



# DUBAI CUSTOMS SMART Workspace User's Manual

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## DOCUMENT DETAILS

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### Document Information

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## 1 Introduction

All companies that wish to use Customs declarations services for themselves or their clients for the import, export or transshipment of goods or handling of the same in Dubai can use SMART Workspace to make their work easier and more efficient.

It is an additional service which will allow customers to:

- View 360° Day-to-Day activities of a user using a Personalized Dashboard where different widgets can be added
- Create Templates of declaration for their Day to Day work
- Add Declarations to the “**Favourites**” so they can easily track Declarations

***NOTE: These new smart features don't change any existing business rules or business processes. Therefore any Declaration created and submitted using these features should need to comply with existing policies and procedures. While creating new declarations using “Template” or “Favourite”, customers should ensure that they are not submitting a duplicate Declaration hence should modify information in new Declaration wherever applicable.***

SMART Workspace features shall result in following benefits for customers:

- Simplification of Declaration creation process
- Reuse of existing information
- Reduced data-entry
- Increase in efficiency of customers
- Cost and Time Saving
- Less data-entry errors
- Quick navigation

The “SMART Workspace” is available on desktop as well as smart devices like tablets and mobiles. You can start utilizing it using Dubai Trade and Dubai Customs' mobile site as well.

Further to enhance the customer experience on integrated services, “**Declaration Assistant Wizard**” already available on Dubai Trade is now integrated in Mirsal-II. This wizard aims to help customers in identifying their Customs “Declaration Type” to be used for their inbound/outbound movement. Customers can invoke it using the help icon available next to “Regime Type” and “Declaration Type” fields.

## 2 SMART Workspace

### 2.1 Dashboard

- When the customer will click on Smart Workspace a 360° personalized dashboard will be displayed showing different widgets for the logged in User
- Summary of Favourites, Templates, Draft Declaration(s), Pending Doc Submission, Under Inspection and Under Suspended.
- Reminders for Suspended Declaration, ePayment Declaration, Documents submission and Acknowledgment
- Last 48 Hours Declaration
- Top Declaration Types
- Top Customers

### 2.2 Favourites

- Under this tab you can manage all your favourite declaration
- Any existing declaration with any status can be marked as “**Favourite Declaration**”
- A “Template” or a “New” declaration can be created using the existing favourite declaration however aforementioned options will be available on “Cancelled”, “Declined” and all “Cleared” statuses of the declaration.
- Eliminate the repetitive effort of searching a declaration(s).
- All “Favourites” shall be associated with customer and will remain in his profile always unless customer decides to delete them.

### 2.3 Templates

- Under this tab customers can manage all template declarations.
- A “**Template Declaration**” can be created from scratch or using an existing declaration marked as favourite using “My Favourite” feature.
- A “**Template Declaration**” can contain maximum information that is reusable across multiple declarations
- You don’t have to enter repetitive information “*again and again*”.
- You can create declaration using the template by adding actual declaration information in the template.
- Simplifies the declaration creating process.
- All “**Templates**” shall be associated with customer and will remain in his profile always unless customer decides to delete them.

## 3 How to Add SMART Workspace?

SMART Workspace Service can be added to a user having the “Trader Representative” Role or “Broker Representative” Role. All new users created will have the SMART Workspace service assigned by default.

To add the service for existing Mirsal 2 user(s), kindly log into the company Authorized Person User ID and add the services

Below is the link for the Registration Amendment Manual providing with steps to add services for a User.

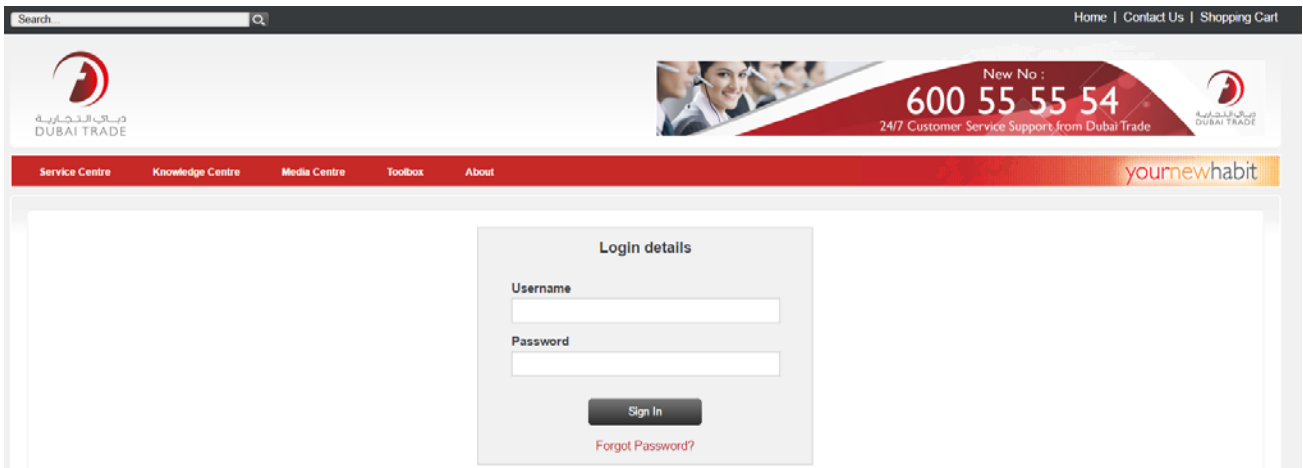
<http://www.dubaitrade.ae/toolbox/download/category/51-2011-01-16-07-00-23>

Or you can go to

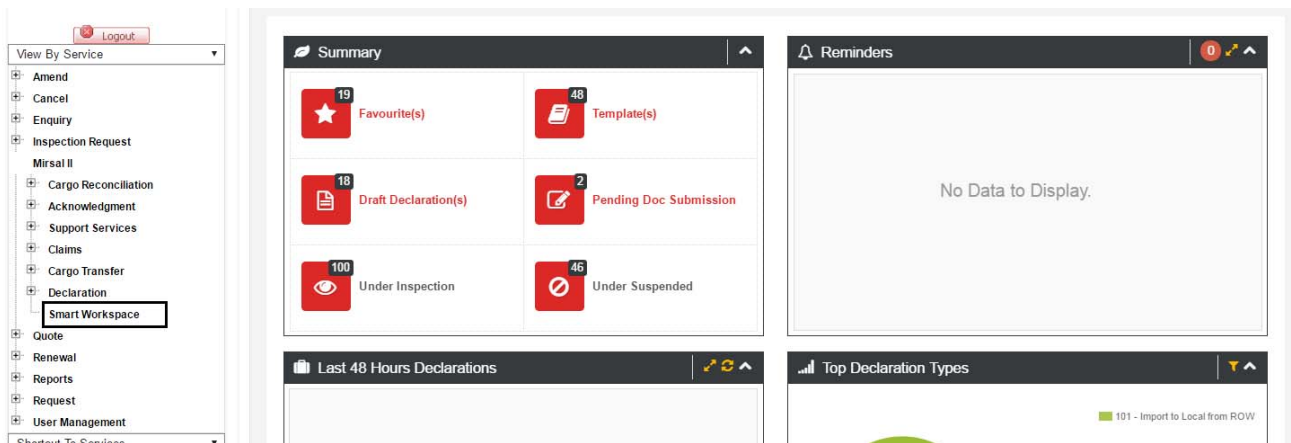
- [www.Dubaitrade.ae](http://www.Dubaitrade.ae)
- Knowledge Centre
- E-Services Guides
- Under Customs Registration and Renewal Click on **Registration Amendment**

## 4 How to use SMART Workspace?

- Go to [www.dubaitrade.ae](http://www.dubaitrade.ae)
- Login into your Dubai Trade Portal Account



- Go to Mirsal 2



- Click on SMART Workspace

The following page will be displayed showing the different widgets.

- **Summary** (Displaying the Count of transactions for the user)
- **Reminders** for the user
- **Last 48 Hours Declarations** for the user
- **Top Declaration Types** of the user
- **Top Customers** of the user

**Smart Workspace - ALTHAFF average submission time is 2 minute(s) 19.67 second(s)**

#### Summary

<b>23</b> Favourite(s)	<b>11</b> Template(s)
<b>3</b> Draft Declaration(s)	<b>5</b> Pending Doc Submission
<b>13</b> Under Inspection	<b>6</b> Under Suspended

#### Reminders

- Declaration **1010183743016** is pending for Document Submission. since 5 minute(s)
- Declaration **1010183742716** has been Suspended. since 1 hour(s)
- Declaration **1010183740216** is pending for Document Submission. since 2 hour(s)
- Declaration **1040000964216** is pending for E-Payment. since 4 hour(s)

#### Last 48 Hours Declarations

Declaration No.	Status	Date
1010183743016	Cleared	27-09-2016
1160000018816 ★	Cleared	27-09-2016
1010183742816	Cleared	27-09-2016
1010183742716	Suspended ↗	27-09-2016
1010183742216 ★	Cleared	27-09-2016
4010000432516 ★	Cleared	27-09-2016
1010183740216	Cleared	27-09-2016
3010001974316	Cleared	27-09-2016

#### Top Declaration Types

Type	Percentage
101 - Import to Local from ROW	44%
301 - Transit (ROW to ROW)	22%
401 - Temporary Admission from	11%
302 - FZ Transit In	11%
306 - FZ Transit Between Dubai	11%

#### Top Customers

Traders	No of Declaration
AE-1222609	4
AE-1048879	1
AE-1048880	1
AE-1048908	1
AE-1050628	1

## 4.1 Summary

### 4.1.1 Favourite(s)

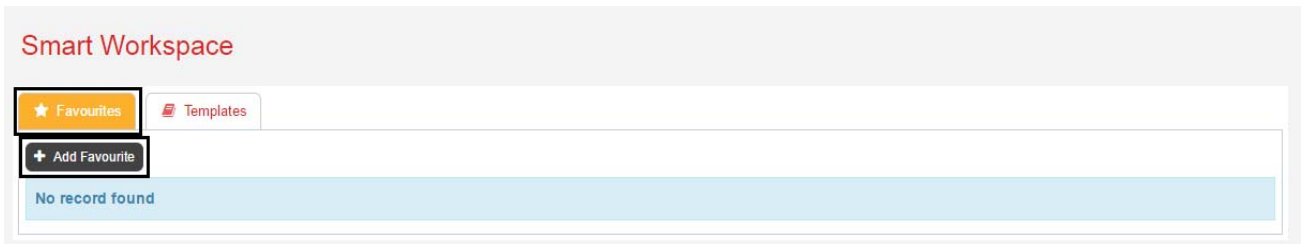
- This will show the count of the Declarations in Favourite(s) for the logged in User
- Click on Favourites

#### Summary

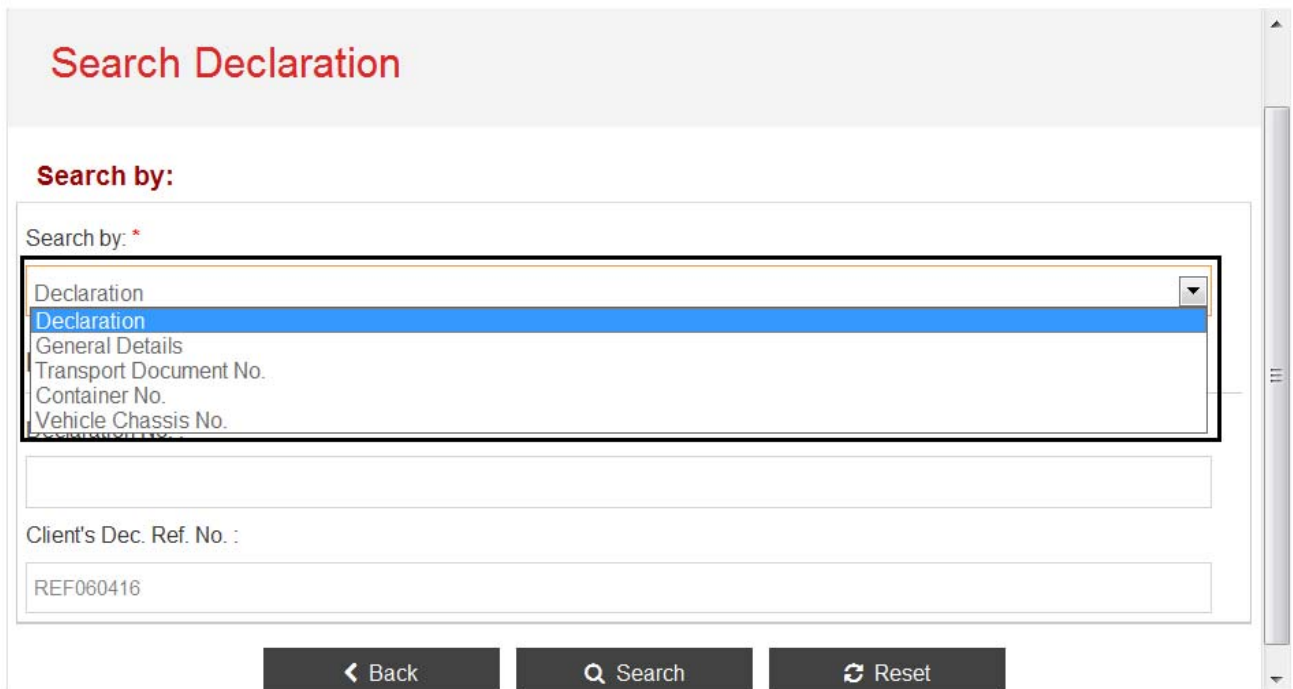
<b>19</b> Favourite(s)	<b>48</b> Template(s)
<b>18</b> Draft Declaration(s)	<b>2</b> Pending Doc Submission
<b>100</b> Under Inspection	<b>46</b> Under Suspended



The following page will be displayed



- Select “Search by”
  - Declaration
  - General Details
  - Transport Document No.
  - Container No.
  - Vehicle Chassis No.



- If **Declaration** selected then enter either the Declaration Number and/or Client's Dec. Ref. No and click **Search**

### Search Declaration

**Search by:**

Search by: \*

Declaration ▼

---

**Declaration**

Declaration No. :

Client's Dec. Ref. No. :

REF060416

← Back
🔍 Search
↺ Reset

**NOTE:** *If General Details, Transport Document No., Container No. or Vehicle Chassis No. selected, then enter all mandatory fields and click Search*  
 Click **Back** to go back to previous Page  
 Click **Reset** to reset / clear the page

- Click on the “+” to expand and view details / description

**NOTE:** *To view details of the Declaration click on the Declaration Number.*  
 Click **New Search** to perform another search  
 Click **Back** to go back to previous page

### Search Declaration Results

Business Code: AE-1048909-Vikram companies amended PLANET TRAVEL TOURS AND CARGO LLC  
 ALI JUMA BASHIR CLEARING & FORWARDING ALI

🔍 New Search

Declaration No.	Date	Business Code - Name	Status
<span style="border: 1px solid black; padding: 2px;">+</span> <a href="#">1010175777316</a>	06-04-2016	AE-1039238-SONY PROFESSIONAL SOLUTIONS M.E.	Submitted

View
← Back





**NOTE:** *Declarations can be added to Favourite menu also while submitting a Declaration.*

- Declarations added to Favourite will display when clicked on SMART Workspace under **Favourites**

Smart Workspace





★ Favourites   Templates

+ Add Favourite

Name	Declaration No.	Created Date	Status	Action
+ adfasdfa	1010120984014	06-04-2016	Cleared	   

- Click on  under action to create a new Declaration with the existing declaration details

Action

**NOTE: Please make sure to verify and/or update all details while submitting a declaration using Favourites**

- Click on **Express Submit** to use the same information of the favourite declaration and reach Payment Details page to submit the declaration or click **Next** to review and proceed from page to page to submit the declaration

**NOTE: Express Submit can be used in cases when no details need to be changed and the same declaration needs to be resubmitted “for example: In case where the declaration was “Declined” due to nonpayment in time while using e-payment method”.**

> Declaration Clearance Services > New Declaration

New - Import to Local from ROW

1 — 2 — 3 — 4  
 General Information   Shipping Details   Invoice Details   Payment Details

**Declaration Header**

Regime Type: \* Import   Declaration Type: \* Import to Local from ROW  
 Cargo Channel: (Inbound) \* Air   Client's Dec. Ref. No: \* IM1 Epayment

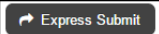
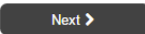
**Person/Parties**

Exporter's Code:   Importer's Code: \* AE-1222609  
 — OR —   — OR —  
 Add Overseas Customer   Personal Customer

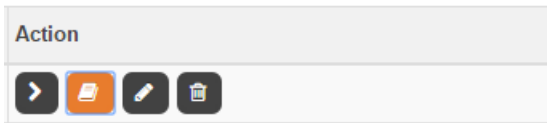
Notify Party Code:   Cargo Handler's Code: \* PR-01489  
 Agent's Code: \* AE-1048908   Customs Broker: AE-1048909


**Availability of Required Documents**

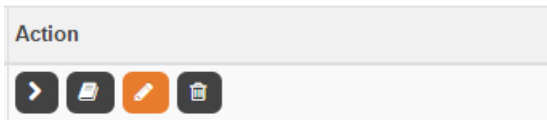
Invoice: \* Available in Original (Paper)   AWB / BOL: \* Available in Original (Paper)  
 Packing List: \* Available in Original (Paper)   Cert. of Origin: \* Available in Original (Paper)


 

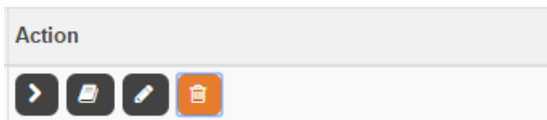
- Click on  under action to create a template with the existing declaration details



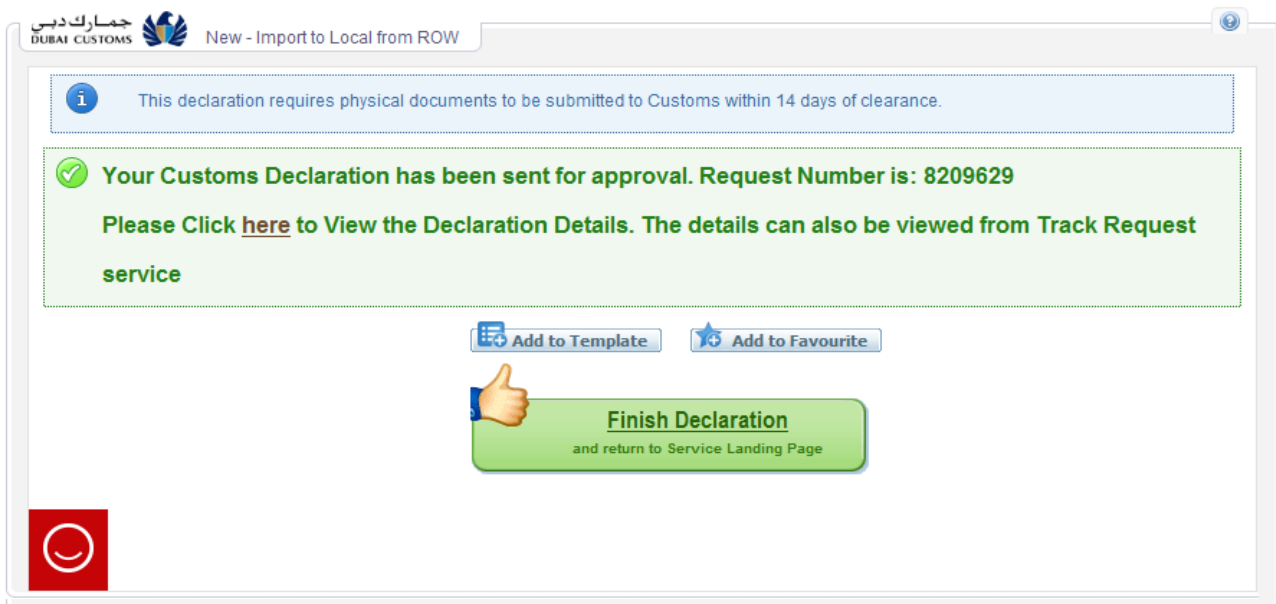
- Click on  under action to edit the name for the existing declaration added to Favourite menu



- Click on  under action to delete the Declaration from Favourite menu

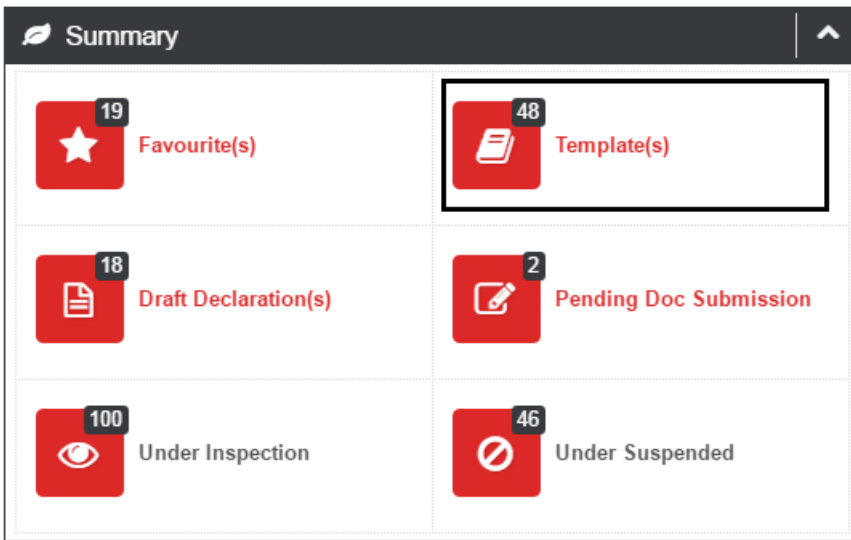


User can also add any declaration to Favourite(s) when declaration is submitted as the customer will see the below page at the end of the submitted declaration(s) along with the **Add to Favourite** key

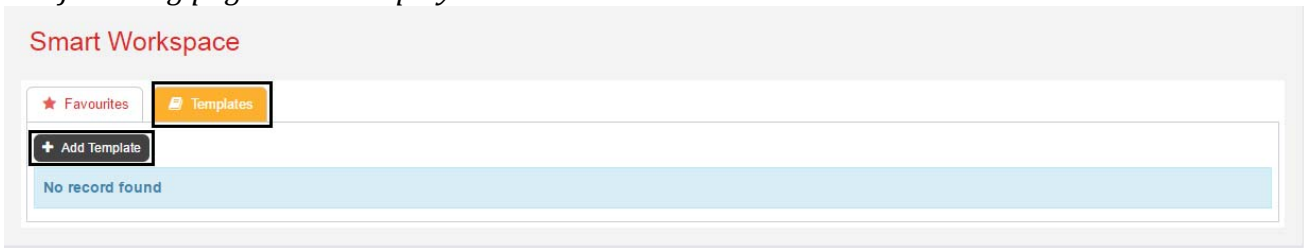


## 4.1.2 Template(s)

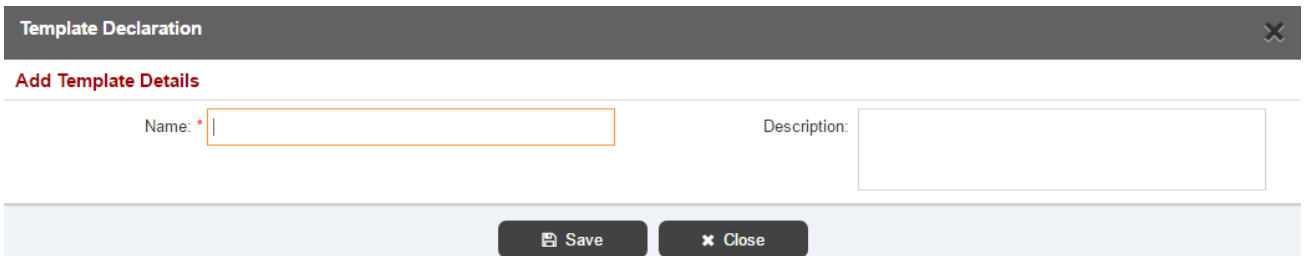
- This will show the count of the Declarations in Template(s) for the logged in User
- Click on Templates



The following page will be displayed



- Enter the Name and Description for the Template and then click **Save**



- The following page will be displayed, where you can enter General Information, Shipping Details and Invoice Details and save as a template

### Template Declaration

1
2
3

General Information
Shipping Details
Invoice Details

**Declaration Header**

Regime Type: \*  ⓘ Declaration Type: \*  ⓘ

Client's Dec. Ref. No: \*  ⓘ

**Person/Parties**

Exporter's Code:  ⓘ Importer's Code:  ⓘ

— OR —

Notify Party Code:  ⓘ Cargo Handler's Code:  ⓘ

Agent's Code:  ⓘ Customs Broker: AE-1048909

**Import/Export Entity**

Importing CW/FZ: \*  ⓘ Exporting CW/FZ: \*  ⓘ

**Availability of Required Documents**

Invoice:  ⓘ AWB / BOL:  ⓘ

Packing List:  ⓘ Cert. of Origin:  ⓘ

- Once the mandatory fields are entered click “Next” to Save and go to Shipping Details.

**NOTE:** User can “Save” only the General Information page as a Template by just entering the mandatory information and clicking “Next” with / without having shipping details or Invoice Details

User can “Save” the template only with General Information and Shipping Details by just entering the information and clicking “Next” with / without Invoice Details

- Enter all mandatory information for the Template and then click **Finish Template** to save the Template with information on General Information, Shipping Details and Invoice Details

### Template - Import to Local from ROW

1
2
3

General Information
Shipping Details
Invoice Details

**Invoice Details**

Invoice No.	Invoice Date	Terms of Delivery	Value	No. of Line Items	Action
INV0604	01-04-2016	CIF	USD 10000	1 line item(s)	<input type="button" value="Print"/> <input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Grand Total: AED 46,930.00					

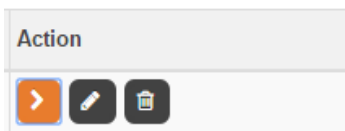
**Add/Upload Invoice**

Or Upload
 No file chosen


- Declarations added to Templates will display when clicked on SMART Workspace under **Templates**

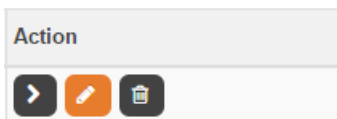



- Click on  under action to create a new Declaration with the existing declaration details from the Template

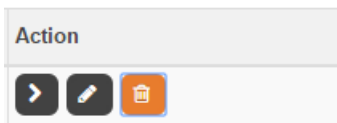


***NOTE: Please make sure to verify and/or update all details while submitting a declaration using templates***

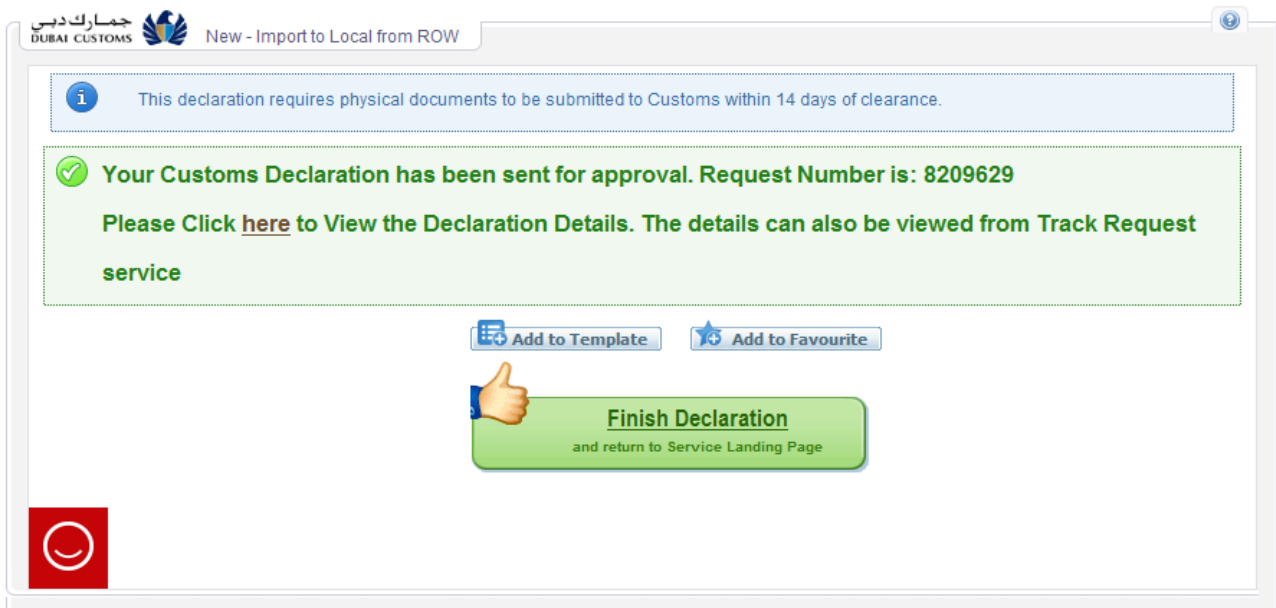
- Click on  under action to edit the name and details of the template



- Click on  under action to delete the template

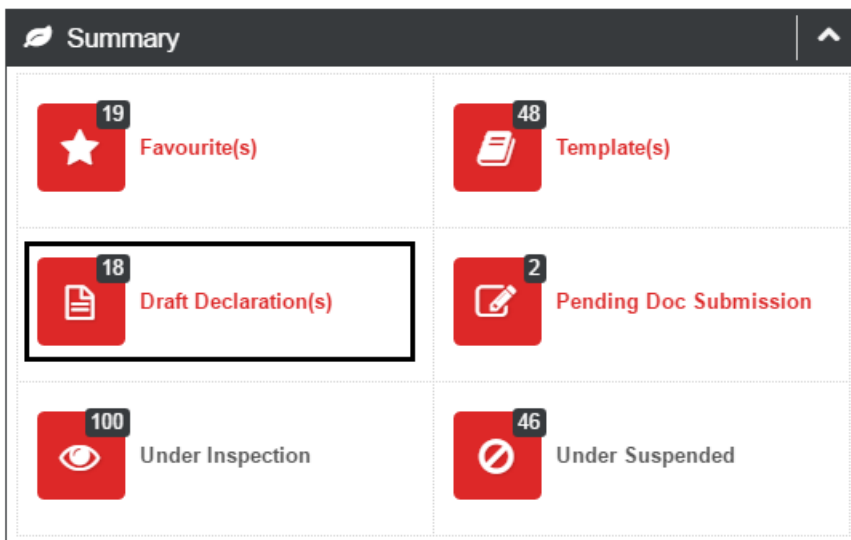


User can also add any declaration to Template(s) when declaration is submitted as the customer will see the below page at the end of the submitted declaration(s) along with the **Add to Template** key



### 4.1.3 Draft Declaration(s)

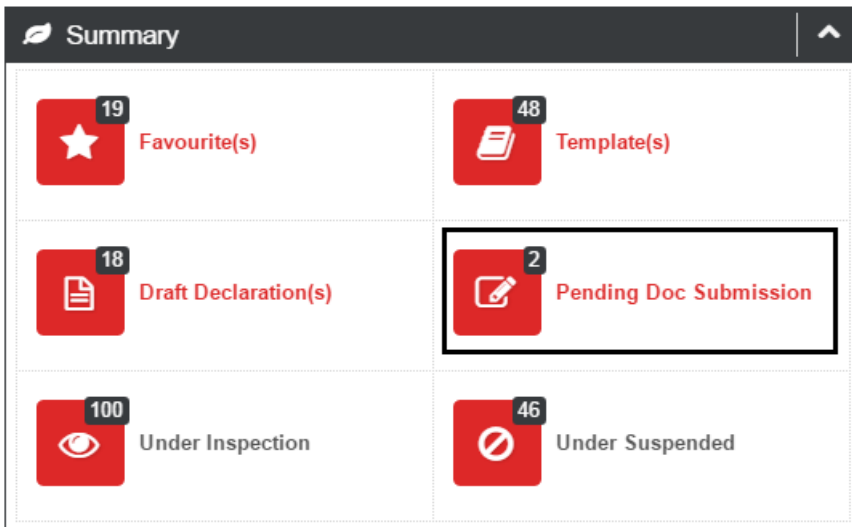
- This will show the count of the Declarations in Draft
- Click on Draft Declaration(s)
- User will be diverted to the Draft Declaration page which will display all Declarations in Draft



### 4.1.4 Pending Doc Submission

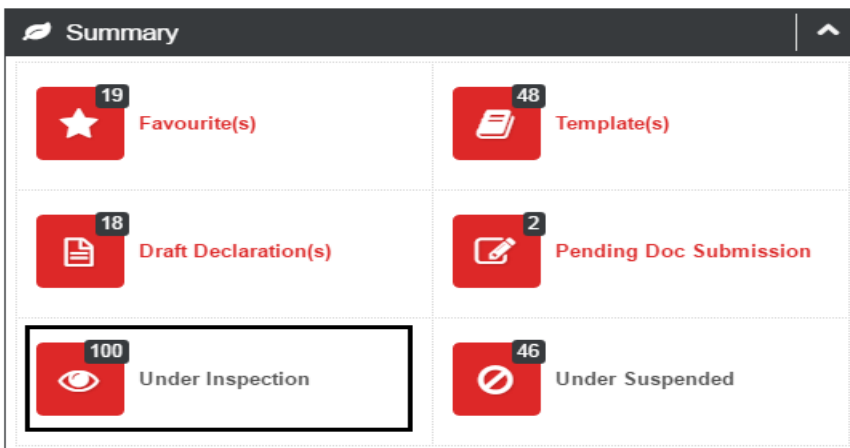
- This will show the count of the Declarations pending for Physical Document Submission
- Click on Pending Doc Submission
- User will be diverted to the Track Document Submission page which will display all Declarations waiting for Physical Documents to be submitted





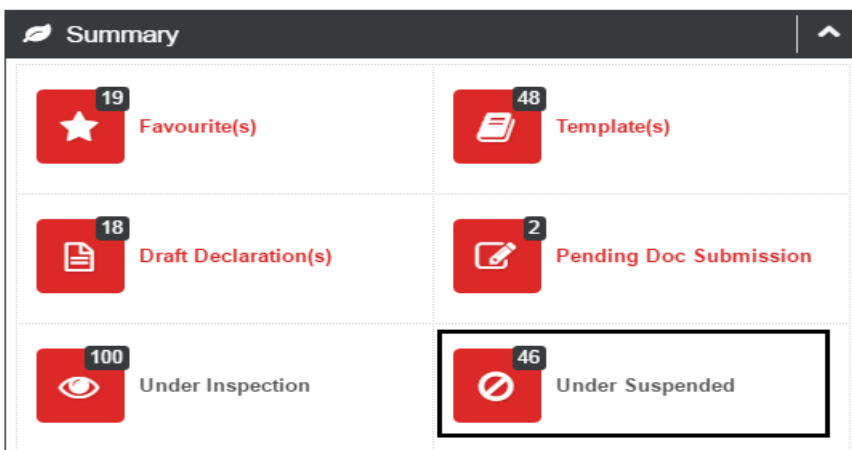
### 4.1.5 Under Inspection

- This will show the count of the Declarations under the status **“Cleared subject to Inspection”**



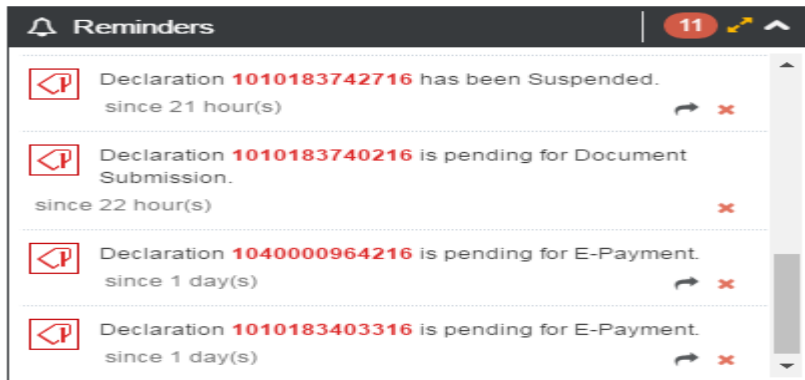
### 4.1.6 Under Suspended

- This will show the count of the Declarations under the status **“Suspended”**



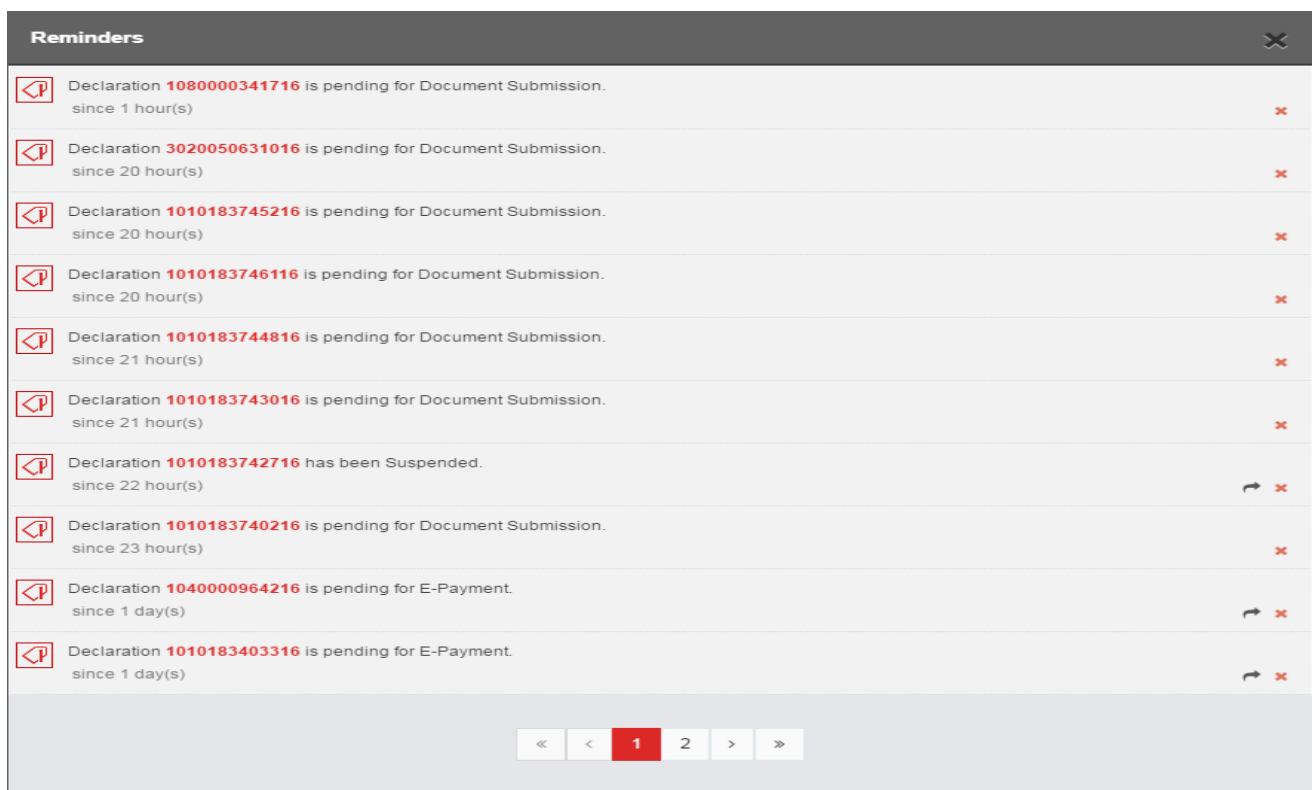
## 4.2 Reminders

Reminders will be shown to the user for the declarations they have submitted for the below required action items of the Logged in user



- **Suspended Declarations** will be displayed for 5 Days – User can respond directly from the Reminder List by clicking on
- **ePayment Declarations** will be displayed for 5 Days – User can proceed directly to the ePayment service by clicking on
- Declarations which requires **Physical Document Submission** will be displayed for 2 Days
- Declarations which requires **Acknowledgement** will be displayed for 2 Days
- User can remove the reminders from the list manually by clicking on
- User can click on Details to view all reminders as the basic view will display the last 10 reminders only

The following page will be displayed once clicked on details



### 4.3 Last 48 Hours Declarations

System will display the list of the Declarations submitted in the last 48 Hours with the below details by the Logged in User

Declaration No.	Status	Date
1010183743016	Cleared	27-09-2016
1160000018816 ★	Cleared	27-09-2016
1010183742816	Cleared	27-09-2016
1010183742716	Suspended ↶	27-09-2016
1010183742216 ★	Cleared	27-09-2016
4010000432516 ★	Cleared	27-09-2016
1010183740216	Cleared	27-09-2016
3010001974316	Cleared	27-09-2016

- Declaration No. along with Favourite Icon ★
- Request No. (Detailed View)
- Client Ref. No. (Detailed View)
- Status with action key ↶ to directly respond for suspended status declaration
- Date
- User can click on refresh 🔄 to refresh the status of the declaration
- User can click on Details 🔍 to view more details as the basic view will display the last 10 Declarations only

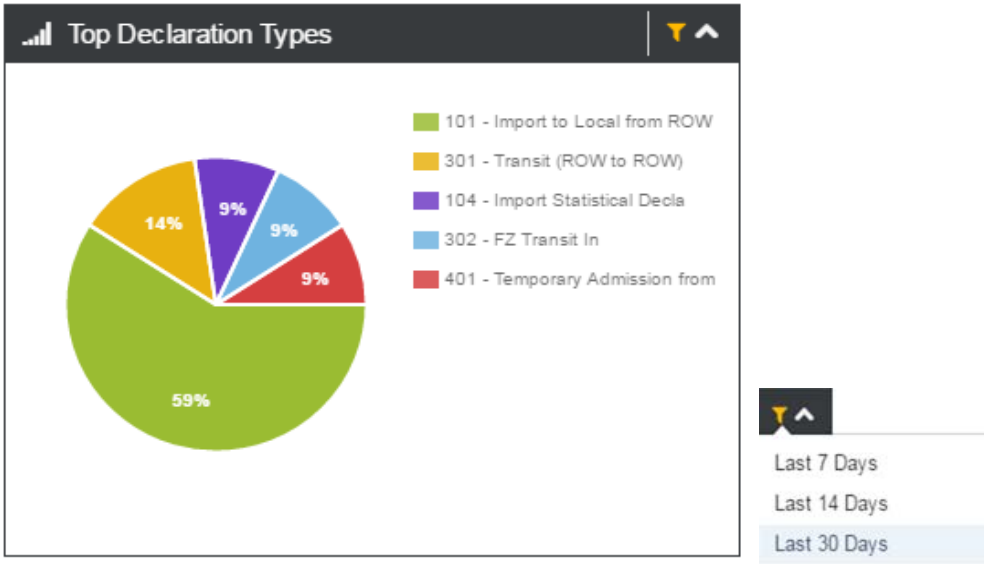
The following page will be displayed once clicked on details 🔍

Declaration No.	Request Id	Client Ref. No.	Status	Date
1010183742816	8206523	IM1 Air 2016	Cleared	27-09-2016
1010183742716	8203056	IM1 Air 2016	Suspended ↶	27-09-2016
1010183742216 ★	8206522	IM1 Air 2016	Cleared	27-09-2016
4010000432516 ★	8206498	TA1 Air 2016	Cleared	27-09-2016
1010183740216	8206474	IM1 Air 2016	Cleared	27-09-2016
3010001974316	8206417	TS1 Land Sea 2016	Cleared	27-09-2016
1040000964416 ★	8206363	IM4 Land 2016	Cleared	27-09-2016
1010183403716 ★	8199718	IM1 Air 2016	Cleared	26-09-2016
1010183403716	8203078	IM1 Air 2016	Cancelled	26-09-2016
1010183404216 ★	8203054	IM1 Sea 2016	Cleared	26-09-2016

« < 1 2 3 > »

### 4.4 Top Declaration Types

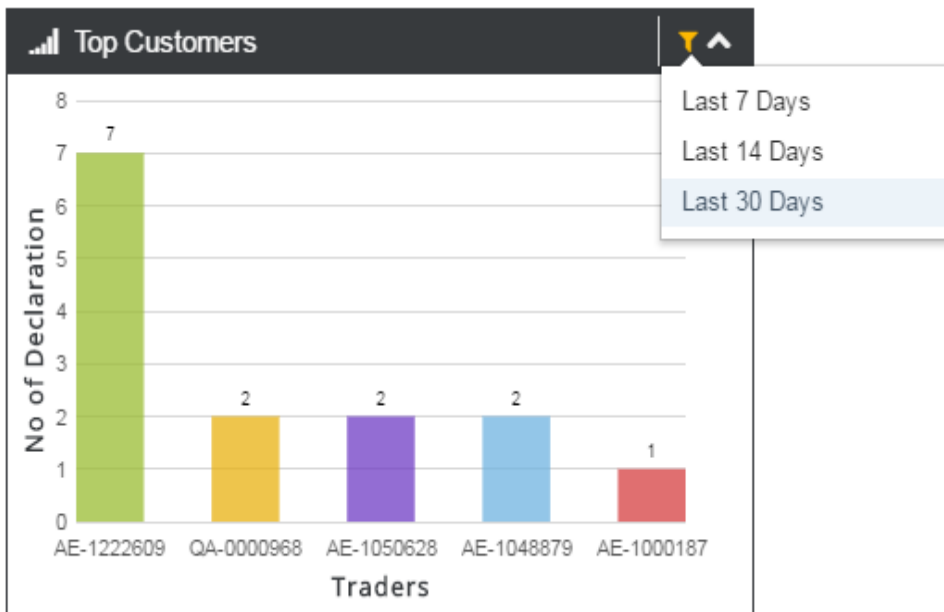
System will display the percentage(%) in a Chart of the Top 5 Declaration Types submitted by the Logged in User



User can click on the filter to view details for last 7, 14 or 30 Days

### 4.5 Top Customers

System will display in a Chart the Top 5 Customers for whom the declarations are submitted by the Logged in User



User can click on the filter to view details for last 7, 14 or 30 Days

