



Dubai Customs e Services

New VCC Request

User's Manual

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Document Details

Document Information

DOCUMENT NAME	New VCC Request
PROJECT NAME	VCC
BUSINESS UNIT	Dubai Customs
AUTHOR(S)	DT Training Dept.
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CURRENT VERSION	1.2

Revision History

VERSION	DATE	AUTHOR	DESIGNATION	DESCRIPTION OF CHANGE

Approval History

VERSION	DATE	NAME	DESIGNATION	COMMENTS

Distribution

VERSION	LOCATION

Guidelines

VCC (VEHICLE CLEARANCE CERTIFICATES) ON MIRSAL 2

These guidelines are issued to help the clients on how to obtain VCC from the customs for declarations that have been cleared through Mirsal2

1. The erstwhile process of submitting the vehicle detail at the time of requesting VCC will be discontinued with the implementation of the new VCC system. Instead, Mirsal2 will automatically capture the vehicle details given at the time of submission of declaration to issue VCC.

The new VCC system will be available for requesting VCC for the declarations cleared from Go-Live date (i.e. 01-02-2104). For VCCs under declarations cleared prior to this date and the VCCs for declarations cleared in Mirsal1 shall continue to be processed in the counters.

Once their declaration is cleared by customs, clients can request for the VCC through the option available on Dubai trade. A request ID will be created for the request and client can take a print out and then approach any of the listed customs centers to collect their VCCs. Another facility of delivering the VCCs by courier, thus eliminating the need for visiting the customs center, is in the plan and will be rolled out shortly. Until then, clients are required to approach the counters to collect the VCC which they requested online.

2. The charges for the VCC will be collected at the time of request and all the current options of payment (CDR Account, Debit Account and e-payment) are available for the payment.
3. In case of request for duplicate VCC, such request shall be accepted only in the VCC centers and will be issued only after exhaustive verifications. No online request service is available for duplicate VCC.
4. In case of amendments and cancellation of declaration, the VCCs requested will be automatically cancelled if they have not been collected / printed. In case where VCCs have already been printed / collected, the declaration amendments or cancellation requests will not be allowed until the VCCs are surrendered.
5. VCC requests will be automatically cancelled if the client does not turn up for collection within 90 days from the VCC request date.
6. Email Notifications will be auto-sent to the customer for each status change of VCCs i.e. upon Request submission, VCC generation, printing, VCC cancelled, surrendered etc.

Further, customer will also have the option to track the request and search VCCs online via Dubai Trade in order to inquire and get the latest VCC status.

Navigation

1. Login to Dubai Trade.ae
2. Go to **Mirsal II >> Support Services >> New VCC Request**
3. **Step One** (Search Declaration)

New VCC Request

1

2

Search Declaration Payment Details

Search Declaration

Declaration No. * 1010005960214

Search Reset

#

- a. Enter Mirsal II Declaration number and click search

System displays your declaration details and all the vehicles related to it.

Declaration Details

Declaration No. :	1040000764314	Declaration Date :	05-02-2014
Declaration Owner :	AE-1049732 - UAT1PCBSCB	Declaration Type :	IM4 - Import Statistical Declaration
Vehicle Selection : All	⌵	Selected :	⌵

Vehicle Details

<input type="checkbox"/>	Chassis No.	Make	Model	Color
<input type="checkbox"/>	CHASSIS05	ACURA	Aston Martin	RED
<input type="checkbox"/>	CHASSIS06	ACURA	Aston Martin	RED
<input type="checkbox"/>	CHASSIS08	ACURA	Aston Martin	RED
<input type="checkbox"/>	CHASSIS09	ACURA	Aston Martin	RED
<input type="checkbox"/>	CHASSIS10	ACURA	Aston Martin	RED
<input type="checkbox"/>	CHASSIS11	ACURA	Aston Martin	RED
<input type="checkbox"/>	CHASSIS12	ACURA	Aston Martin	RED
<input type="checkbox"/>	CHASSIS13	ACURA	Aston Martin	RED
<input type="checkbox"/>	CHASSIS14	ACURA	Aston Martin	RED
<input type="checkbox"/>	CHASSIS15	ACURA	Aston Martin	RED



- Vehicle Selection (All for all the vehicles) or (selected for few of them)
- After you complete the selection, click next to continue

4. Step Two (Payment Details)

New VCC Request

1

Search Declaration

2

Payment Details

Charge Details

Charge Type	Amount
VCC Charge (1)	30.00
Total	30.00

Payment Details

Payment Mode*

E-Payment

[Please Select]

E-Payment

Credit Account

- Select the payment method
 - Credit Account (CDR) or Debit Account >>** (Select your account number) and click submit.

Payment Details

* Payment Mode

Credit/Debit Account

* Credit Account No.

[Please Select]

[Please Select]

1050023

1222528

← Previous

Submit

After successful payment, system will display the following message:

Your VCC request is accepted and 1 VCC's generated successfully.
Request number is **669**
Your Requested VCCs have now been processed. Please print acknowledgement mail and proceed to Customs Office to Collect VCCs.

Print Acknowledgement

Finish

You can:

- Click Print Acknowledgment and use it to collect your VCC from Customs Counter. However, if you missed the print option here, you can print from the confirmation email that you received upon submitting your request.

ii. **E-Payment** (Credit Card, Direct Debit, or, E-Dirham) >> click next to continue

Payment Details

* Payment Mode	E-Payment	▼
<div>< Previous</div> <div>Next ></div>		

System will provide you with the request details

Your request **294** has been processed.
Please initiate the ePayment transaction.
Your Total Charges are AED 30.0

Make e-Payment

Finish

You can:

- Click “Make e-Payment” to pay by (Credit Card, Direct Debit, E-Dirham)
- Click “Finish” to keep this request saved for later.
- Print acknowledgment option will be available after completing the payment

PRINT ACKNOWLEDGMENT

Company representative should take this acknowledgment print out to Customs counter to receive VCC print out

Acknowledgement

Page 1 of 1



Acknowledgement

This is to inform you that your New VCC Request has been accepted.



18139

VCC Request details

VCC Request No.:	18139	Declaration No.:	1010005960214
Number of VCC(s):	1	Request Date:	10-Jun-2014

Charges and Payment Details

VCC Charge:	30
Total Charges Paid:	30
Collection Receipt Number:	2040637