



دبي التجارية
DUBAI TRADE

Adding Customs Online Claim Services

User's Manual

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Document Details

Document Information

DOCUMENT NAME	Adding Customs Online Refund and Claim Services
PROJECT NAME	Customs Online Claim and Refund
BUSINESS UNIT	Dubai Customs
AUTHOR(S)	Dubai Trade Training Department
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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:

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

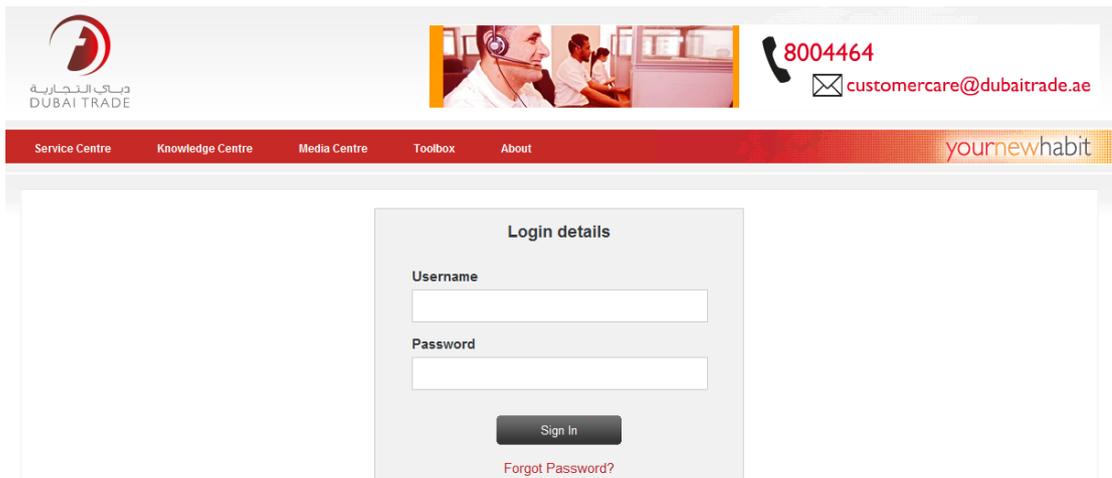
Adding Claim Services

Requirements:

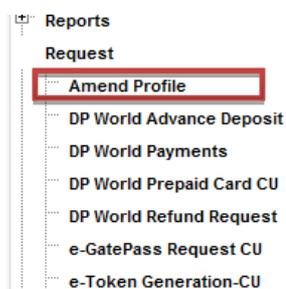
- You would need to have a Dubai Trade account registered with Dubai Customs
- User with Trader Representative and/or Broker Representative
- User that you are assigning the service to needs to have Digital Certificate in order to submit claims online

Steps:

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

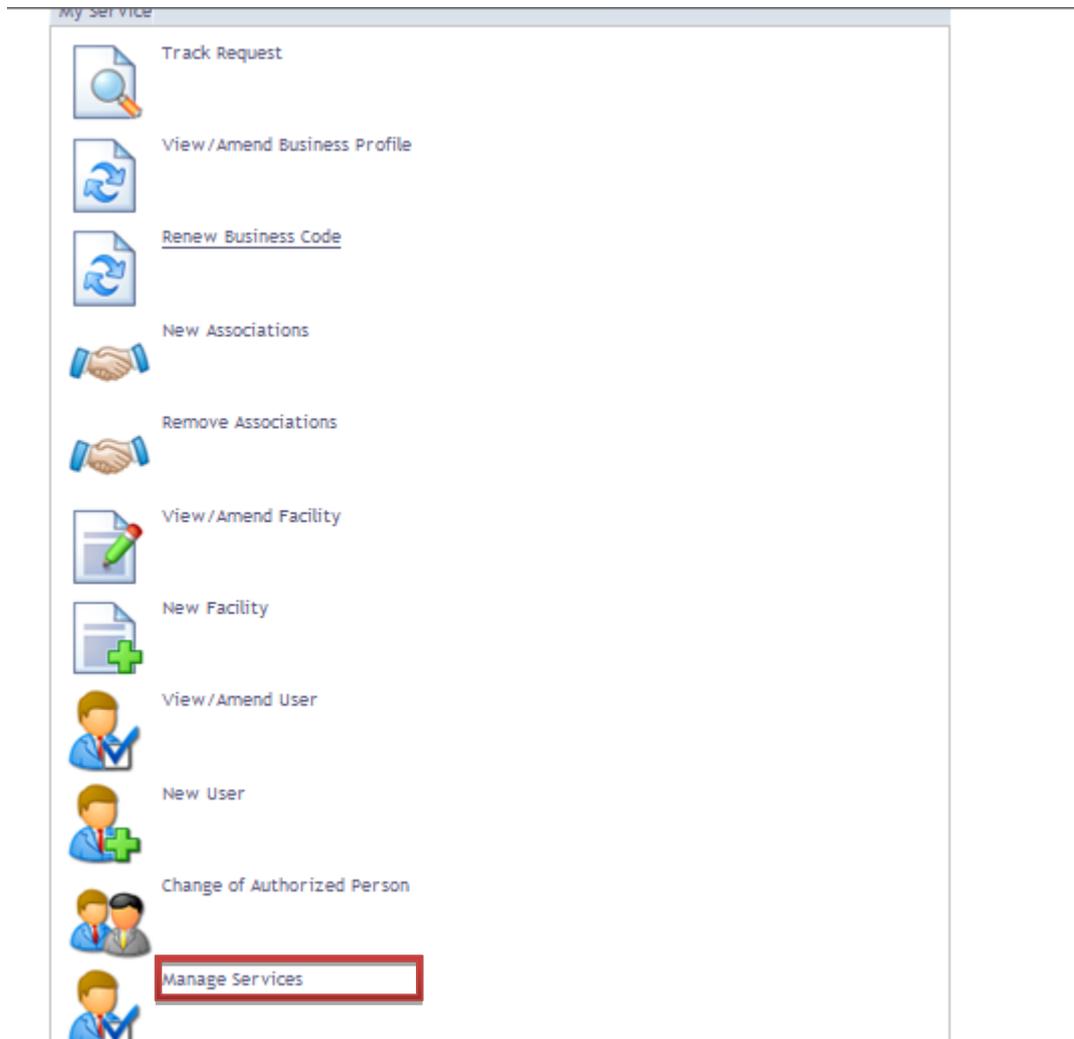


- After login, click on Request then “Amend Profile”

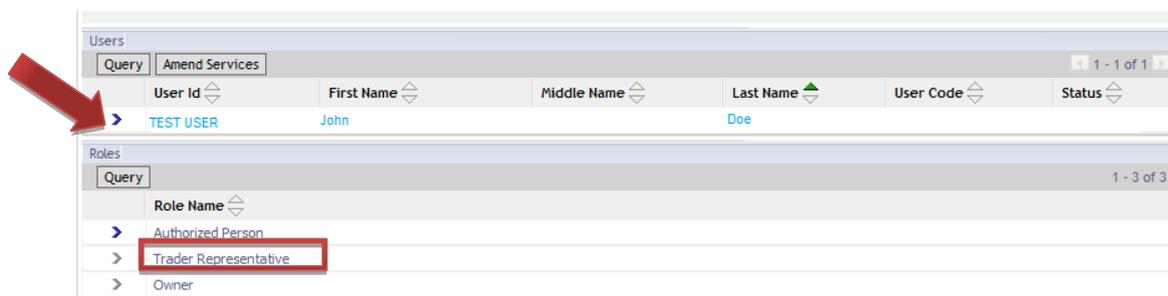


- In the Menu of Icons, click on Manage Services:

Adding Customs Refund and Claims Services



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)



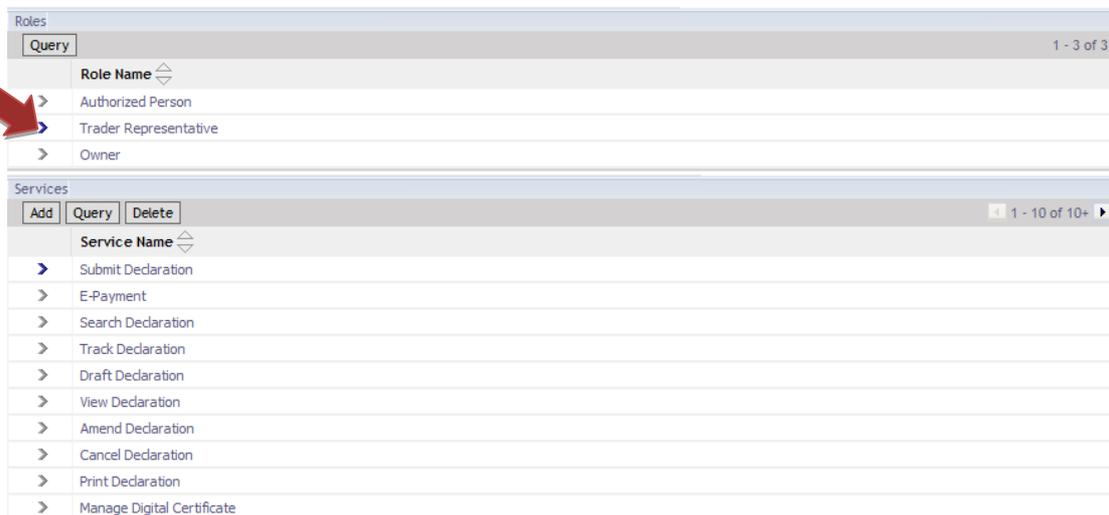
Adding Customs Refund and Claims Services

5. Click on Amend Services:



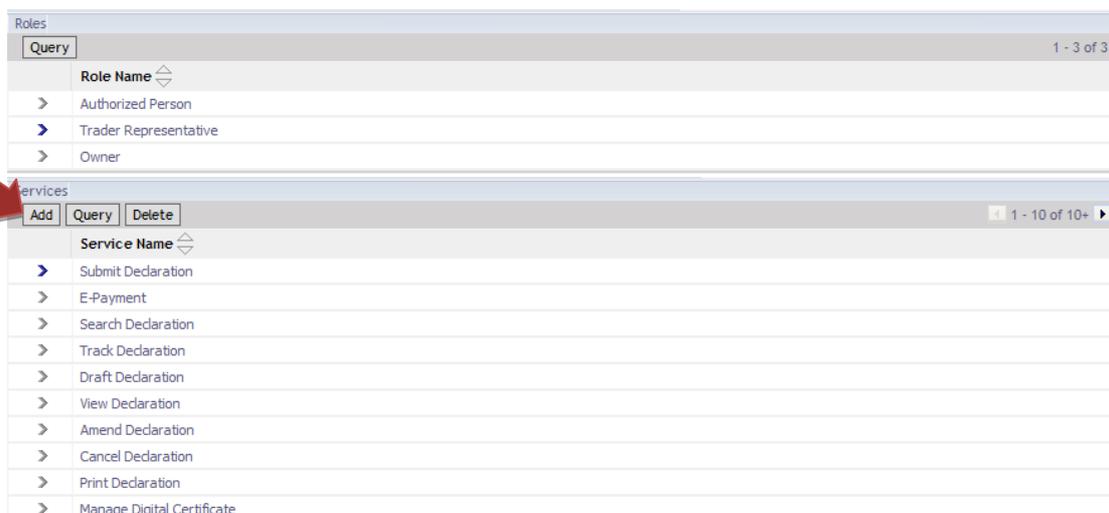
The screenshot shows a web interface with two main sections: 'Users' and 'Roles'. In the 'Users' section, there is a 'Query' button and an 'Amend Services' button, which is highlighted by a red arrow. Below these buttons is a table with columns: 'User Id', 'First Name', 'Middle Name', 'Last Name', 'User Code', and 'Status'. A single user is listed: 'TEST USER' with first name 'John' and last name 'Doe'. The 'Roles' section below has a 'Query' button and a table with 'Role Name' column. Three roles are listed: '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' sections. In the 'Roles' section, there is a 'Query' button and a table with 'Role Name' column. Three roles are listed: 'Authorized Person', 'Trader Representative', and 'Owner'. A red arrow points to the 'Trader Representative' role. Below the 'Roles' section is the 'Services' section, which has 'Add', 'Query', and 'Delete' buttons. A table with 'Service Name' column lists various services: 'Submit Declaration', 'E-Payment', 'Search Declaration', 'Track Declaration', 'Draft Declaration', 'View Declaration', 'Amend Declaration', 'Cancel Declaration', 'Print Declaration', and 'Manage Digital Certificate'.

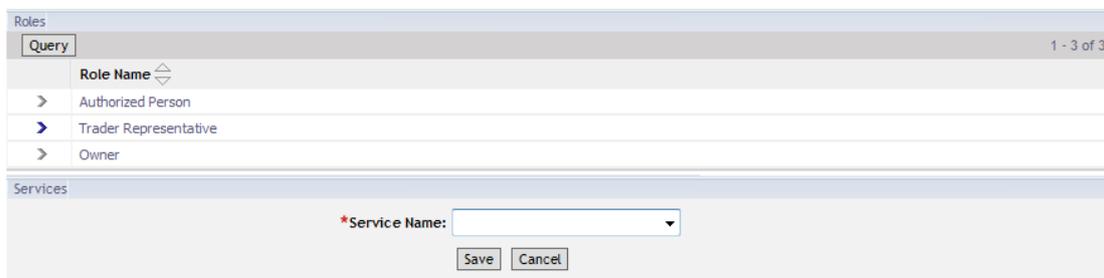
7. Click in Add



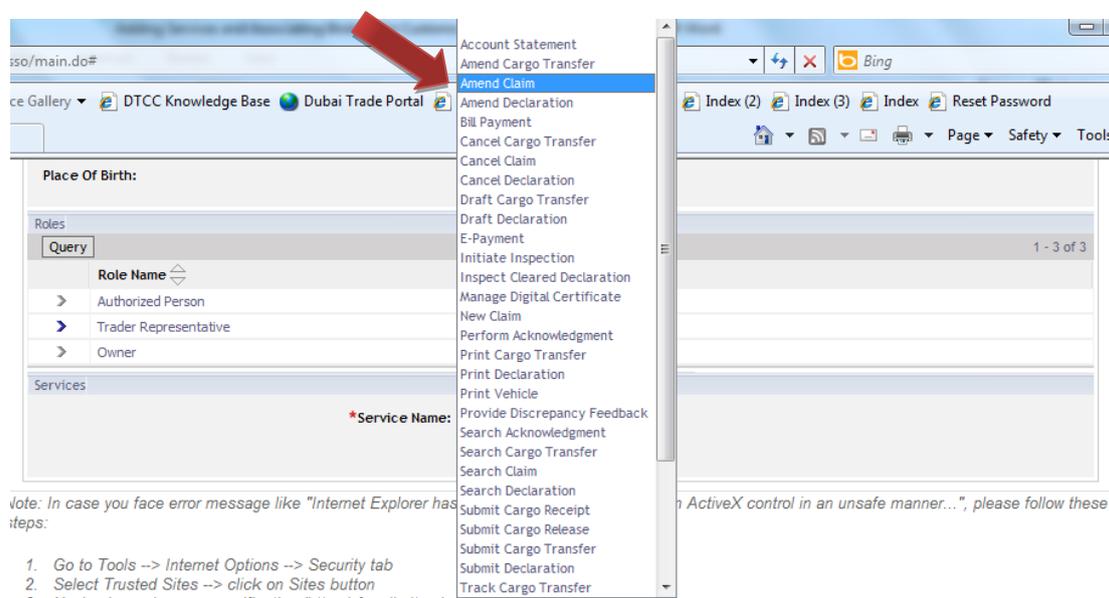
The screenshot shows the 'Roles' and 'Services' sections. In the 'Roles' section, there is a 'Query' button and a table with 'Role Name' column. Three roles are listed: 'Authorized Person', 'Trader Representative', and 'Owner'. Below the 'Roles' section is the 'Services' section, which has 'Add', 'Query', and 'Delete' buttons. A red arrow points to the 'Add' button. A table with 'Service Name' column lists various services: 'Submit Declaration', 'E-Payment', 'Search Declaration', 'Track Declaration', 'Draft Declaration', 'View Declaration', 'Amend Declaration', 'Cancel Declaration', 'Print Declaration', and 'Manage Digital Certificate'.

Adding Customs Refund and Claims Services

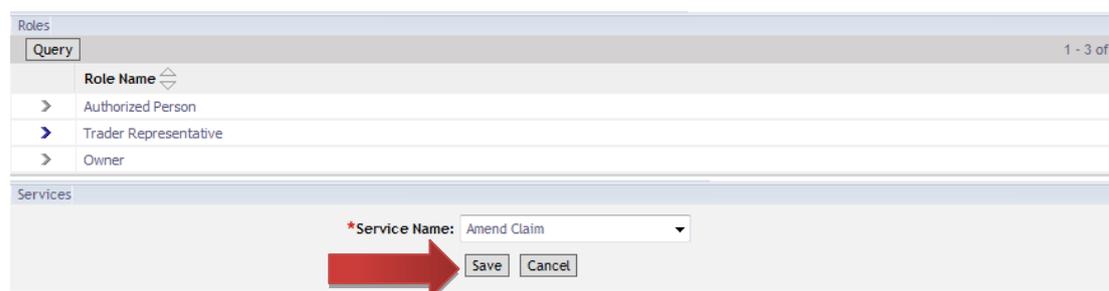
8. A Dropdown box will appear.



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

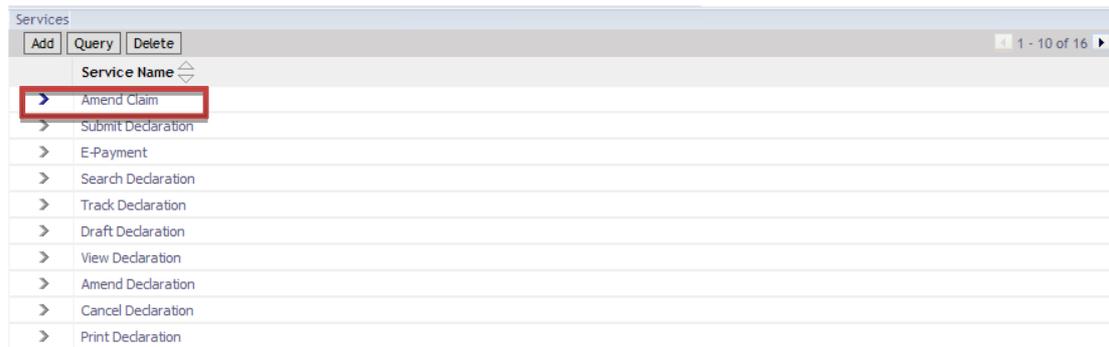


10. Click on Save



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

Adding Customs Refund and Claims Services



Services

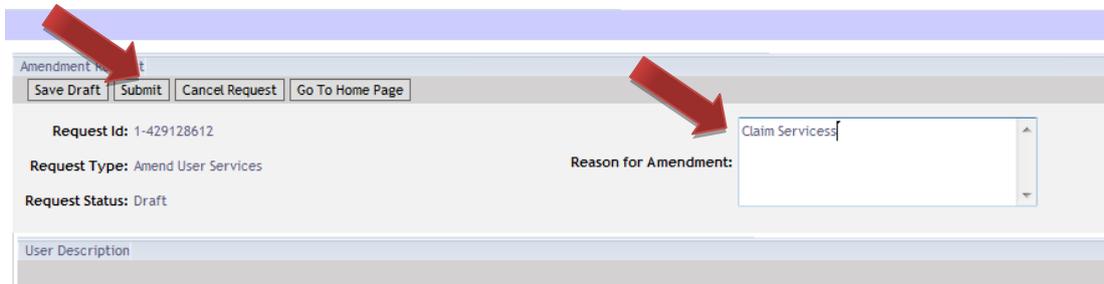
Add Query Delete 1 - 10 of 16

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

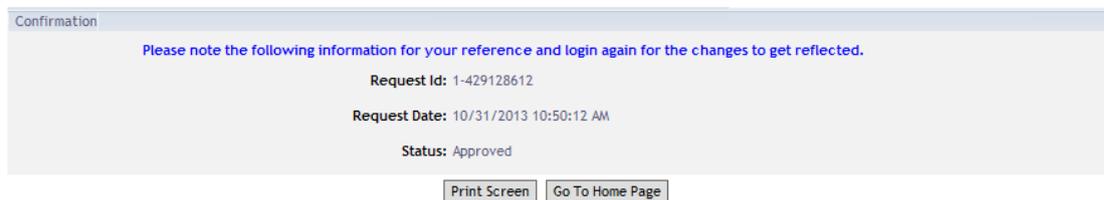
Request Type: Amend User Services

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.

