DUBAI CUSTOMS SMART Workspace User's Manual

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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.

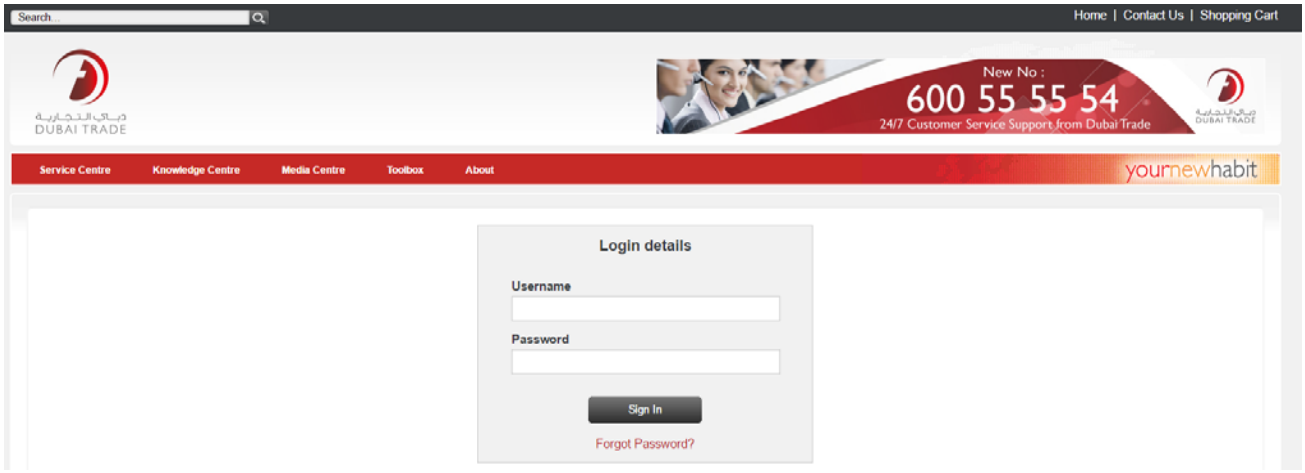
http://www.dubaitrade.ae/toolbox/download/category/51-2011-01-16-07-00-23

Or you can go to

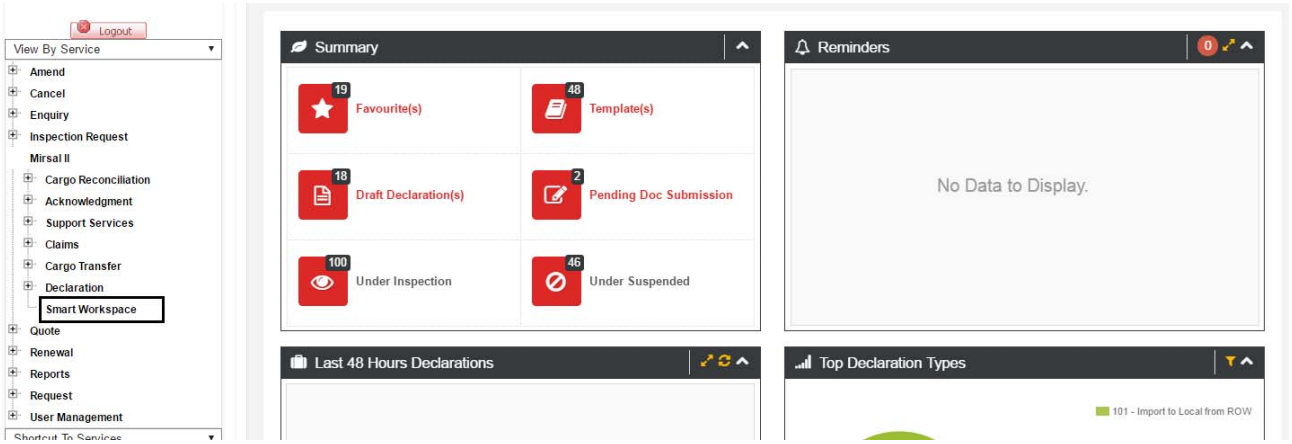
- www.Dubaitrade.ae
- Knowledge Centre
- E-Services Guides
- Under Customs Registration and Renewal Click on ***Registration Amendment***

4 How to use SMART Workspace?

- Go to www.dubaitrade.ae
- Login into your Dubai Trade Portal Account



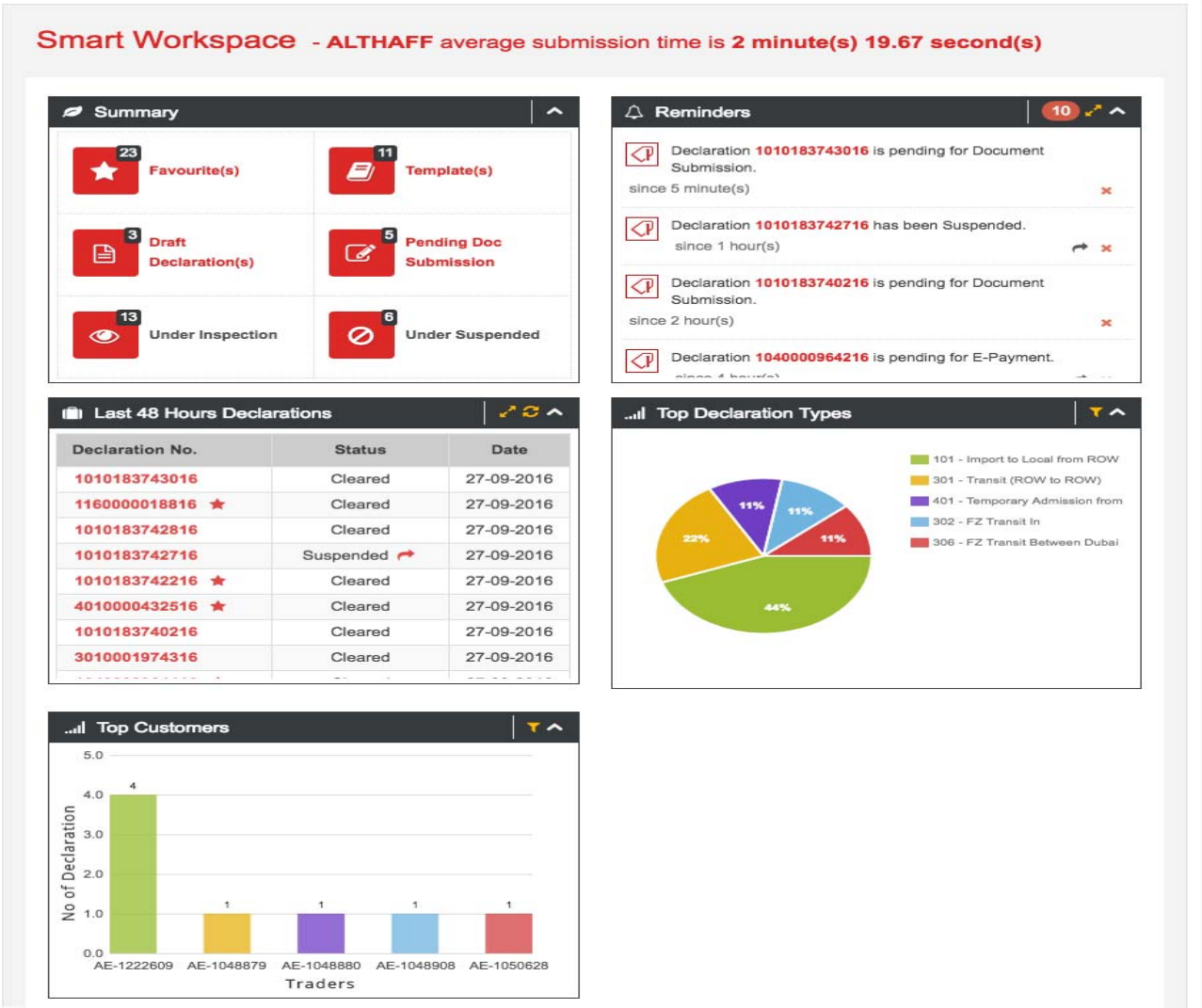
- Go to Mirsal 2



- Click on SMART Workspace

The following page will be displayed showing the different widgets.

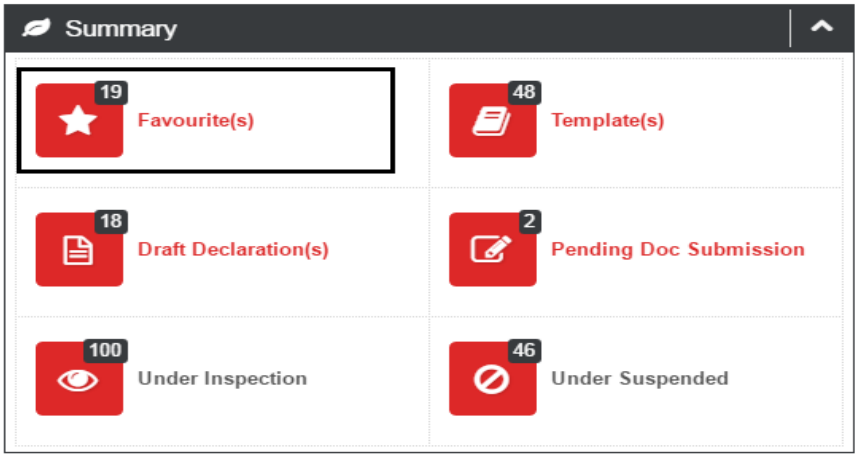
- ***Summary*** *(Displaying the Count of transactions for the user)*
- ***Reminders*** *for the user*
- ***Last 48 Hours Declarations*** *for the user*
- ***Top Declaration*** *Types of the user*
- ***Top Customers*** *of the user*



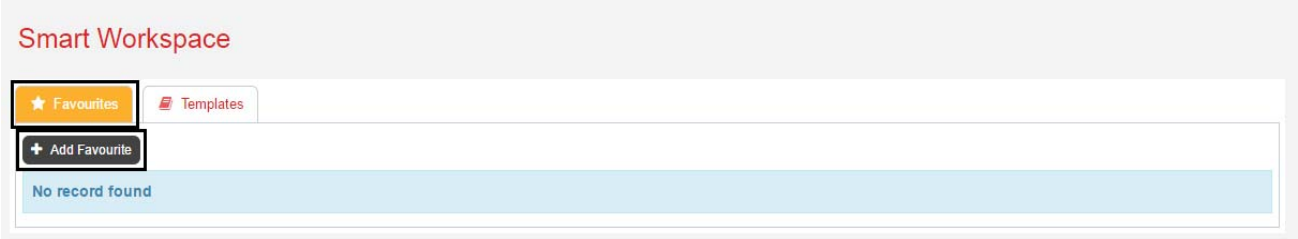
4.1 Summary

4.1.1Favourite(s)

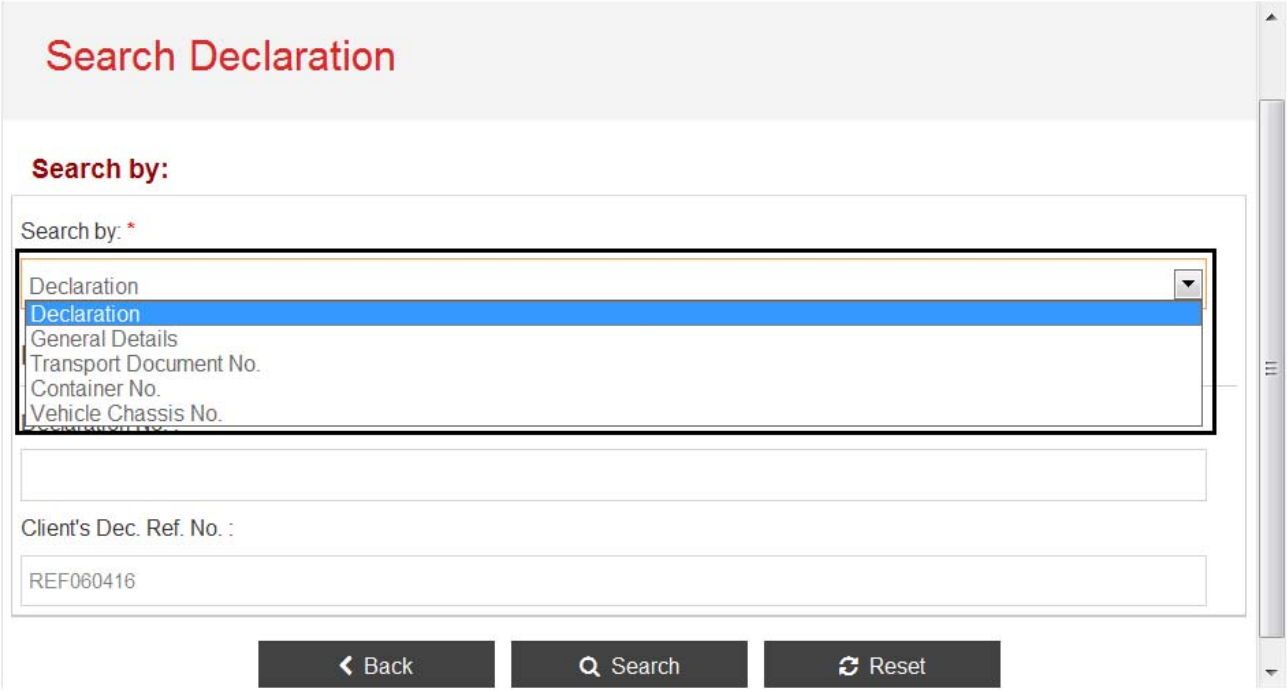
- This will show the count of the Declarations in Favourite(s) for the logged in User
- Click on Favourites



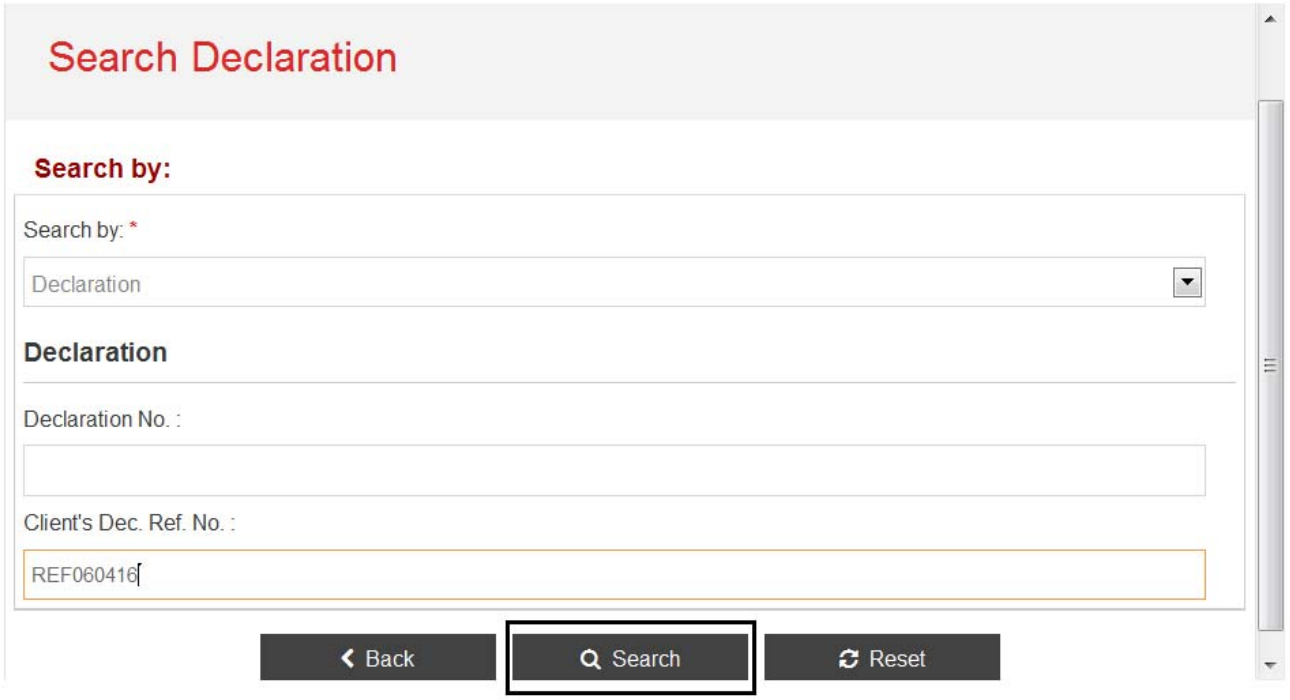
The following page will be displayed



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



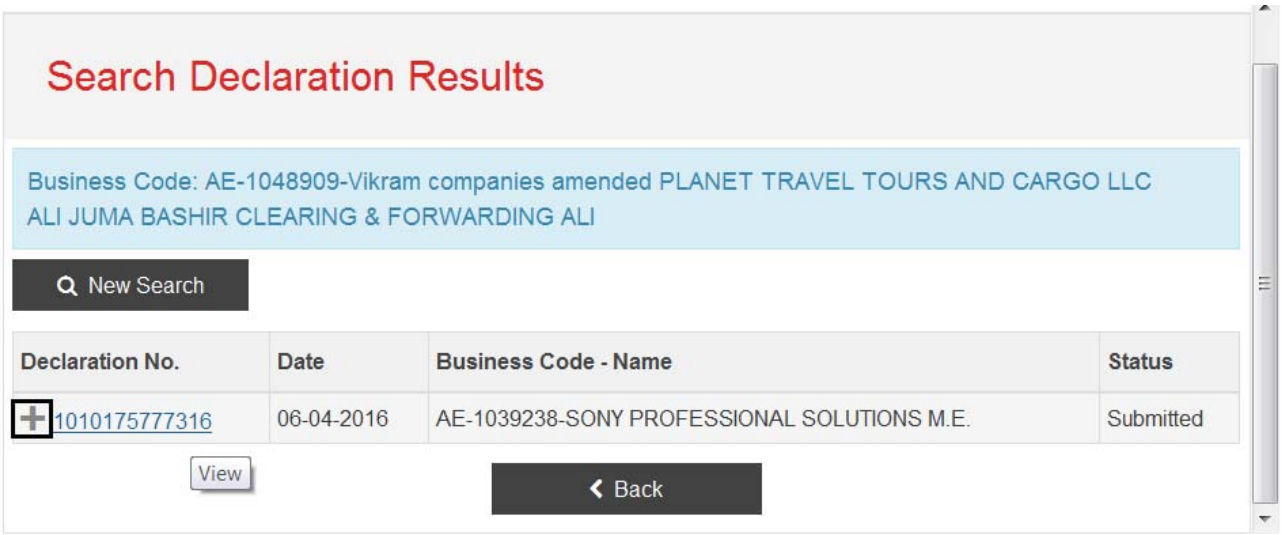
- If **Declaration** selected then enter either the Declaration Number and/or Client's Dec. Ref. No and click **Search**



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*

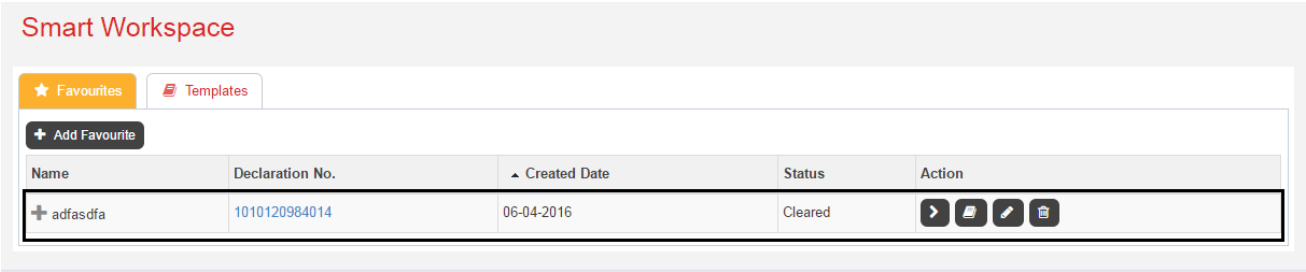
- Click on the "+" to expand and view details / description

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*

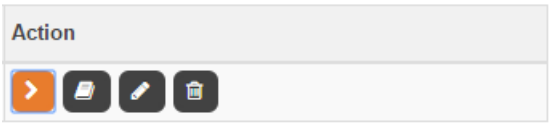


NOTE: Declarations can be added to Favourite menu also while submitting a Declaration.

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



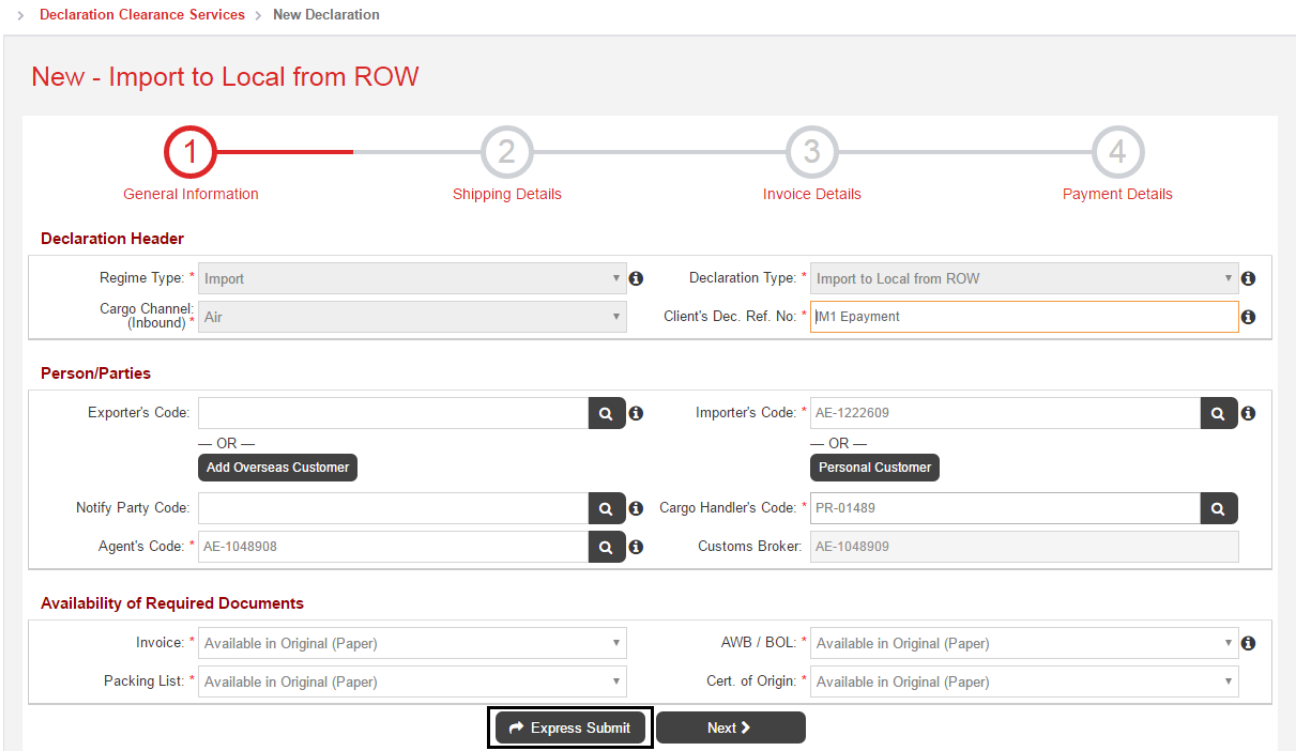
- Click on under action to create a new Declaration with the existing declaration details



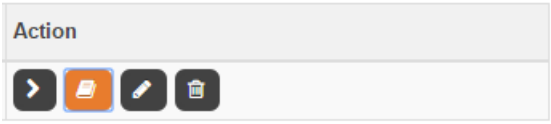
NOTE: Please make sure to verify and/or update all details while submitting a declaration using Favourites

- 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

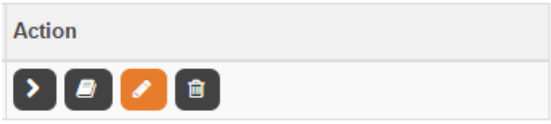
NOTE: Express Submit *can be used in cases when no details need to be changed and the same declaration needs to be resubmitted "for example: In case where the declaration was "Declined" due to nonpayment in time while using e-payment method".*



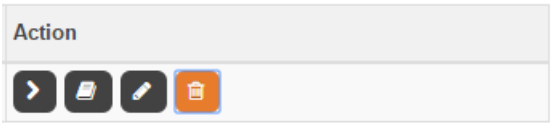
- Click on under action to create a template with the existing declaration details



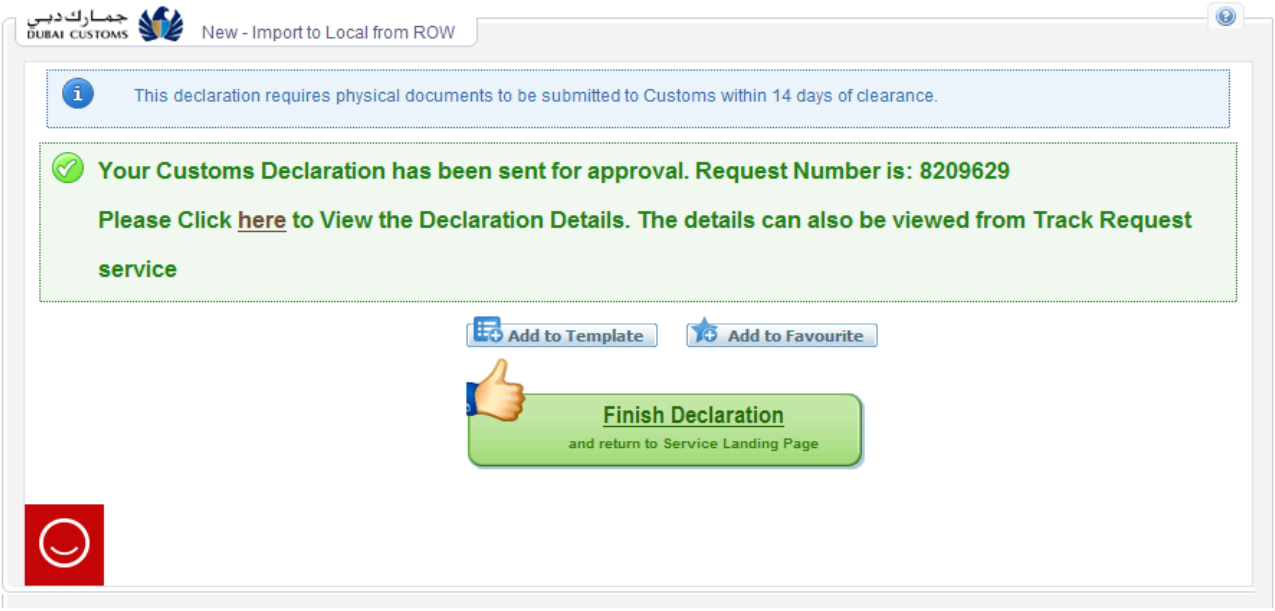
- Click on under action to edit the name for the existing declaration added to Favourite menu



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

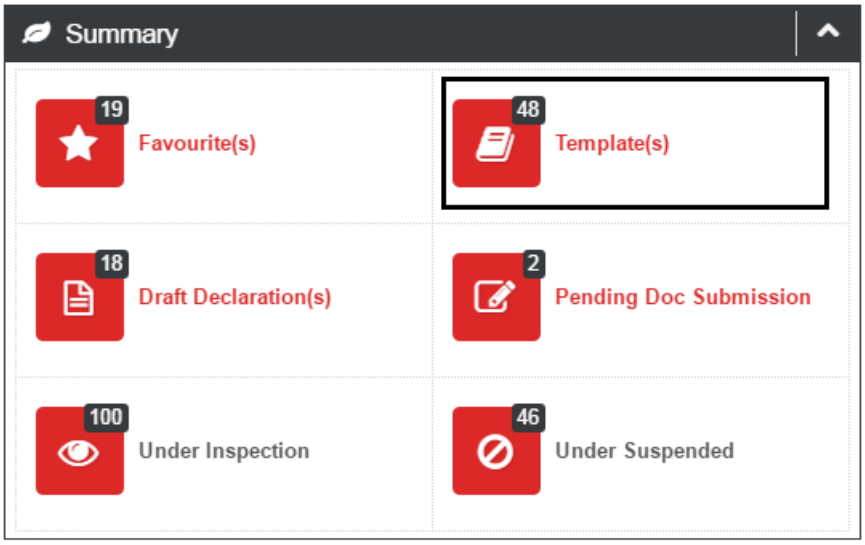


User can also add any declaration to Favourte(s) when declaration is submitted as the customer will see the below page at the end of the submitted declaration(s) along with the **Add to Favourite** key

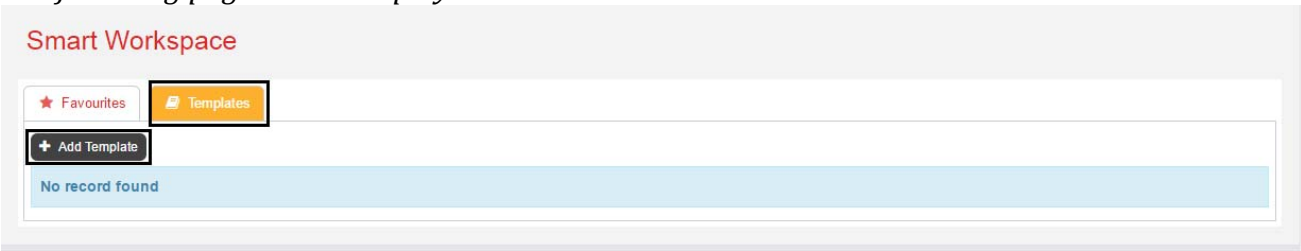


4.1.2Template(s)

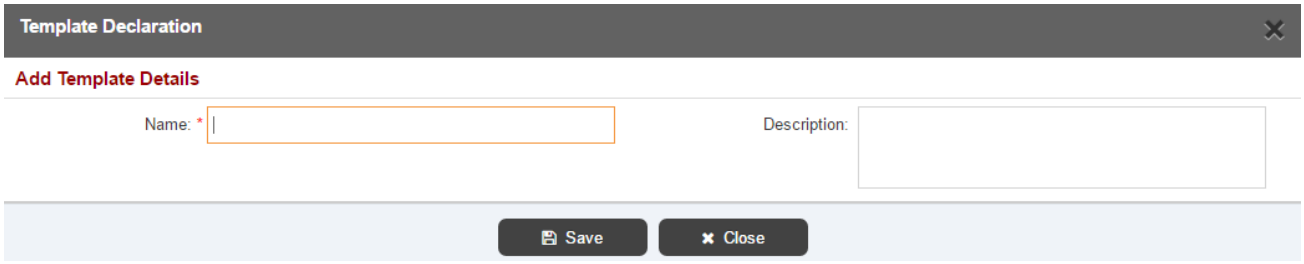
- This will show the count of the Declarations in Template(s) for the logged in User
- Click on Templates



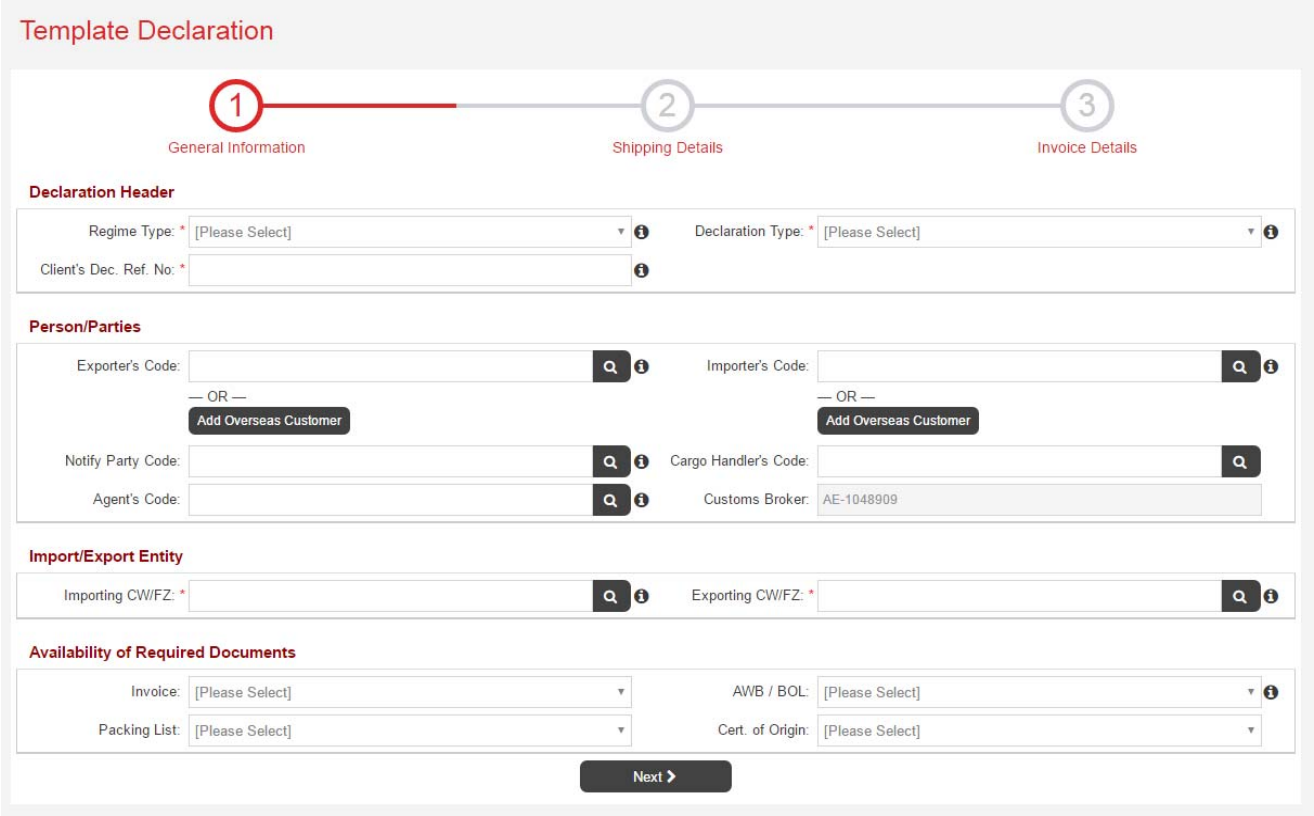
The following page will be displayed



- 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

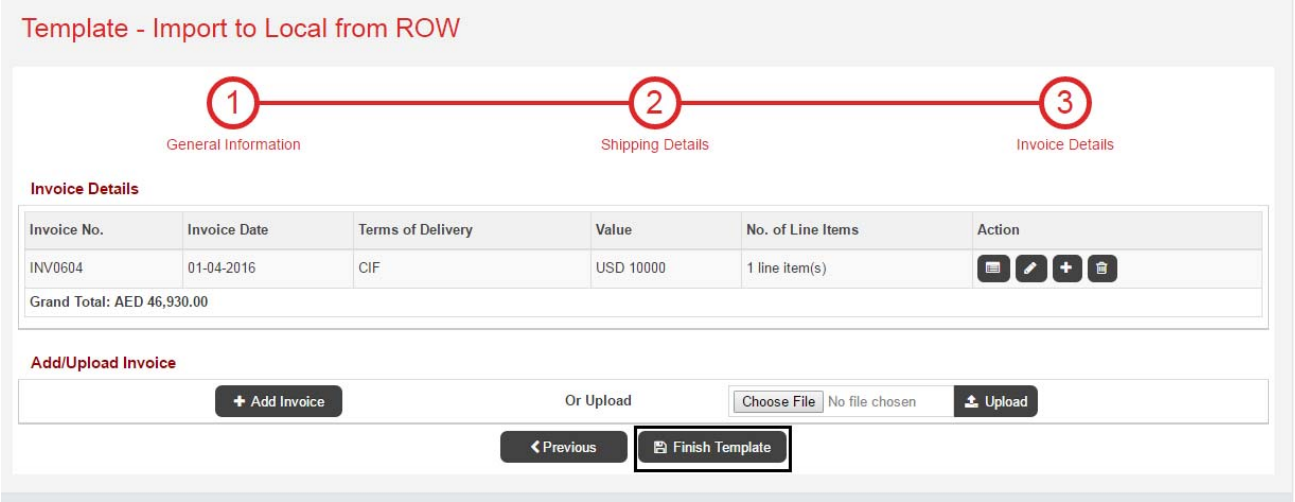


- Once the mandatory fields are entered click "Next" to Save and go to Shipping Details.

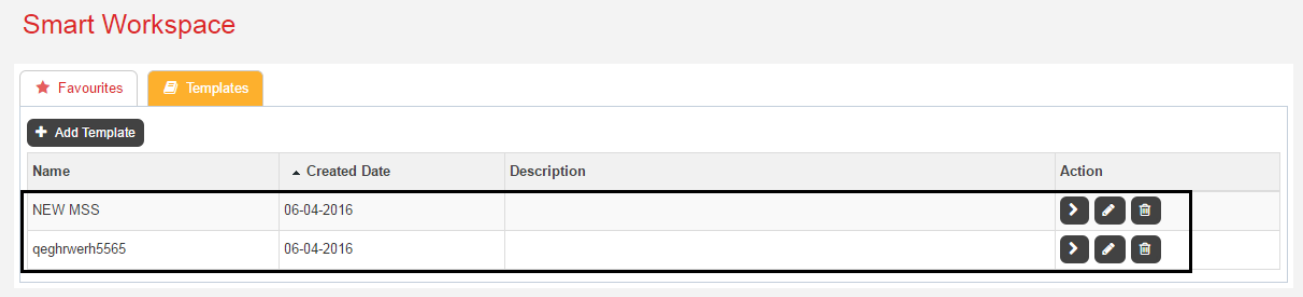
NOTE: *User can "**Save**" only the General Information page as a Template by just entering the mandatory information and clicking "**Next**" with / without having shipping details or Invoice Details*

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

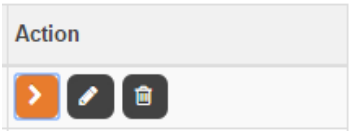
- Enter all mandatory information for the Template and then click **Finish Template** to save the Template with information on General Information, Shipping Details and Invoice Details



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

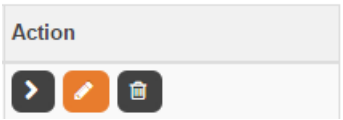


- Click on under action to create a new Declaration with the existing declaration details from the Template

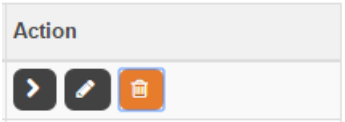


NOTE: Please make sure to verify and/or update all details while submitting a declaration using templates

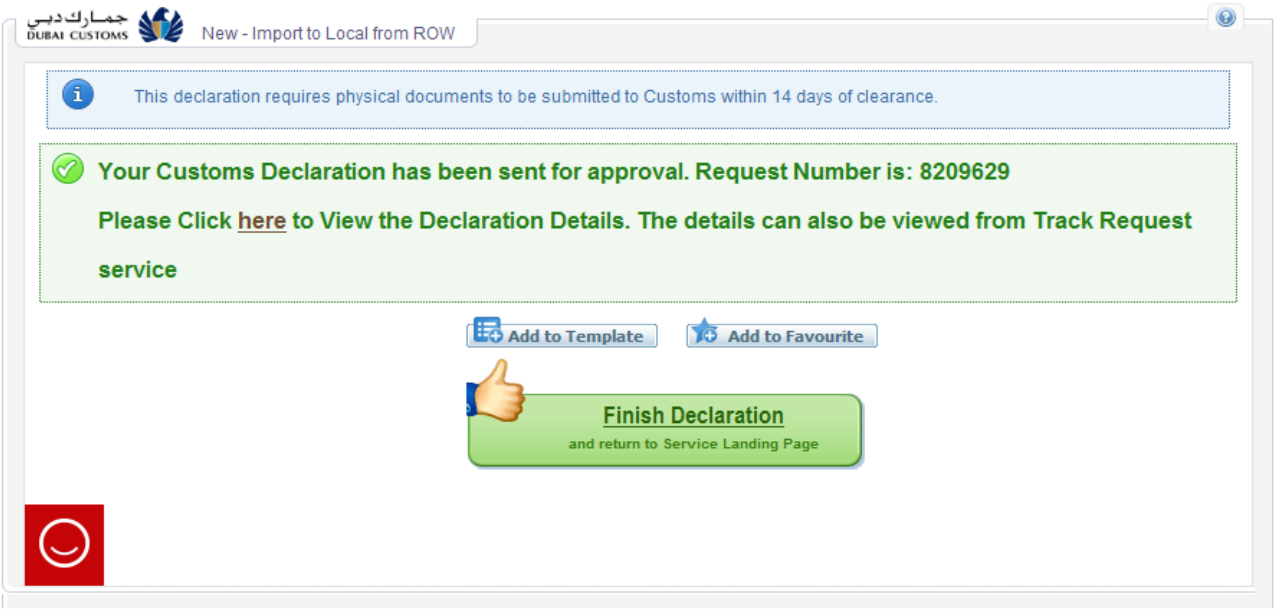
- Click on under action to edit the name and details of the template



- Click on under action to delete the template

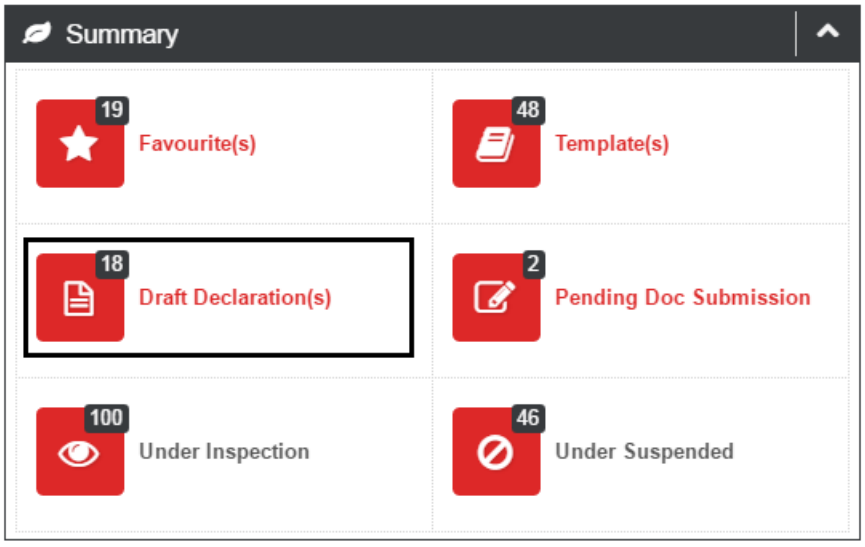


User can also add any declaration to Template(s) when declaration is submitted as the customer will see the below page at the end of the submitted declaration(s) along with the **Add to Template** key



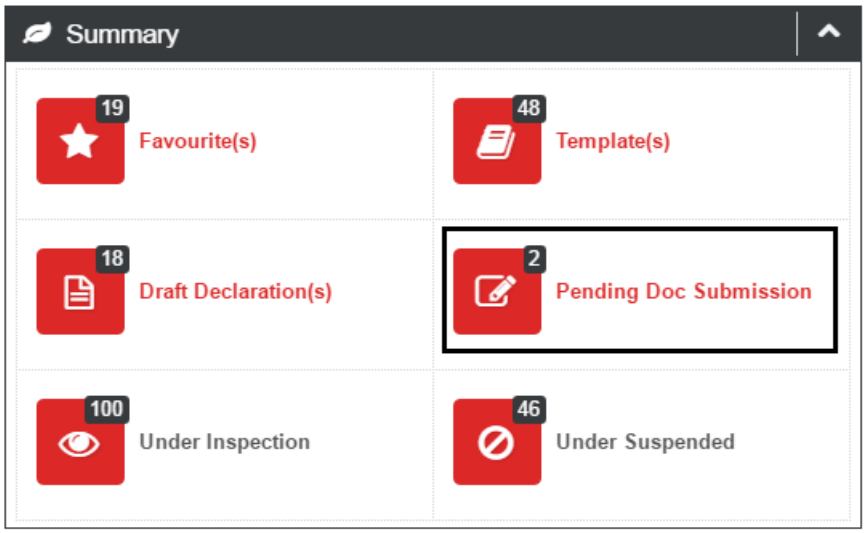
4.1.3Draft Declaration(s)

- 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



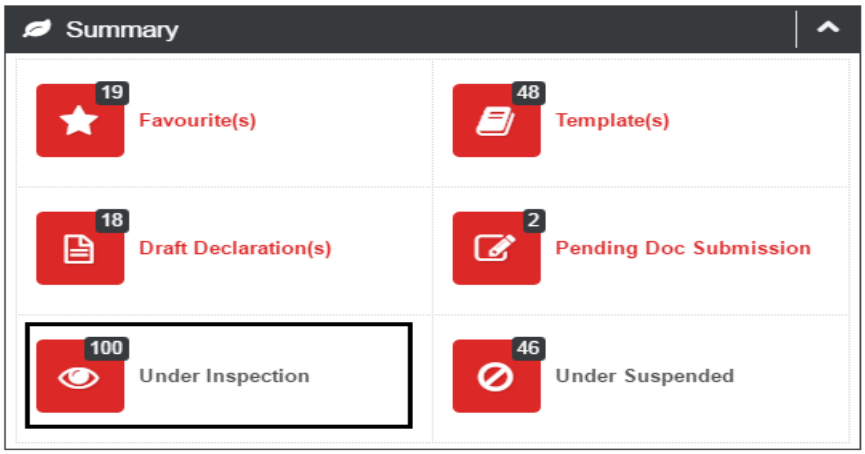
4.1.4Pending Doc Submission

- 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



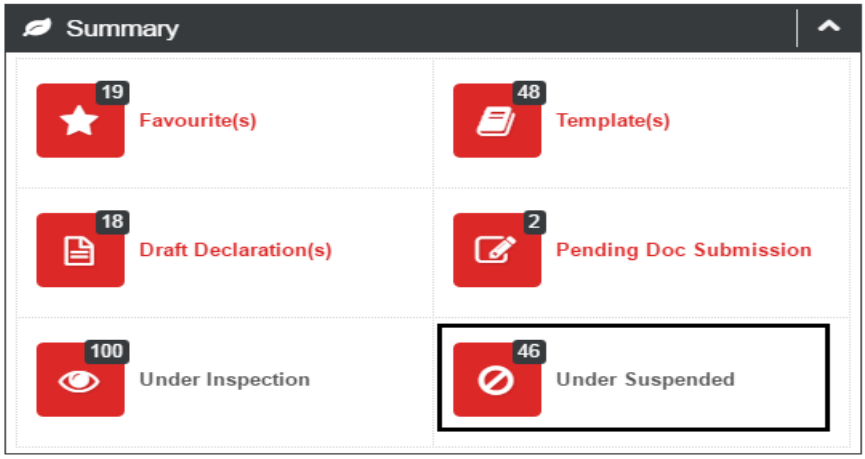
4.1.5Under Inspection

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



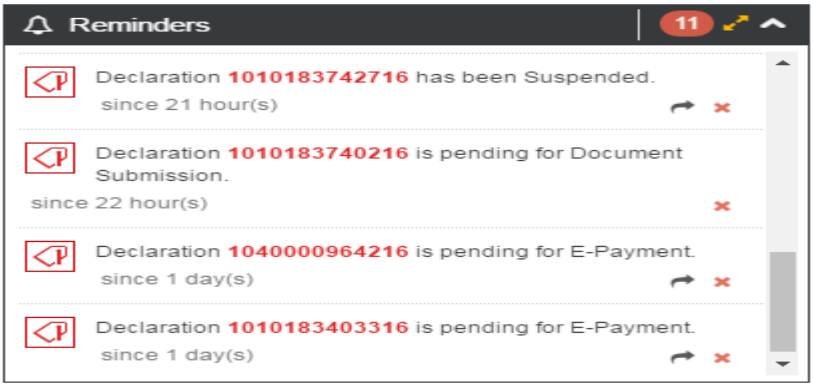
4.1.6Under Suspended

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



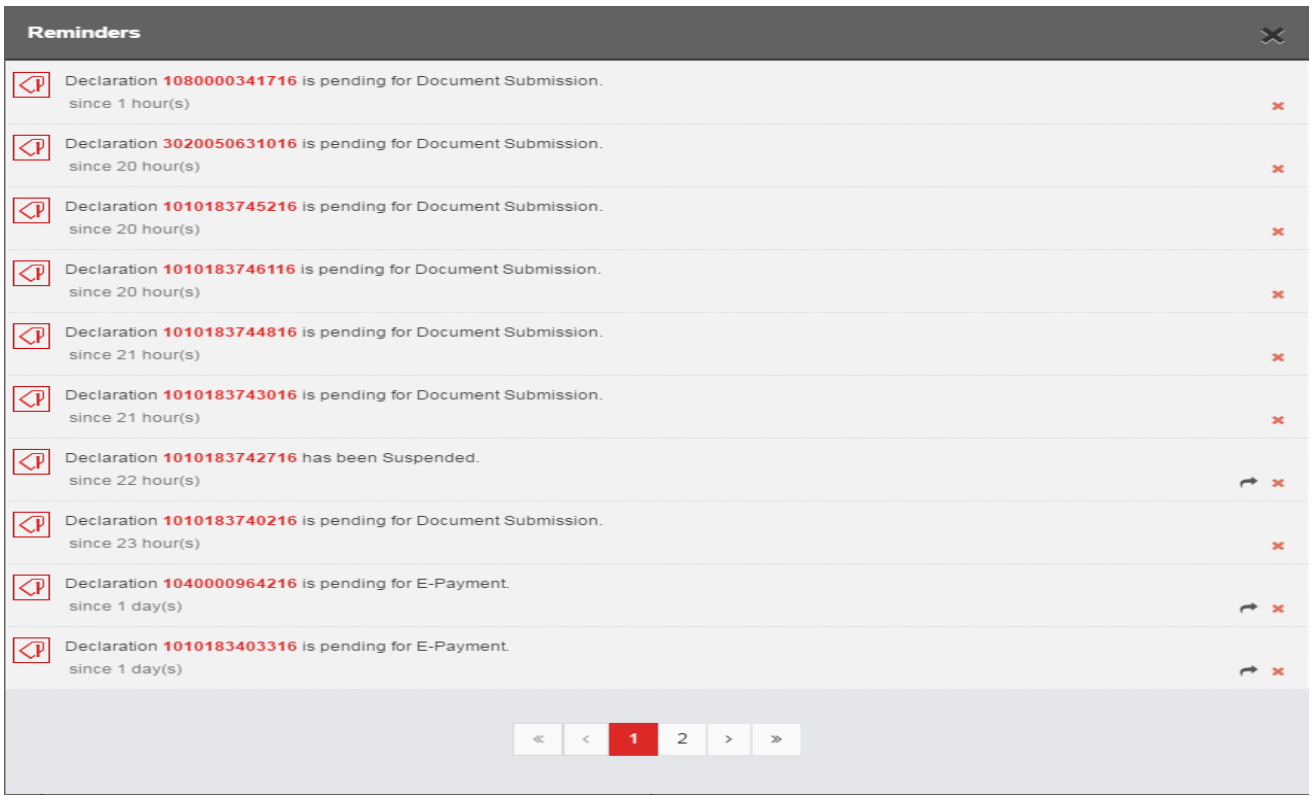
4.2 Reminders

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

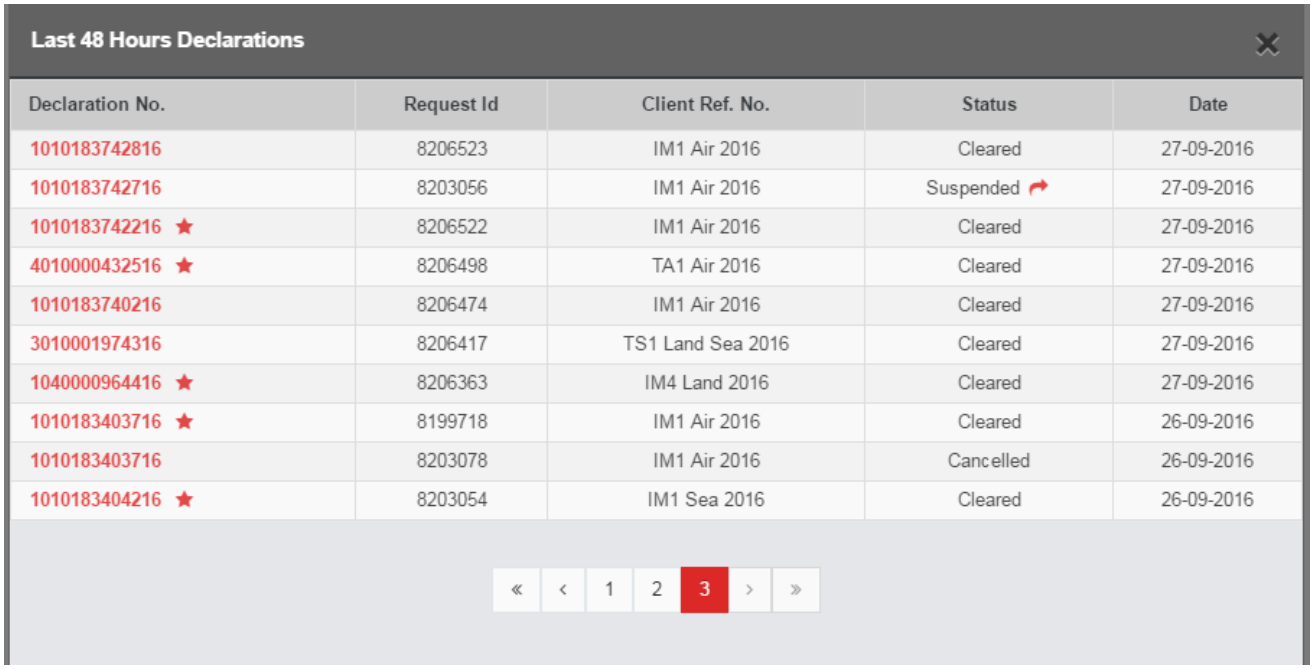


4.3 Last 48 Hours Declarations

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

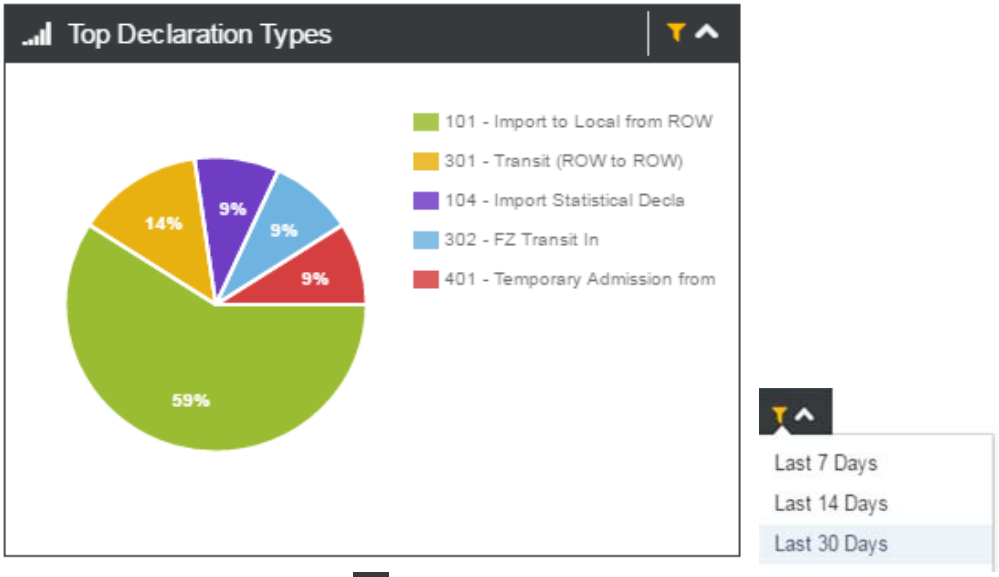
- Declaration No. along with Favourite Icon
- Request No. (Detailed View)
- Client Ref. No. (Detailed View)
- Status with action key to directly respond for suspended status declaration
- Date
- User can click on refresh to refresh the status of the declaration
- User can click on Details to view more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

The following page will be displayed once clicked on details



4.4 Top Declaration Types

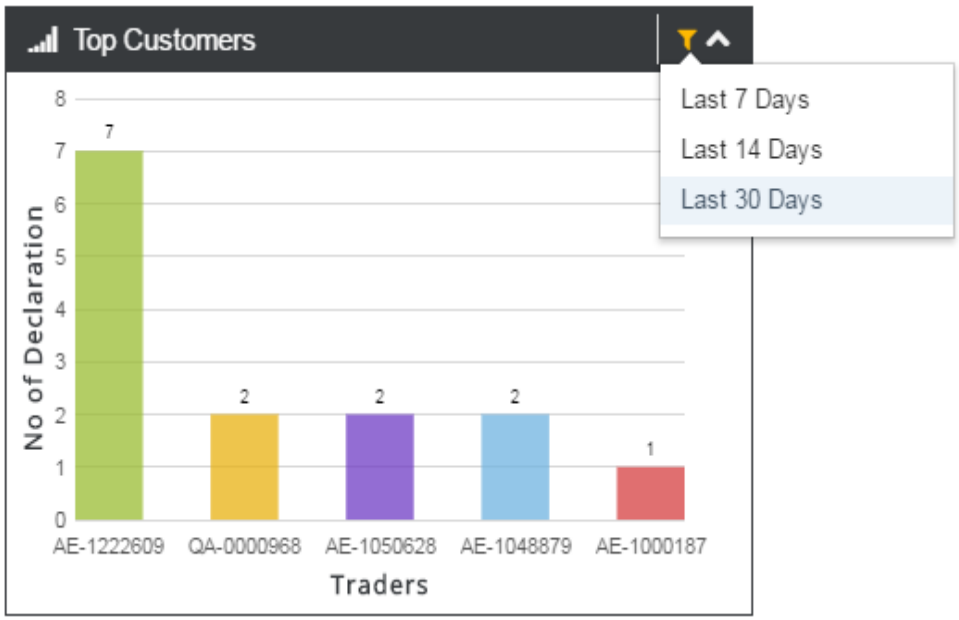
System will display the percentage(%) in a Chart of the Top 5 Declaration Types submitted by the Logged in User



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