دبـــي الـتـجـاريـــة
DUBAI TRADE

Adding Customs Online Claim Services

User's Manual

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CURRENT VERSION	

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Approval History

VERSION	DATE	NAME	DESIGNATION	COMMENTS

Distribution

VERSION	LOCATION

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Adding Services for Customs Online Claim Services

Objective:

a. Guide the customers on how to add the online Claim Services to their Dubai Trade Account.

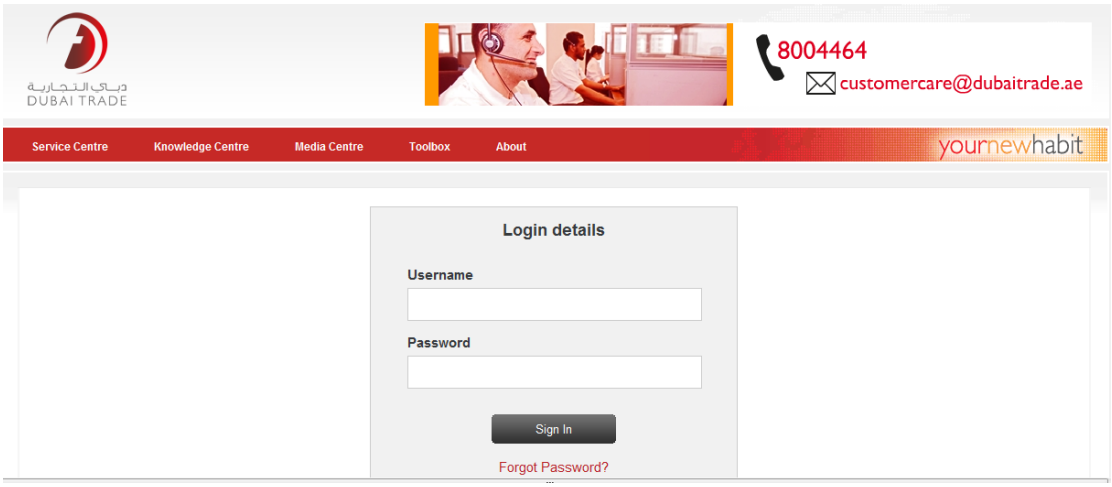
Adding Claim Services

Requirements:

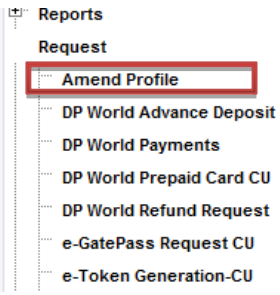
- You would need to have a Dubai Trade account registered with Dubai Customs
- User with Trader Representative and/or Broker Representative
- User that you are assigning the service to needs to have Digital Certificate in order to submit claims online

Steps:

1. Go to www.dubaitrade.ae then Login to your Dubai Trade "Administrator" Account. This account is also called the (Authorized Person)



2. After login, click on Request then "Amend Profile"



3. In the Menu of Icons, click on Manage Services:

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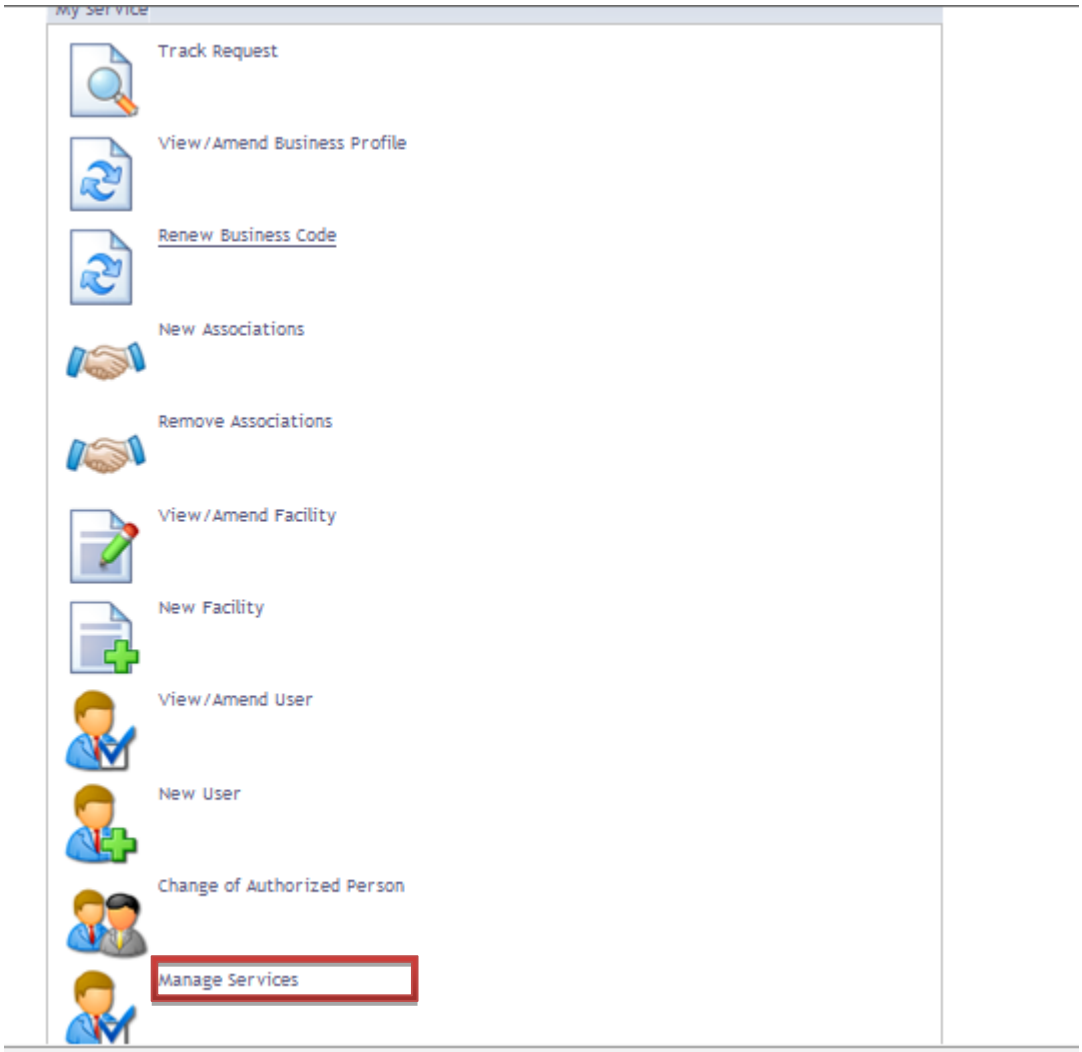
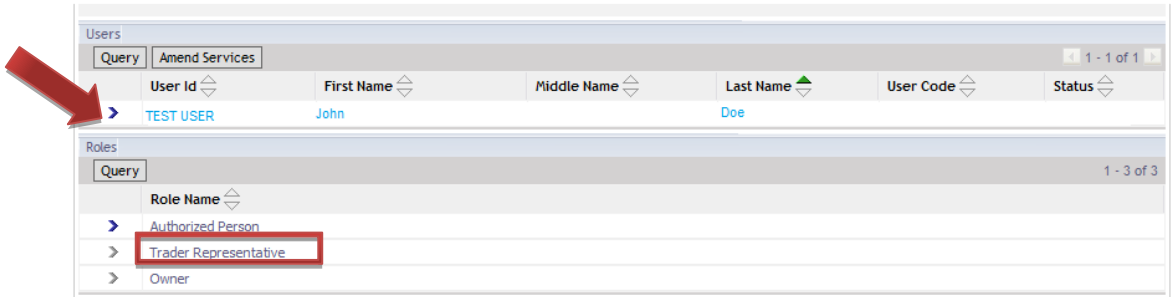


4. Choose the User that you want to amend by clicking on the arrow button next to the username. (The user needs to have the role of Trader or Broker Representative)



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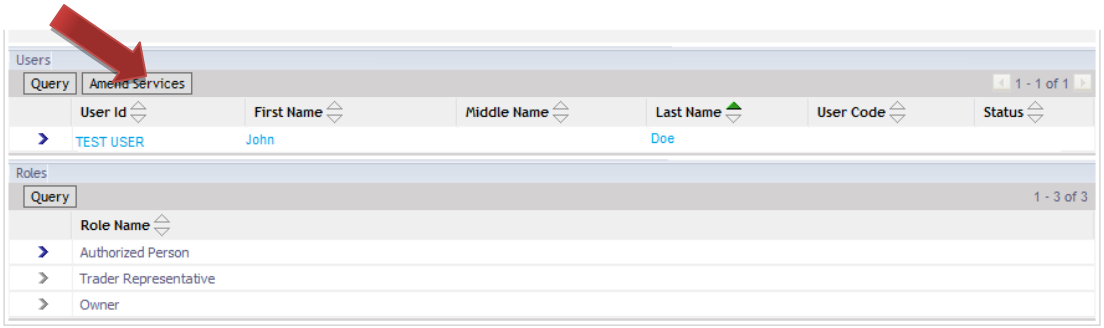
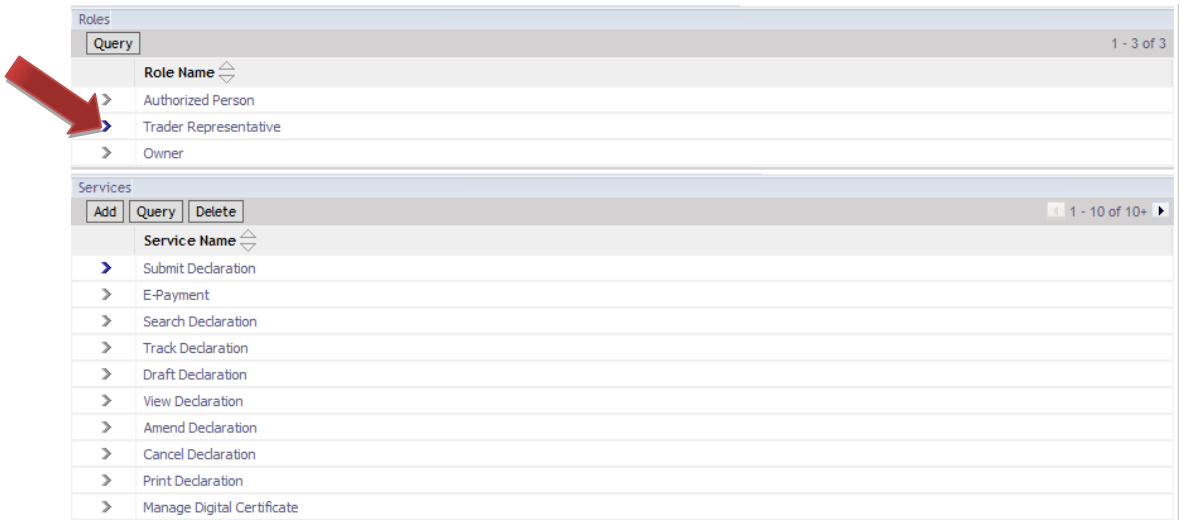
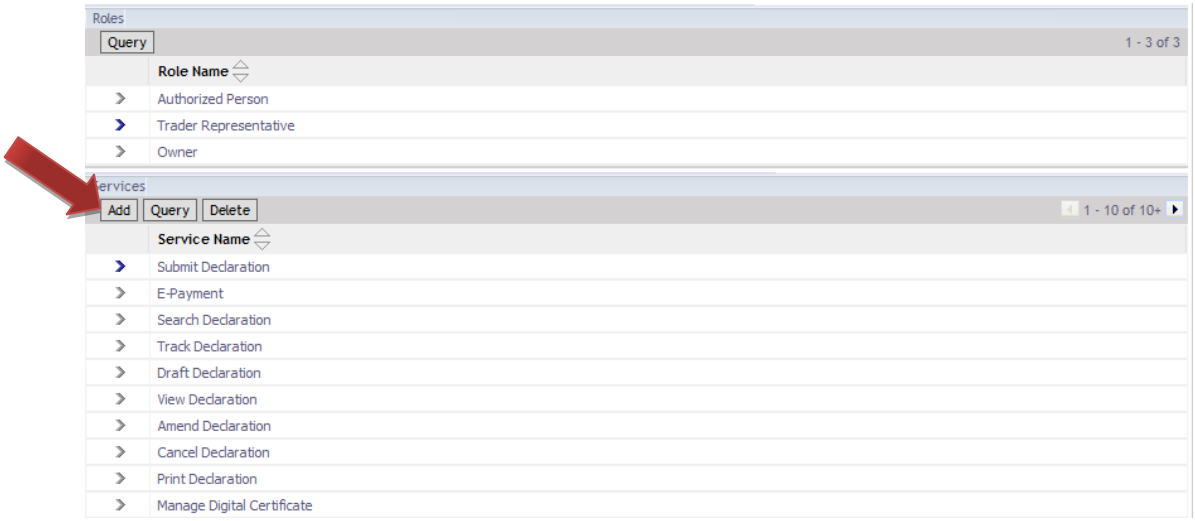
5. Click on Amend Services:



6. On the next page, click on “Trader Representative” (or Broker Representative)



7. Click in Add



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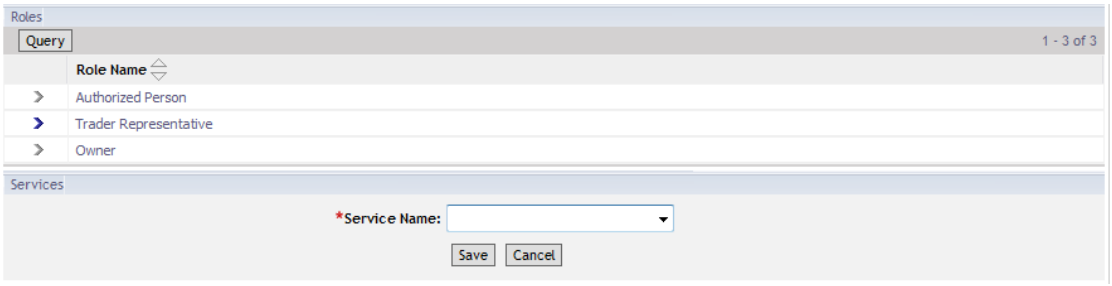
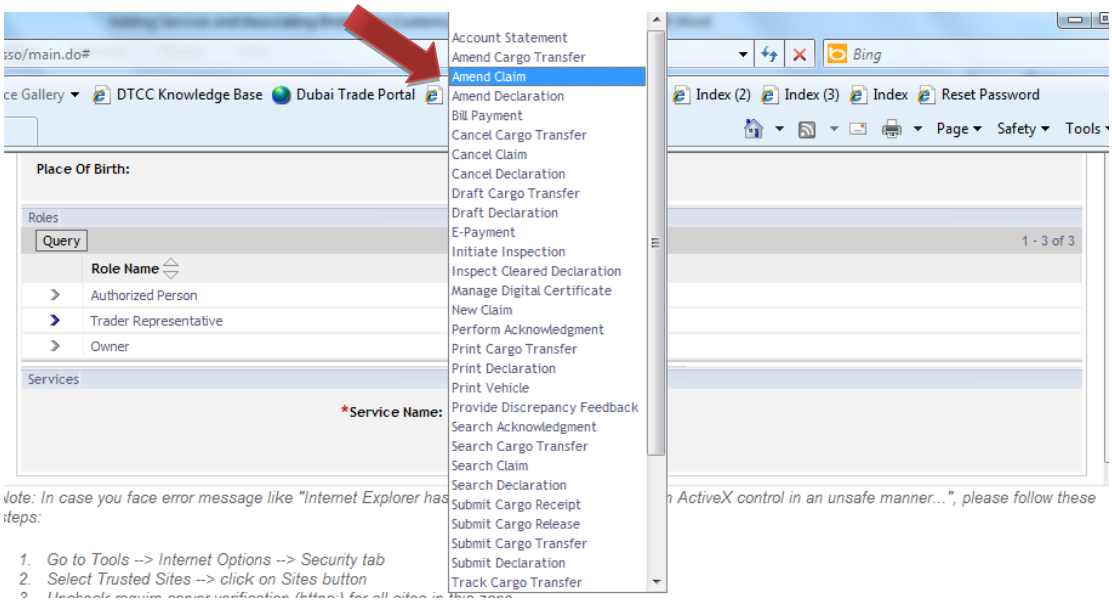
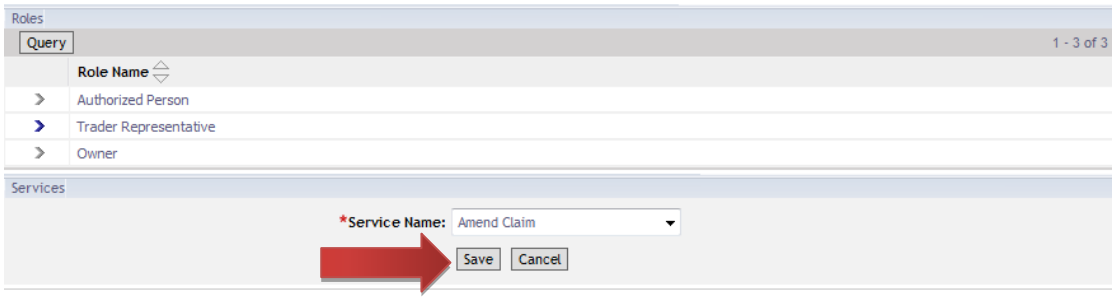
8. A Dropdown box will appear.



9. Pick and Choose “Amend Claim” from the dropdown.



10. Click on Save



11. This will take you back to the previous page. The service will now be listed.

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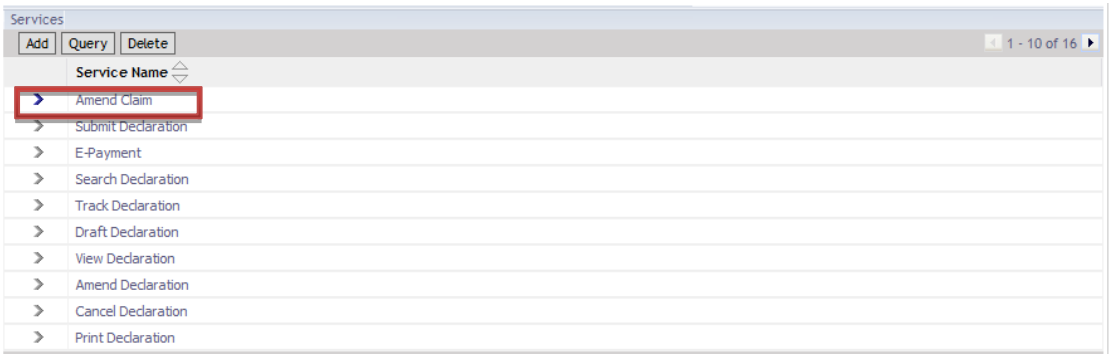
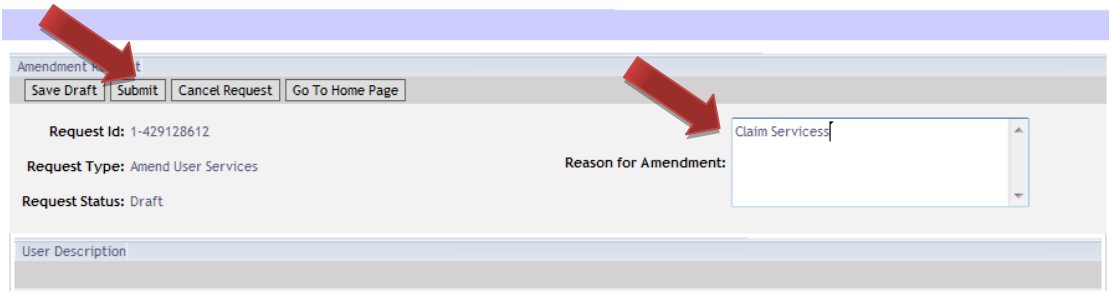


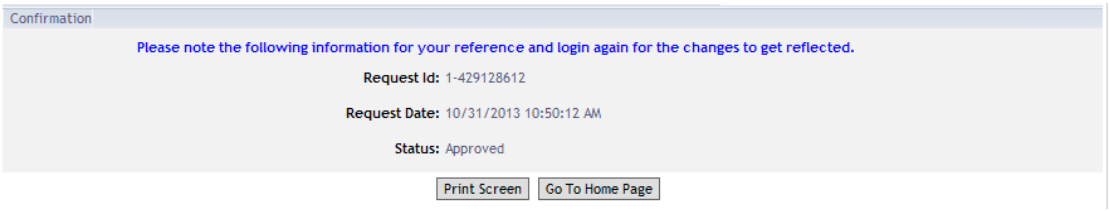
12. Repeat the process for the following services:

- Cancel Claim
- New Claim
- Search Claim
- Track Request
- Validity Extension

13. Once all services have been added, scroll up then enter the reason for amendment. Click on Submit



14. The system will give you confirmation that the request has been approved:



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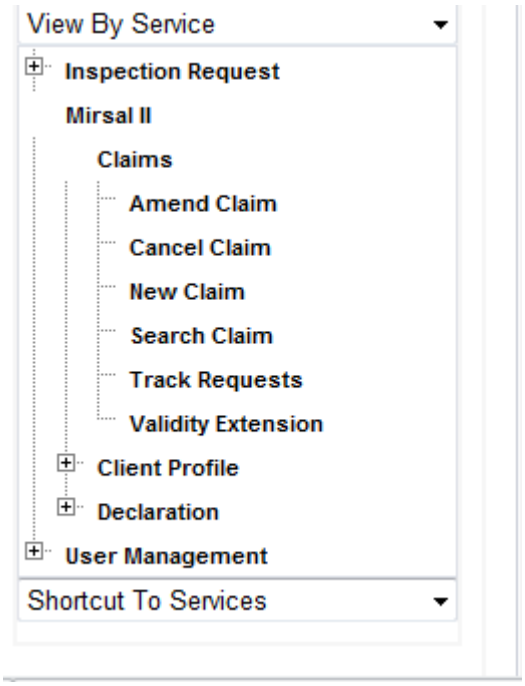
15. Login to the user where you have added the services and they should be available on the left menu.



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