Mirsal 2

FAQs

Creation Date: 30 July 2009
Last Updated: 30 July 2009
Version: 1.0

I. About Mirsal 2:

1. What types of Declarations can be made in Mirsal 2?

The following table lists the types of declarations:

Sl. No	Declaration Type	Purpose
01	Import to Local from ROW (Rest of the World)	To import goods for local/GCC consumption from overseas countries other than (GCC) Gulf Co-operation Council Countries.
02	Import to Local from FZ (Free Zone)	To import goods for local/GCC consumption from Free Zones.
03	Import to Local from CW (Customs Warehouse)	To import goods for local/GCC consumption from Customs Warehouses.
04	Import to Local from GCC (statistical Import)	To import goods for local consumption from a GCC country or Transit to another GCC country.
05	Import for Re Export to Local from ROW	To import goods from overseas countries other than GCC to local, for the purpose of re-export to overseas countries other than GCC.
06	Import for Re Export to Local from FZ	To import goods from Free Zones to Local for the purpose of re-export to overseas countries other than GCC
07	Import for Re Export to Local from CW	To import goods from Customs Warehouses to Local for the purpose of re-export to overseas countries other than GCC
08	Import to CW from ROW	To import goods to a Customs Warehouse from overseas countries other than GCC.
09	Import to CW from FZ	To import goods to Customs Warehouses from Free Zones.
10	Import to CW from Non-Dubai CW (Other Emirates & GCC)	To import goods to a Dubai Customs Warehouse from another Customs Warehouse of Other Emirates or GCC
11	Import to CW from Non-Dubai FZ (Other Emirates & GCC)	To import goods to a Dubai Customs Warehouse from Other Emirates or GCC Free Zones
12	Export from Local to ROW	To export goods from local to overseas countries other than GCC
13	Export from Local to FZ	To export goods from local to Free Zone.
14	Export from Local to GCC (statistical export)	To export the local or previously imported goods to GCC countries.
15	Temporary Export from Local to ROW	To export goods from the local market to overseas countries temporarily for purposes such as repair, exhibition etc.
16	Temporary Export from Local to FZ	To export goods from the local market to Free Zones temporarily.
17	Export from CW to ROW	To export goods from a Customs Warehouse to overseas countries other than GCC.
18	Export from CW to FZ	To export goods from Customs Warehouse to

		Free Zones.
19	Export From, Dubai CW to Non-Dubai CW (Other Emirates & GCC)	To export goods from Dubai custom warehouse to another custom warehouse under Other Emirates or GCC
20	Export From, Dubai CW to Non-Dubai FZ (Other Emirates & GCC)	To export goods from Dubai custom warehouse to a Free Zone under Other Emirates or GCC
21	Re Export to ROW (after import for re export)	To re - export goods to overseas countries other than GCC, which were previously imported on an Import for re-export declaration.
22	Re Export to FZ (after Import for Re Export)	To re - export goods to a Free Zone, which were previously imported on an Import for Re-Export declaration.
23	Return to FZ after Temporary Admission	To return goods to a Free Zone, which were temporarily imported from a Free Zone.
24	Return to ROW after Temporary Admission	To return goods to overseas countries after being temporarily imported.
25	Transit (ROW to ROW)	For goods transiting through Dubai from an overseas country to another overseas country.
26	FZ Transit In	To import goods to a Free Zone from an overseas country.
27	FZ Transit In from GCC and Other Emirates FZ and GCC Local Market	To import goods to a Dubai Free Zone from another Free Zone under Other Emirates or GCC Same is used for importing goods to a Dubai Free Zone from GCC Local Market
28	FZ Transit Out	To export goods from a Free Zone to an overseas country other than GCC
29	FZ Transit Out to Non-Dubai FZ (Other Emirates & GCC)	To export goods from a Dubai Free Zone to another Free Zone under Other Emirates or GCC
30	FZ Transit Between Dubai based FZ	To transfer goods between two Free Zones under Dubai
31	Temporary Admission from ROW to Local	To import goods for a temporary purpose (such as exhibition, maintenance, repair etc) from an overseas country
32	Temporary Admission from FZ to Local	To import goods from a Free Zone to Local for temporary purpose (such as exhibition, maintenance, repair etc)
33	Temporary Admission from CW to Local	To import goods from a Customs Warehouse to Local for temporary purpose (such as exhibition, maintenance, repair etc)
34	Transfer of cargo by Dubai based CW	To transfer goods between two Private Custom warehouses or change of ownership of goods stored within a Public Custom Warehouse
35	Transfer within a FZ	To transfer goods between companies within

		the same free zone
36	Courier Import	To import LV consignments destined for local/GCC/FZ from overseas countries. *Note:* This Declaration Type is applicable only for bulk submission through "Courier File Upload" and "Courier B2B"
37	Courier Export	To export LV consignments from local to overseas countries/GCC. *Note:* This Declaration Type is applicable only for bulk submission through "Courier File Upload" and "Courier B2B"
38	Courier Transit	For LV consignments transiting through Dubai from an overseas country to another overseas country other than GCC. *Note:* This Declaration Type is applicable only for bulk submission through "Courier File Upload" and "Courier B2B"

2. Who can use Mirsal 2?

Anyone who is registered with Dubai Customs as the authorized person to import, export or transit goods through Dubai can use Mirsal 2 to submit goods declarations to Customs.

3. How to register in Mirsal 2?

To register in Mirsal 2 please call Dubai Trade's free phone number on 800 4464 or contact Dubai Customs Registration & Licensing Office quoting Reference No. **Customs/DC/M2/001**.

Customs Registration & Licensing Office:
Tel: +971 4 302 3799
Tel: +971 4 302 3808
Email: Cust.LicensingReg@dubaicustoms.ae

4. Why do I need a digital certificate?

The digital signature is a way to ensure that the submitted electronic documents are authentic. Authentic means that Dubai Customs knows who created the document and knows that it has not been altered in any way since that person created it. It is a type of asymmetric cryptography in which is used to simulate the security properties of a handwritten signature on paper. Applying two algorithms, one for signing the documents which involves the user's private key, and one for verifying signatures at Dubai Customs end which involves the user's public key. The process is accompanied with and end-2-end encryption for the data. Signed documents are also stored electronically for future reference. The signing code on the client side is also signed and the signature is published. Therefore the digital signature would provide enough evidence on identifying the signatory which would be legally binding in an UAE court of law.

5. **Do we have to keep the documents supporting the declaration?**

Yes, the authorized person or their representative is required by Common Customs Law of the GCC States (Article 127) to keep the supporting documents for a period of 5 years from the date of completion of the Customs operations.

6. **Do I need to keep the original documents or can I keep an electric copy?**

The authorized person who submits the declaration to Customs is required by commercial law to keep the original documents as received by them as stated in their deceleration to Customs.

7. **I submit a large number of declarations to Customs, is there any way these declarations can be submitted directly to Customs via a B2B interface?**

Yes. Dubai Customs has developed a B2B interface available for eligible partners.

II. Bureau Services:

1. **What is Bureau Service?**

The service provided to Personal Customers to submit the Declaration into Mirsal 2 to clear Personal Effects.

2. **What are all the services available in Bureau?**

   - Submission of new Declaration,
   - Registering individuals as a Personal Client
   - Cancel Declaration

3. **Is the process of registering a Personal Customer a separate one?**

No, registering a Personal Customers is within the process of submitting new Declaration. Registered personal Clients can use the same Client registration ID that was obtained previously, for all Declarations

4. **What are the Documents required for Personal Customers registration?**

Required Document for Personal client registration is a copy of valid Passport and National ID (optional) in the case of nationals and a copy of Passport with valid visa stamp and national ID (optional) in the case of foreigner.

5. **What are the documents required for Declaration?**

   1. A detailed original invoice or a document reflecting the value of goods according the rules and principles set forth in the Rules of Implementation of Common Customs Law of the GCC states subject to approval from the Customs Officer or determined value by Customs Officers.
   2. Bill of Lading

3. Packing List (optional)
4. Certificate of Origin (optional)
5. Permit from competent authority (conditional)

6. Is Delivery Oder required for Declaration clearance?

Delivery Order must have been issued by shipping Agent prior to submitting the Declaration

7. On which value the Duty is calculated?

The customs duty calculation is made on the value of the imported goods added with freight, insurance and other relevant charges until arrival to the port of destination.

8. What are the other documents required by Customs in order to prove the value of goods?

The customs office may require all documents, contracts, correspondence and other relevant documents without having to accept all that is stated in them or in the invoices themselves

9. Will Customs accept an Invoice written in a foreign language other than English?

The Administration may request Arabic translation of the invoices issued in a foreign language showing details of the goods in accordance with the customs tariff as well as the other documents, if so required.

10. Can a Personal Customer of any GCC states clear Customs Declaration in Dubai, if it is the first entry point?

According to the Common Customs Law of the GCC States, all importers including the personal Customers should complete the Customs Clearances at the fist entry point.

11. Is a Personal Customer eligible for duty exemption on Personal Effects and Household items

Personal Customers can be eligible for Duty exemption on Personal Effects and Household items if they meet the conditions that:

1. Nationals residing abroad are on their final return to reside in the country.
2. Foreigners are coming for the first time for residence in the country.
3. Personal effects and household items are used items.
4. There is a proof showing residence abroad.
5. There is a proof showing work and residence in the country for foreigners.
6. The personal effects and household items are in the name of the national residing abroad or in the name of the foreigner intending to reside in the country.
7. The personal effects and household items are in quantities and numbers that fit with furnishing a house.
8. There is t a packing list showing the full contents.

12. **If personal effects are new items, what is the duty?**

The Customs Duty on New personal effects and household items are collected in accordance with the customs law provisions and tariff.

13. **Is a permit from the competent authority required for restricted goods imported by a Personal Customer also?**

Yes, to clear a Declaration that carries any restricted goods will require a permit or approval from the competent authority.

14. **Which are the modes of payments acceptable to Bureau for payment of Duty?**

Cheques and Cash

15. **How the Customs examination is conducted?**

Examination of goods will be conducted outside the customs office at the expense of the owner of the goods and against the prescribed service charges.

16. **Can a Personal Client submit Declaration through a Broker?**

Yes, a Personal Customer can submit the Declaration through a Broker also.

III. Cargo Transfer:

1. **What is a cargo?**

Goods transported or to be transported, all goods carried on any mean of transportation (e.g. Ship/aircraft/trucks) covered by a bill of lading/airway bill/manifest.

2. **What is a cargo transfer?**

A Cargo Transfer is a cargo shipment from one location to another location which requires declaring a Cargo Transfer Request using the Mirsal-2 System of Dubai Customs. The Cargo maybe arriving from overseas and transferred to another location other than the port of arrival.

3. **What is a cargo transfer request?**

A cargo declaration or the declaration submitted by a declarant or his representative describing the elements identifying the declared cargo and quantity thereof in details according to the provision of the law.

4. **What is a declarant?**

A person who is authorized either by law or by an authority given by Customs to declare a Cargo Transfer request to Customs.

5. **Who can declare a cargo transfer request?**

A Cargo Transfer Request is declared by a Cargo Handlers (CH), also known as the Transferee, which requires shipment of Cargo from Cargo Terminal Operators (CTO) or other Cargo Handlers. A Cargo Transfer Request maybe declared by a representative of the Cargo Handlers, also known as Customs Broker.

6. **What are the types of cargo transfer?**

There are five Cargo Transfer Types, depending upon the purpose of clearance.

The following list the types of Cargo Transfer:

Sl. No	Cargo Transfer Type	Purpose	Transferor	Transferee
01	Cargo Transfer from CTO to CH (Same Location)	Covers the cargo movements from Cargo Terminal Operator (CTO) to Cargo Handler (CH) where both are in the same physical location	CTO	CH
02	Cargo Transfer from CTO to CH (Different Location)	Covers the cargo movements from CTO to CH where CTO and CH are in two different physical location	CTO	CH
03	Cargo Transfer from CH to CH (Same Location)	Covers the cargo movements from Cargo Handler to Cargo Handler where both are in the same physical location	CH	CH
04	Cargo Transfer from CH to CH (Different Location)	Covers the cargo movements from CH to CH where CH and CH are in two different physical location	CH	CH
05	Cargo Transfer from CTO to CTO (Different Location)	Covers the cargo movements from CTO to CTO where CTO and CTO are in two different physical location	CTO	CTO

7. **What is a transferee?**

A Transferee is a person or a business who will receive the Cargo from the Transferor.

8. **What is a transferor?**

A Transferor is a person or a business who is the sender (releasing) of the Cargo to a Transferee.

9. **Who is the CTO?**

A cargo terminal operator or container terminal operator is the operator who controls the area of the airport or wharf in which cargo is loaded and unloaded from aircraft or ships including land container depot

10. **Who is the CH?**

The Agents who are responsible for handling the cargo such as storage, consolidation and delivery of consolidated cargo

11. **What is a cargo transfer number?**

A number generated by Customs to identify the Cargo Transfer Request, also known as "Declaration Number".

12. **What is a transferee premises (location)?**

Transferee Premises is the facility location of the Cargo Handler (CH) / Cargo Terminal Operator (CTO) where the cargo will be received for storage, consolidation and delivery of consolidated cargo.

13. **What is customs duty?**

The term "customs taxes (duties) "means the amounts levied on the goods according to the provisions of this Law (Article 2(12) Common Customs Law of GCC States)

14. **What is a transferor premises (location)?**

A Transferor Premises is the facility location of the CTO / CH from where the cargo is to be released to the Transferee.

15. **What is the customs law?**

The rules and provisions governing customs work, and any other supplementing or amending rules or provisions, (Article 2(8) of Common Customs Law of the GCC States)

16. **What are the types of transaction in declaring cargo transfer request?**

There are three (3) types of transactions in declaring Cargo Transfer Request in Mirsal2 System/Dubai Trade. These are the following:

1. New Cargo Transfer Request – An initial transaction in declaring a request for Cargo Transfer and is subject to Customs approval.

2. Amend Cargo Transfer Request - A request can be made to amend any Cargo Transfer that is already submitted and in cleared state to Dubai Customs. Request for amendment can be submitted for any fields except Cargo Transfer Type, Business code of the Transferee / Transferor and the payment mode & the payment reference (such as credit or standing guarantee account number).

Amendment of Cargo Transfers could initiate the collection or refund of duty / deposits depending on the changes. All amendment requests are subject to Customs approval.

3. Cancel Cargo Transfer Request - A request can be made to cancel any Cargo Transfer that is already cleared by Dubai Customs.

Cancellation of a Cargo Transfer could initiate the refund of duty / deposits and collection of cancellation related charges. All cancellation requests are subject to Customs approval.

17. **What is a customs broker?**

A Customs broker submits the declaration and is aware of all the Customs procedures that are required to make declarations. He is responsible for the following:

- Submitting all kinds of Cargo Transfer Request
- Retaining original documents for the period stipulated by the Customs
- Performing other activities such as submitting Cargo Release, etc.

A Customs Broker can be a Private Customs Broker (PCB) or a Sub Customs Broker (SCB)

18. **Who is a pcb?**

A Private Customs Broker(PCB) is a person who represents the company for which he is employed (for e.g., local trading company, Free Zone Company, Shipping Agent, Private Customs Warehouse Consignee, CH, CTO etc.) to make the declarations or Cargo Transfer Requests.

19. **Who is an scb?**

A Sub Customs Broker (SCB) is a person who represents the General Broking Company (GCB) and can submit declarations or Cargo Transfer Request to Customs on behalf of any local trading company, Free Zone Company, Shipping Agents, ATA agents, Walk in Customers, CH, CTO etc.

20. **What is a gcb?**

A General Customs Broker (GCB) is a Customs broking company who will have SCB's to represent its business.

General Customs Brokers should get authorization from the trading entity to make declarations on behalf of them and/or to use trading company's Credit account or Standing Guarantee account. The liability of the account selection is the responsibility of the GCB and Customs do not hold any responsibility on the usage of the account

21. **What is submitting cargo release?**

Submitting Cargo Release is performed against a cleared Cargo Transfer Request done by a Transferor to inform Customs that the physical cargo has been released from their premises.

22. **What is submitting cargo receipt?**

Submitting Cargo Receipt is performed against a cleared Cargo Transfer Request done by a Transferee to inform Customs that the cargo has been received physically from the Transferor.

23. **What is a document?**

Any medium designed to carry information and actually carrying a record of data entries, it includes magnetic tapes and disks, microfilms, etc. (WCO General Annex - chapter 2)

24. **Who can submit a cargo release?**

Submission of Cargo Release is through Mirsal-2/Dubai Trade is performed by a Transferor which is identified in the Cargo Transfer Request. Submission of Cargo Release is done by providing the Date the Cargo was released. This facility can not be performed by a representative of the Transferor.

25. **Who can submit a cargo receipt?**

Submission of Cargo Receipt is through Mirsal-2/Dubai Trade is performed by a Transferee which is identified in the Cargo Transfer Request. Submission of Cargo Receipt is done by providing the Date the Cargo was received. This facility can not be performed by a representative of the Transferee.

26. **What are the modes of payment to settle fees and charges for cargo transfer request?**

Standing Guarantee Account and Duty Credit Account are the mode of payments applicable for settling fees and charges for Cargo Transfer Request.

Cash Payment and e-Payment Facility are not applicable mode of payments for settling fees and charges.

27. **What are the applicable fees and charges for cargo transfer requests?**

The following are list of applicable fees and charges for Cargo Transfer Requests:

1. Deposits
2. Registration Fees
3. Amendment Charges
4. Cancellation Charges

For Cancellation and Amendment of Cargo Transfer Request, a refund of duty / deposits may be applicable.

28. What is a deposit?

A sum of money provisionally paid or title deeds, bearer bonds, etc, lodged as security for the payment of such duties, taxes or other sums as may become chargeable. (WCO General Annex -chapter 2)

29. What are the methods to follow-up a cargo transfer request?

There are 3 methods of tracking a Cargo Transfer Request in Mirsal-2/Dubai Trade, these are:

1. Track Cargo Transfer – is used when the Cargo Transfer Request is in approval stage.

2. Search Cargo Transfer – is used when the Cargo Transfer has been cleared or approved by Customs.

3. Print Cargo Transfer – is used to print the official cleared Cargo Transfer Request to be used for moving and receiving the physical cargo.

30. What is master transport document number?

Identification number of Master transport document such as Airway bill number, Sea Bill of lading number, Postal CP note number or Road Consignment Note number on which cargo is moving

31. What is manifest registration number?

Manifest Registration No is a Dubai Trade generated reference number on submission / registration of manifest through Dubai trade portal

32. What is preceding clearance number?

This is the previous Cargo Transfer No. which was used to move the cargo previously.

33. What is a customs location?

Customs Location means that part of lands or seas subject to the customs control and procedures set forth in the Common Customs Law.

34. **What is customs control?**

Measures applied to ensure compliance with the laws and regulations which the Customs are responsible for enforcing.

35. **Are there fees and charges for cargo release and cargo receipt?**

There are no fees and charges required for submitting Cargo Release and Cargo Receipt but, in the future, may require penalties for not proceeding with submission.

Fees and charges for declaring Cargo Transfer Request still applies.

36. **Are there documents needed for submitting cargo release and cargo receipt?**

There are no documents required for submitting Cargo Release and Cargo Receipt but may refer to the View Cargo Transfer of Mirsal-2 System/Dubai Trade to see the details of the Cargo Transfer.

37. **What happens if submitting cargo release and cargo receipt is not performed?**

The Cargo Transfer Request will be sent to Customs' Exception Handling Group for investigation and may necessitate appropriate measures to ensure compliance..

IV.   Acknowledgment and BOE:

1. **What is an acknowledgment?**

Acknowledgment is a process of recognizing a cleared declaration to determine that it is agreeable/acceptable or not to all parties of the declaration.

Customs requires acknowledgement from the party involved on selected Declaration Types. This is required to ensure that

- The declaration is agreed by the involved parties
- No declaration is submitted without the knowledge or approval of the involved parties
- To identify the responsibility of duty liability and custody of the goods at any point of time

2. **What are the kinds of acknowledgment?**

A declaration acknowledgment can be accepted or declined by the Acknowledgment Owner identified in the declaration. Accept acknowledgment signifies that the declaration is agreeable to the Acknowledgment Owner. Acknowledgment Owner can also decline the acknowledgment by providing the reason of decline.

This process is done through Mirsal-2 System/Dubai Trade by using the Acknowledgment Facility.

3. What are the types of declaration subject for acknowledgment?

The following table lists the declaration types which require acknowledgment.

Declaration Type	Declaration Owner	Acknowledgment Owner
EX2 - Export from Local to Dubai FZ	Exporter	Importer
TR1 - Transfer of Cargo by Dubai based CW	Importer	Exporter
TS6 - FZ Transit between Dubai based FZ	Exporter	Importer
TR2 - Transfer within a FZ	Importer	Exporter

Involve party to submit acknowledgment can be identified depending on the declaration types. Please see above table.

4. Who is the declaration owner?

The Declaration Owner is identified as the one who declared the declaration or declared by a representative on behalf of him. See 1.3 to identify the Declaration Owner based on the Declaration Types.

5. Who is the acknowledgment owner?

The Acknowledgment Owner is identified as a third party company which is having a business transaction from the Declaration Owner. Acknowledgment Owner is required to acknowledge by accepting or declining the cleared declaration. See 1.3 to identify the Acknowledgment Owner based on the Declaration Types.

6. What happens if declaration acknowledgment is declined?

If the acknowledgment is declined by the Acknowledgment Owner, the Declaration Owner is required to amend or cancel the declaration since the current declaration is not acceptable from the other party.

Customs fees and charges for amendments and cancellation still applies.

7. What are the notifications/reminders provided for acknowledgment?

After the declaration is cleared by Customs for the above Declaration Types, a notification will be sent to all parties involve which request for acknowledgment. A

reminder will be sent to the parties if there is no action taken for the requested acknowledgment from Acknowledgment Owner.

When declaration acknowledgment is accepted or declined, a notification will also be sent to the Declaration Owner. A reminder will be sent to Declaration Owner if there is no action taken for the declined acknowledgment.

If there are no actions made after 3 reminders for both the scenarios above, the declaration will be sent to Customs' Exception Handling Group for investigation and may require further inquiry from the involved parties.

8. Can the declaration owner amend or cancel the declaration when the declaration acknowledgment has been accepted?

Yes, and this may require new acknowledgment from the Acknowledgment Owner.

9. Are there fees and charges for acknowledgment?

There are no fees and charges required for declaration acknowledgment but, in the future, may require penalties for not proceeding with acknowledgment.

Fees and charges for declaring declaration still applies.

10. Is email address important in acknowledgment?

Yes, it is required for all the parties to have their email address for notification and reminders. Business Profile and User Profiles should be updated to include a working email address to be able to efficiently carry-out and perform declaration acknowledgment.

11. Are there documents needed for acknowledgment?

There are no documents required for acknowledgment process but may refer to the View Declaration of Mirsal-2 System/Dubai Trade to see the details of the declaration.

12. Can declaration acknowledgment accomplish by a broker on behalf of the acknowledgment owner?

Yes, declaration acknowledgment can be performed by a broker as long as the broker is authorized to act on behalf of the Acknowledgment Owner.

13. What is a customs broker?

A Customs broker submits the declaration and is aware of all the Customs procedures that are required to make declarations. He is responsible for the following:

- Submitting all kinds of declarations
- Retaining original documents for the period stipulated by the Customs

- Performing other required activities such as declaration acknowledgment

A Customs Broker can be a Private Customs Broker (PCB) or a Sub Customs Broker (SCB)

14. Who is a pcb?

A Private Customs Broker(PCB) is a person who represents the company for which he is employed (for e.g., local trading company, Free Zone Company, Shipping Agent, Private Customs Warehouse Consignee, CH, CTO etc.) to make the declarations or acknowledgment a declaration.

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A Sub Customs Broker (SCB) is a person who represents the General Broking Company (GCB) and can submit declarations or acknowledledgment to Customs on behalf of any local trading company, Free Zone Company, Shipping Agents, ATA agents, Walk in Customers, CH, CTO etc.

16. What is a gcb?

A General Customs Broker (GCB) is a Customs broking company who will have SCB's to represent its business.

General Customs Brokers should get authorization from the trading entity to make declarations on behalf of them and/or to use trading company's Credit account or Standing Guarantee account. The liability of the account selection is the responsibility of the GCB and Customs do not hold any responsibility on the usage of the account

17. What is a document?

Any medium designed to carry information and actually carrying a record of data entries, it includes magnetic tapes and disks, microfilms, etc. (WCO General Annex - chapter 2)

18. How to follow-up an acknowledgment?

Declaration Owner may track or follow-up the status of the acknowledgment by using the Acknowledgment Facility in Mirsal-2 System/Dubai Trade. Provide some information of the declaration to search for it and can view the Acknowledgment History.

19. Who is importer?

An Importer is a Business/Company (within a Freezone/Customs Warehouse) which buys goods from other Business/Company (within a Freezone/Customs Warehouse). Also known as a Buyer.

20. Who is exporter

An Exporter is a Business/Company (within a Freezone/Customs Warehouse) which sells goods from other Business/Company (within a Freezone/Customs Warehouse). Also known as a Seller.

21. What is a free zone

The Free Zone is a part of the state's territories in which commercial or industrial activities are exercised under the respective laws of that state. Any goods entering that zone are considered to be outside the customs zone and shall not be subject to the usual customs control and procedures. (Article 2(32) of Common Customs Law of the GCC States)

22. What is customs warehouse

Warehouse means the place or facility wherein the goods are deposited under supervision of the Administration free of Customs duties (taxes) according to the Provision of GCC Customs Law (Article 2(36) of Common Customs Law of the GCC States).

V. DUCAMZ:

1. **What documents do I have to bring for Inspection?**

   Delivery Advice, Export BOE, Standard BoE and others as required.

2. **Who will make the amendment to the declaration?**

   The DUCAMZ staff will no longer amend the vehicle or enclosure items information. You can submit an amendment request from Mirsal2.

3. **What are the penalties for providing wrong information?**

   Please see the Custom Notices for information

4. **What information do I have to submit in declarations?**

   Complete vehicle details and enclosure items.

5. **Is there any Vehicle ID created in the new system?**

   No, the Vehicle ID has been discontinued and it will not be created in Mirsal2. The DUCAMZ staff will not ask for Vehicle ID for declarations submitted through Mirsal2.

6. **How will I know if the declaration is cleared or further action is required?**

   Check the declaration status on Mirsal2.

7. **How many Vehicles can be entered in each declaration type?**

   Any number of vehicles in Transit In Declaration. However, Transit out or Import from FZ to local, for DUCAMZ there is a restriction of one vehicle per one declaration.

8. **What are the required documents to generate VCC?**

   Declaration copy shall suffice.

9. **Vehicles can come only through FCL & FCL or it may come as general cargo and RoRo as well?**

   No Restrictions.

10. **How much the customs duty for this and is there any exemption?**

    Duty on import is 5% - For entering into DUCAMZ on Transit In Declaration there is no duty.

11. **How often customs will decided whether inspection req. or not since it will not be 100% inspection?**

    It Depends on Customs Decisions which will be guided by Risk Engine and EPG judgment

12. **Does pre clearance work for DUCAMZ or not yet?**

    Yes.

13. **Are all cargo channels allowed for DUCAMZ in M2?**

    Yes.

14. **"Vehicle ID" is no more required for subsequent transaction, but what about the declaration ref. number?**

    It will be optional

15. **Can customer make "FZ Transit Out to Non Dubai FZ (Other Emirates and GCC)" and "FZ Transit In from GCC and other Emirates FZ and GCC Local Market" online?**

    Yes. But this will be rare

16. **Do DUCAMZ customers have to print GCC and Standard printouts always even if no inspections?**

    GCC Print will be required for Inspections.