



Customs Truck Release Service

Copyright Information

Copyright © 2009 by Dubai Trade. All rights reserved. This document and all associated attachments mentioned therein are the intellectual property of Dubai Trade. This document shall be used only by persons authorized by DUBAI TRADE, for the purpose of carrying out their obligations under a specific contract with DUBAI TRADE. Unauthorized copying, printing, disclosure to third party and transmission of this document to any other destination by any media will constitute an unlawful act, attracting appropriate legal actions.

Control Document Notification

This is a controlled document. Unauthorized access, copying, replication and usage for a purpose other than for which this is intended are prohibited. This document is being maintained on electronic media. Any hard copies of it are uncontrolled and may not be the latest version. Ascertain the latest version available with DUBAI TRADE.



DOCUMENT DETAILS

Document Information

Document Name	Truck Release Service
Project Name	Customs user manuals
Business Unit	Dubai Customs
Author(s)	DT Training Dept.
Last Updated Date	21 st August 2016
Current Version	1.0

Revision History

Version	Date	Author	Designation	Description of change

Approval History

Version	Date	Name	Designation	Comments

Distribution

Version	Location

This service is used by the declarant/owner of declaration to create a truck release for any outbound/inbound journey through Hatta Border.

1. Login to Dubai Trade
2. Go to Inspection Request > Truck Release Requests

Inspection Request

- Initiate FollowUp Inspection
- Initiate Inspection
- Initiate Inspection – Cleared Declaration
- Track Inspection
- Truck Release Requests**

Note: if you are unable to see this service, kindly make approach your admin authorized person.

Initiate/Track Truck Release Requests:

Truck Release Request Number	Declaration Number	Status	Initiation Date
> 2016-TR-4026	1010182410816	In Progress	8/18/2016
> 2016-TR-4021	1010182410616	Submitted	8/18/2016
> 2016-TR-4018	1010182410416	Submitted	8/18/2016
> 2016-TR-4014	1010182410216	Submitted	8/18/2016
> 2016-TR-4010	1010182410016	In Progress	8/18/2016
> 2016-TR-4008	1010182409916	Submitted	8/18/2016
> 2016-TR-4006	1010182409816	Submitted	8/18/2016
> 2016-TR-4004	1010182409716	Submitted	8/18/2016
> 2016-TR-4000	1010182409516	Submitted	8/18/2016
> 2016-TR-3996	1010182409316	Submitted	8/18/2016

Request a New Truck Release

1. Click “New” button

Initiate/Track Truck Release Requests:

Initiate Truck Release

Declaration Number:

2. Enter your customs” Declaration No.”

Note: you need to request the truck release after the declaration is “cleared”, if it is cleared for inspection, you can still request the truck release but it won’t be approved till the final clearance

3. Click “Initiate Truck Release”

Truck Number:

Truck Release Request Details

Save Next Submit Back To Queue

Truck Release Request Number: 2016-TR-4028

Declaration Number: 1010183149116

Initiation Date: 8/21/2016

Owner Name: UFO

Inspection Centre: Hatta

Inspection Section: Hatta

Additional Services

Seal Required:

Quantity Of Seals:

Contact Details

Contact Email:

Representative Name:

Contact Number (Country-Area-Number):

Mobile Number:

(CountryCode/MobileNumber):

Status Details

Status: Draft

Truck Number Payment History Attachments Notes

New Query Edit Delete

Truck Number

No Records

3. Add “Truck Details” by clicking on “New” & Click on Save

Truck Number | Payment History | Attachments | Notes

★Truck Number:

Save Cancel

Note: you can multiple trucks if needed.

4. If seal(s) is need please check the button as shown below & add how many seals needed.

Additional Services

Seal Required:

Quantity Of Seals:

Note: system will ask for the required quantity only when you have more than one truck in the same request.

5. Enter “Contact Details”

Contact Details

Contact Email:

Representative Name★:

Contact Number (Country-Area-Number):

Mobile Number★ (CountryCodeMobileNumber):

Status Details

Status: Draft

6. If you need to add attachments, go to “Attachments” and click “New”, follow below steps, then click “Save”.

Truck Number | Payment History | Attachments | Notes

★Name:

Document Title:

Size (In Bytes):

Save Cancel

Add Attachment - Windows Internet Explorer

Please specify a File Name or URL:

File Name: Browse...

URL:

Add Cancel

Truck Number | Payment History | Attachments | Notes

★Name: PoD details

Document Title:

Size (In Bytes):

Save Cancel

Truck Number Payment History Attachments Notes			
Name	Document Title	Type	Size (In Bytes)
PoD details	Declarations	docx	66

Note: you may add multiple attachments if need

- If you need to add any notes, go to notes and click on “New”, follow below steps and click on “Save”

Truck Number Payment History Attachments Notes			
Type	Description	Created By	Created
No Records			

*Type: Note

*Description:

Save Cancel

Truck Number Payment History Attachments Notes			
Type	Description	Created By	Created
Note	Note	HIMANSHU21	8/3/2016 09:11:22 AM

Note: you may add multiple notes if needed.

- After adding the all the needed details, click on “Save” then “Next”

Note: if payment is not required, you may click submit directly.

Payment History:

Truck Release Request Details

Save Next Submit Back To Queue

Truck Release Request Details Truck Release Request Number: 2016-TR-317 Declaration Number: 2030001171616 Initiation Date: 8/3/2016 Owner Name: himanshutest Inspection Centre: Hatta Inspection Section #: Hatta	Additional Services Seal Required: Yes Quantity Of Seals: 1	Contact Details Contact Email: Representative Name #: Ashraf Ahmed Contact Number (Country-Area-Number): Mobile Number #: 971567534123 (CountryCodeMobileNumber): Status Details Status: Draft
--	--	---

Truck Number Payment History Attachments Notes				
Payment Mode	Credit Account	Total Amount	Status	Exception Remarks
-Select-		10		

Payment Details

Charge Type	Amount	Receipt Number
Sealing Charge	10	

9. Select “Payment Method”, then click on “Make Payment”

The screenshot shows the 'Truck Release Request Details' form. A 'Credit Account' dialog box is open, displaying a list of credit accounts. The selected account is '1050068'. The form fields include: Truck Release Request Number: 2016-TR-317, Declaration Number: 2030001171616, Initiation Date: 8/3/2016, Owner Name: himanshustest, Inspection Centre: Hatta, and Inspection Section #: Hatta. The 'Payment History' tab is active, showing a table with columns: Payment Mode, Credit Account, Total Amount, Status, and Exception Remarks. The table contains one row: Credit Account, 1050068, 10, Status, Exception Remarks. Below the table is the 'Payment Details' section with columns: Charge Type, Amount, and Receipt Number. The table contains one row: Sealing Charge, 10, Receipt Number.

The screenshot shows the 'Truck Release Request Details' form after clicking 'Make Payment'. The 'Payment History' table now shows the status as 'Authorized'. The 'Payment Details' section remains the same.

10. After you pay successfully and the transaction gets authorized click on “Submit”

The screenshot shows the 'Truck Release Request Details' form after clicking 'Submit'. The 'Status' is now 'Draft'. The 'Payment History' table now shows the status as 'Authorized'. The 'Payment Details' section now shows the Receipt Number as 8499.

System will display the following confirmation

Truck Release Request Details:

Thank you for submitting your Truck Release Request for

Declaration Number: 2030001171616

Truck Release Request Number: 2016-TR-317

Owner Name: himanshustest

Total Fees: 10



مؤشر السعادة
 دبي الذكية
 SMART DUBAI

HOW WAS YOUR EXPERIENCE?
 Happy Neutral Unhappy

Note: Please print it out and hand over to the truck driver to submit at the borders point.

Search/Enquire a Truck Release

1. Click on “Query” button

Initiate/Track Truck Release Requests:

1 - 10 of 12+ ▶

Truck Release Request Number	Declaration Number	Status	Initiation Date
> 2016-TR-4026	10.10.182-1108.16	In Progress	8/18/2016
> 2016-TR-4021	10.10.182-1106.16	Submitted	8/18/2016
> 2016-TR-4018	10.10.182-1104.16	Submitted	8/18/2016
> 2016-TR-4014	10.10.182-1102.16	Submitted	8/18/2016
> 2016-TR-4010	10.10.182-1100.16	In Progress	8/18/2016
> 2016-TR-4008	10.10.182-1099.16	Submitted	8/18/2016
> 2016-TR-4006	10.10.182-1098.16	Submitted	8/18/2016
> 2016-TR-4004	10.10.182-1097.16	Submitted	8/18/2016
> 2016-TR-4000	10.10.182-1095.16	Submitted	8/18/2016
> 2016-TR-3996	10.10.182-1093.16	Submitted	8/18/2016

Truck Release Request Number:

Declaration Number:

2. Enter your declarations number or truck release request number then click on “Go”

System will display your request as follows:

Initiate/Track Truck Release Requests:

Initiate/Track Truck Release Requests			
Truck Release Request Number	Declaration Number	Status	Initiation Date
> 2016-TR-4029	1010183151216	Submitted	8/21/2016

You can:

- Cancel the request (if there is no need any more for it)
- Print the request
- Or edit the request by clicking on the request number and then resubmit.

