



دبي التجارية
DUBAI TRADE

Adding Customs Online Claim Services

User's Manual

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Adding Customs Refund and Claims Services

Document Details

Document Information

DOCUMENT NAME	Adding Customs Online Refund and Claim Services
PROJECT NAME	Customs Online Claim and Refund
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CURRENT VERSION	

Revision History

VERSION	DATE	AUTHOR	DESIGNATION	DESCRIPTION OF CHANGE

Approval History

VERSION	DATE	NAME	DESIGNATION	COMMENTS

Distribution

VERSION	LOCATION

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.

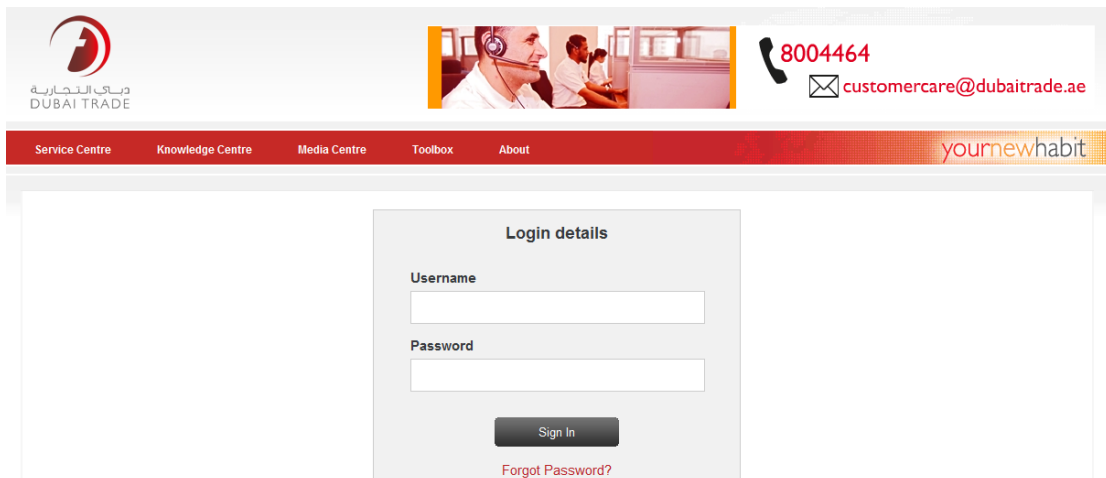
Adding Claim Services

Requirements:

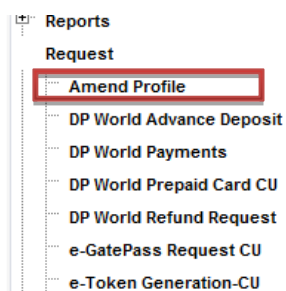
- You would need to have a Dubai Trade account registered with Dubai Customs
- User with Trader Representative and/or Broker Representative
- User that you are assigning the service to needs to have Digital Certificate in order to submit claims online

Steps:

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

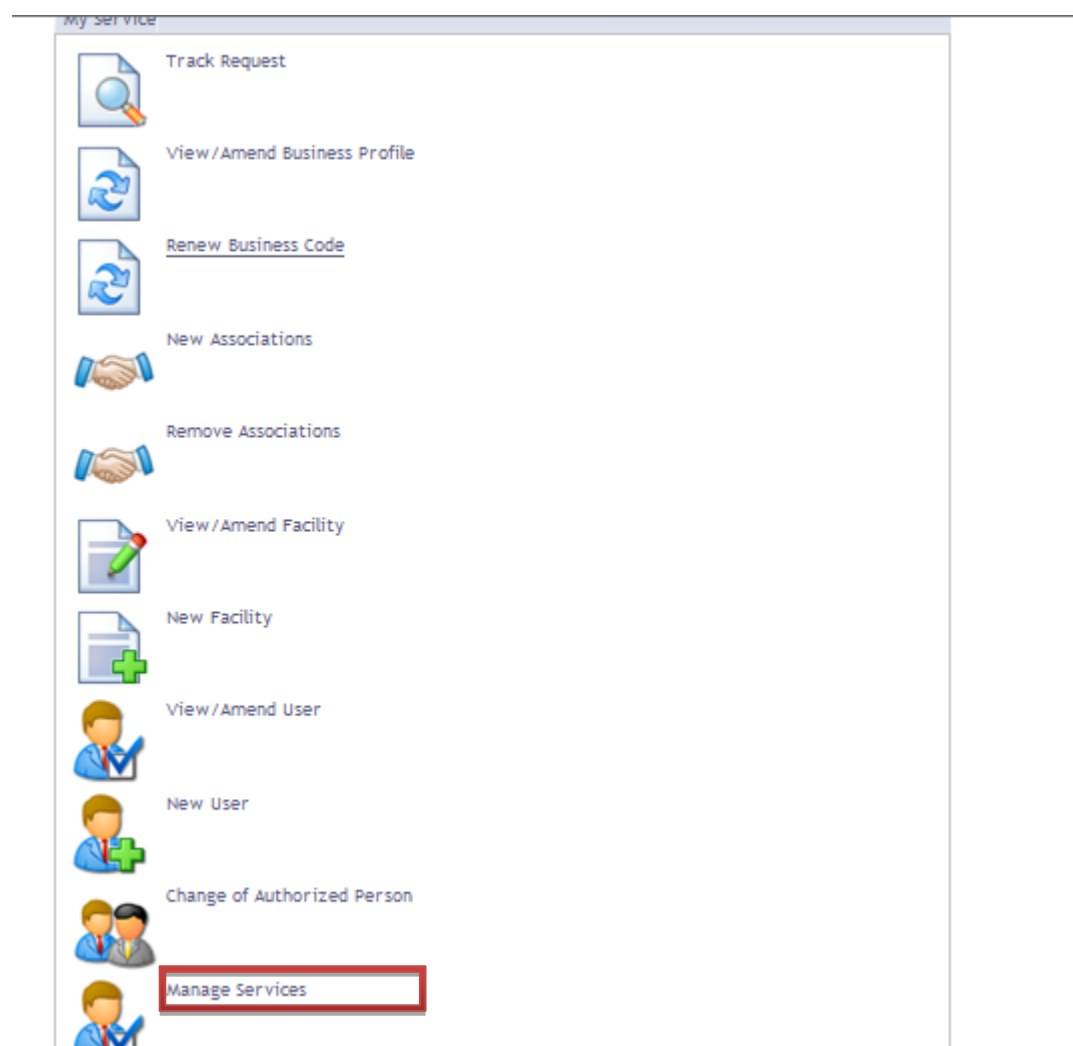


2. After login, click on Request then “Amend Profile”

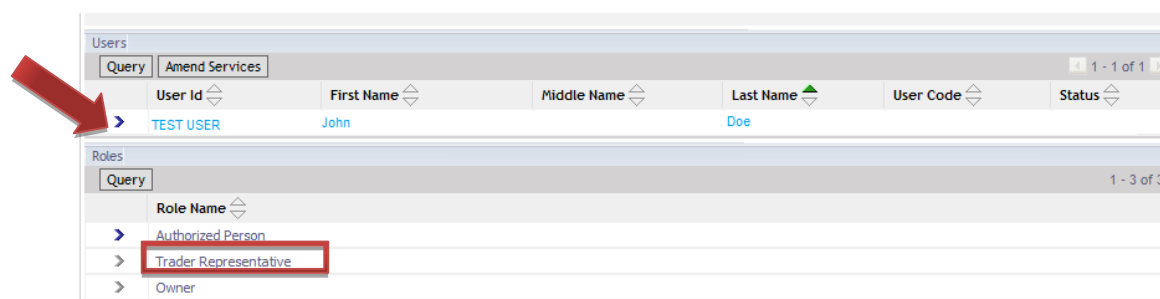


3. In the Menu of Icons, click on Manage Services:

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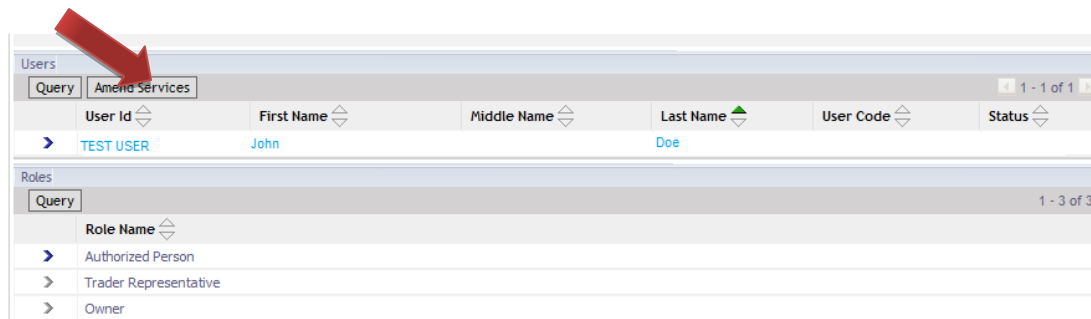


4. Choose the User that you want to amend by clicking on the arrow button next to the username. (The user needs to have the role of Trader or Broker Representative)



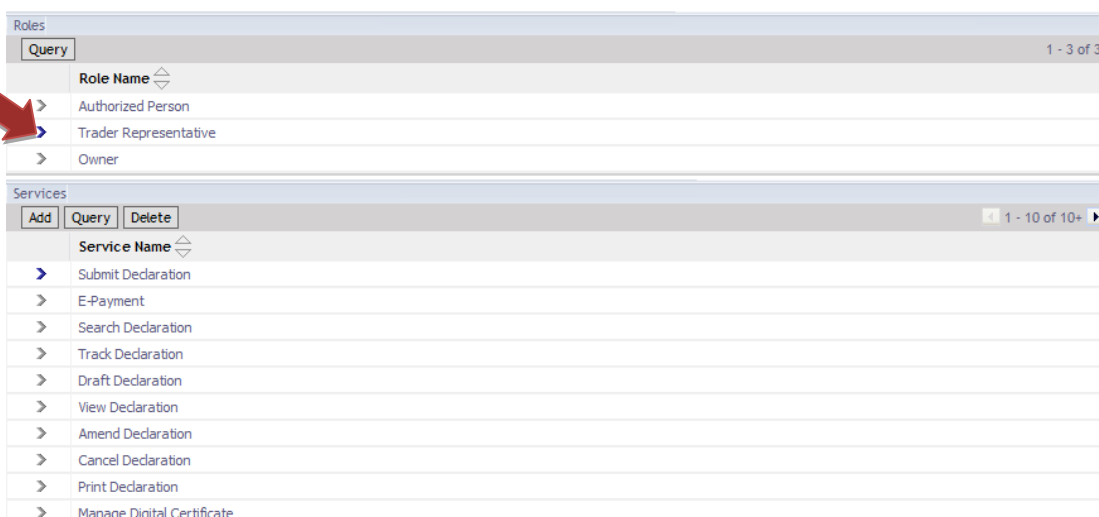
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5. Click on Amend Services:



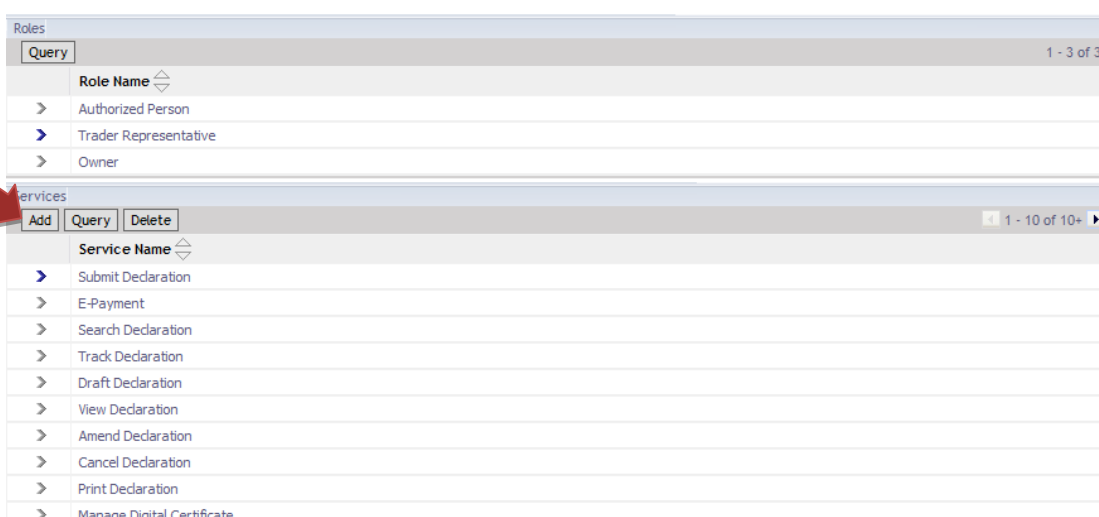
The screenshot shows the 'Users' management interface. At the top, there are tabs for 'Query' and 'Amend Services'. A red arrow points to the 'Amend Services' tab. Below the tabs, there is a table with columns: User Id, First Name, Middle Name, Last Name, User Code, and Status. The first row shows 'TEST USER', 'John', 'Doe'. Below this is the 'Roles' section with a 'Query' tab and a table with columns: Role Name. The roles listed are 'Authorized Person', 'Trader Representative', and 'Owner'.

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



The screenshot shows the 'Roles' and 'Services' management interface. The 'Roles' section has a 'Query' tab and a table with columns: Role Name. The roles listed are 'Authorized Person', 'Trader Representative', and 'Owner'. A red arrow points to the 'Trader Representative' role. Below the roles section is the 'Services' section with tabs for 'Add', 'Query', and 'Delete'. The 'Services' table has columns: Service Name. The services listed are: Submit Declaration, E-Payment, Search Declaration, Track Declaration, Draft Declaration, View Declaration, Amend Declaration, Cancel Declaration, Print Declaration, and Manage Digital Certificate.

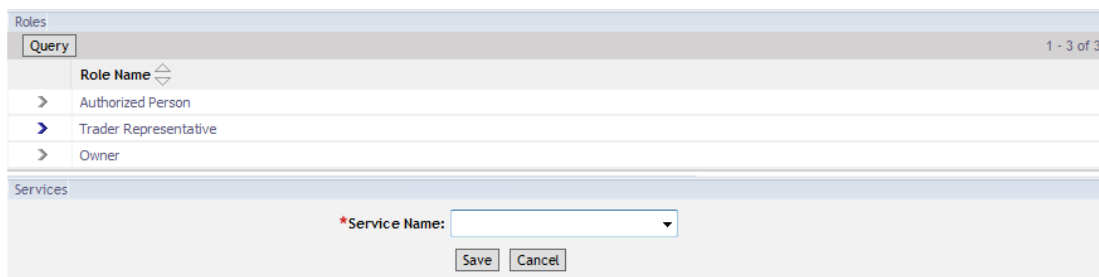
7. Click in Add



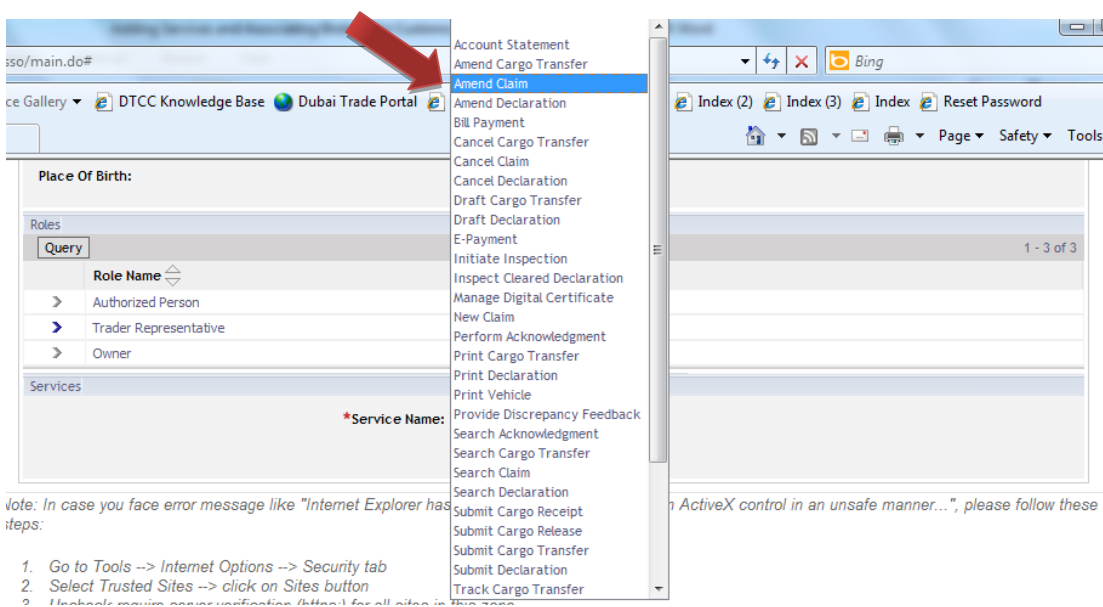
The screenshot shows the 'Roles' and 'Services' management interface. The 'Roles' section has a 'Query' tab and a table with columns: Role Name. The roles listed are 'Authorized Person', 'Trader Representative', and 'Owner'. Below the roles section is the 'Services' section with tabs for 'Add', 'Query', and 'Delete'. A red arrow points to the 'Add' tab. The 'Services' table has columns: Service Name. The services listed are: Submit Declaration, E-Payment, Search Declaration, Track Declaration, Draft Declaration, View Declaration, Amend Declaration, Cancel Declaration, Print Declaration, and Manage Digital Certificate.

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8. A Dropdown box will appear.



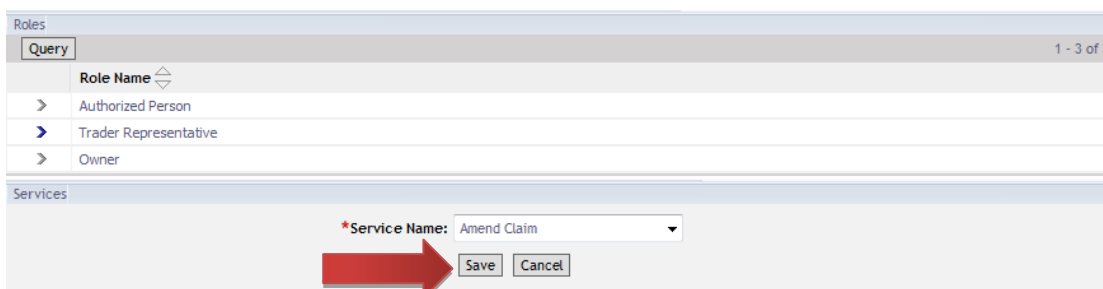
9. Pick and Choose "Amend Claim" from the dropdown.



Note: In case you face error message like "Internet Explorer has blocked the following ActiveX control in an unsafe manner...", please follow these steps:

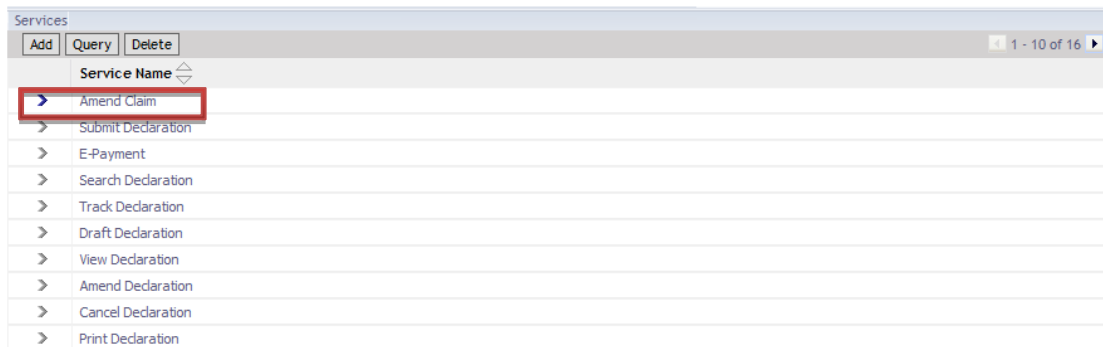
1. Go to Tools --> Internet Options --> Security tab
2. Select Trusted Sites --> click on Sites button
3. Uncheck require server certificate (https) for all sites in this zone

10. Click on Save



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

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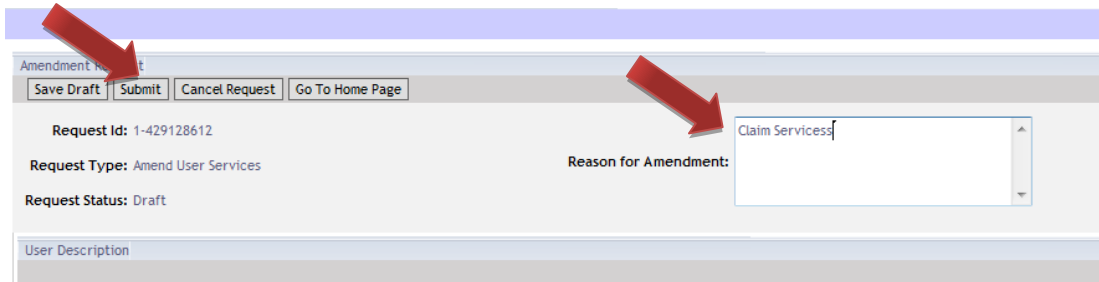


Service Name
> Amend Claim
> Submit Declaration
> E-Payment
> Search Declaration
> Track Declaration
> Draft Declaration
> View Declaration
> Amend Declaration
> Cancel Declaration
> Print Declaration

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



Amendment Request

Save Draft Submit Cancel Request Go To Home Page

Request Id: 1-429128612

Request Type: Amend User Services

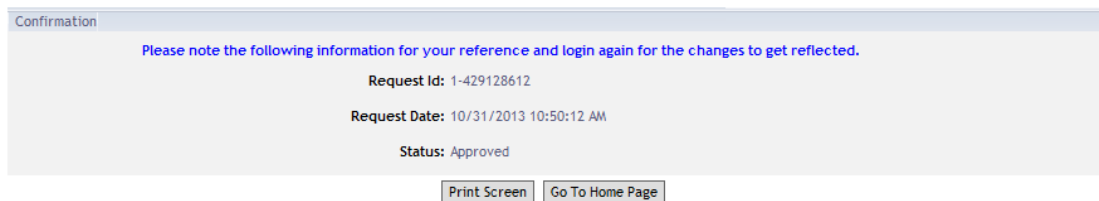
Request Status: Draft

Reason for Amendment:

Claim Services

User Description

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



Confirmation

Please note the following information for your reference and login again for the changes to get reflected.

Request Id: 1-429128612

Request Date: 10/31/2013 10:50:12 AM

Status: Approved

Print Screen Go To Home Page

Adding Customs Refund and Claims Services

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

