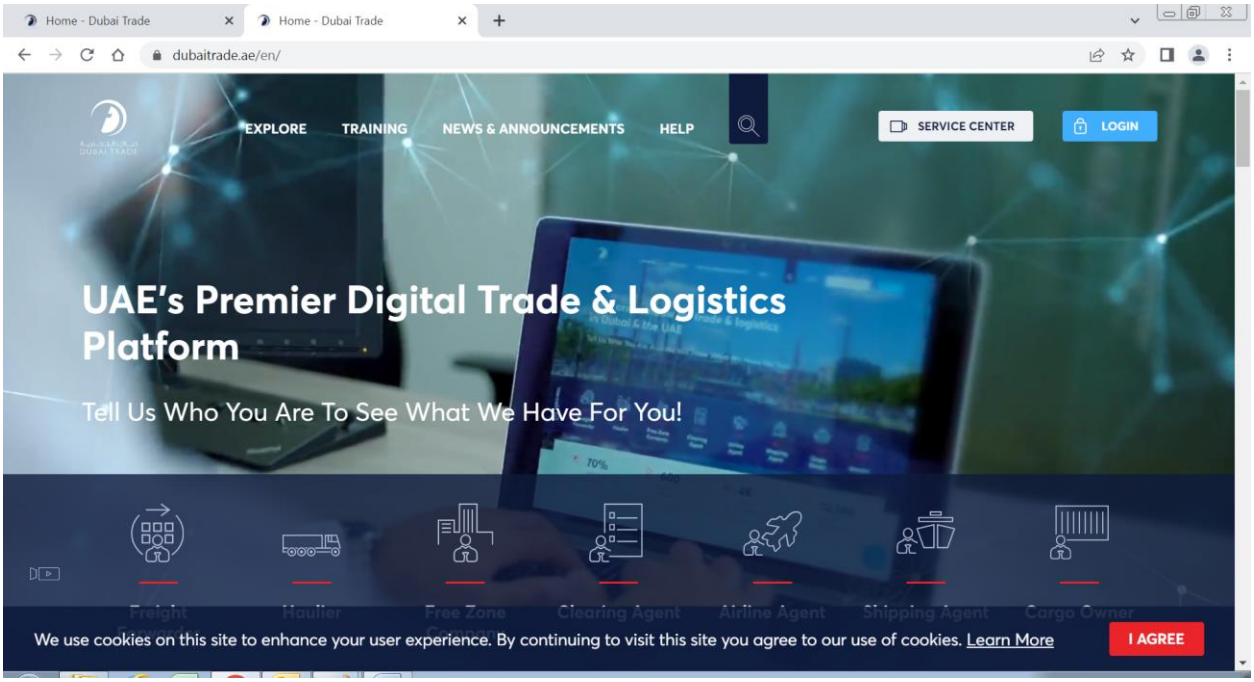
Please do not reply directly to this system-generated email !!!

Note: On successful submission of a request it will be routed to Dubai Customs Officers for review, after review it can be either Approved or Rejected and customer will receive a relevant email notification also. In case of Approval customer can proceed for the Payment through Dubai Trade Portal or In case of Rejection customer can view the reason of rejection through Dubai Trade Portal.

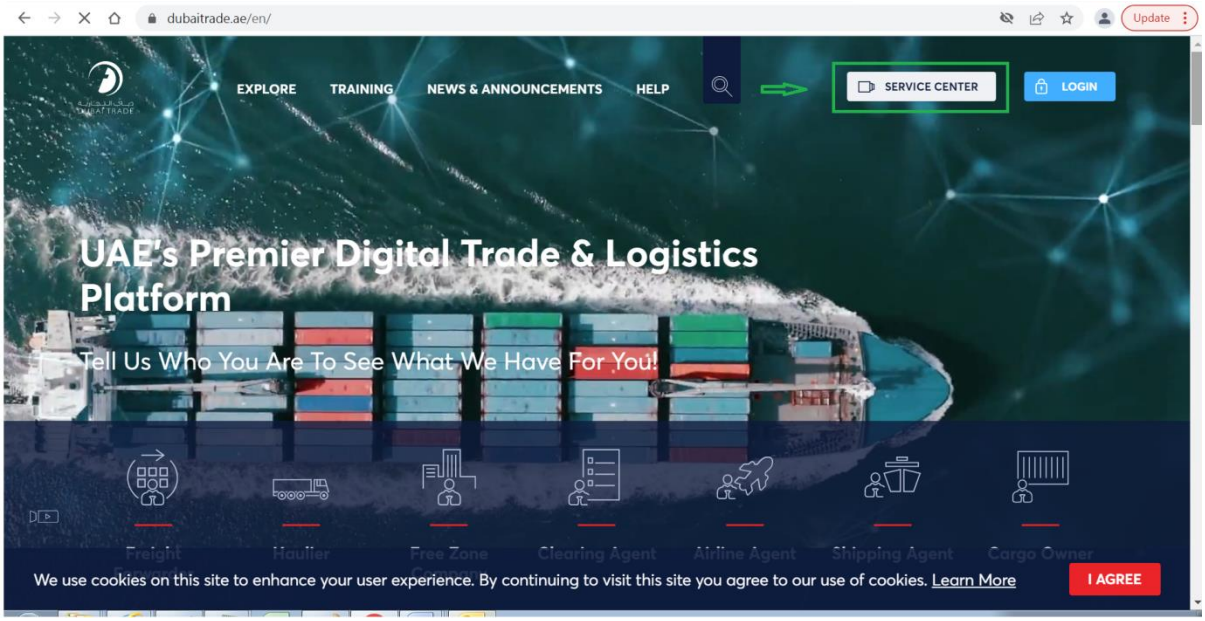
## View or check status of an already submitted Trade Statists Report Request

Open Dubai Trade Portal through following URL:

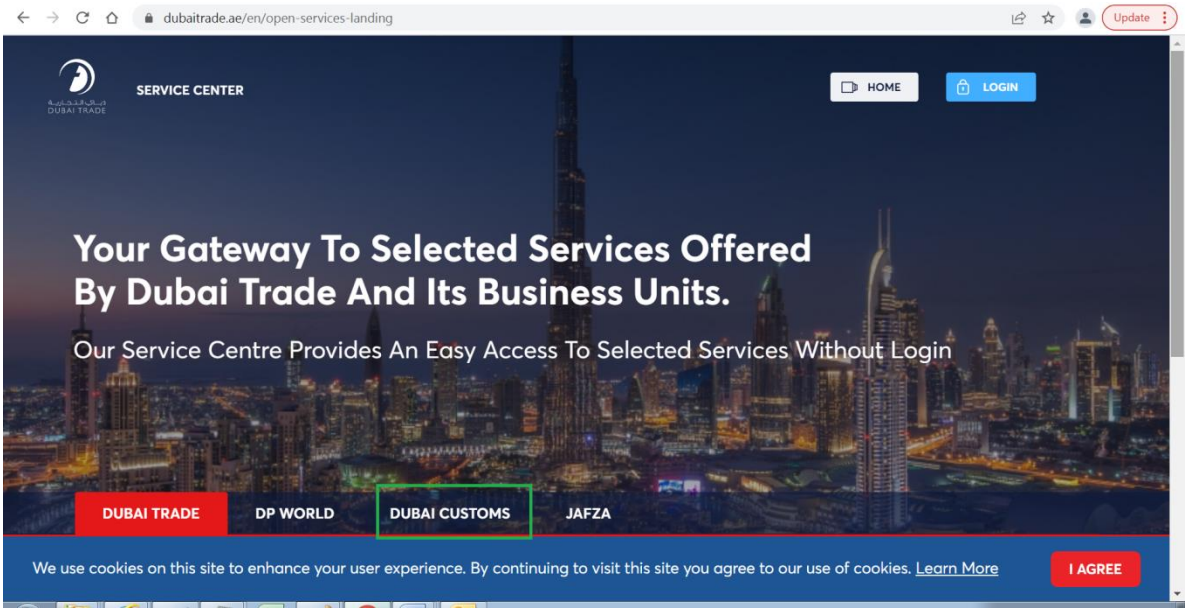
https://www.dubaitrade.ae



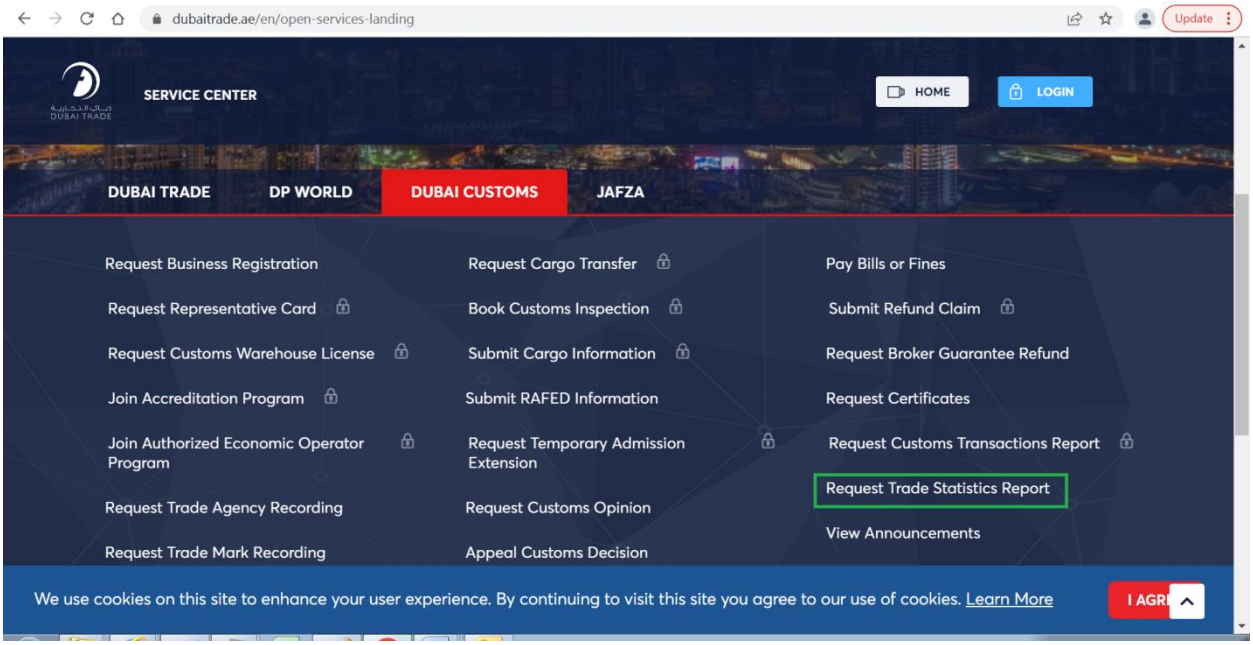

Click on Service Center button on Home Page



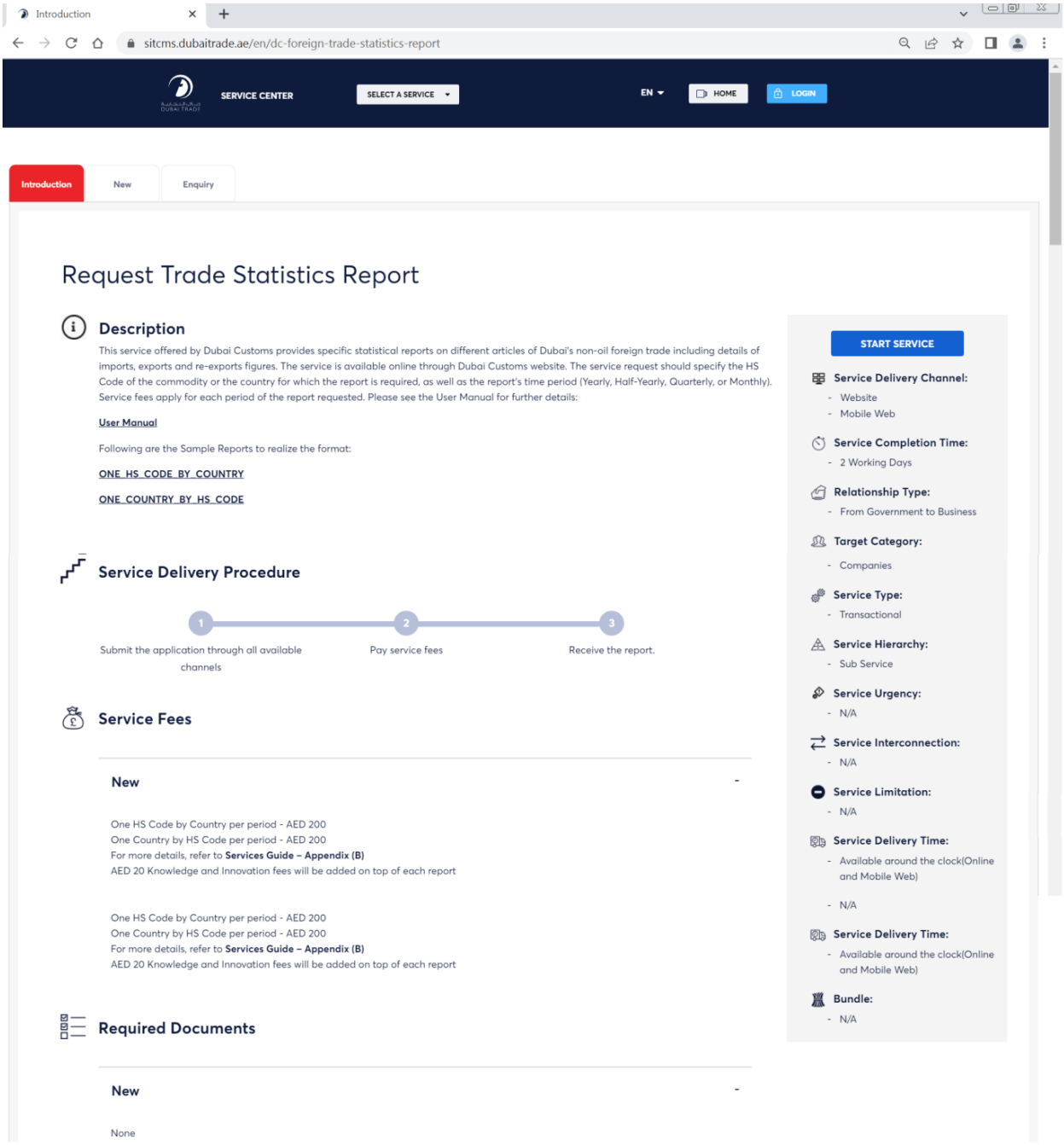
Click on Dubai Customs Tab



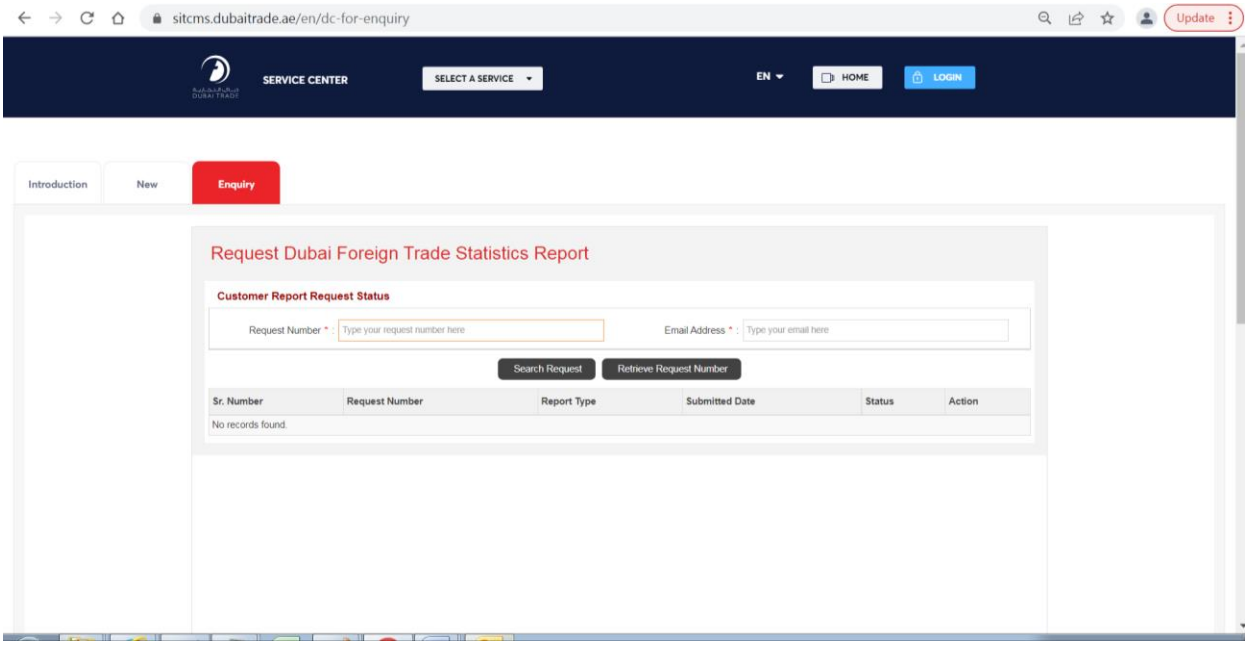

Click on Request Trade Statistics Report link



Following Introduction Page will be opened contains “New” and “Inquiry” Tabs



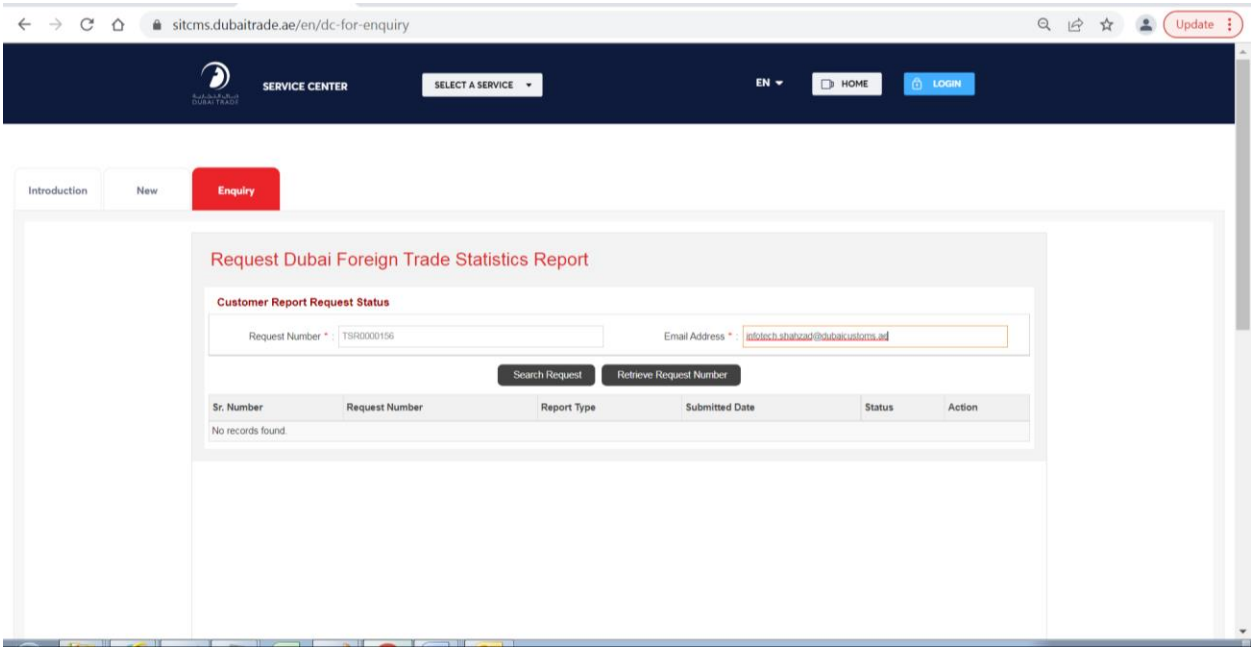
Click on “Enquiry” Tab



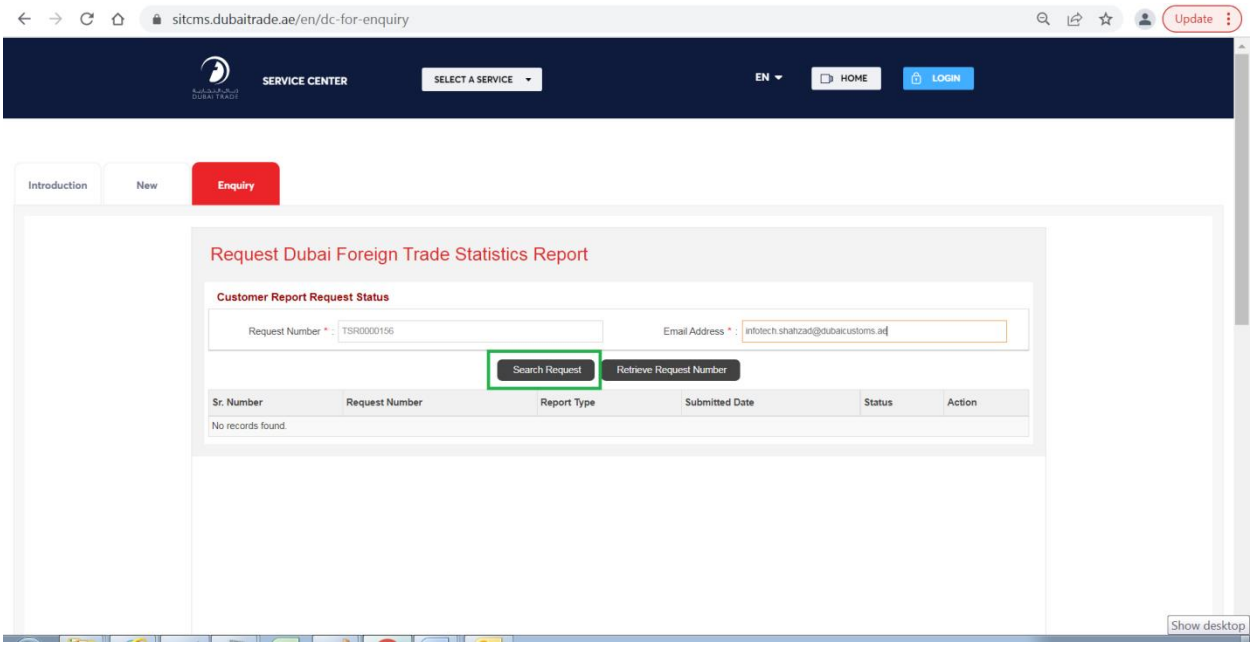

Enter Request Number which displayed as part of successful message on submission of request and the same also sent to customer on provided email e.g *TSR0000067*

Enter email which provided at the time of request submission

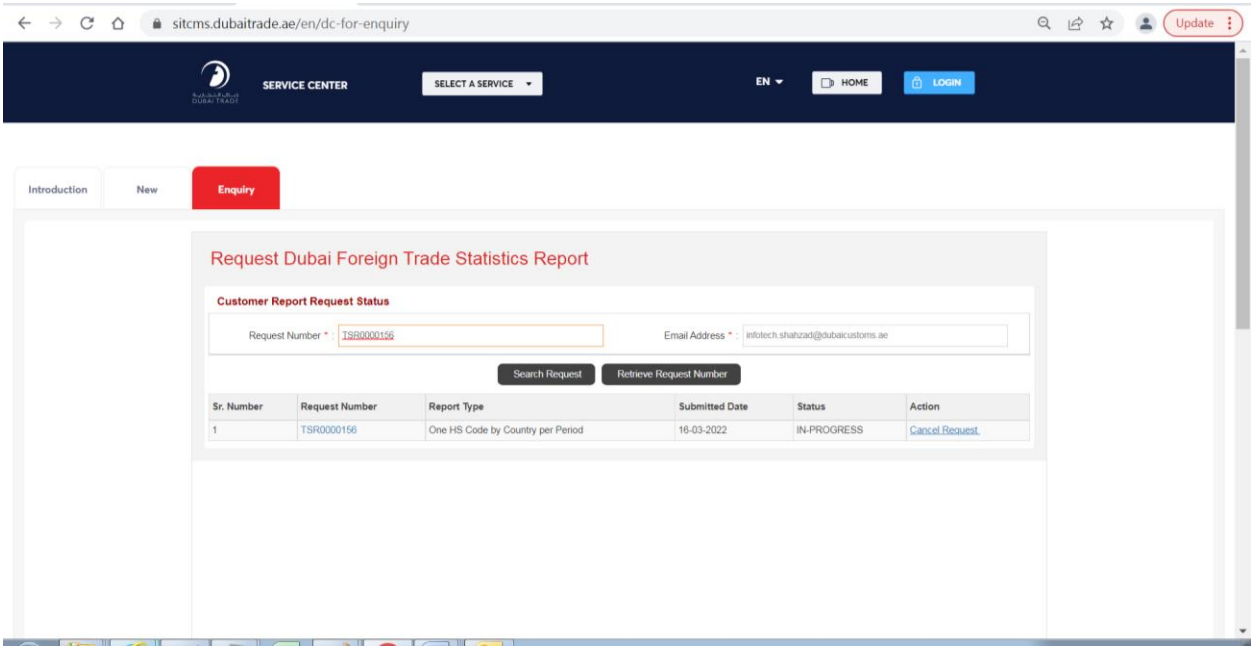
Fowling is the example



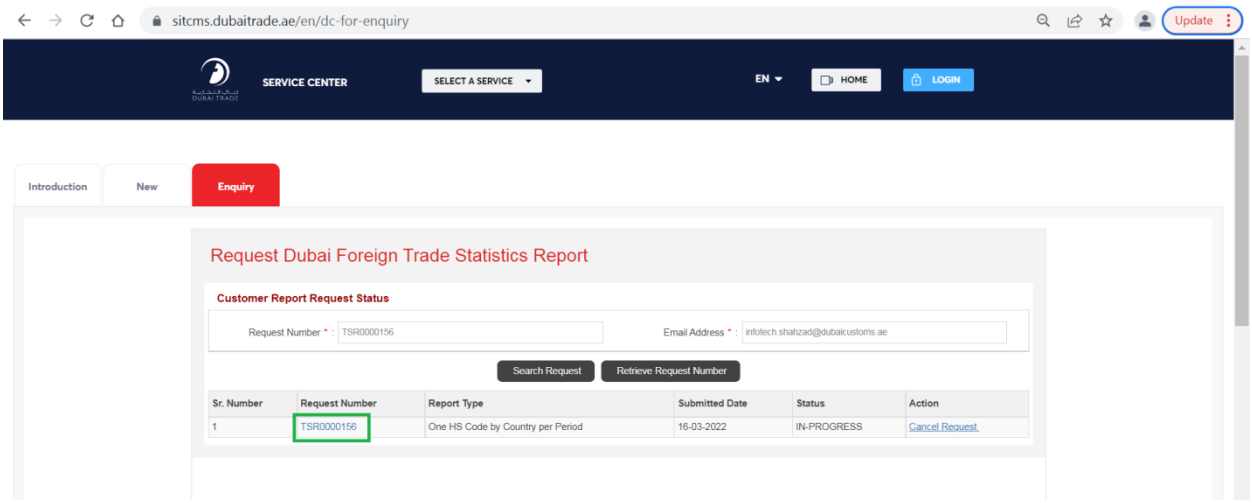
Click on “Search Request” button



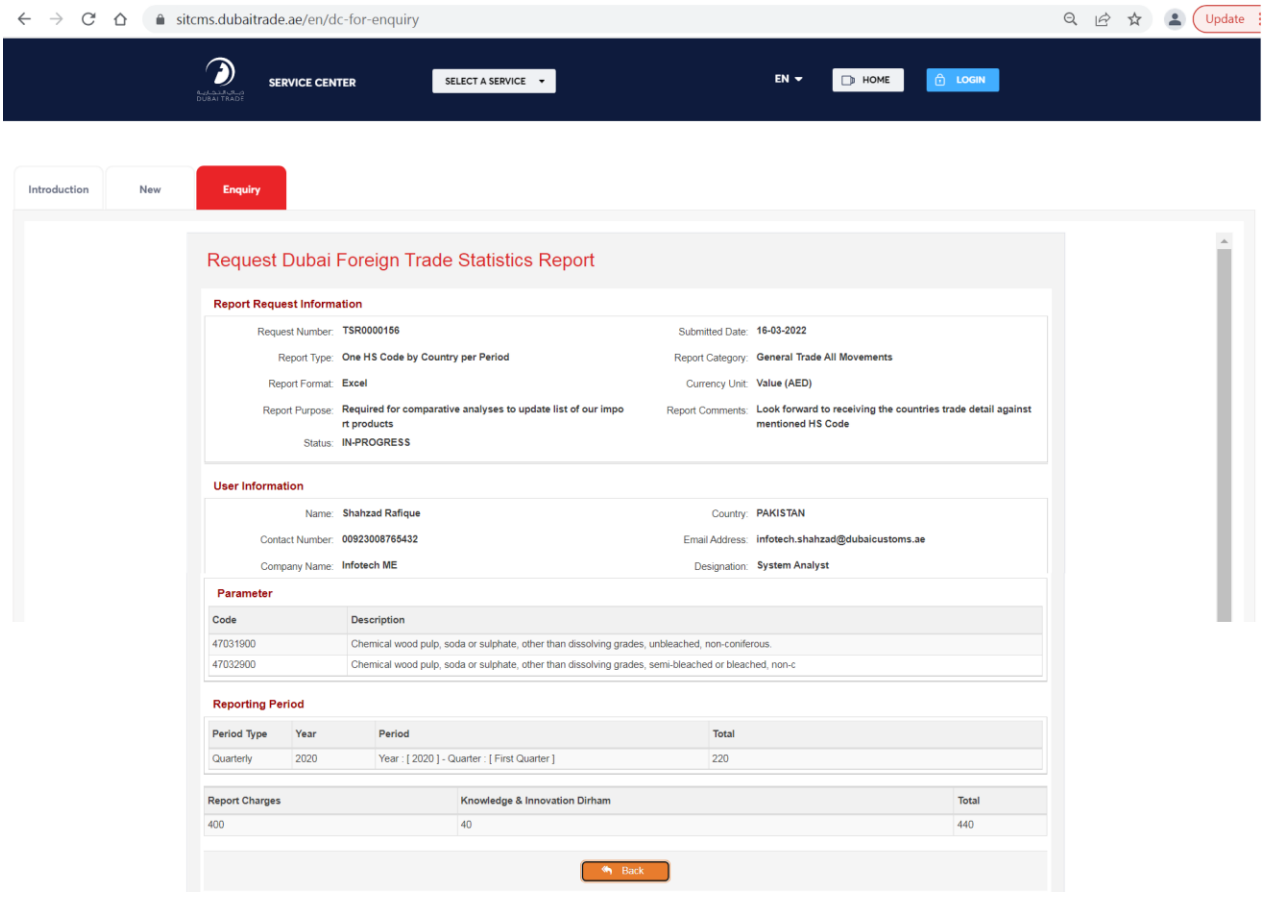

System displays a relevant record



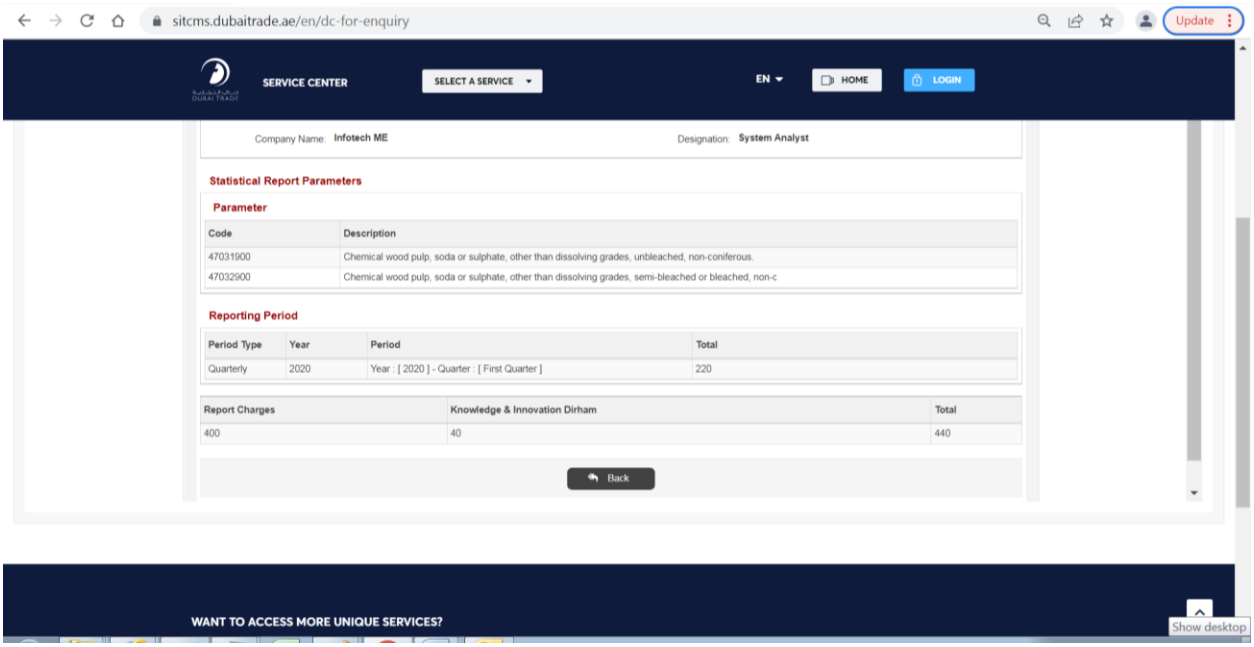
Click on Request number Hyperlink



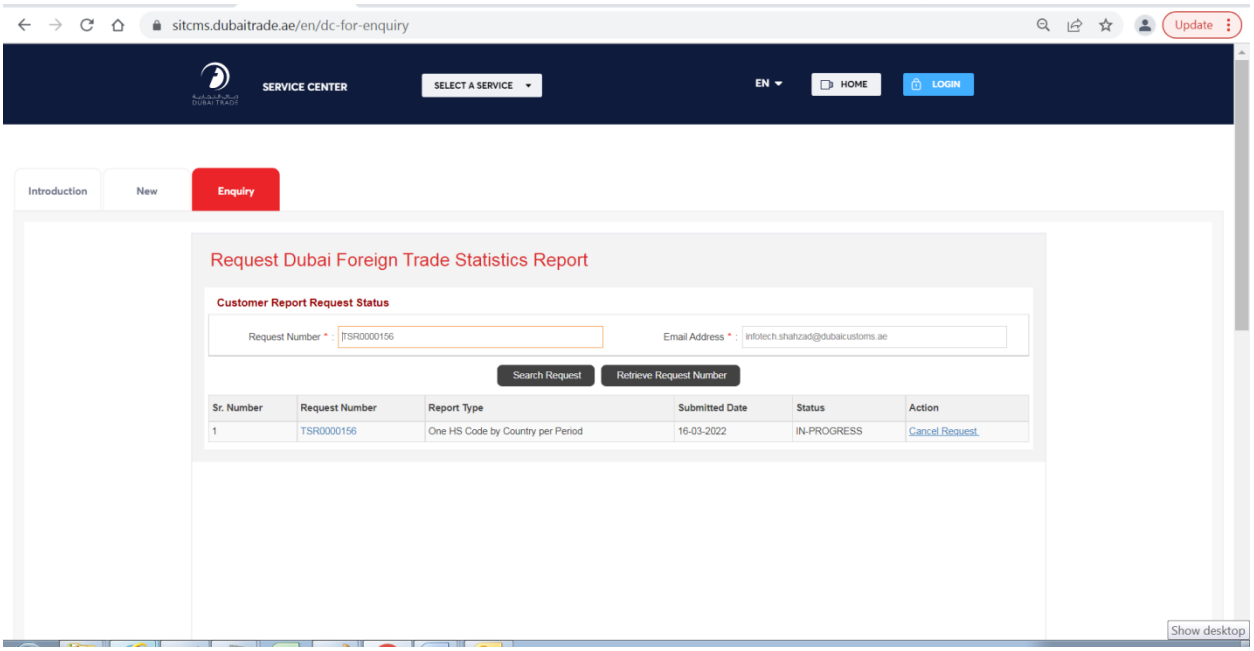

System opens a new page contains the details regarding submitted request



Click on “Back” button




System navigates back to previous state

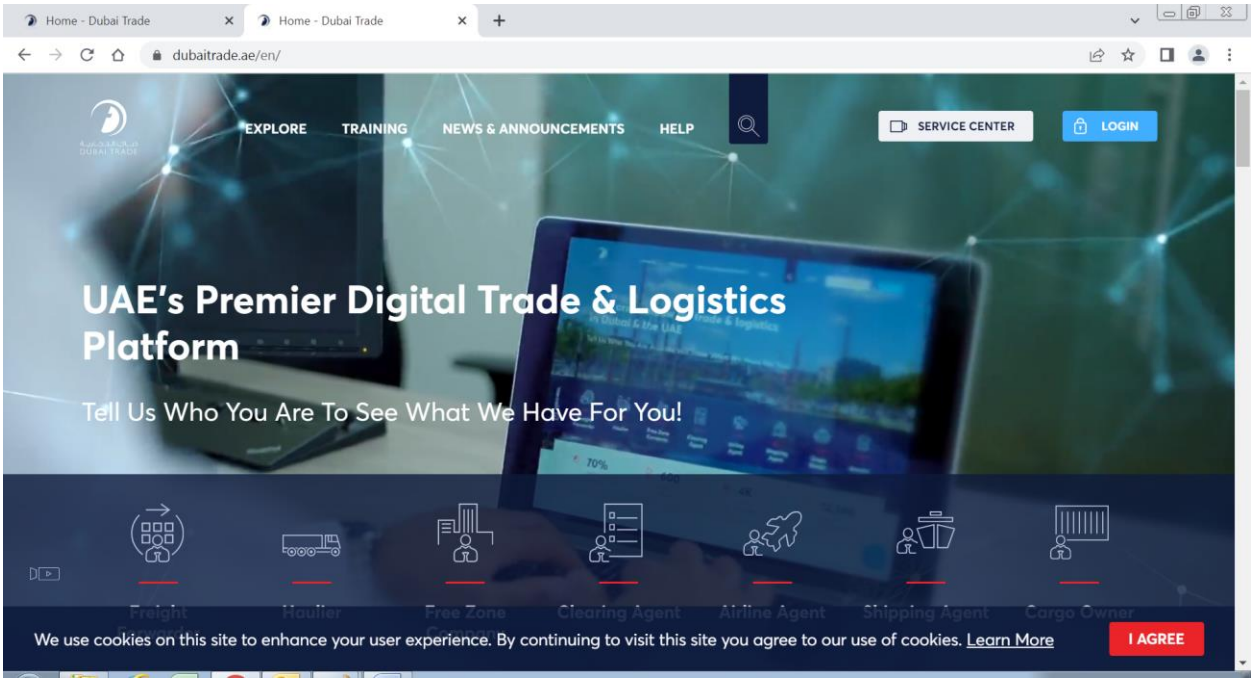


Note: A request can be cancelled by the customer until its getting approved. Once a request approved then customer can proceed for the payment, a request will be expired in case of non-payment within 15 days after approval.

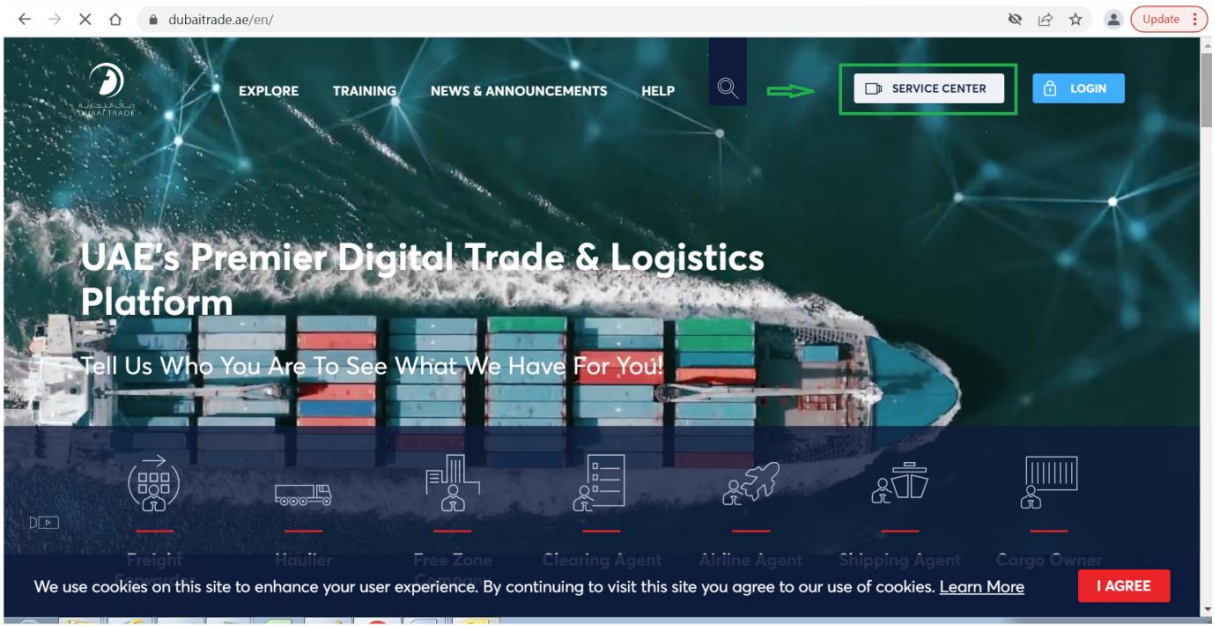
## Cancel an already Submitted Trade Statistics Report Request

Open Dubai Trade Portal through following URL:

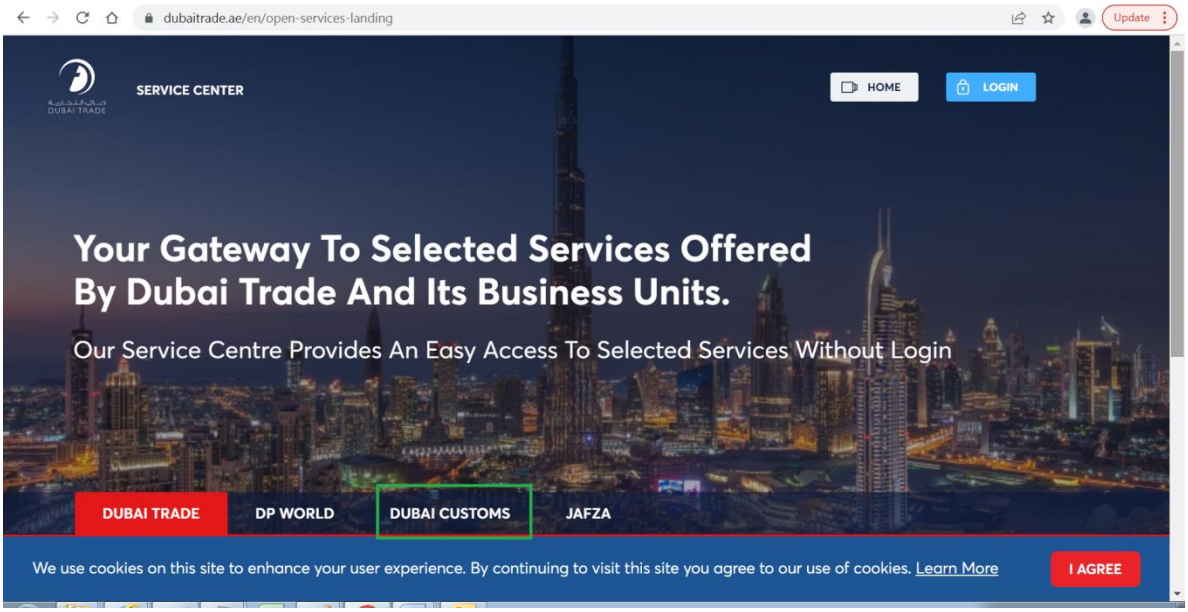
https://www.dubaitrade.ae



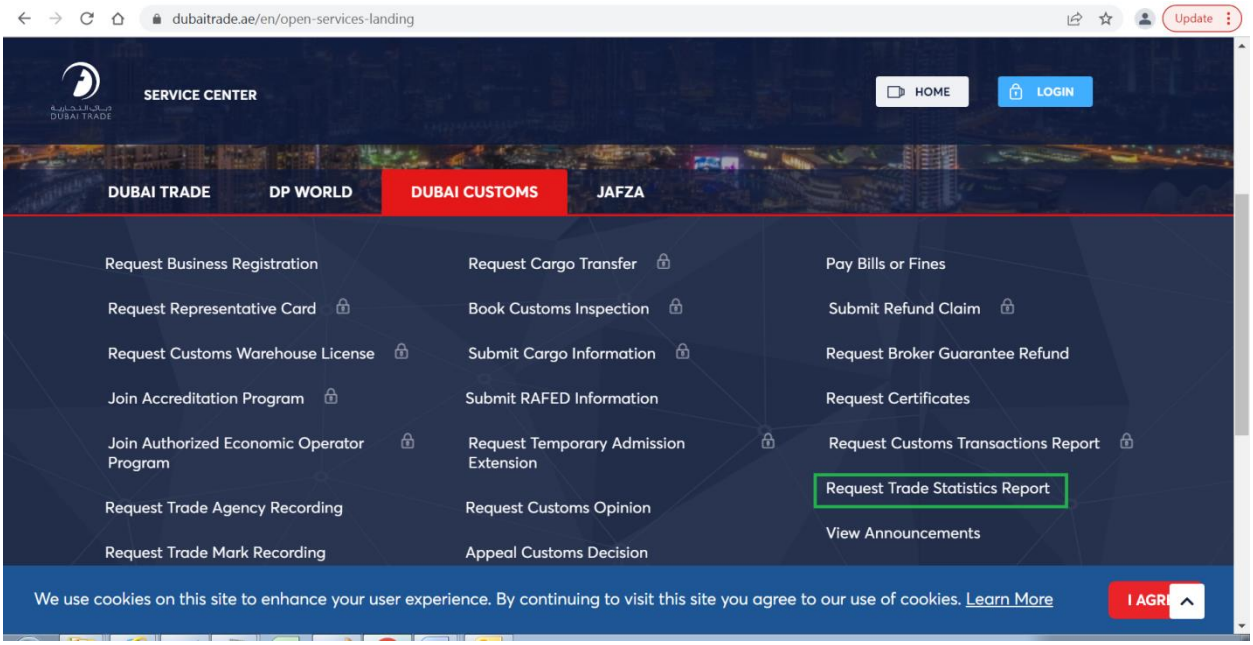

Click on Service Center button on Home Page



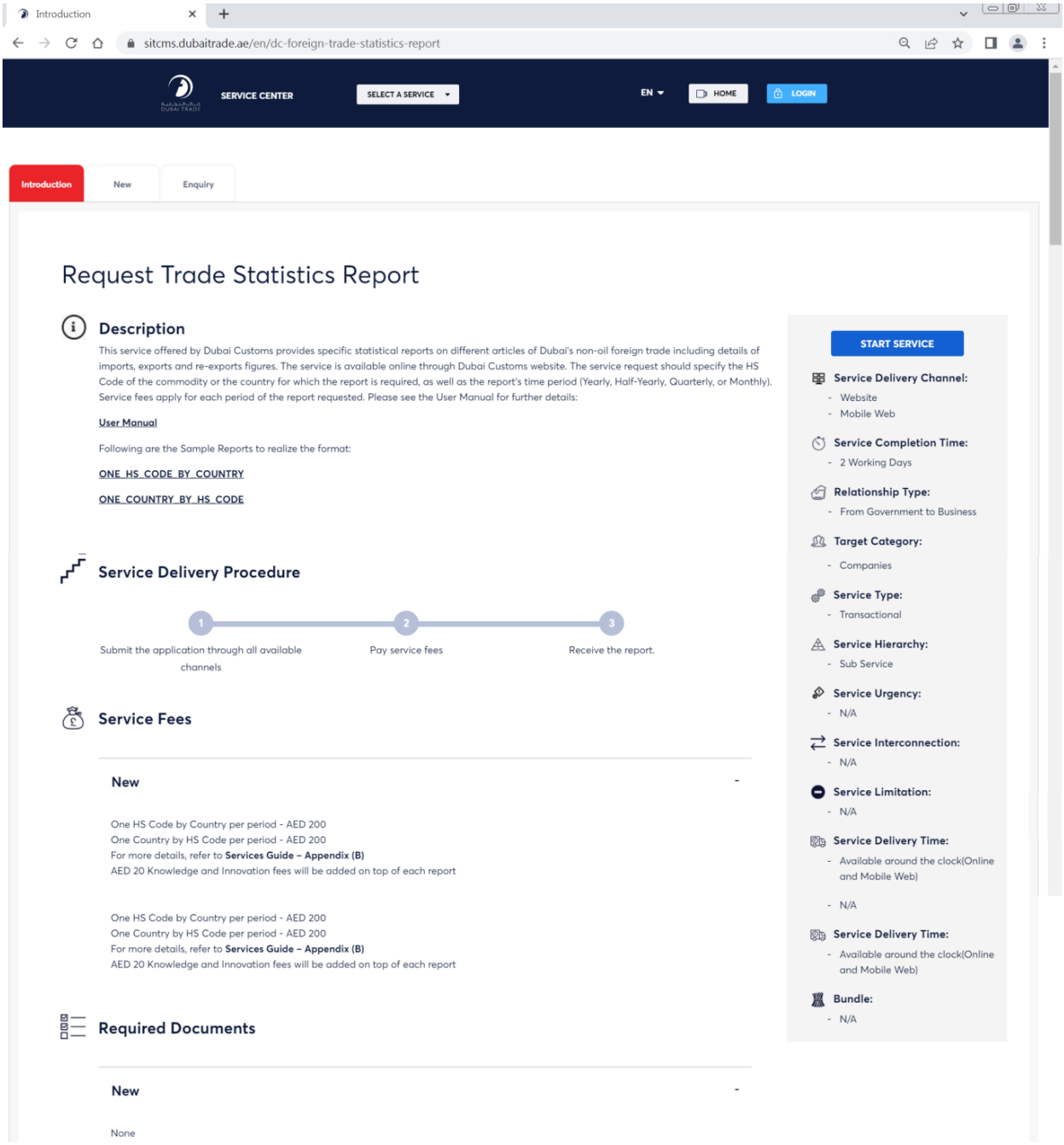
Click on Dubai Customs Tab



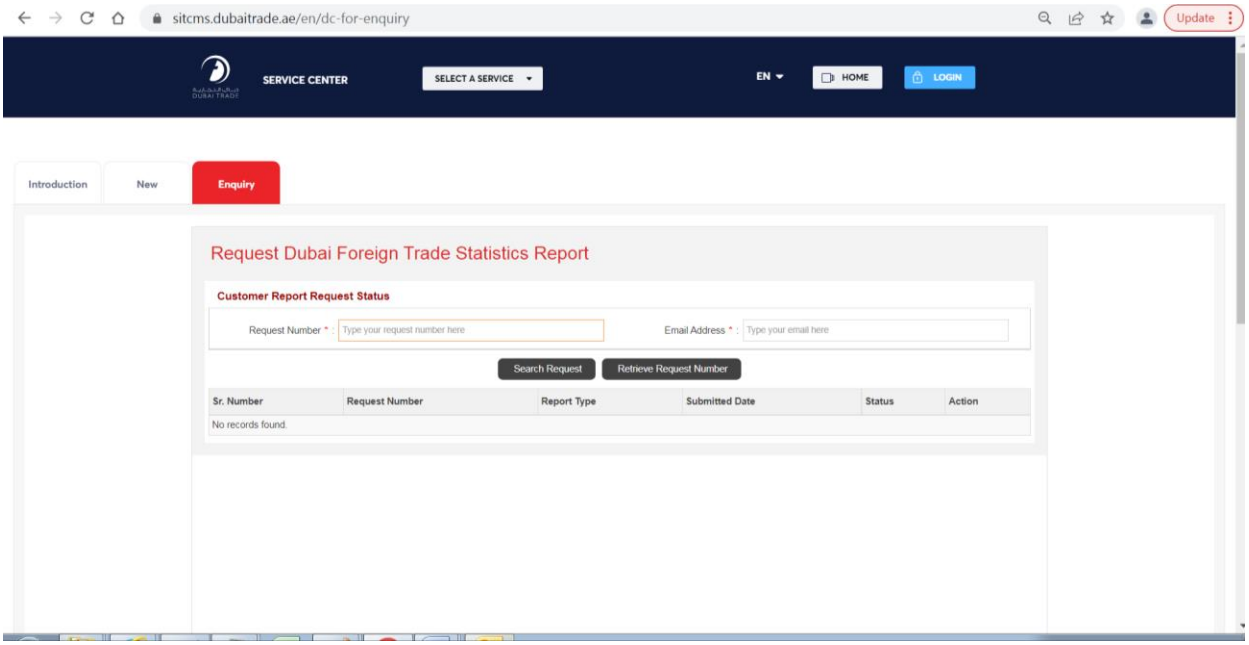

Click on Request Trade Statistics Report link



Following Introduction Page will be opened contains “New” and “Inquiry” Tabs



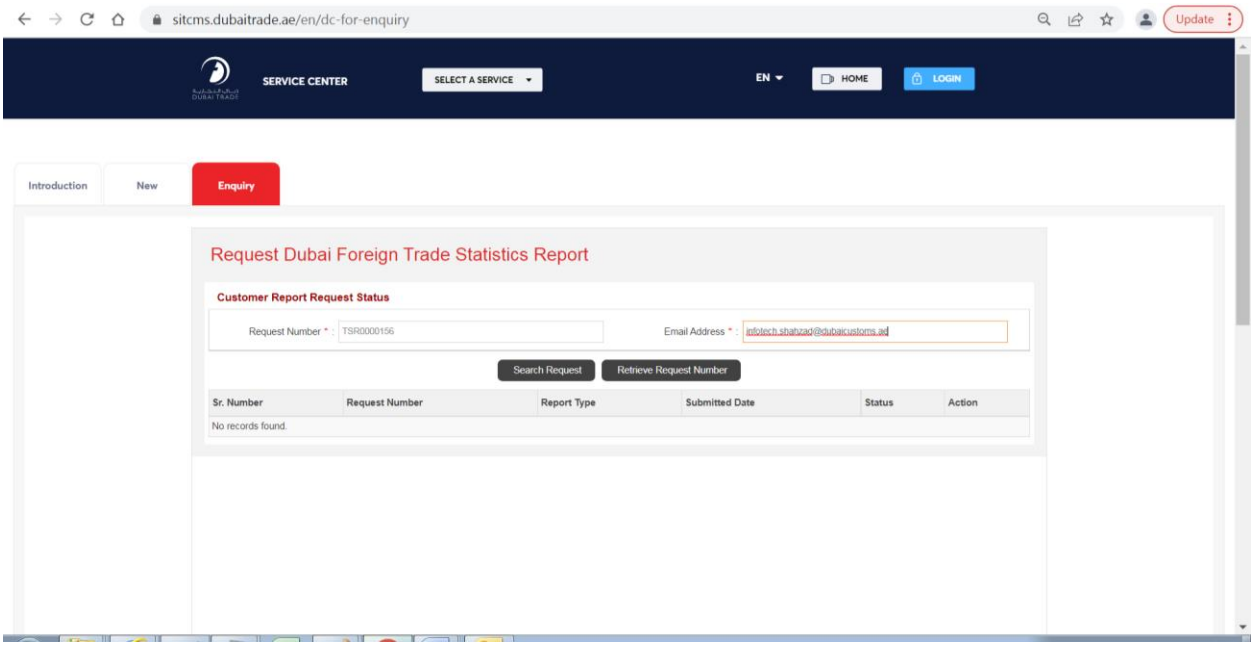
Click on “Enquiry” Tab



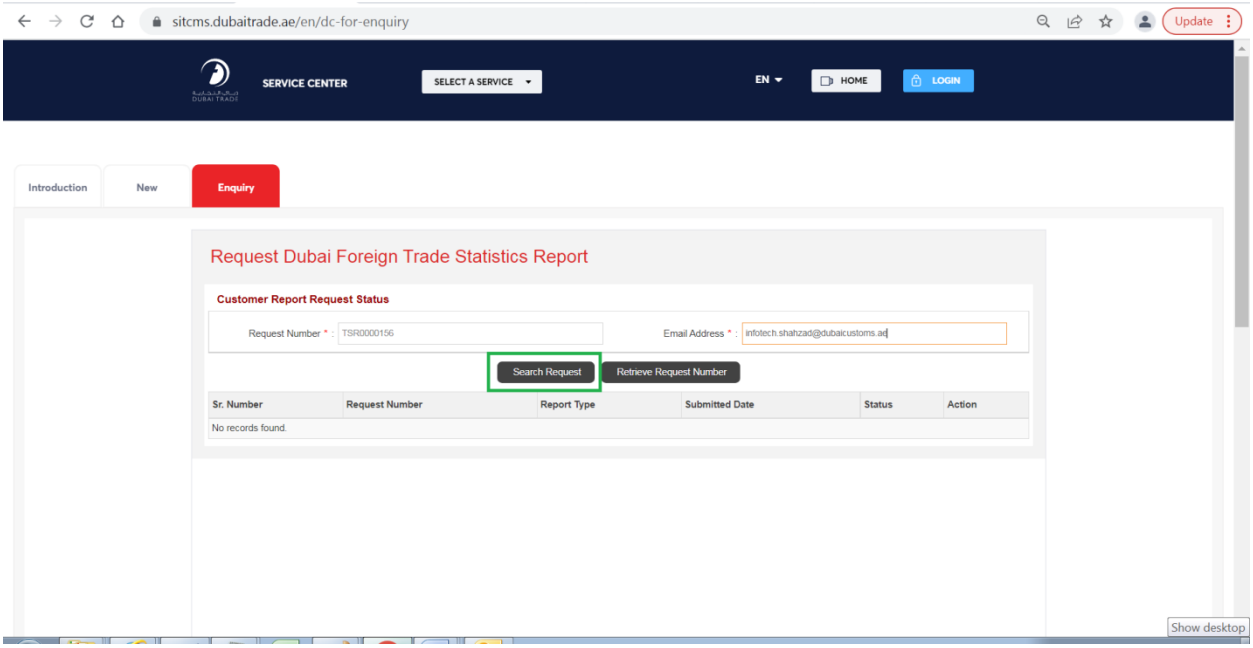

Enter Request Number which displayed as part of successful message on submission of request and the same also sent to customer on provided email e.g *TSR0000067*

Enter email which provided at the time of request submission

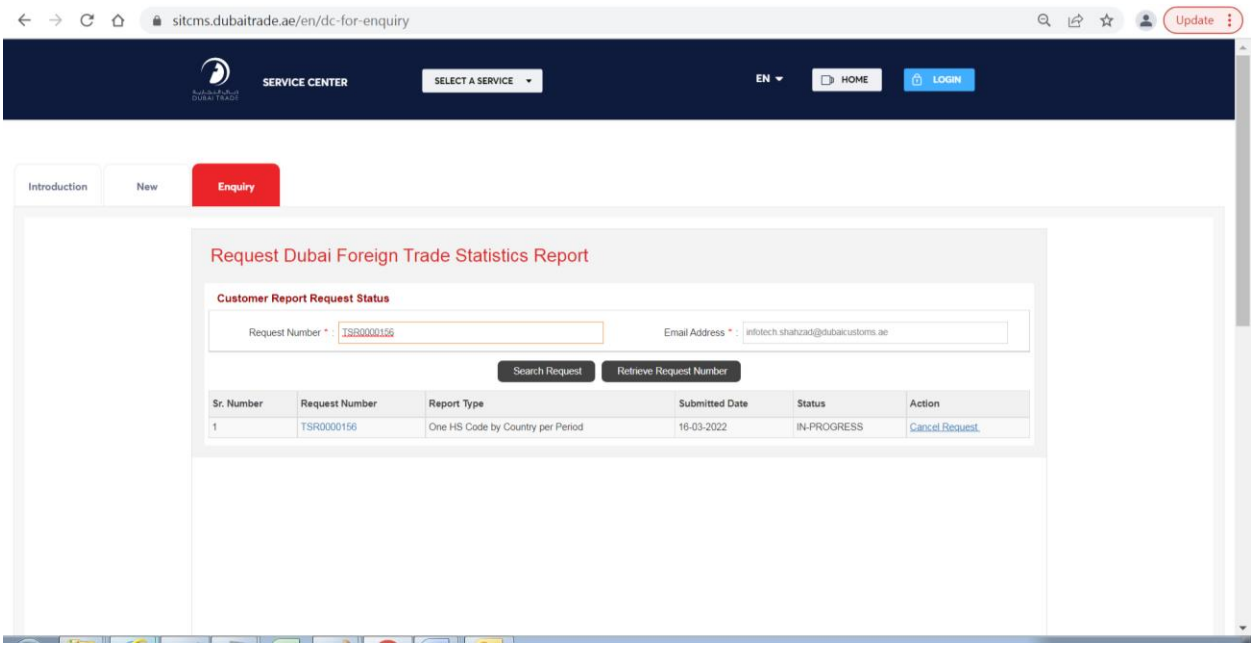
Fowling is the example



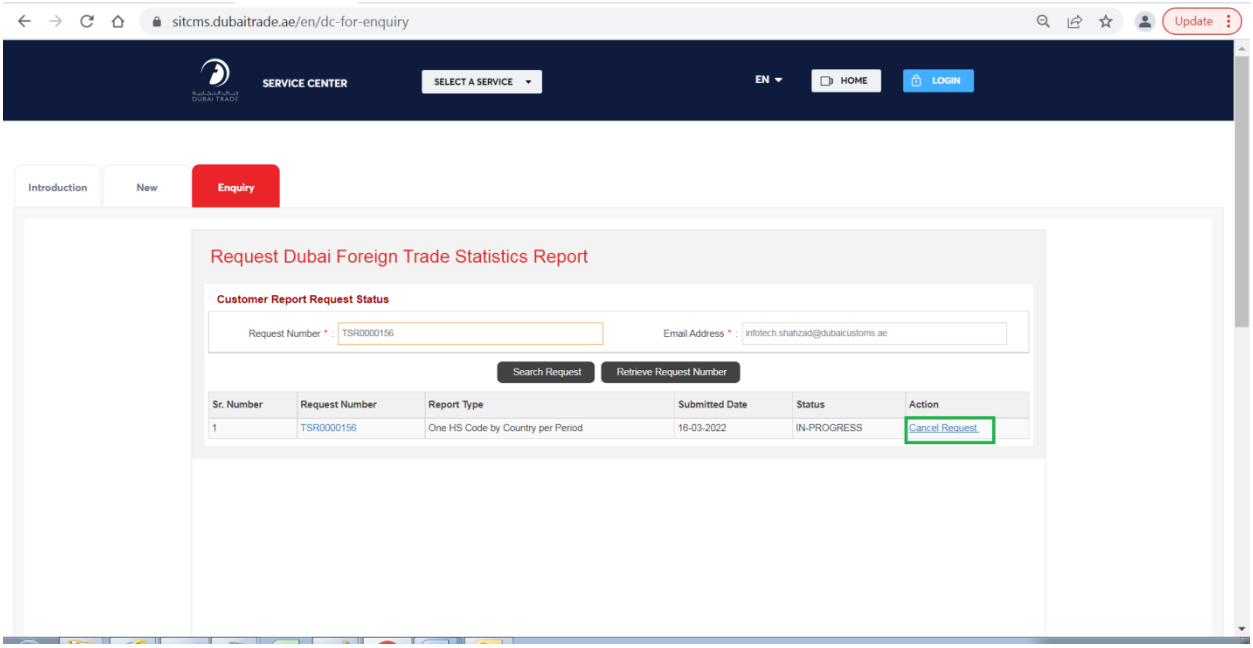
Click on “Search Request” button



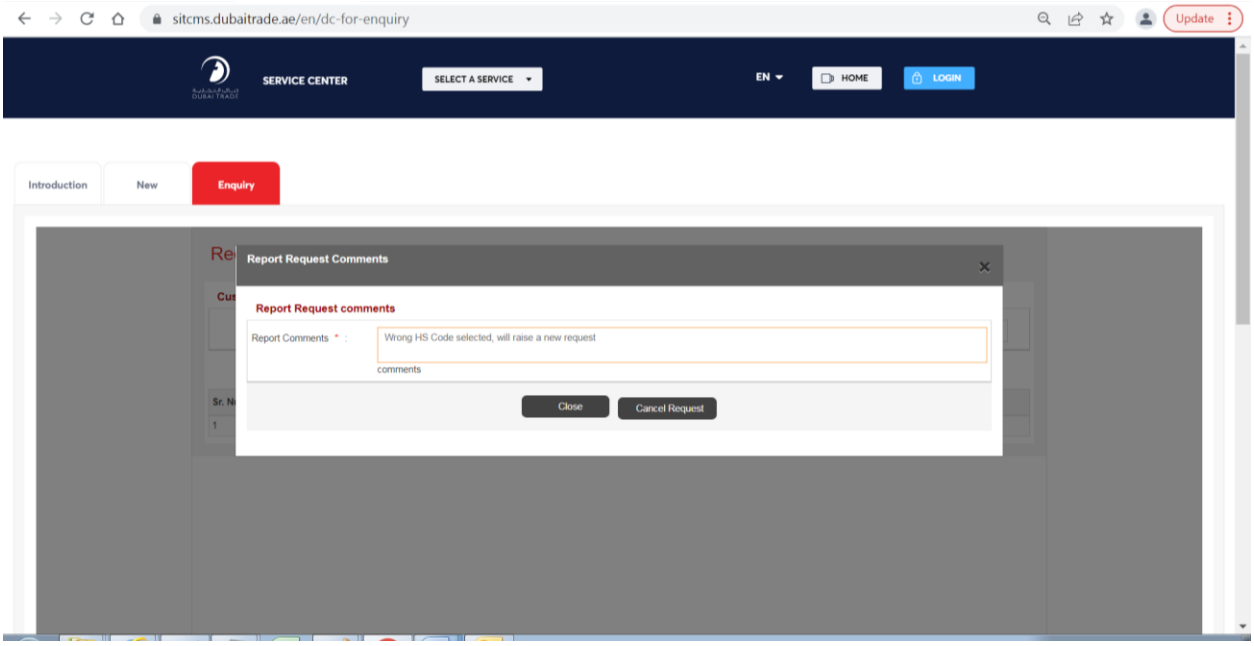

System displays a relevant record



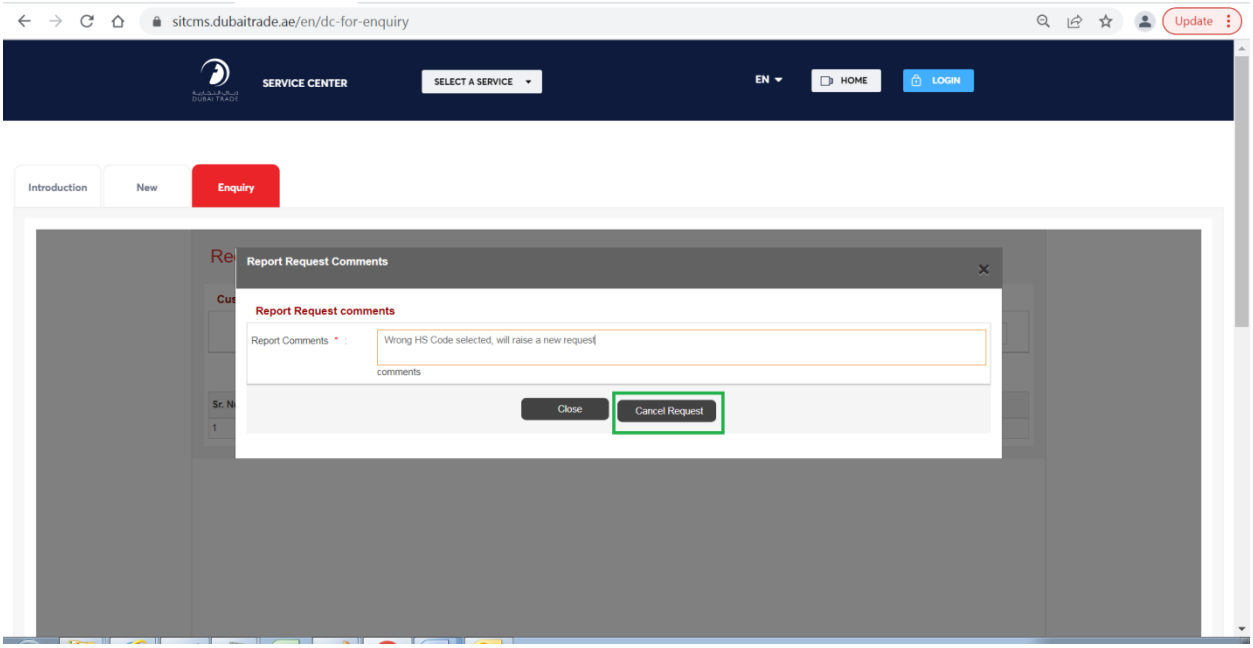
Click on “Cancel Request” link under Action Column



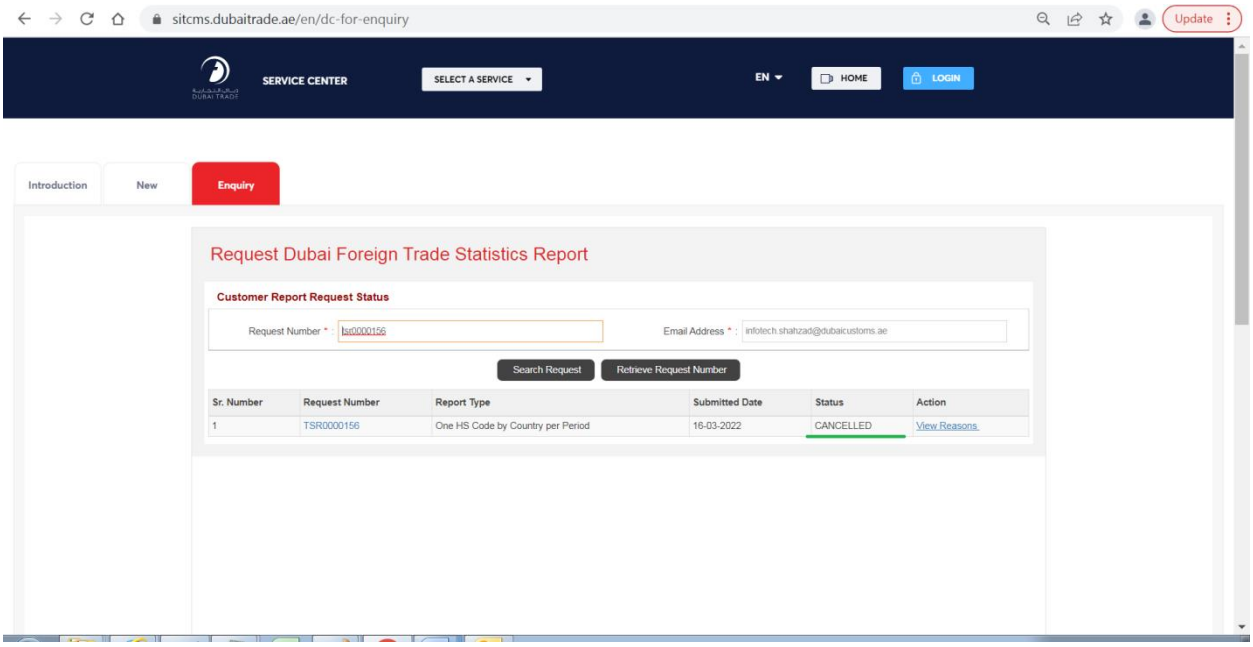

Enter Comments for Cancellation



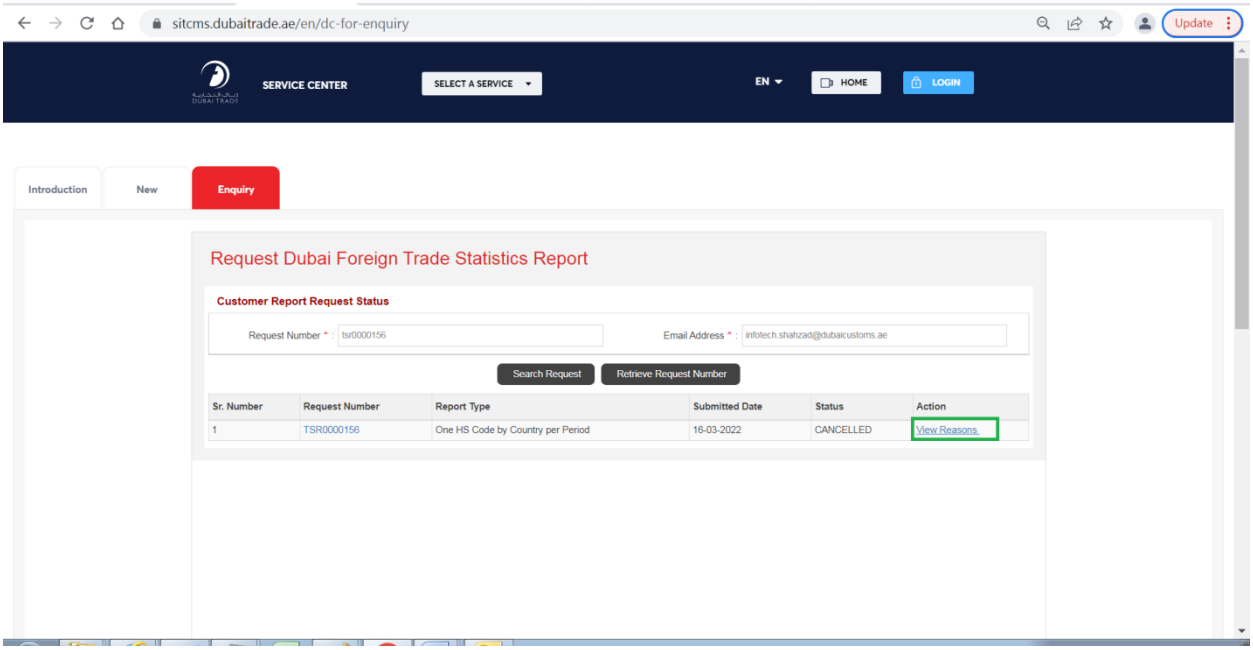
Click on “Cancel Request” button



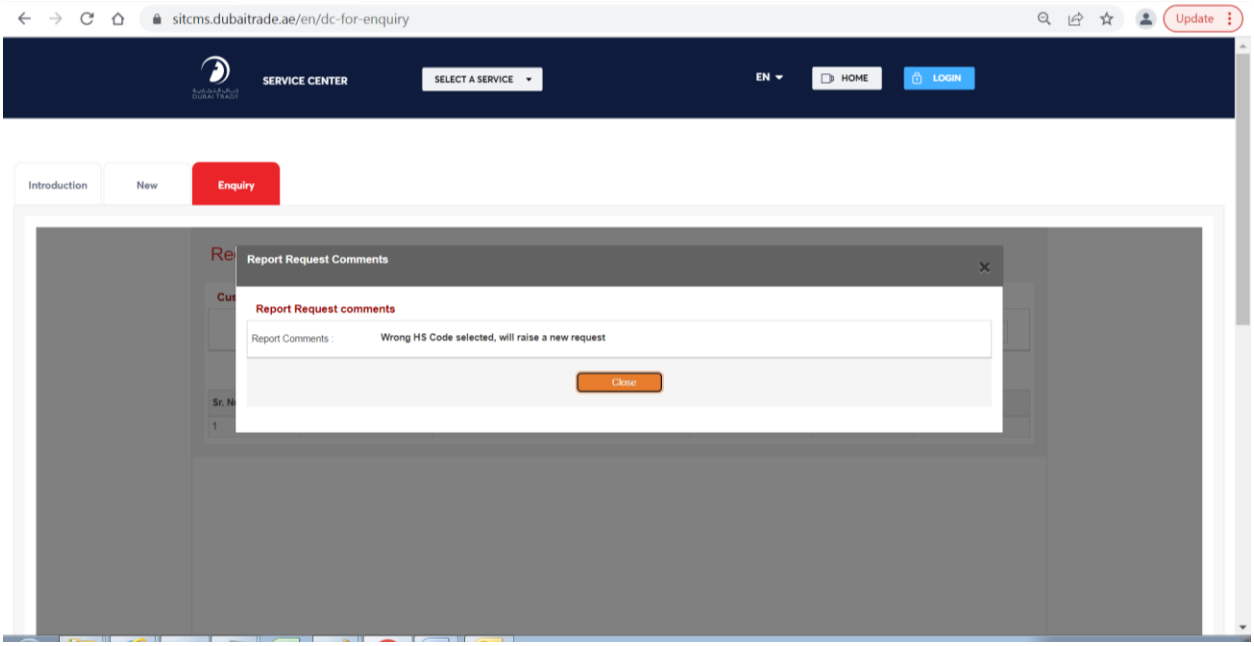

Request will be cancelled



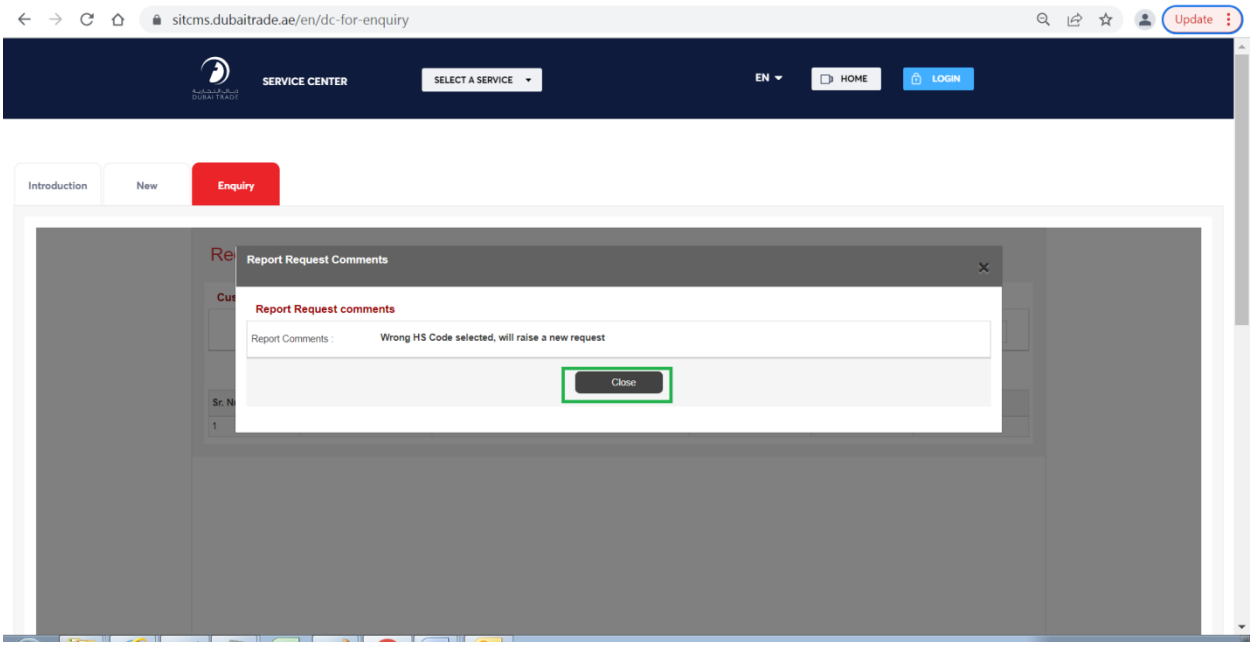
Customer can also view the reason (Cancellation Comments) by clicking on “View Reasons” link under action column



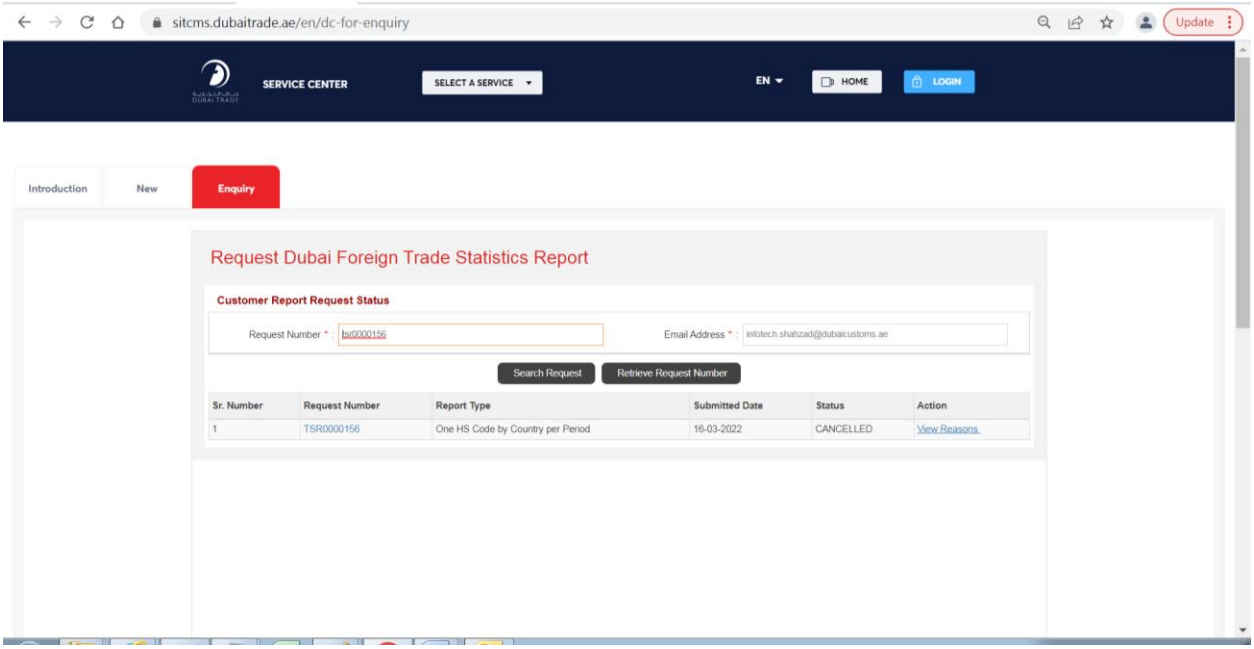

System will display Cancellation Comments



Click “Close” button



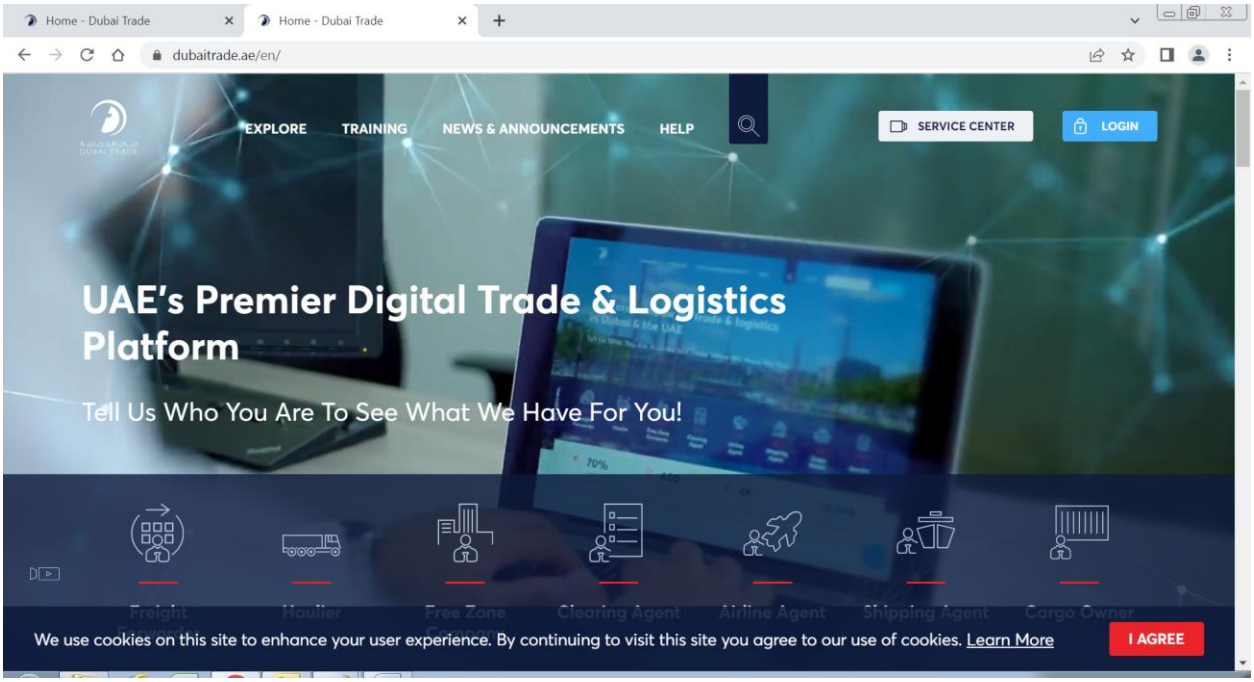

System navigates back to previous state



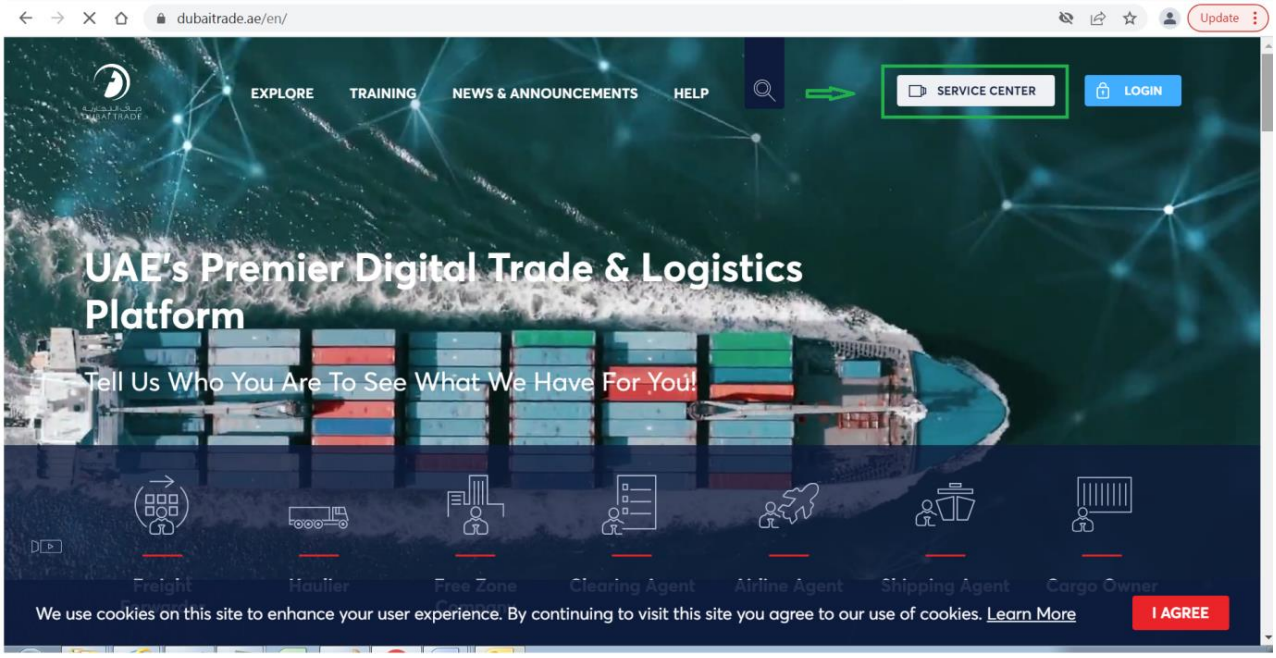
## View Reason for a Rejected Trade Statistics Report Request

Open Dubai Trade Portal through following URL:

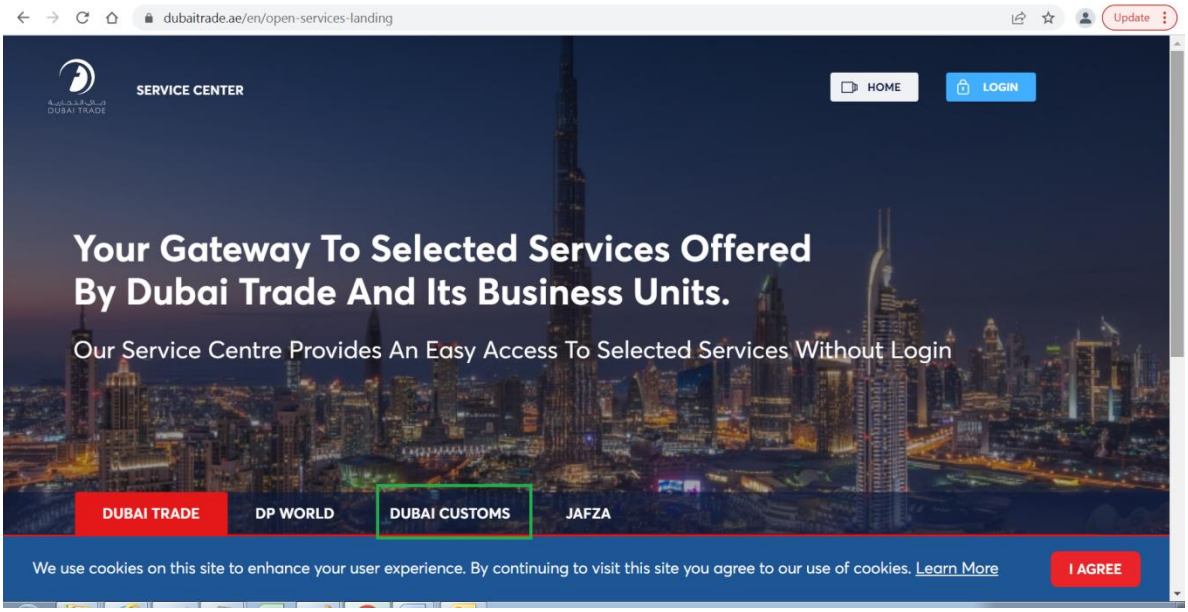
https://www.dubaitrade.ae



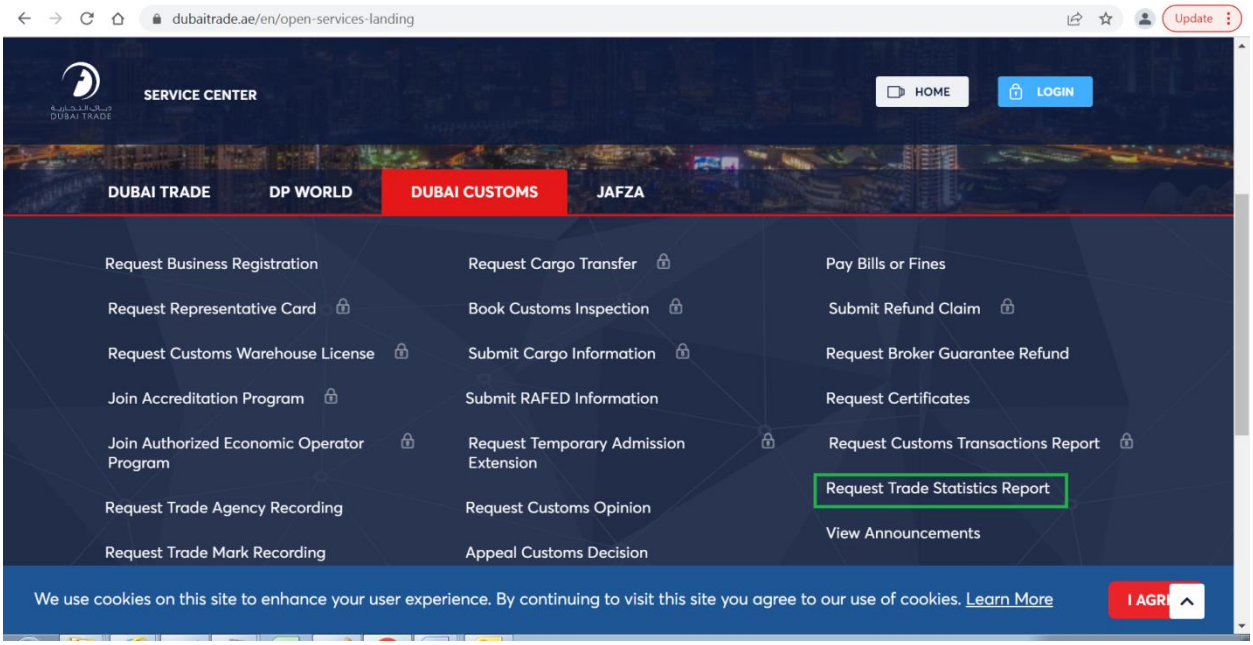

Click on Service Center button on Home Page



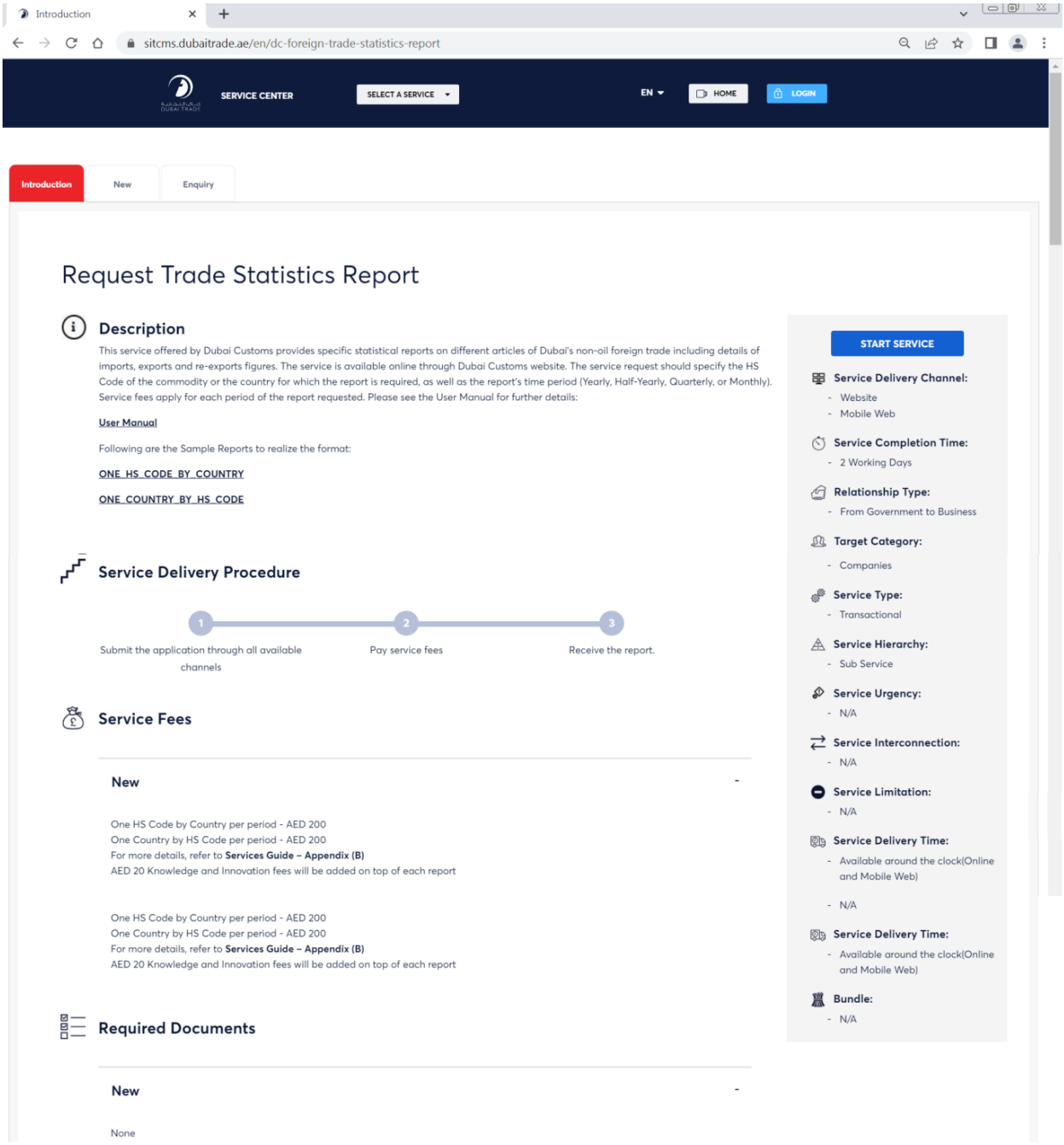
Click on Dubai Customs Tab



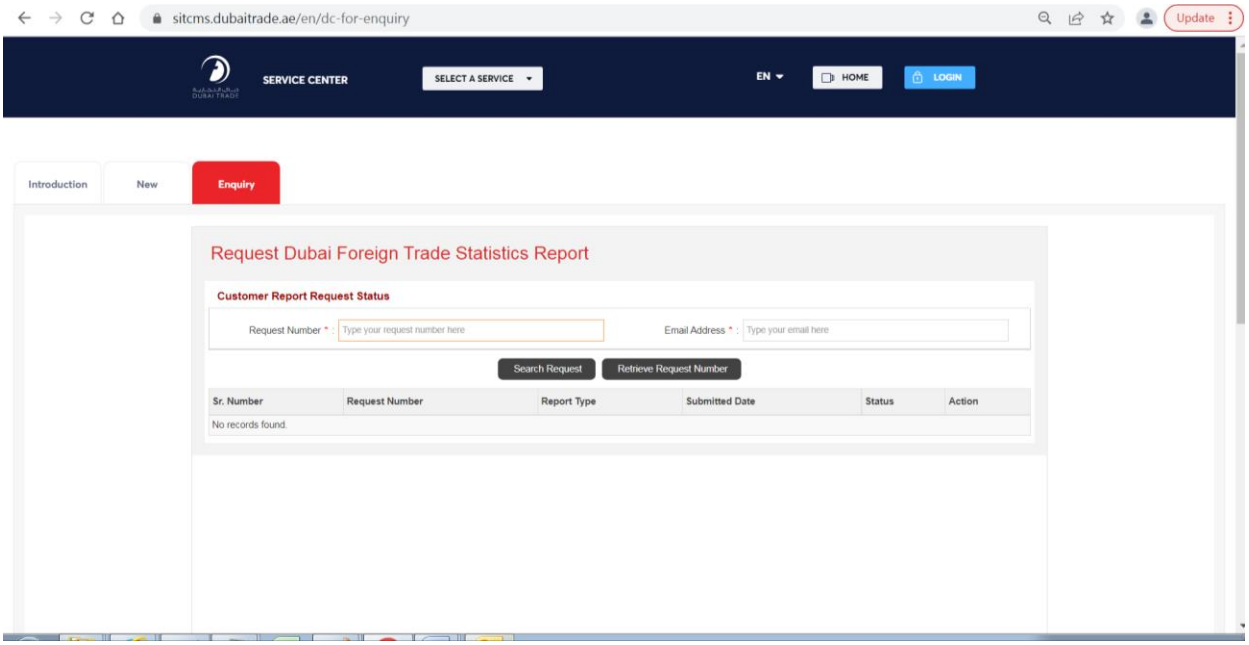

Click on Request Trade Statistics Report link



Following Introduction Page will be opened contains “New” and “Inquiry” Tabs



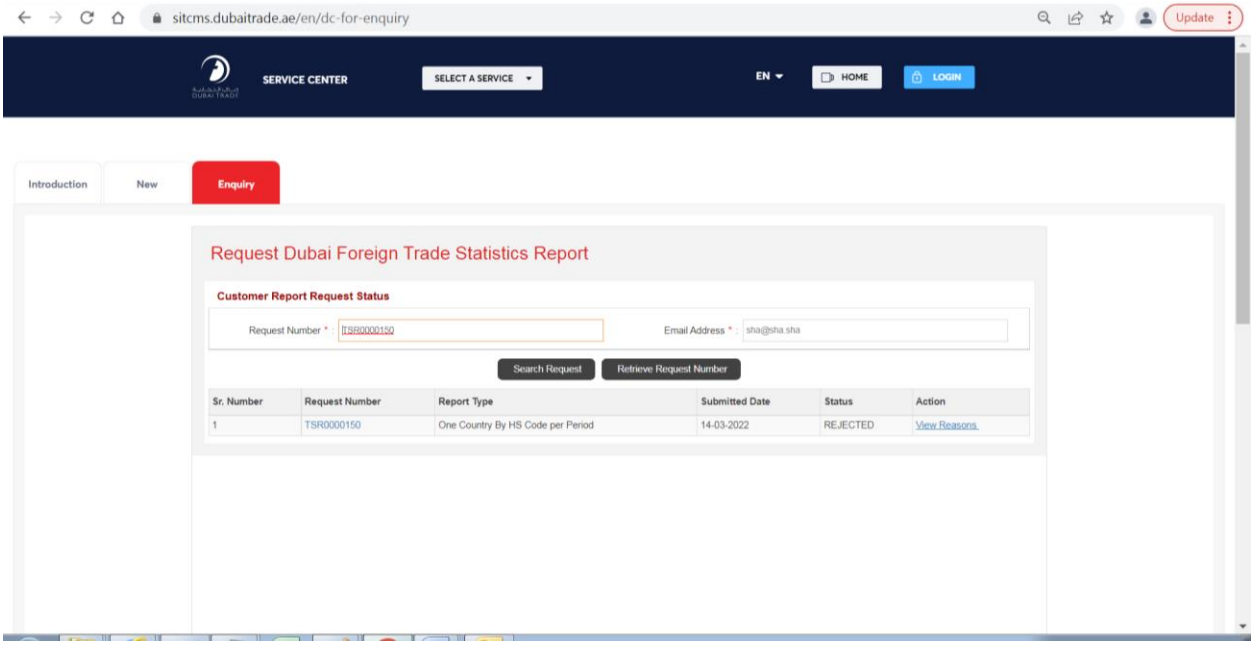
Click on “Enquiry” Tab



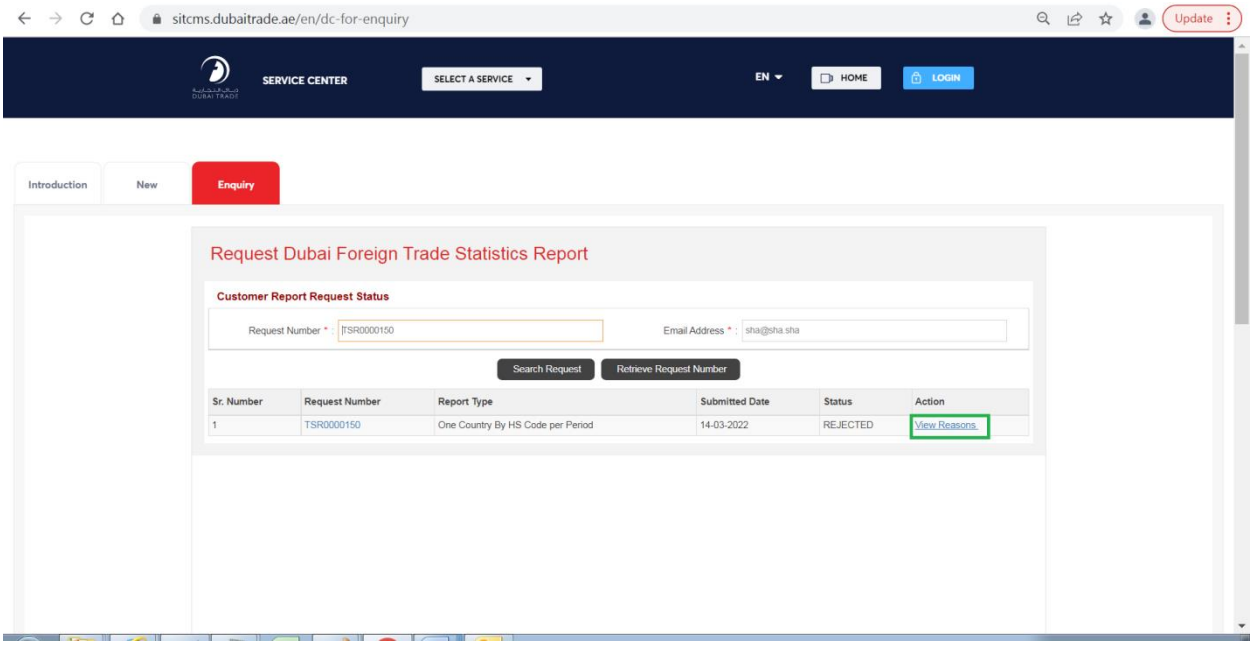

Enter Request Number which displayed as part of successful message on submission of request and the same also sent to customer on provided email e.g *TSR0000067*

Enter email which provided at the time of request submission

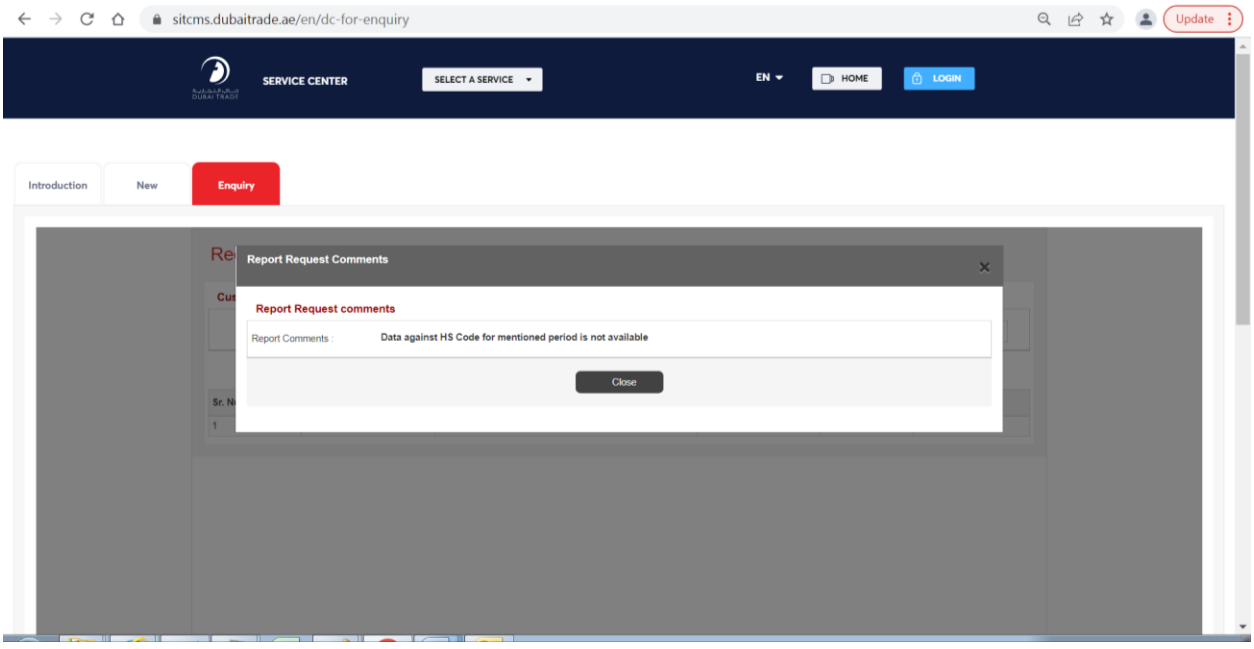
Fowling is the example



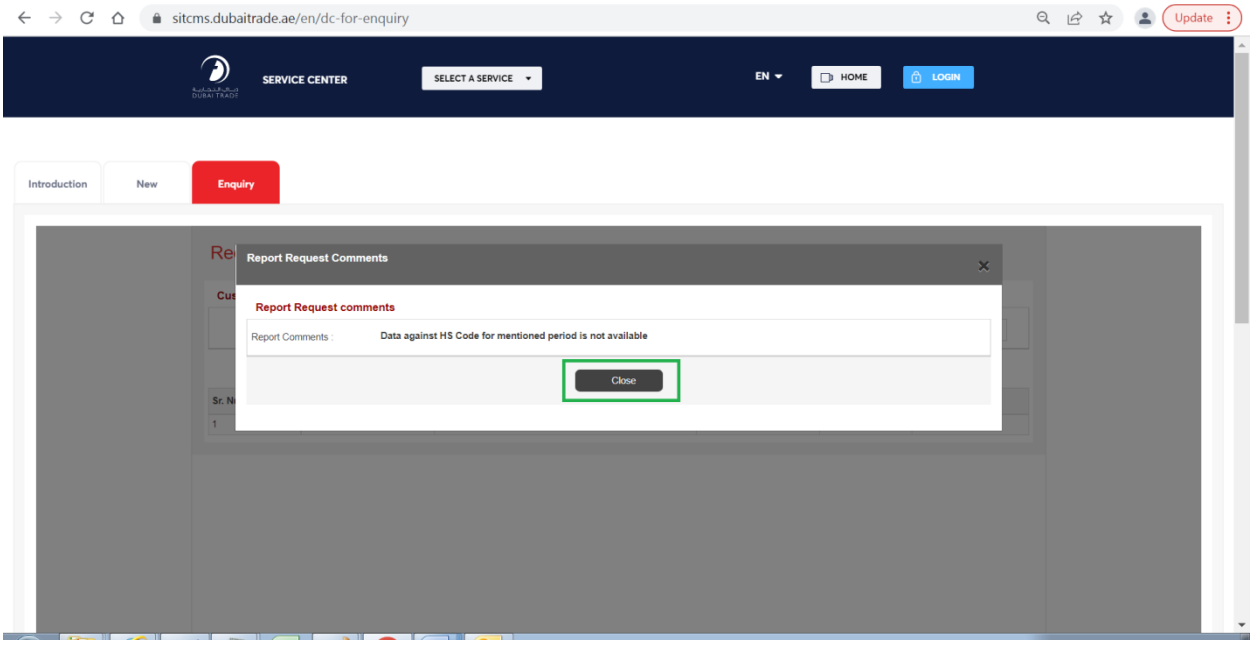
Click on “View Reasons” link under action column



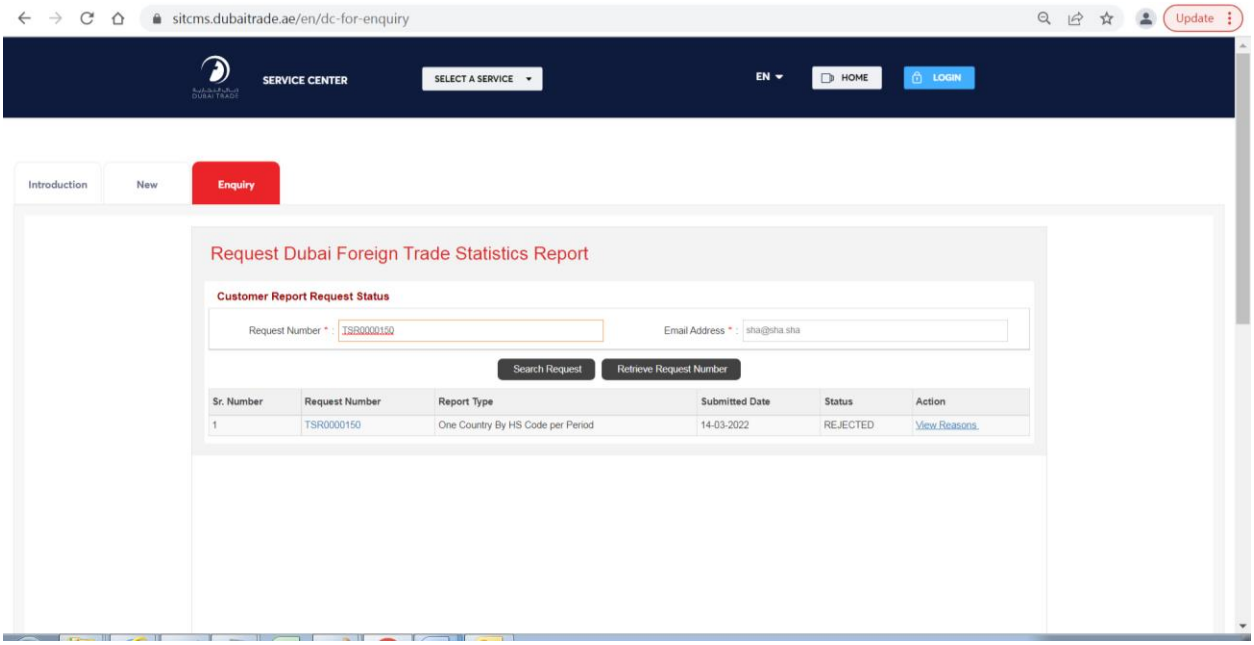

System will display Rejection Comments



Click “Close” button



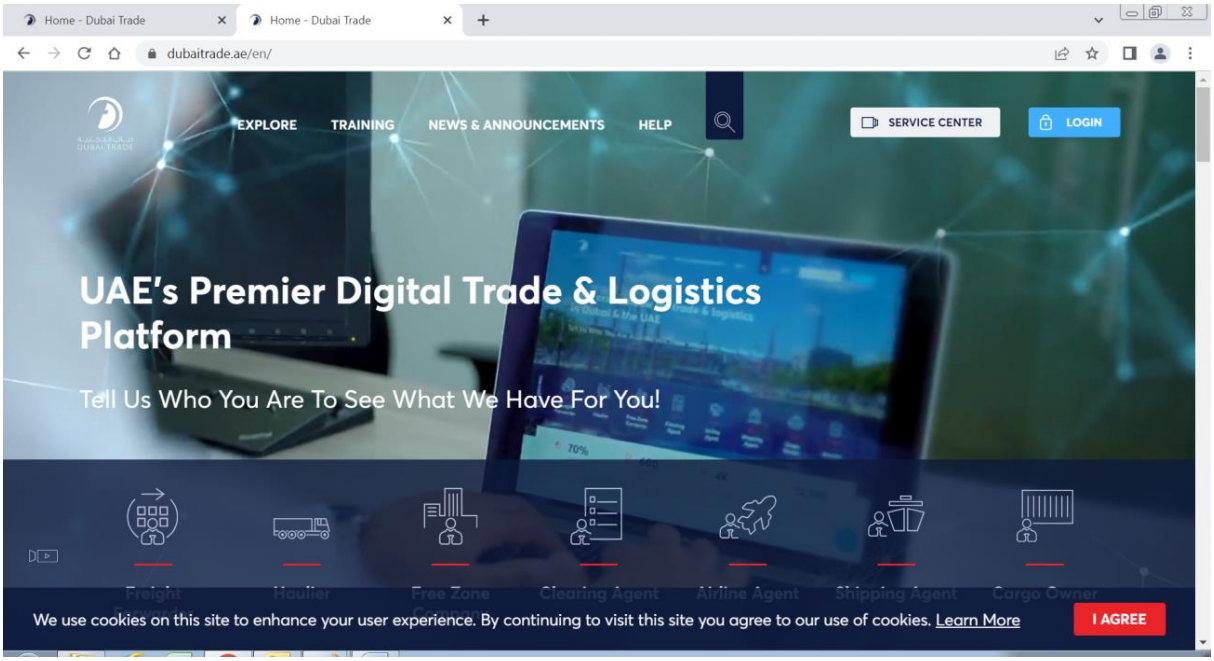

System navigates back to previous state



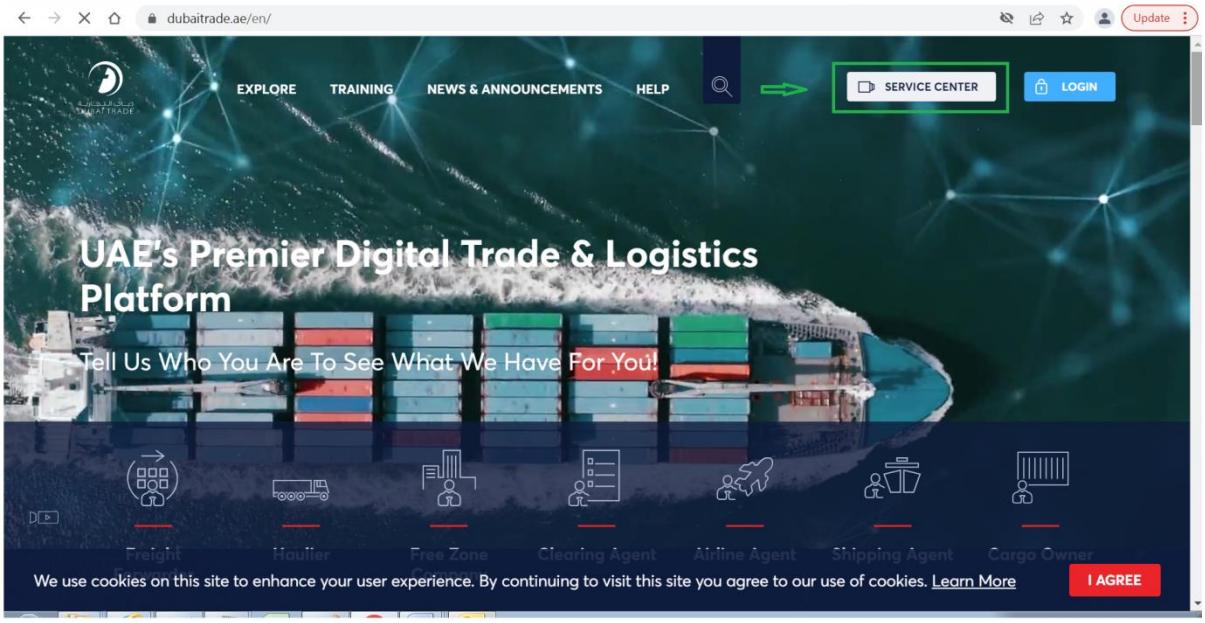
## Payment Process for an Approved Trade Statistics Report Request

Open Dubai Trade Portal through following URL:

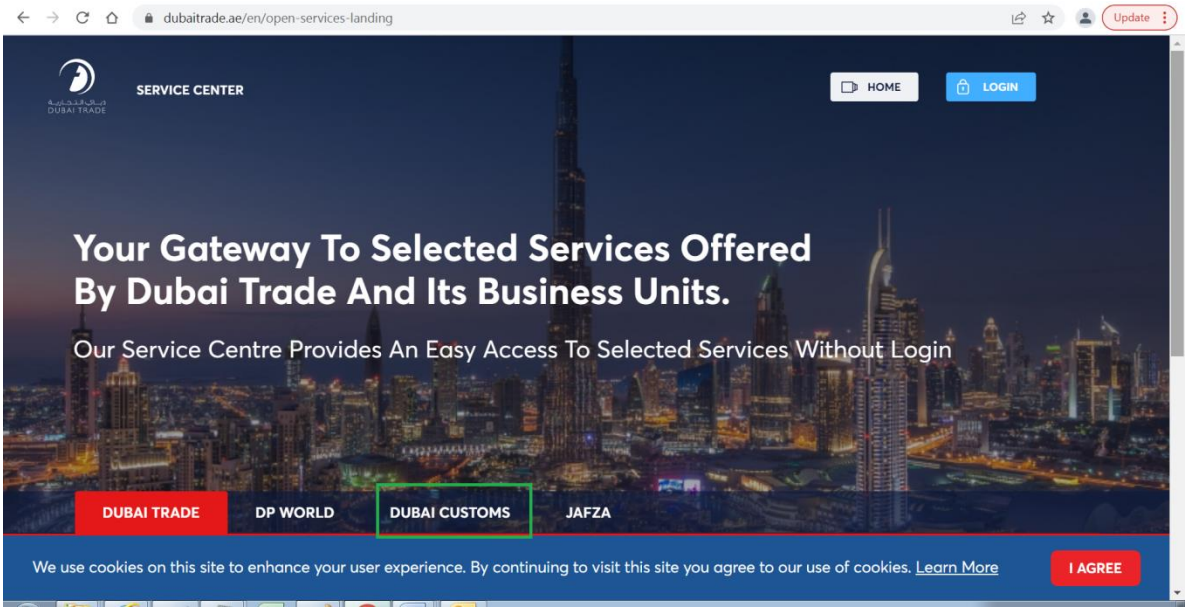
https://www.dubaitrade.ae



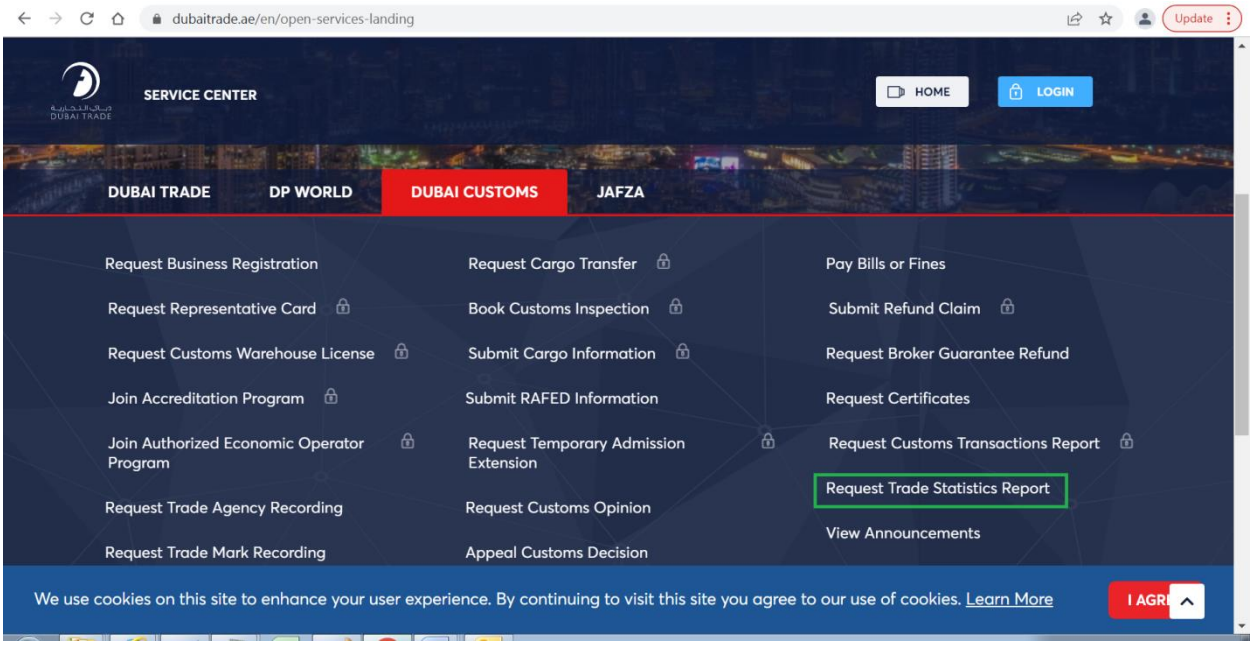

Click on Service Center button on Home Page



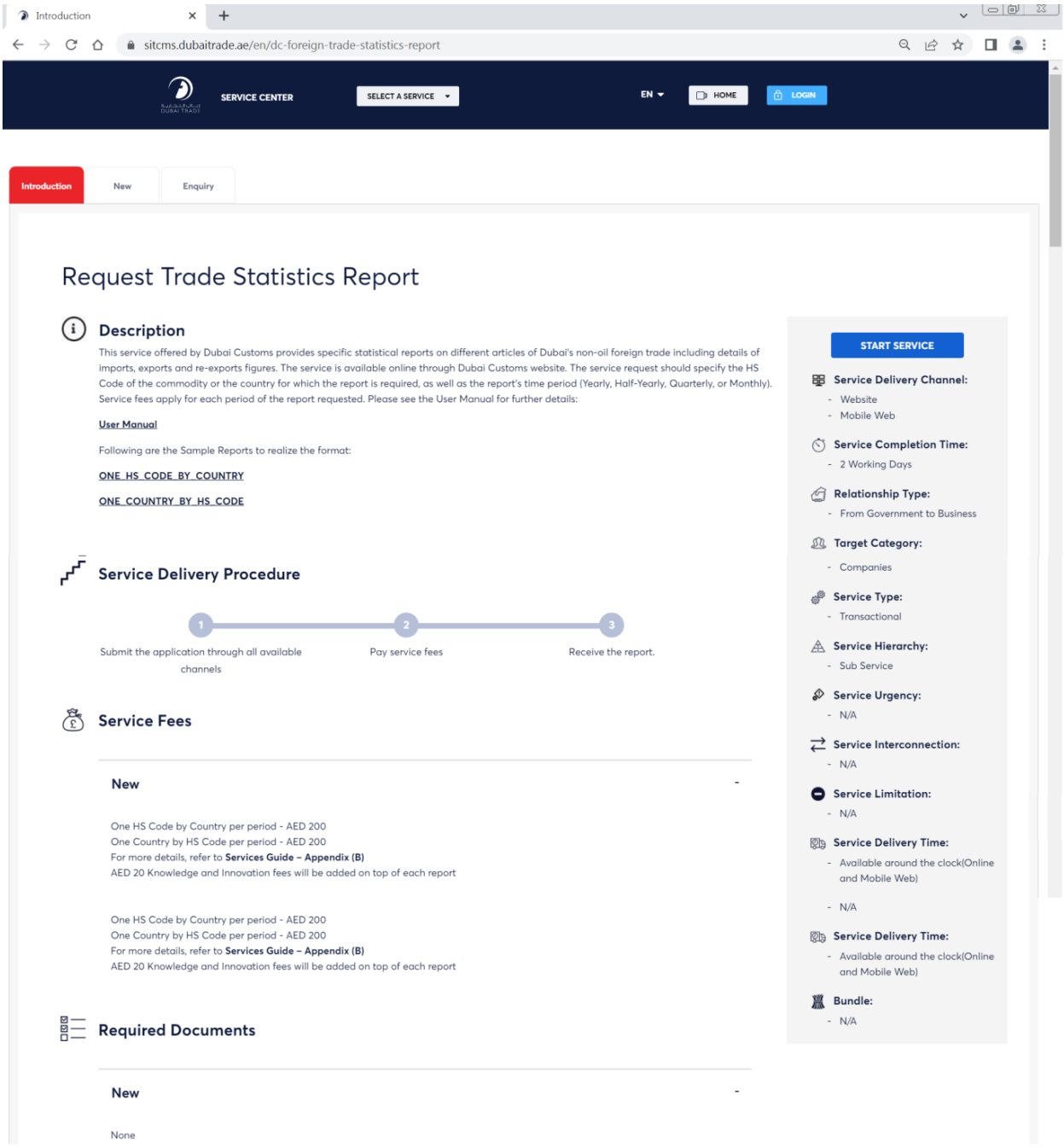
Click on Dubai Customs Tab



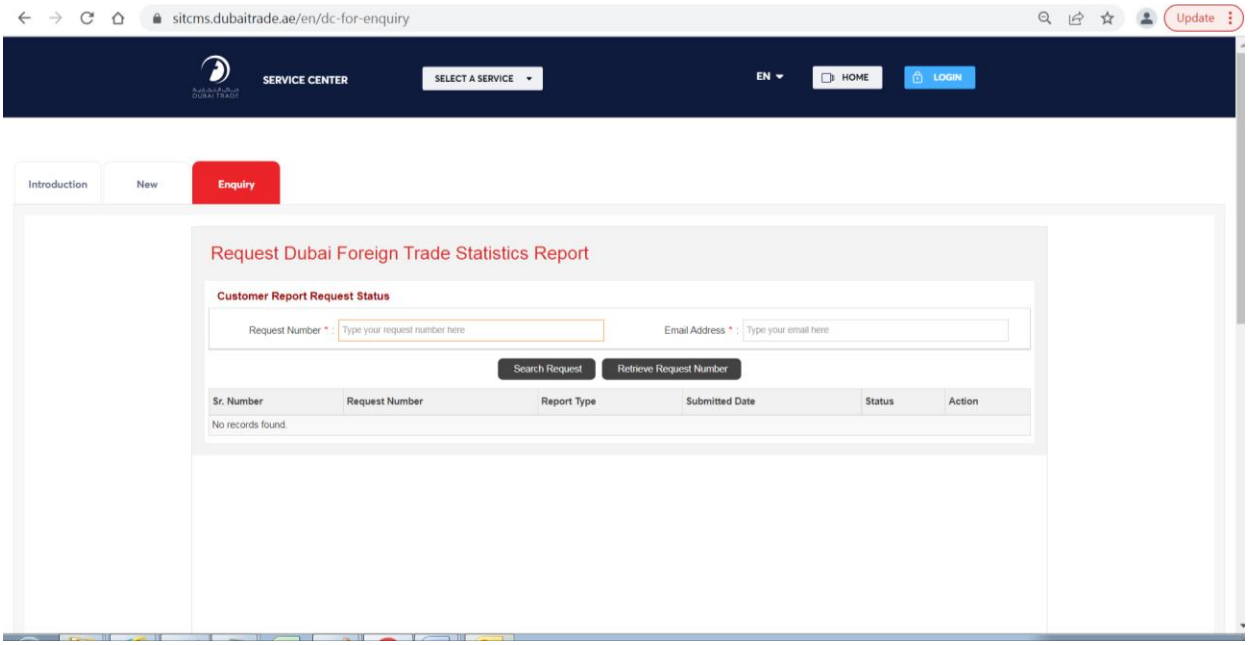

Click on Request Trade Statistics Report link



Following Introduction Page will be opened contains “New” and “Inquiry” Tabs



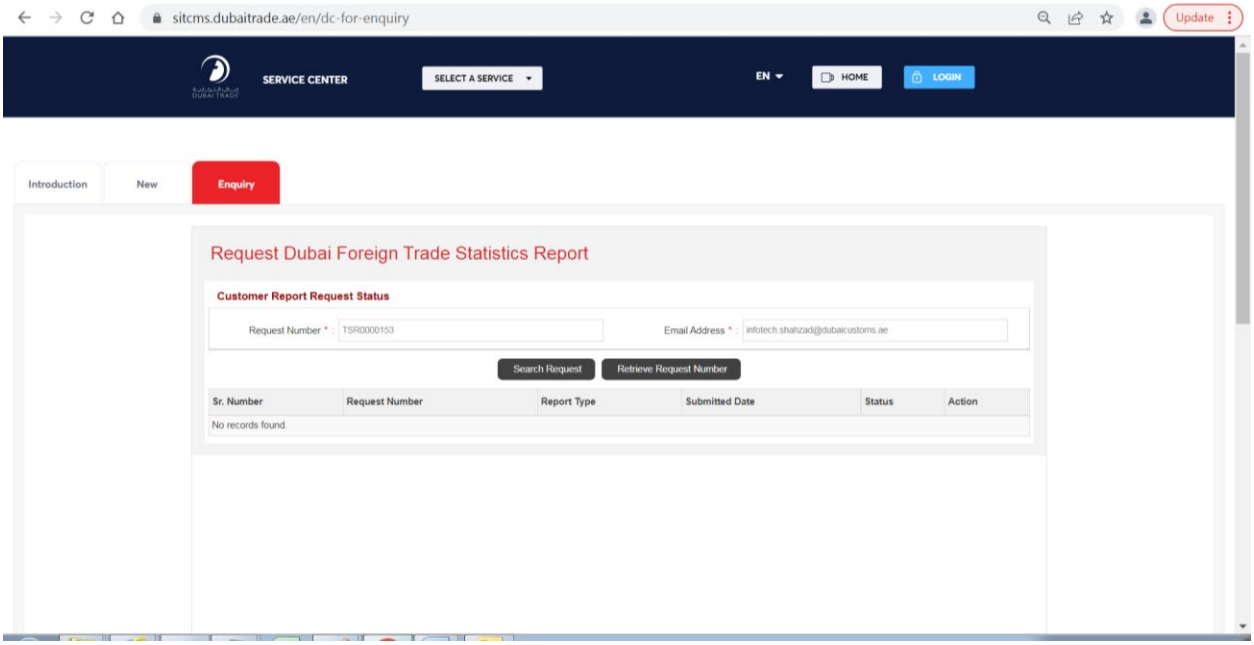
Click on “Enquiry” Tab



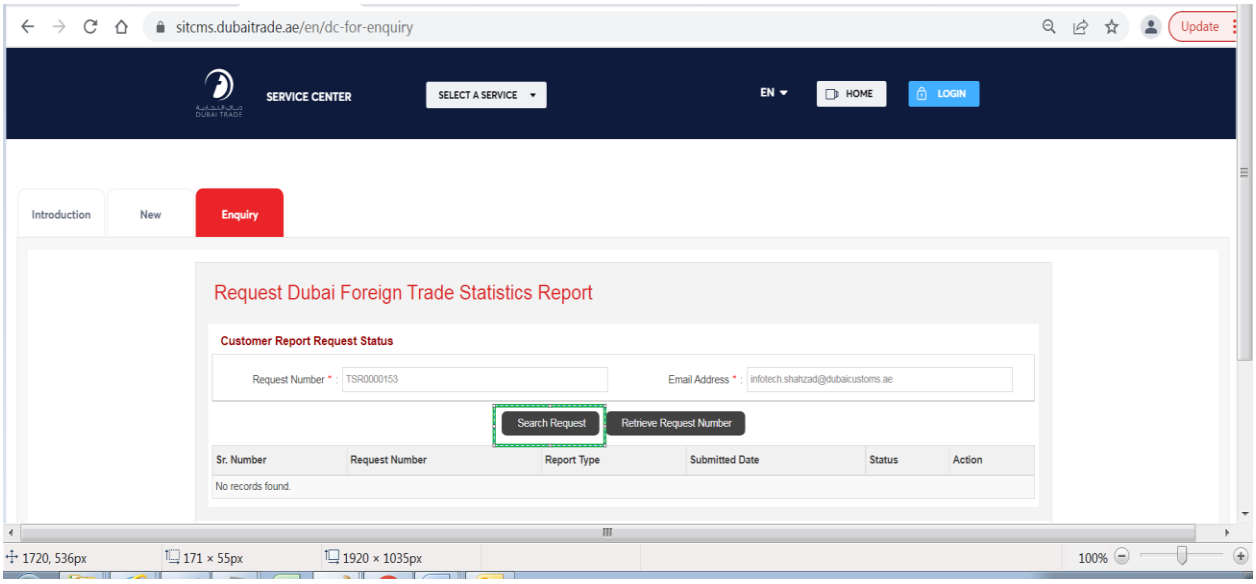

Enter Request Number which displayed as part of successful message on submission of request and the same also sent to customer on provided email e.g *TSR0000067*

Enter email which provided at the time of request submission

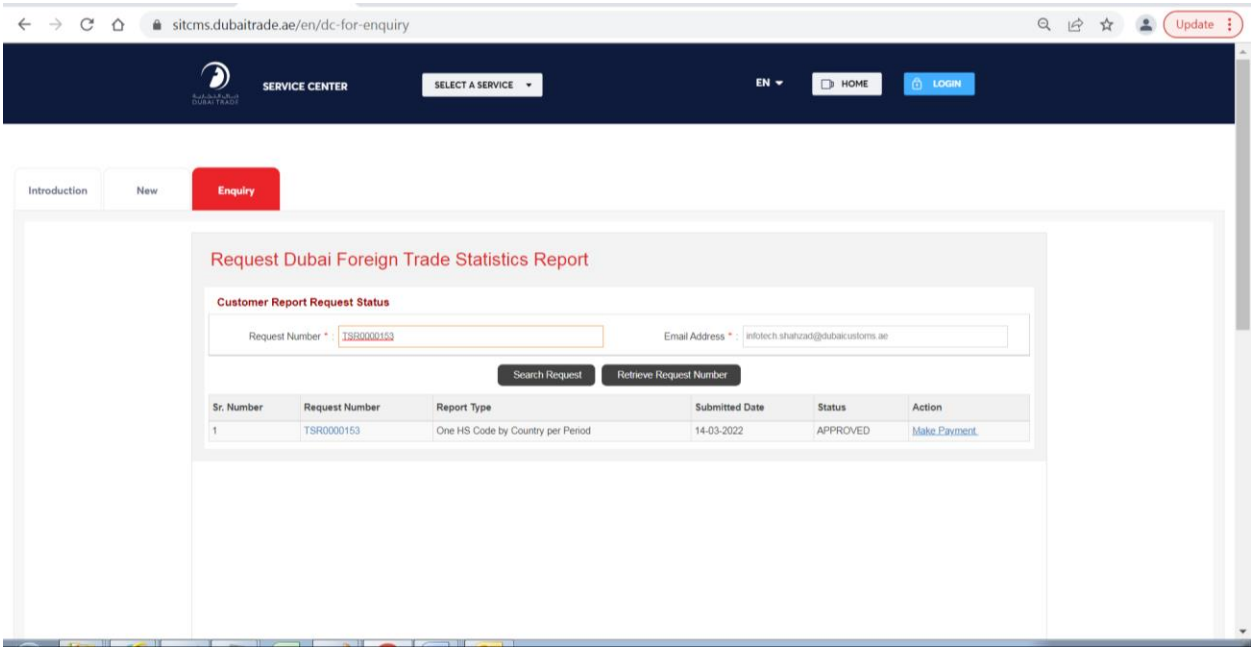
Fowling is the example



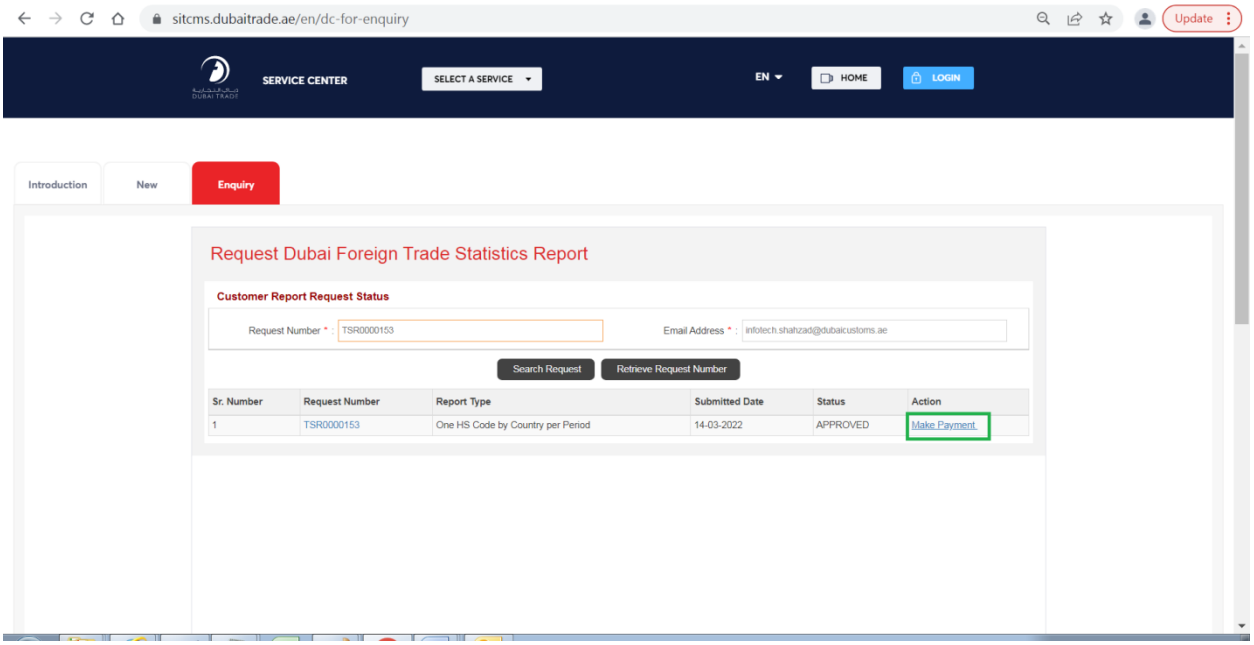
Click on “Search Request” button



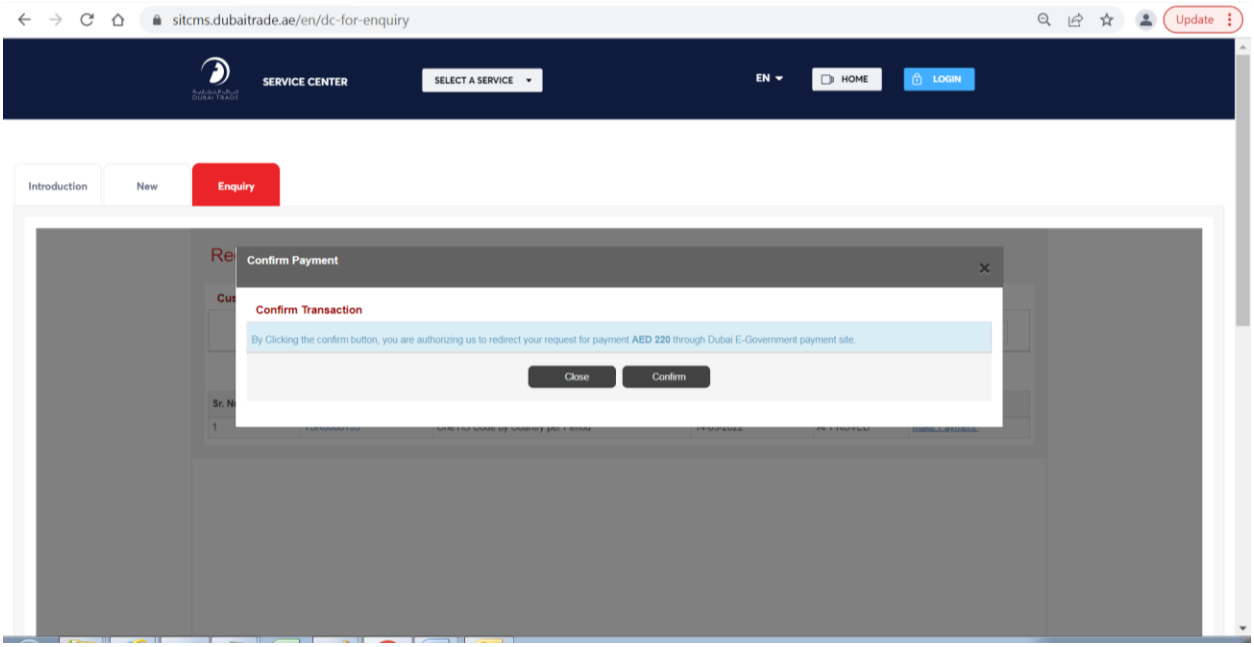

System will display the relevant record



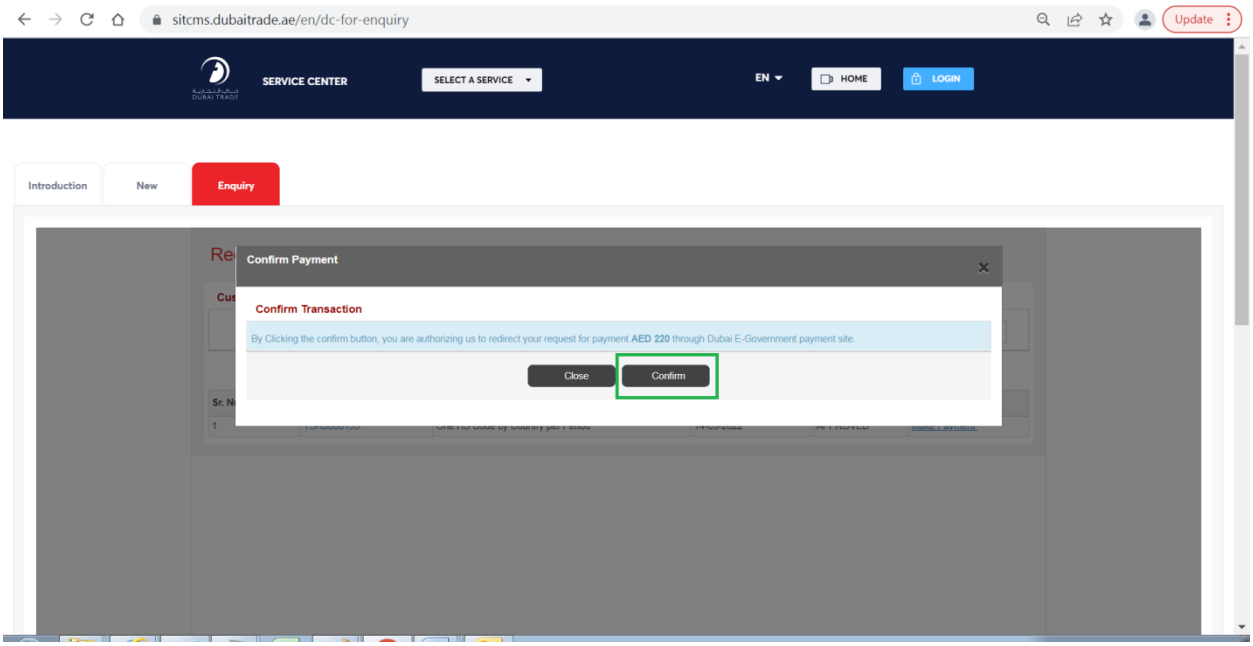
Click on “Make Payment” link under action column



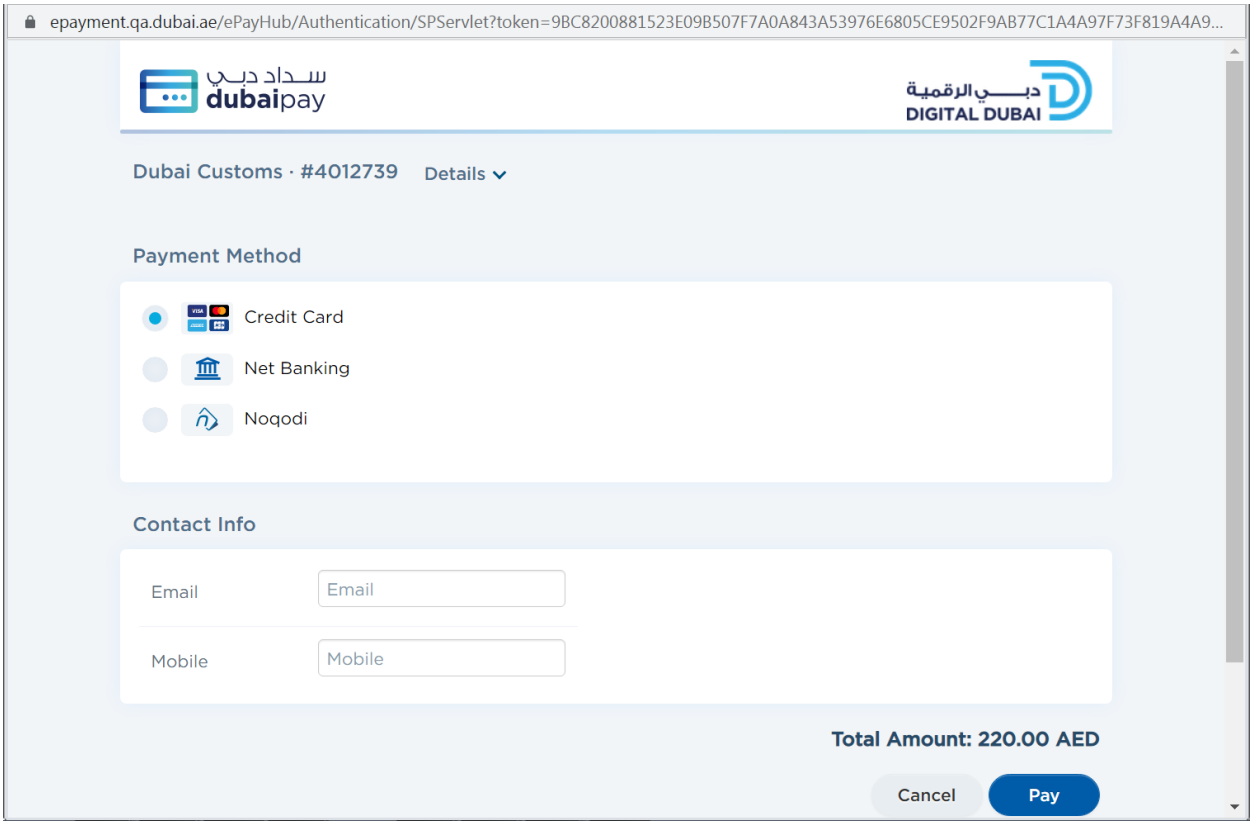

System will display a payment confirmation dialogue box



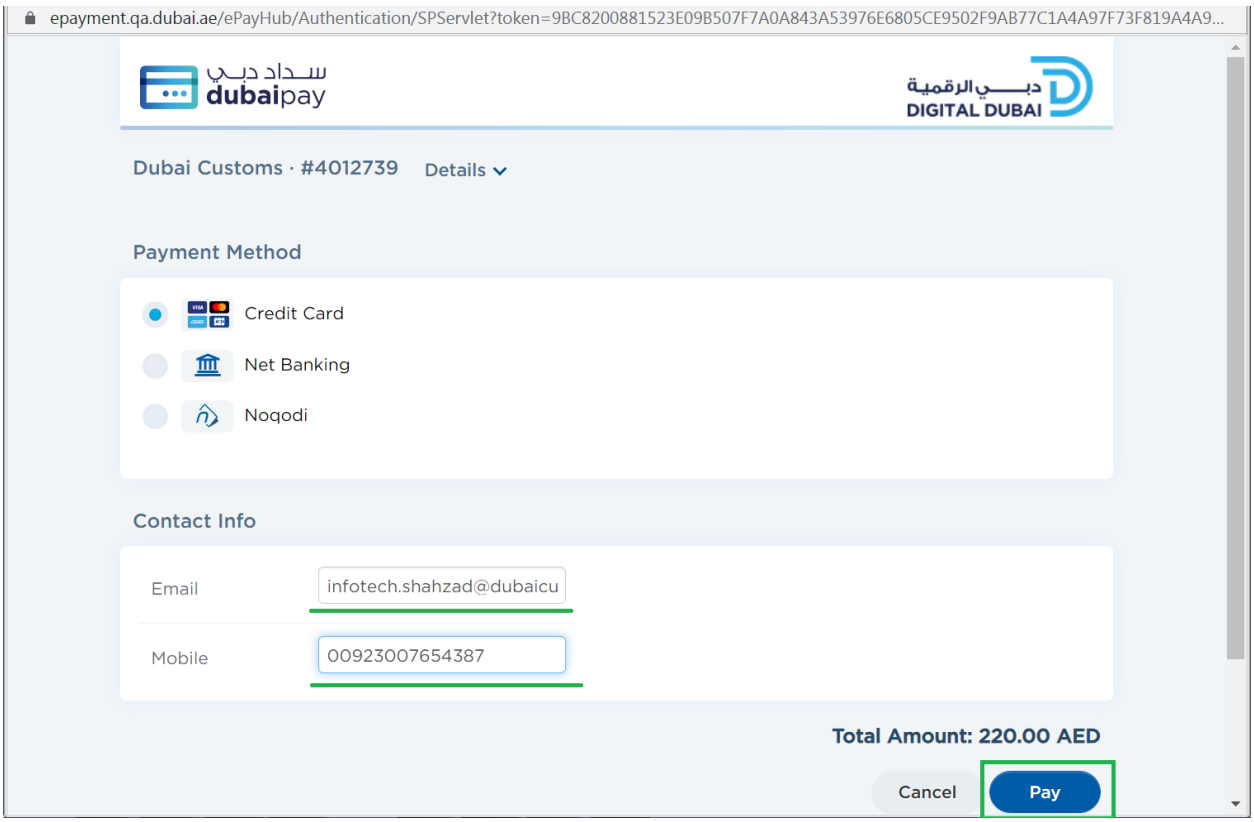
Click on “Confirm” button



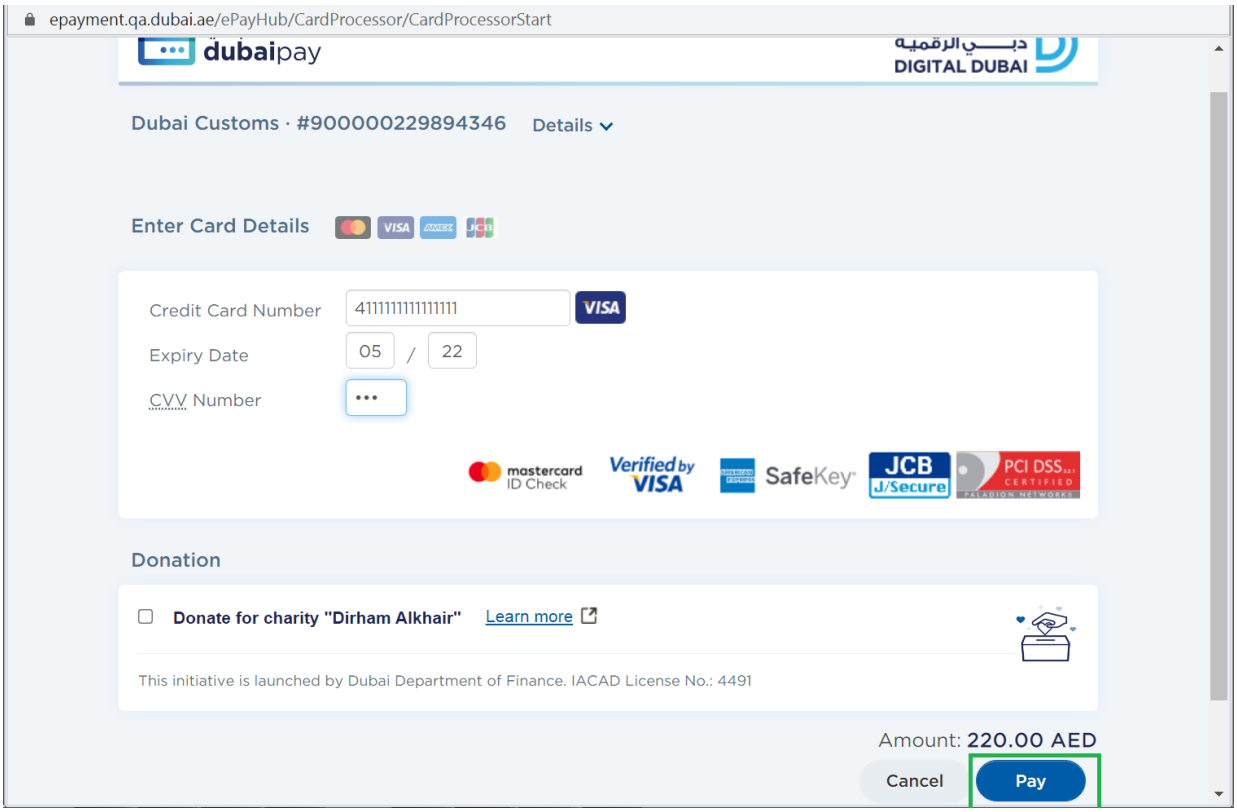

System will open a new screen to make payment through payment gateway



Enter Email Address and Mobile number then click on “Pay” button




Enter Credit Card Information then click on “Pay” button

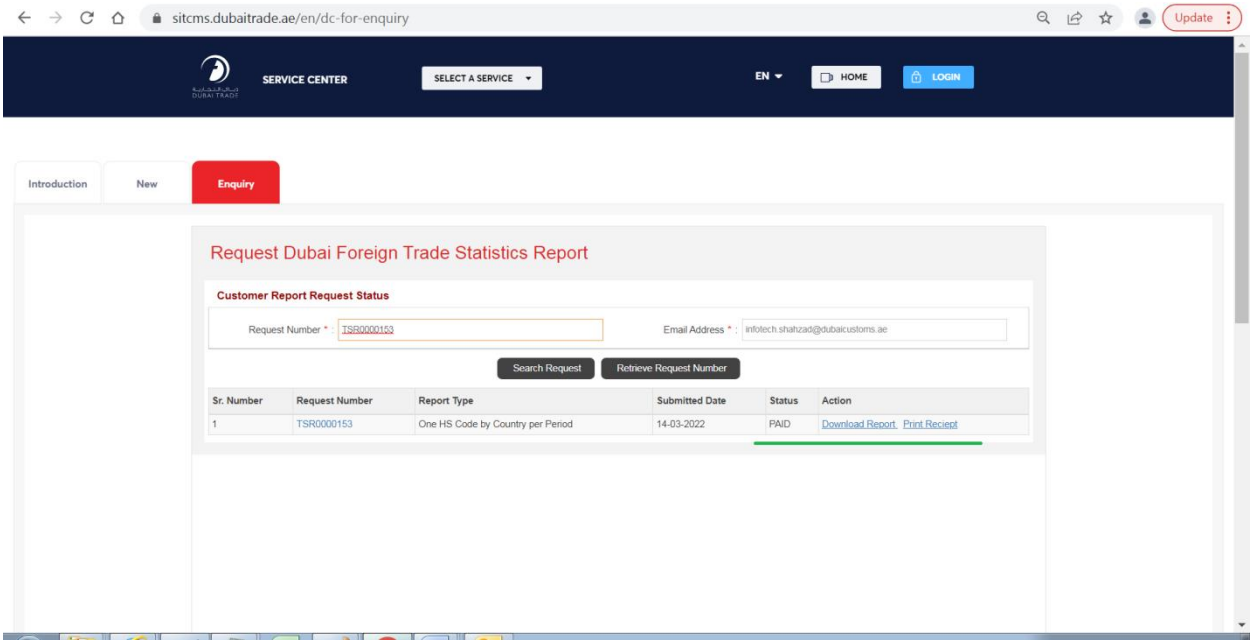


System will display a successful payment message

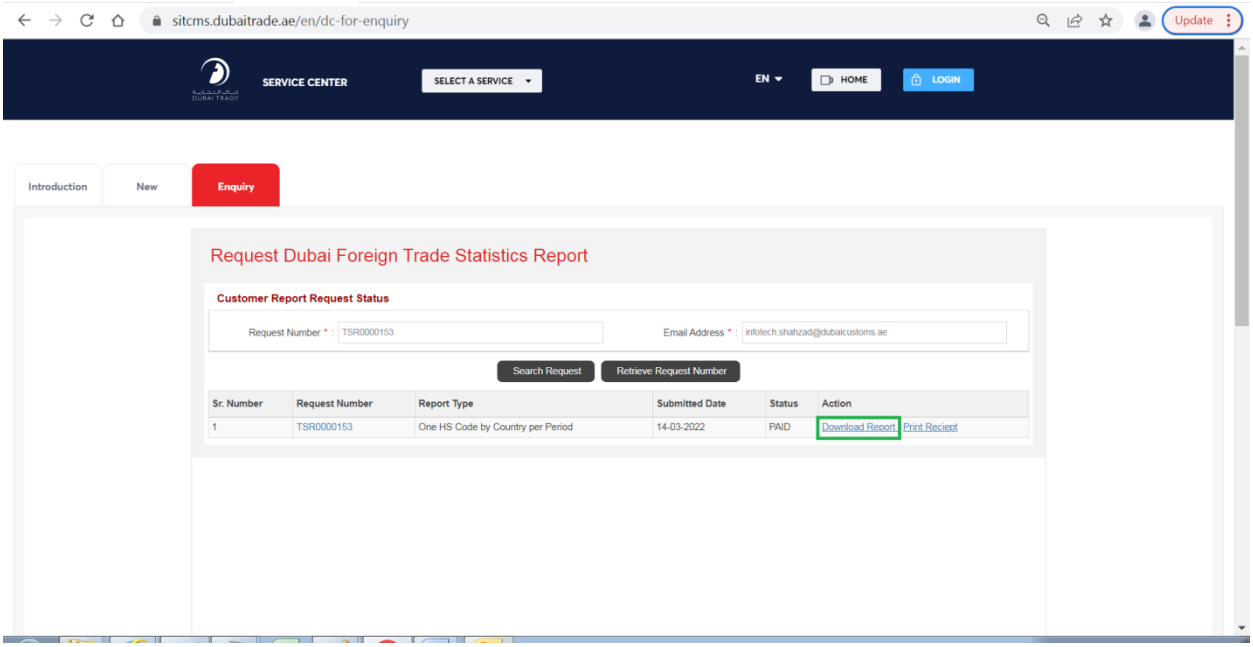
Click on “X” icon as mentioned in the message

System will navigate back to the Enquiry tab contains the previously selected record with updated status as Paid and links will also be displayed under action column for Download Report and Print Receipt

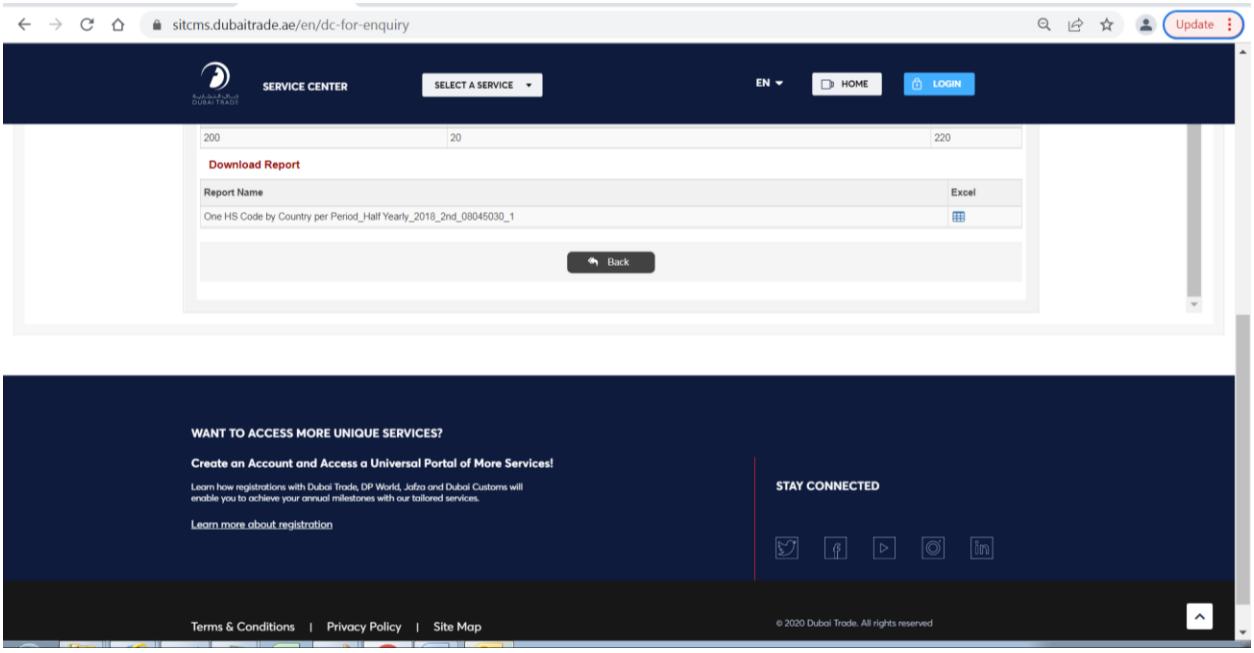
Note: customer will also get an email notification of Successful Payment



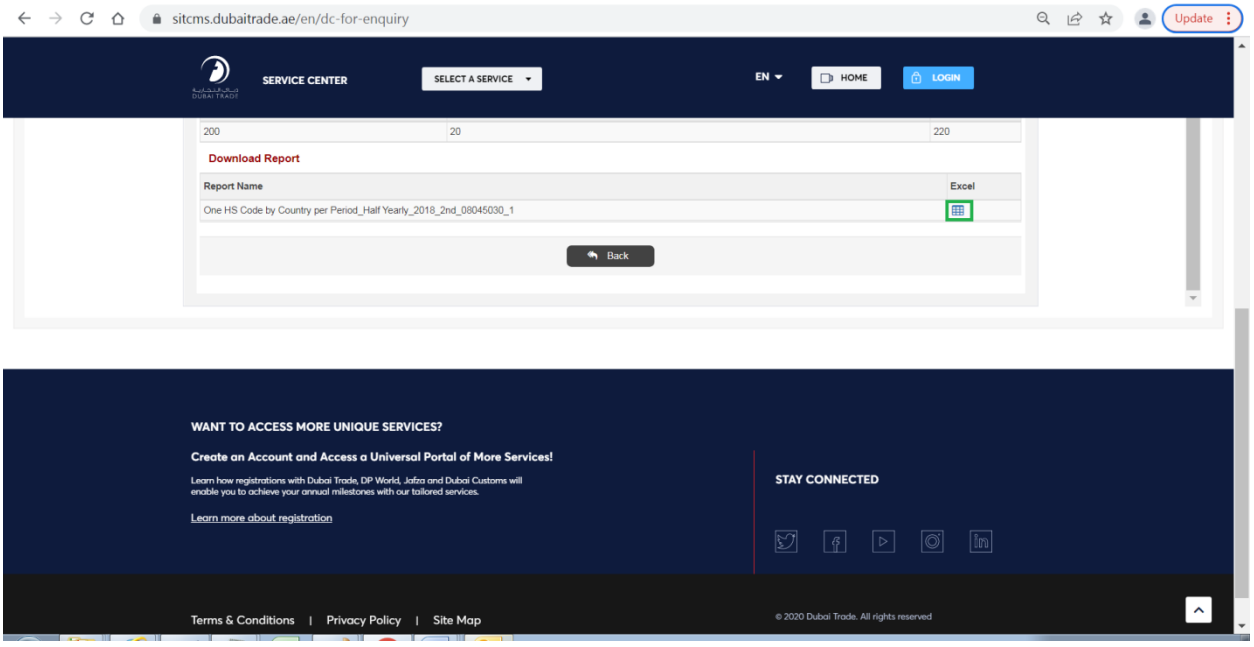

Click on “Download Report” link under action column



System will open a page containing the details of request including list of Report/s based on request under section “Download Report”




Click on icon under Excel column against any listed record to download the report

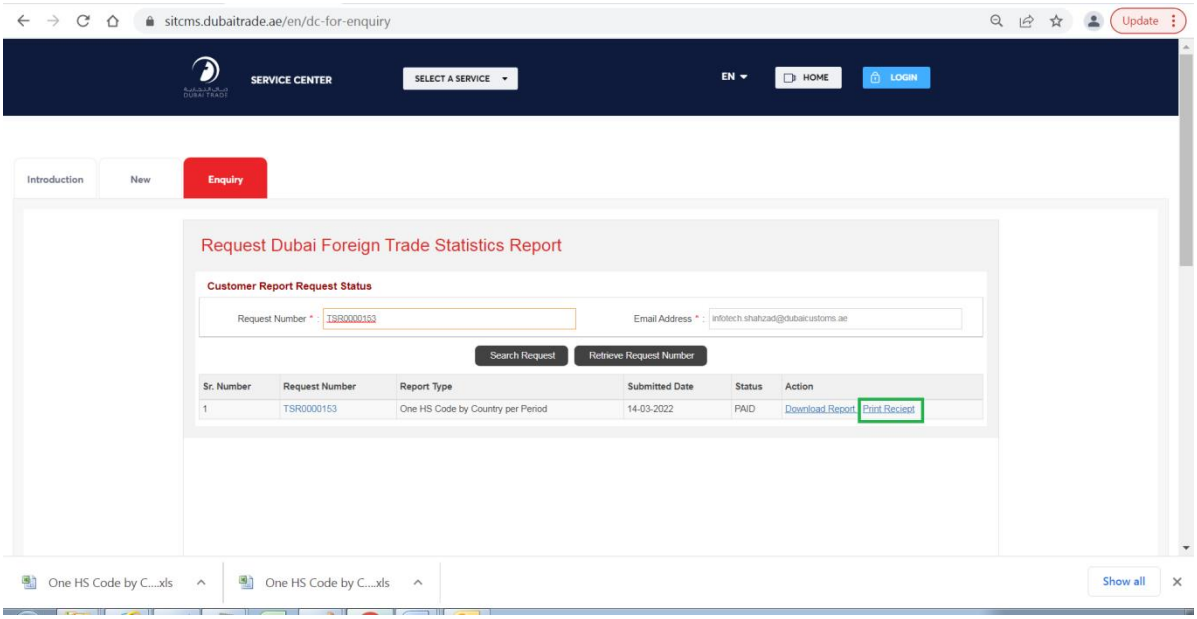



System will open a dialogue box to save the report on your device.

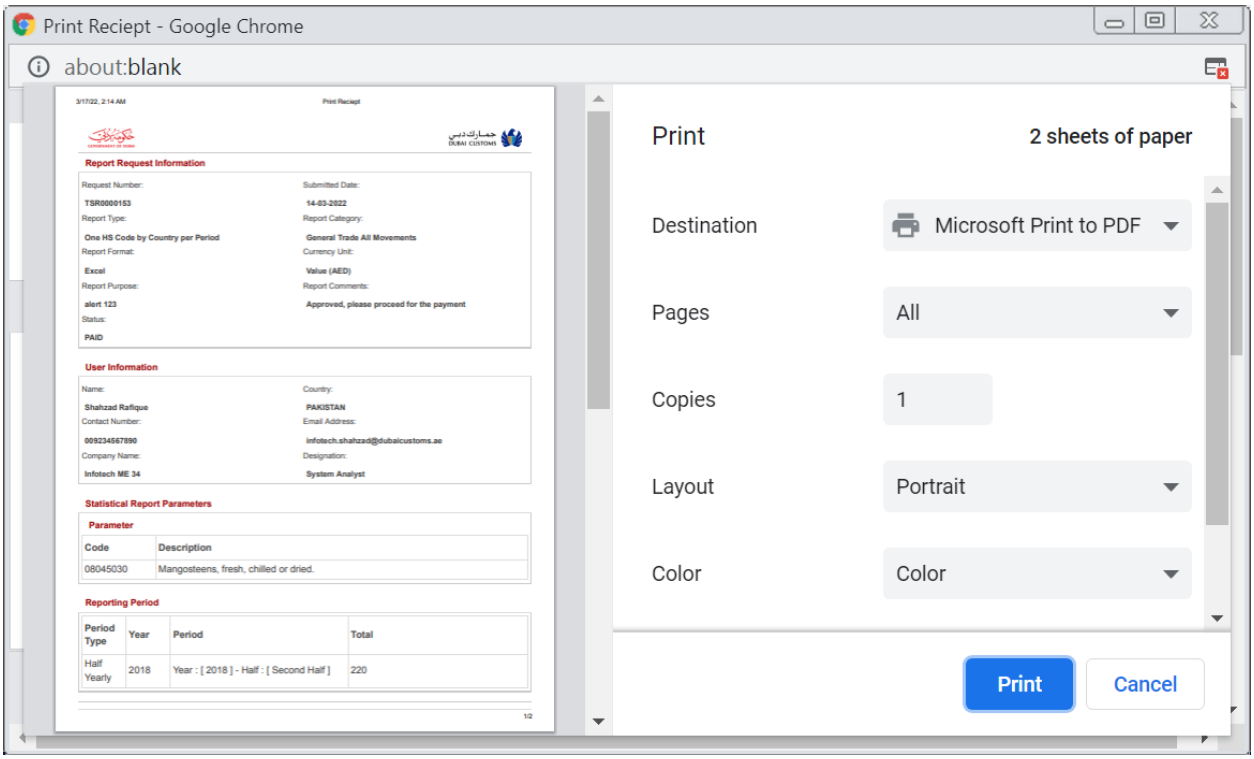
Note: Report can be download later also for the paid request but within 30 days of successful payment after above mentioned days “Download Report” link will be no not available.

## Print a Receipt

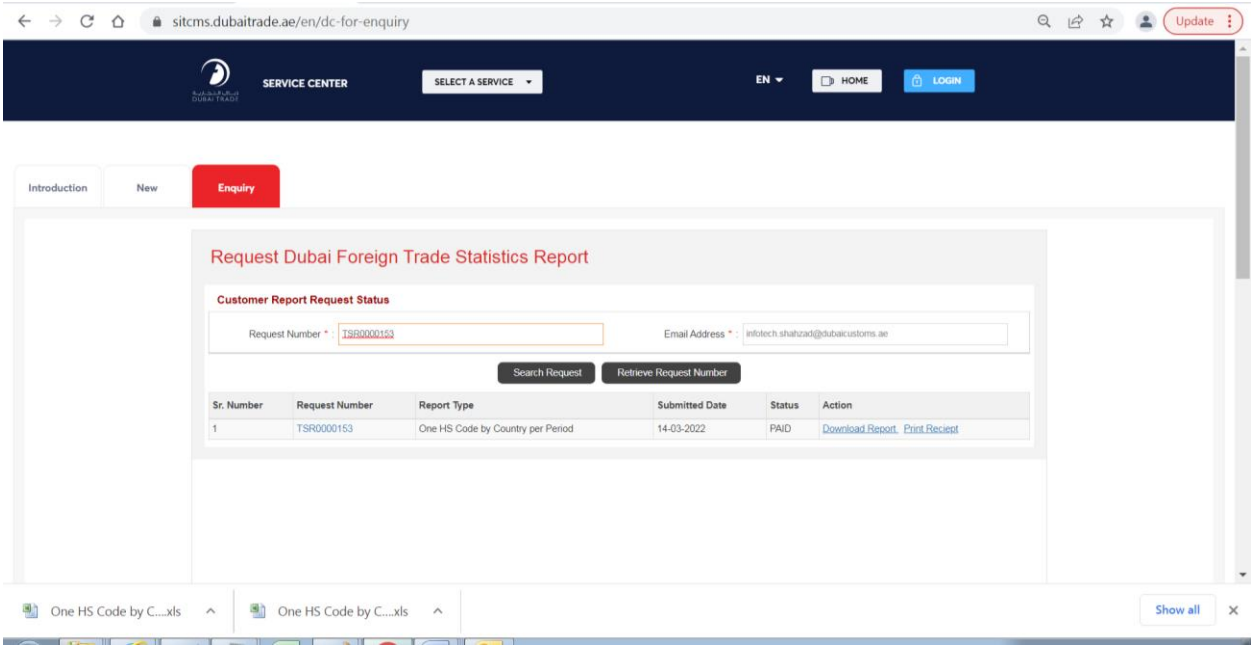
Click on “Print Receipt” link under action column for Paid request




System will open a dialogue box to print the receipt



On completing the print process, system will navigate back to previous state

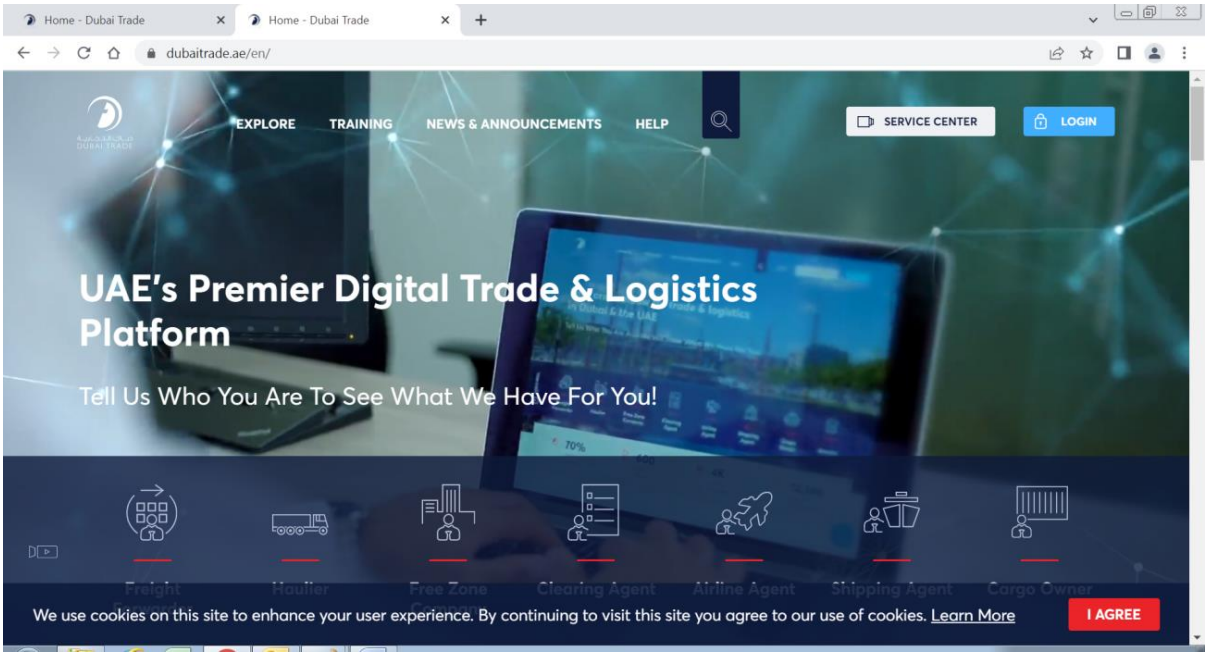


## Retrieve Request Number/s for submitted Requests

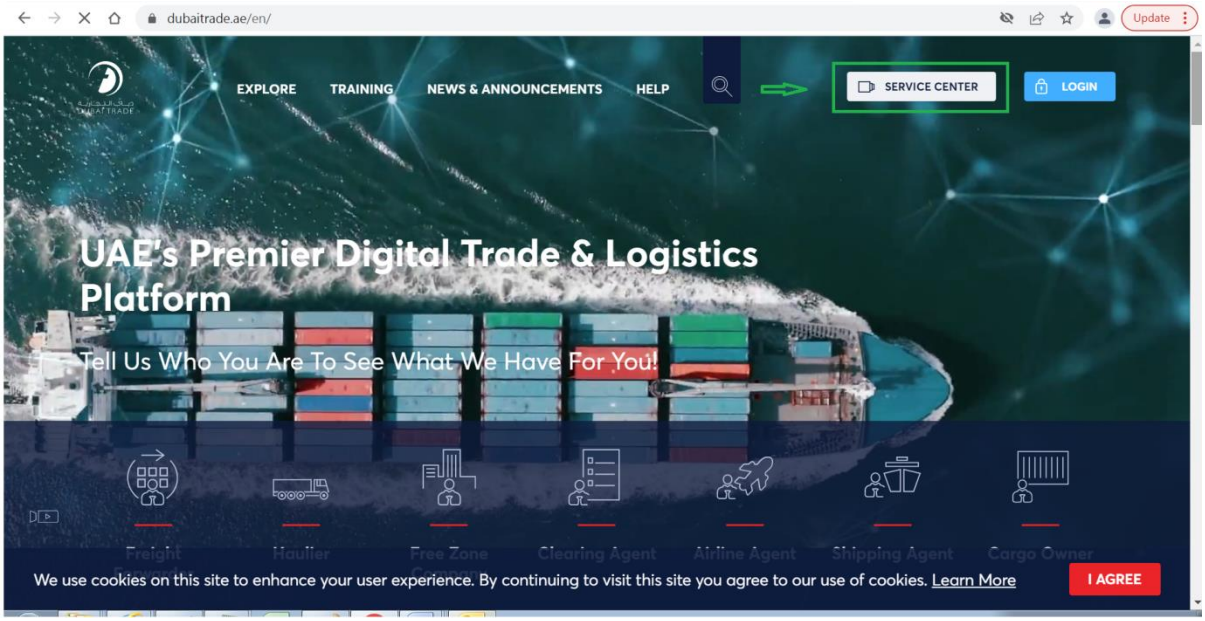
Customer can retrieve Request Number/s based on email address provided while request/s submission.

Open Dubai Trade Portal through following URL:

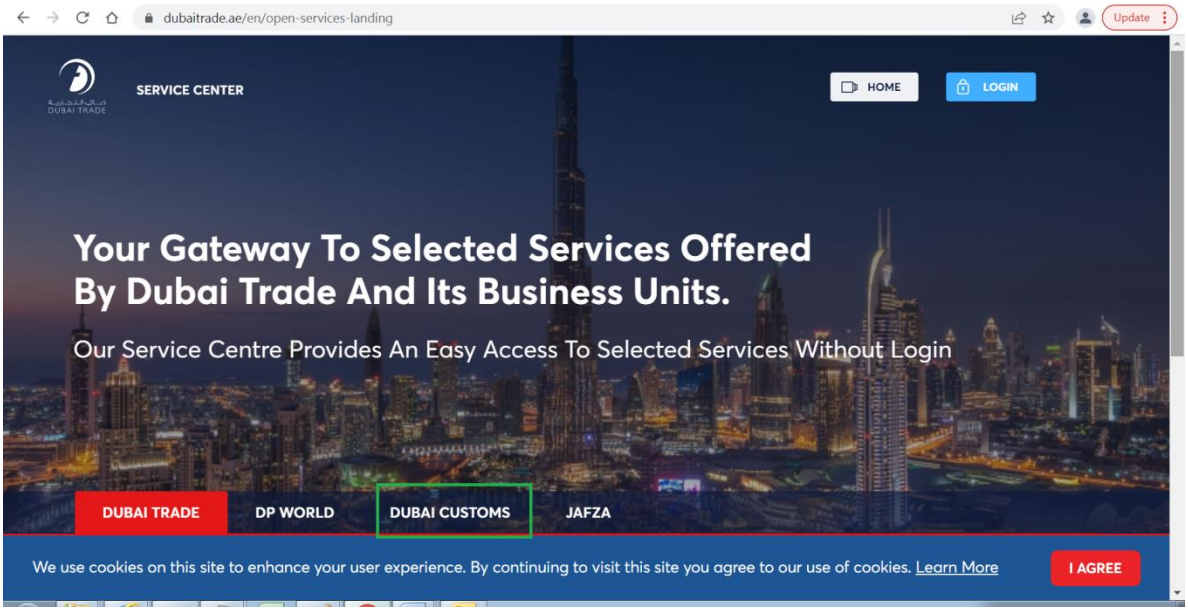
https://www.dubaitrade.ae



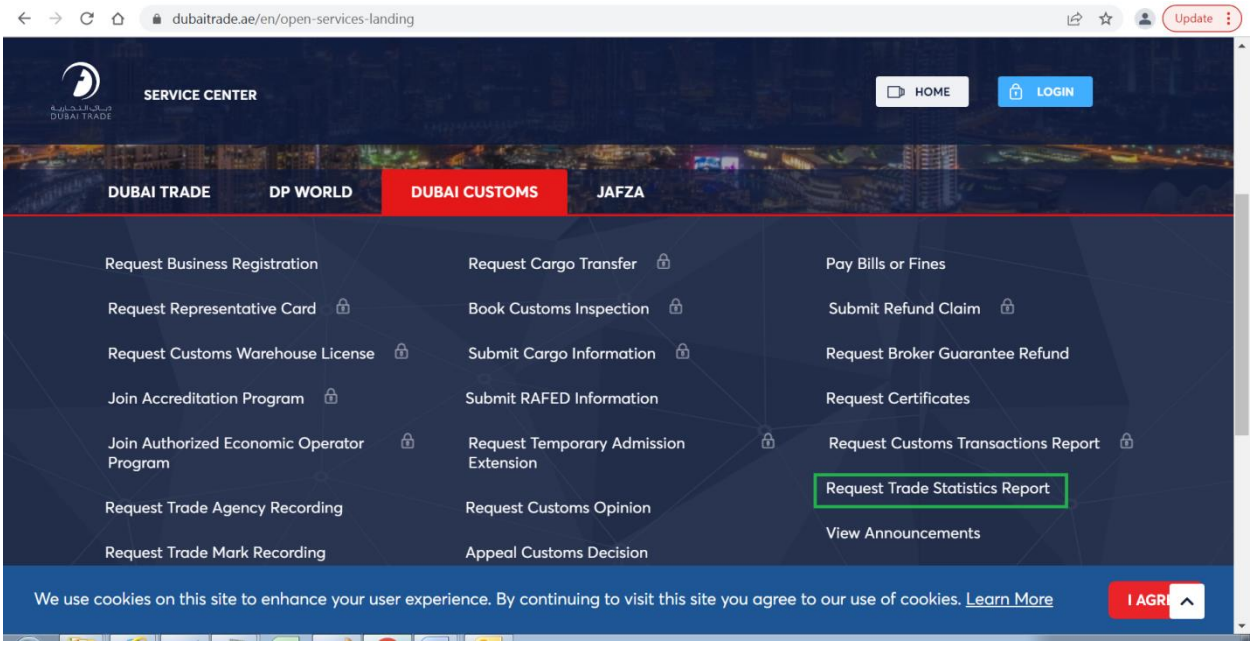

Click on Service Center button on Home Page



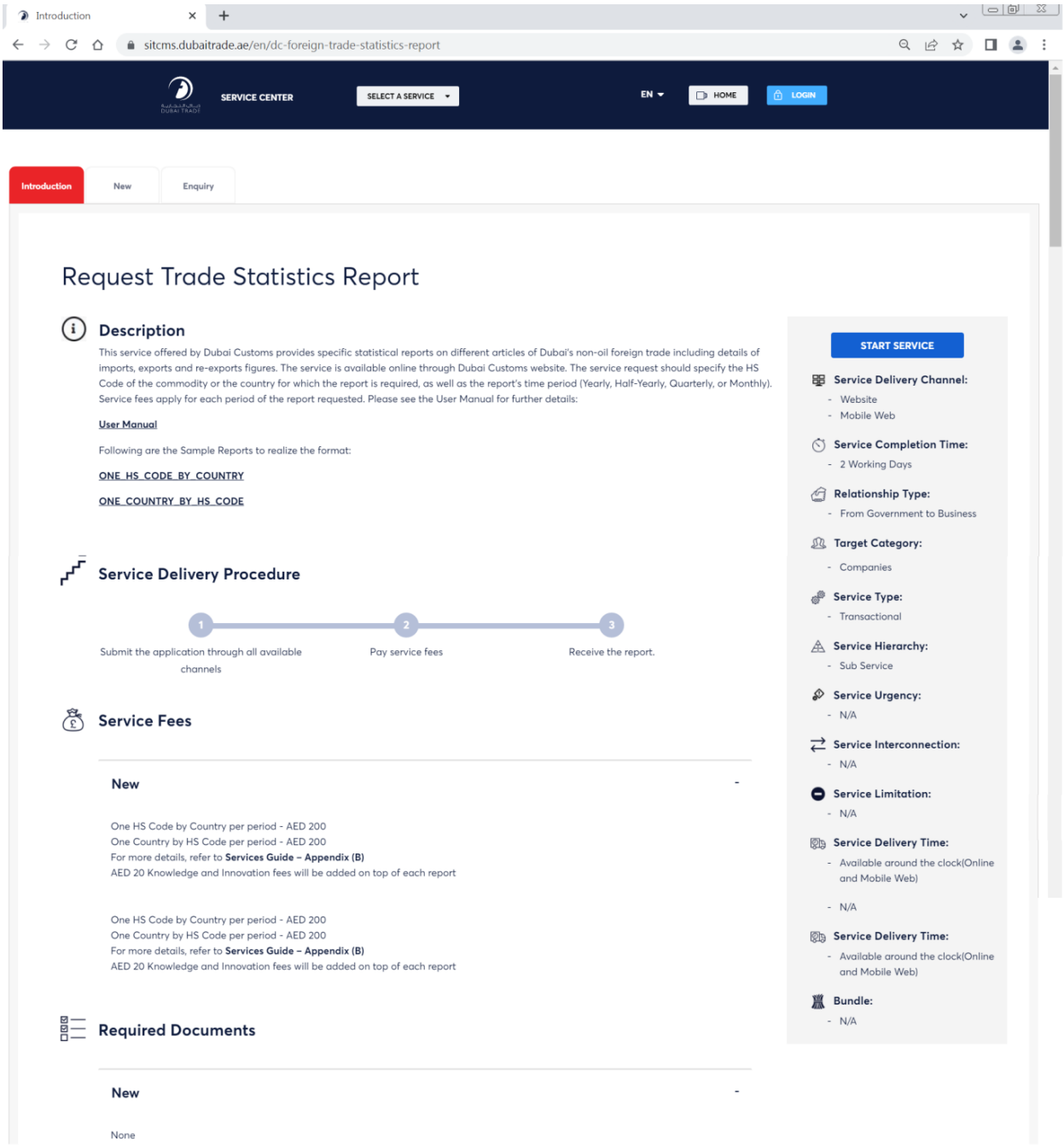
Click on Dubai Customs Tab



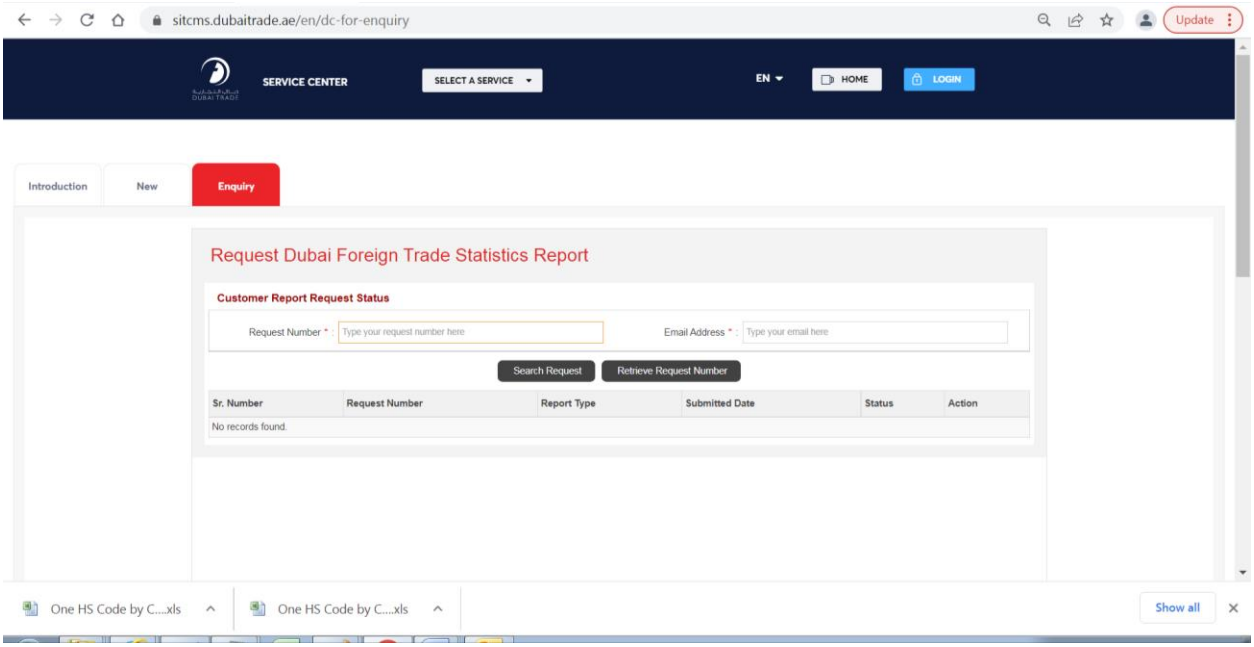

Click on Request Trade Statistics Report link



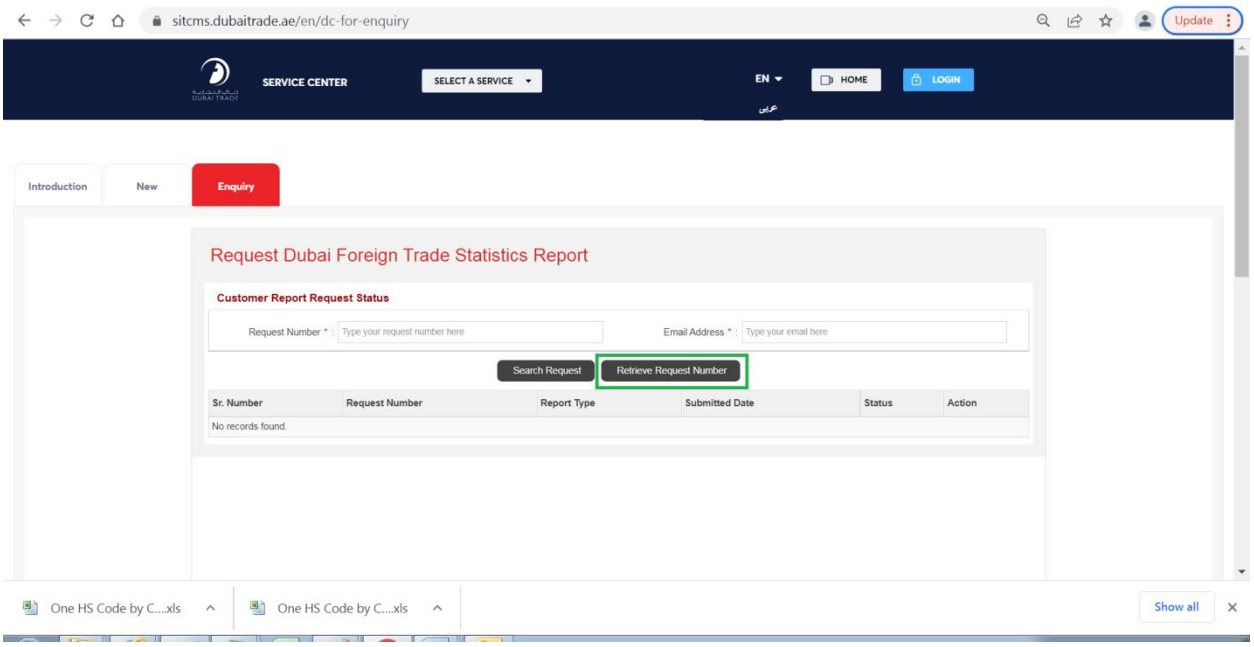
Following Introduction Page will be opened contains “New” and “Inquiry” Tabs



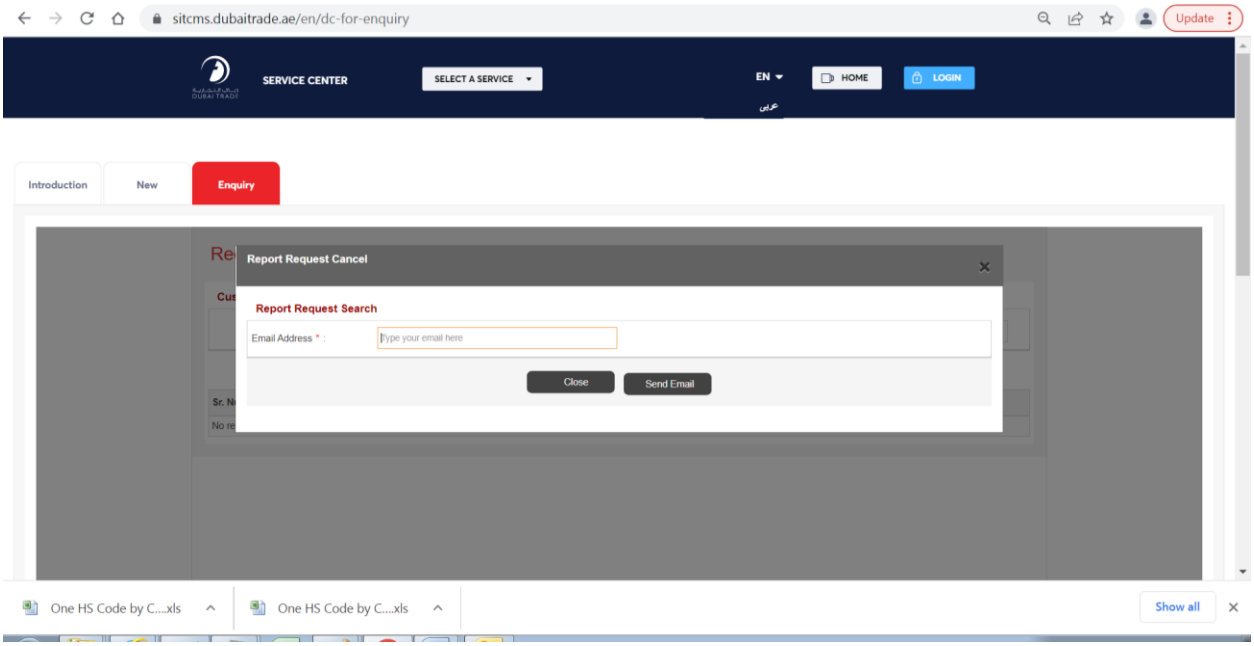
Click on “Enquiry” Tab



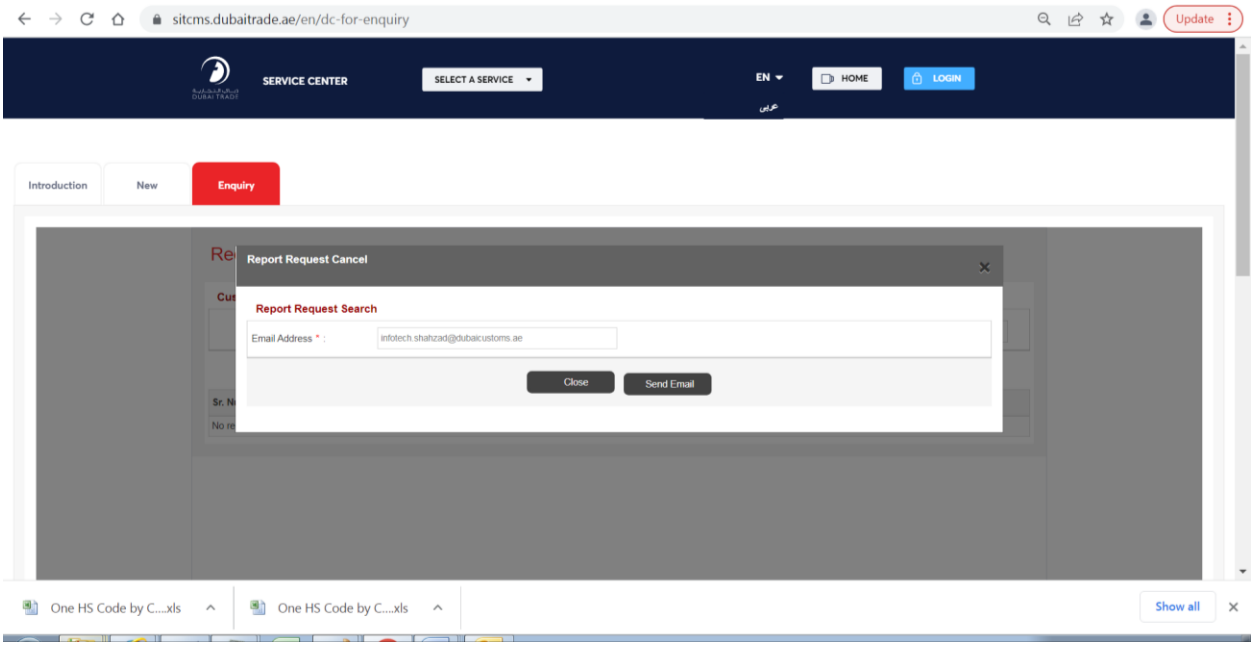

Click on “Retrieve Request Number” button



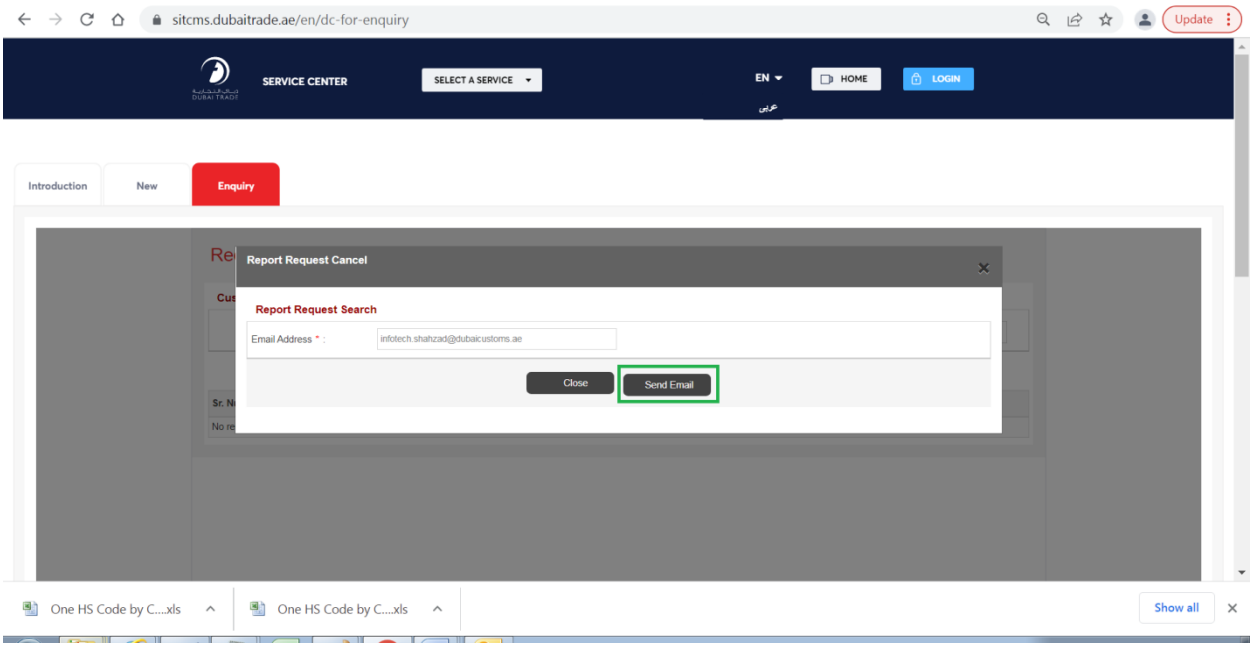
System will display a dialogue box to enter email address

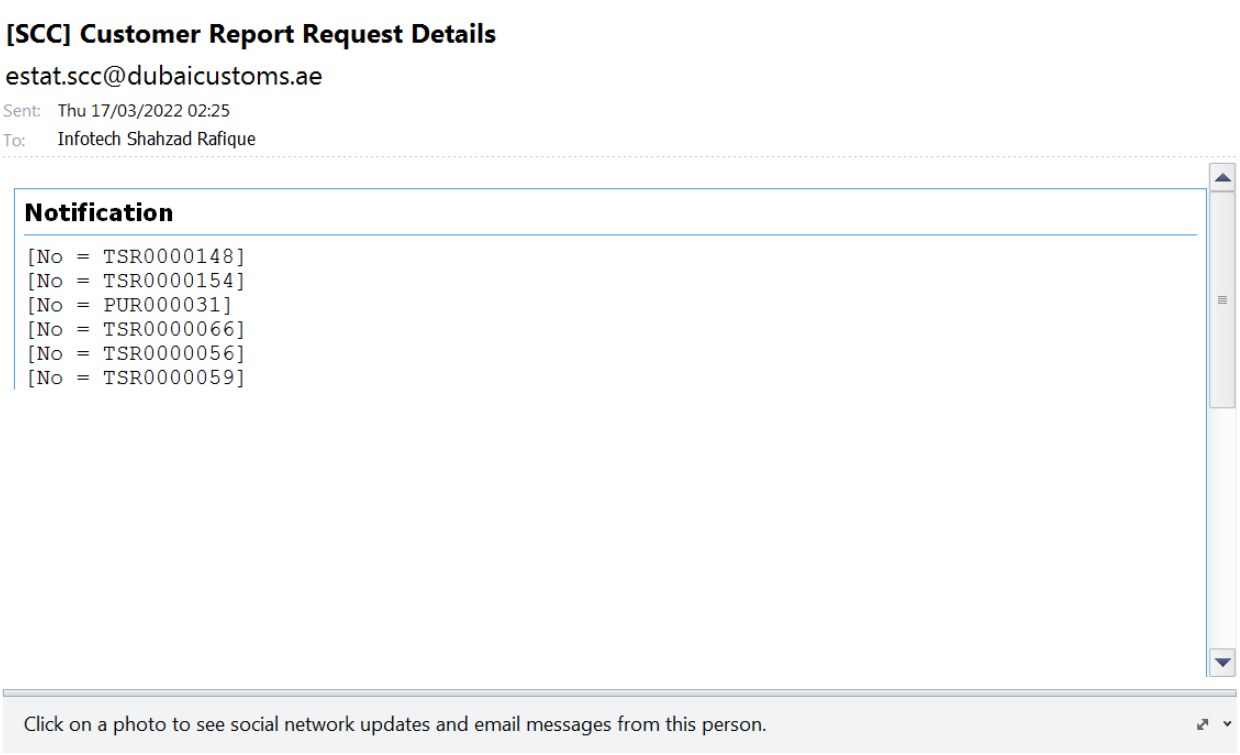



Enter Email Address for which request/s to be retrieved



Click on “Send Email” button




System will send an email to provided email address and close the dialogue box