ONLINE PAY MISCELLANEOUS CHARGES

User Manual - External

Version 1.0

Version History

Date	No	Summary of Changes	Name
08-05-2018	1.0	Version 1.0	Dubai Customs

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1. Introduction

1.1. Purpose

The purpose of this guide is to assist the Dubai Trade users to understand and how to perform payment for miscellaneous Service Types such as sale of official printed forms & documents, Fines and miscellaneous charges using e-Payment Channels.

The following are the major functionalities available in this Service:

- Pay Miscellaneous Charges
- Receipt Printing
- Enquire Ticket/ Request
- Recheck Payment Status

1.2. Intended Audience

The intended audience for this document includes the following:

- Dubai Trade Portal users (Customs Brokers, Importer, Exporters, Agents and FZ companies)

1.3. Services Types

Following Service Types can be requested using Pay Miscellaneous Charges Service:

No	Service Type	Description	Applicable Payment Methods in Portal
1.	Customs Declaration	This form is used for printing the cleared declaration (One box contains 1500 declaration forms)	e-Payment
2.	Import Authority for Restricted Goods	This form is used for Customs Clearance of imported goods restricted by the competent authorities (10 Pads)	e-Payment
3.	Application for Cargo Clearance under a Standing Guarantee	This form is used as an application for Customs Clearance under a standing guarantee where deposit is applicable (10 Pads)	e-Payment
4.	Inter-Port Transfer Authority	This form is used for authorized transfer of goods between the ports (10 Pads)	e-Payment

5.	Customs Exit/ Entry Certificate	This form is used as Customs Exit/ Entry Certificate for refund of deposit/guarantee (10 Pads)	e-Payment
6.	Customs Exit/ Entry Certificate (Ships Spares)	This form is used as Customs Exit/ Entry Certificate for refund of deposit/guarantee (10 Pads)	e-Payment
7.	Application for Customs Duty Exemption for Medicine	This form is used as an application for Customs Duty Exemption on Medicines (10 Pads)	e-Payment
8.	Debit Slip	This form is used to attach with the Customs Declaration to indicate the debit account number for manual submission in Mirsal-1 System (10 Pads)	e-Payment
9.	Application to Transfer Goods to Customs Bonded Storage	This form is used as an application to transfer the Goods to Customs Bonded Storage (100 Copies)	e-Payment
10.	Delivery Order	This form is used as Delivery Order to be submitted with Customs Declaration (500 Copies)	e-Payment
11.	Declaration of Export	This form is used as an Export Declaration submitted manually in Mirsal-1 System (10 Pads)	e-Payment
12.	Customs Gate Pass for Airport Free Zone/Cargo Village	This form is used as a Gate Pass to release the goods from the gates of Cargo Village/ Airport Free Zone	e-Payment
13.	List of Auction Goods	This list contains the details of goods displayed in the auction.	e-Payment
14.	DUCAMZ Delivery Advice & Valuation/Specification Report on Vehicle	This form is used as a Delivery Advice and for valuation of the Vehicle with specification at DUCAMZ	e-Payment
15.	H.S Code Book	This book contains the Customs Tariffs on goods, descriptions and fees	e-Payment
16.	E payment Declaration Cancellation Charges	This charge is levied for the service rendered on cancellation of Customs	e-Payment

		Declaration where the mode of payment was used as e-Payment.	
17.	Wrong Declaration of H.S Code	This fine is imposed for declaring wrong HS Code.	e-Payment
18.	Wrong Declaration of Origin	This fine is imposed for declaring wrong Country Of Origin.	e-Payment
19.	CDM Fine / Penalty	This fine is imposed for declaring wrong information for Customs Clearance.	e-Payment
20.	IPR Complaint Deposit	This deposit is demanded to stop the release of cargo on the basis of information and a complaint lodged by a registered IP owner.	e-Payment
21.	Commercial Agencies Complaint Deposit	This deposit is demanded to stop the release of cargo on the basis of information and a complaint lodged by a registered Commercial Agent.	e-Payment

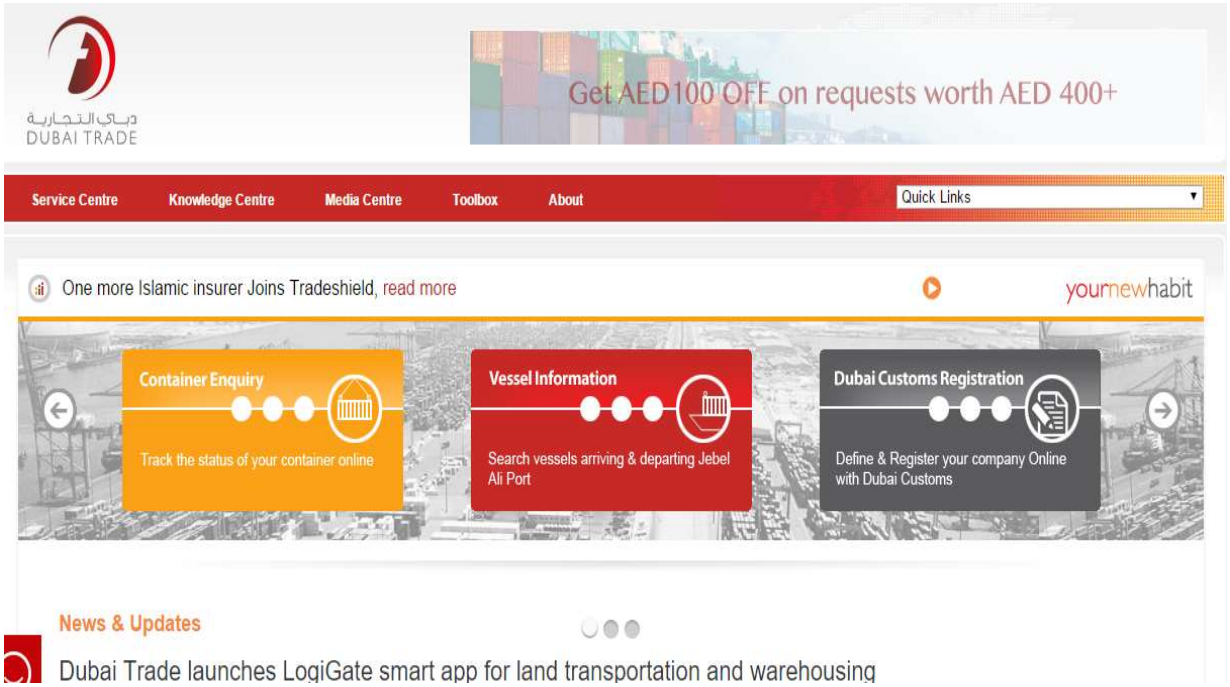
1.4. Payment Methods

Following Payment Method is available for the payment of charges associated to above service types:

- **e-Payment**: (Dubai Smart Government Gateway)
  - Credit Card
  - Direct Debit (Bank Transfer)
  - e-Dirham
  - OneClick Pay

1.5. Portal Login

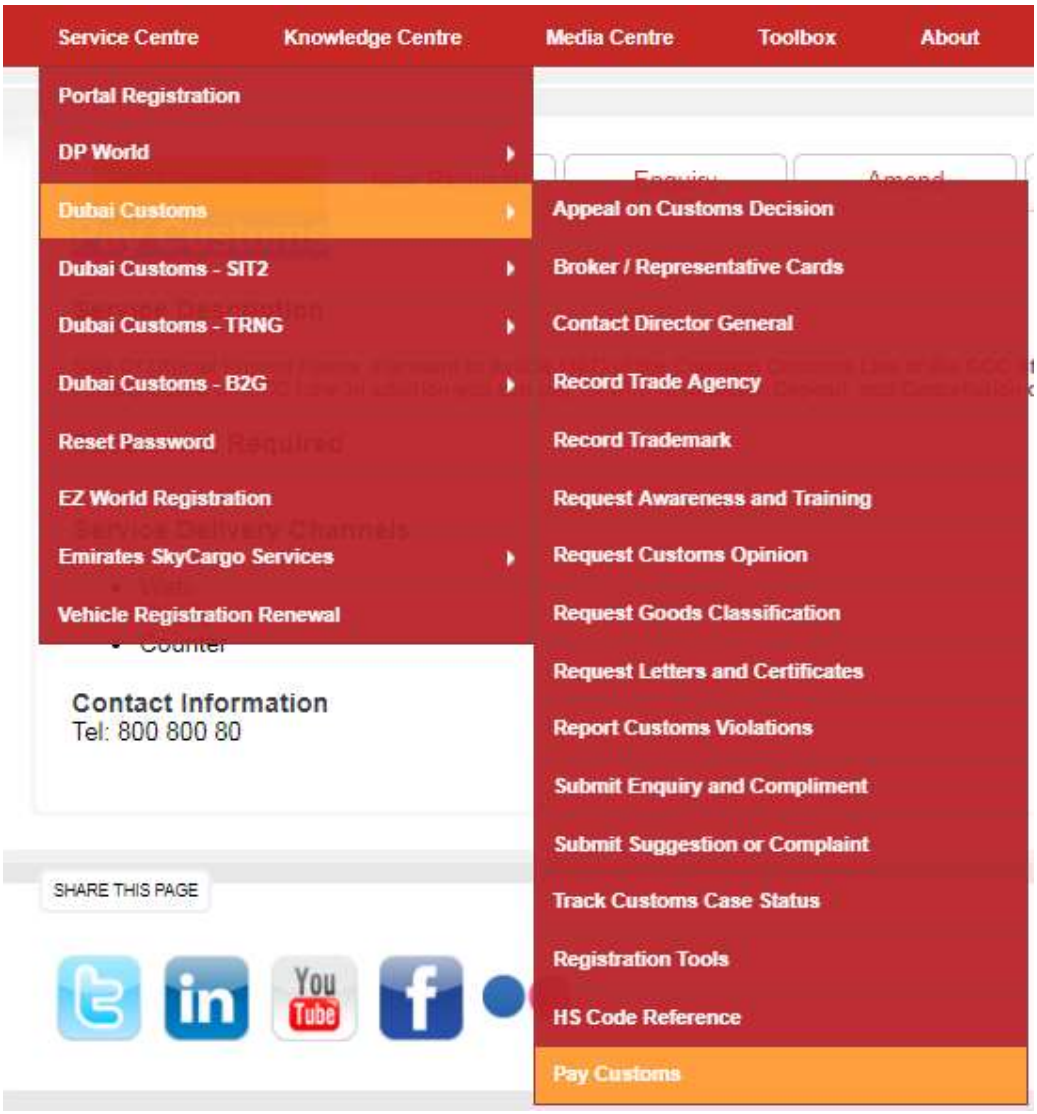
1) Enter the Application URL (**www.dubaitrade.ae**) in the web browser Window
2) Click Enter button

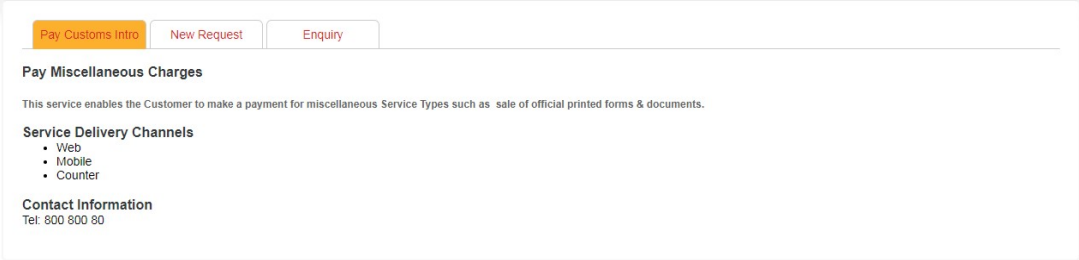

DUBAI TRADE
Get AED 100 OFF on requests worth AED 400+
Service Centre
Knowledge Centre
Media Centre
Toolbox
About
Quick Links
One more Islamic insurer Joins Tradeshield, read more
yournewhabit
Container Enquiry
Track the status of your container online
Vessel Information
Search vessels arriving & departing Jebel Ali Port
Dubai Customs Registration
Define & Register your company Online with Dubai Customs
News & Updates
Dubai Trade launches LogiGate smart app for land transportation and warehousing

2. Pay Miscellaneous Charges

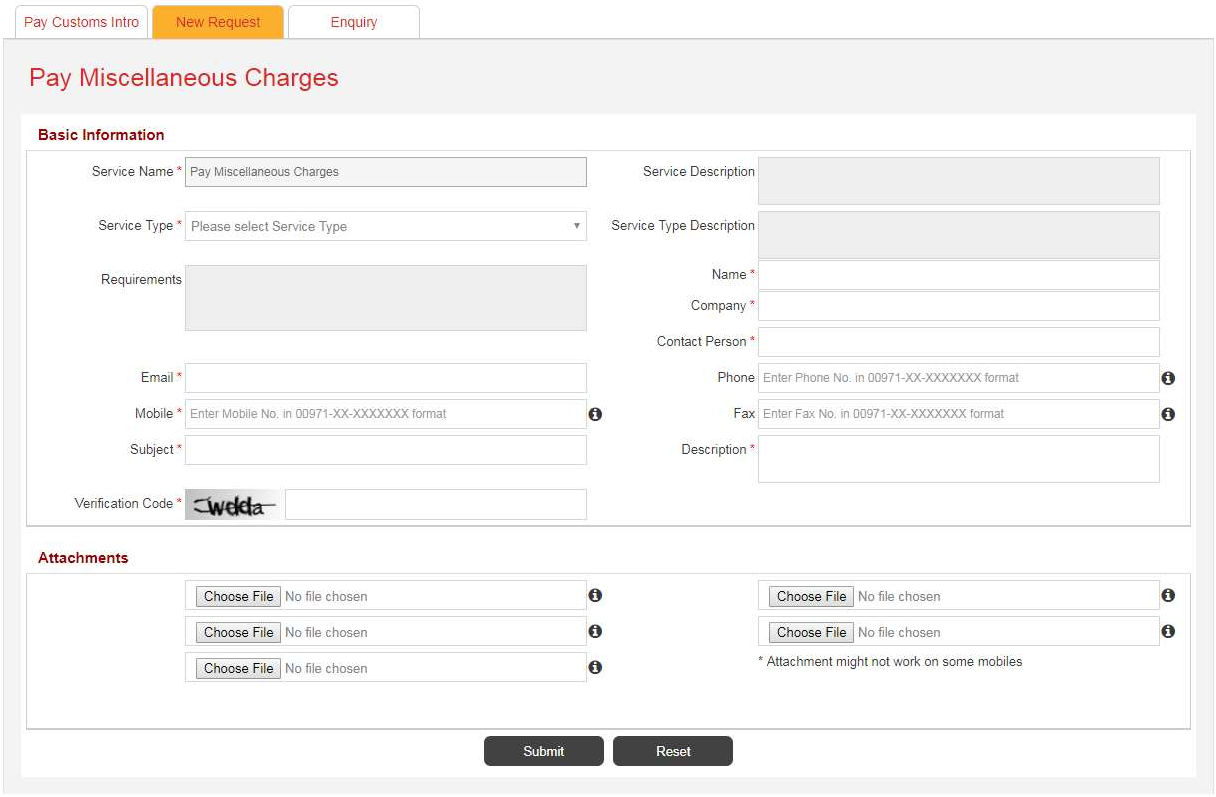
2.1. Pay Customs

Select "**Service Centre** -> **Dubai Customs** -> **Pay Customs**" From the top menu

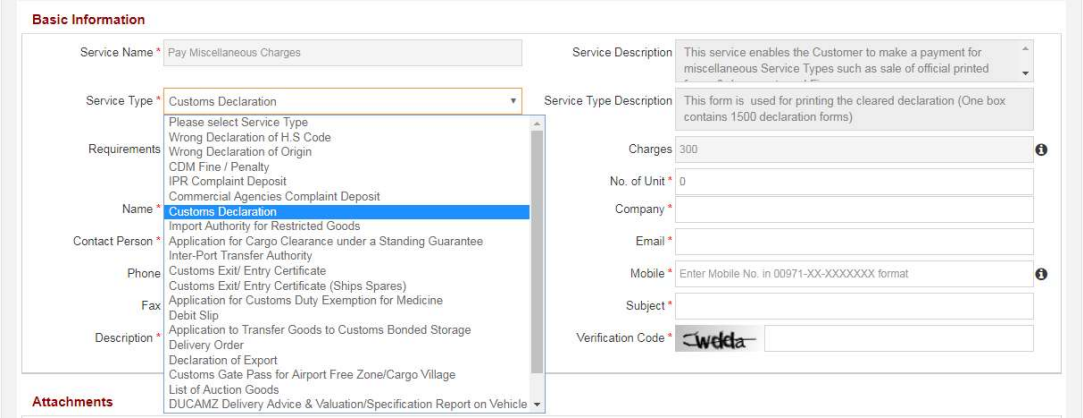




1. Click on New Request tab.



2. Select the Service Type from the list.

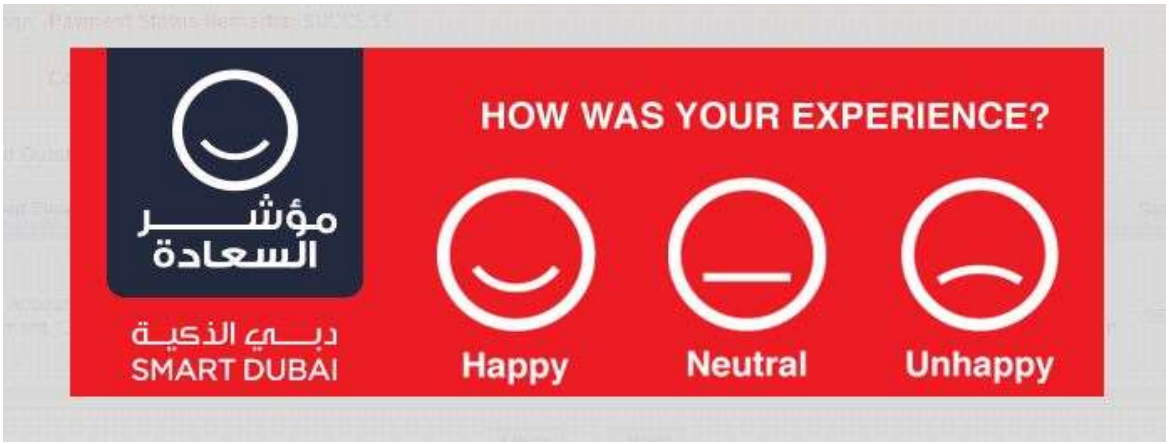


3. System displays the Service Description, Service Type Description, Charges applicable for the selected Service Type.

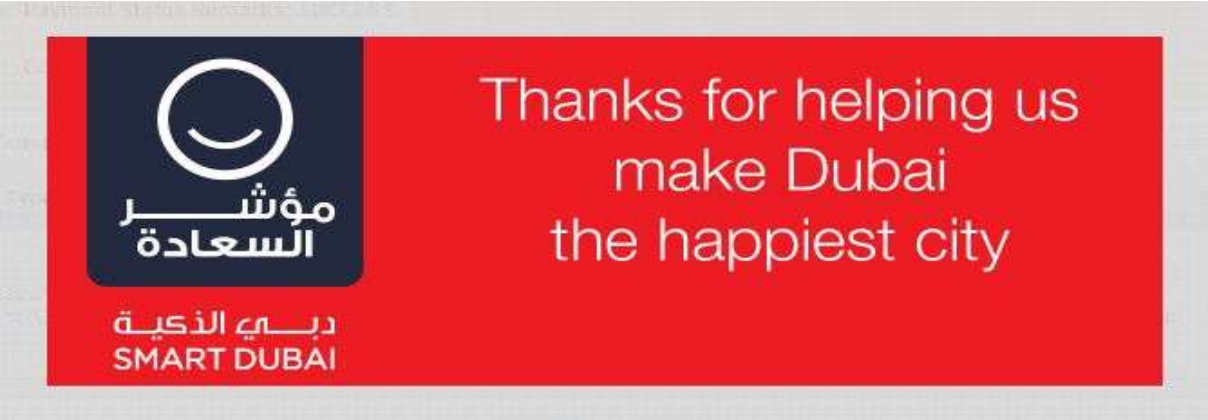
4. Enter required information like Name, Contact Person, No. of Unit, Company, Email, Mobile, Subject, Description, Verification Code.

5. Submit the request.

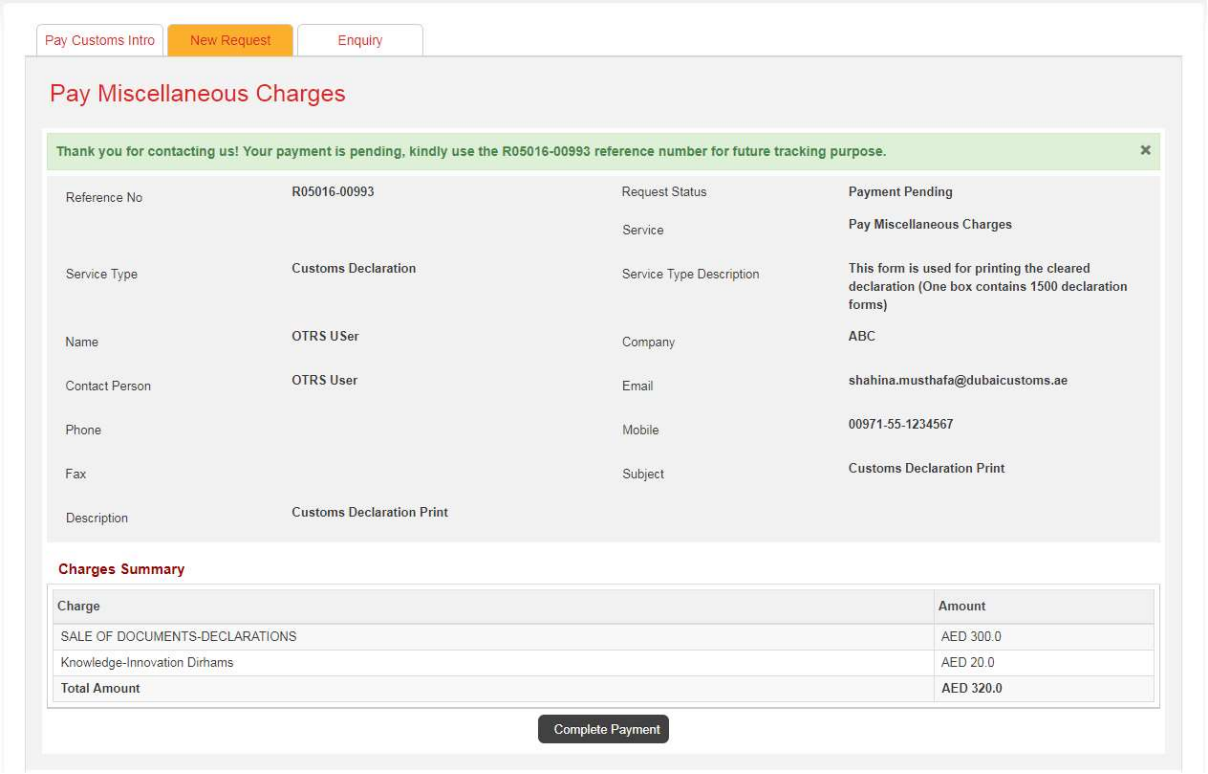
6. Once the Request is completed, system displays the Customer Happiness Indicator screen for response.



7. Choose the relevant indicator.

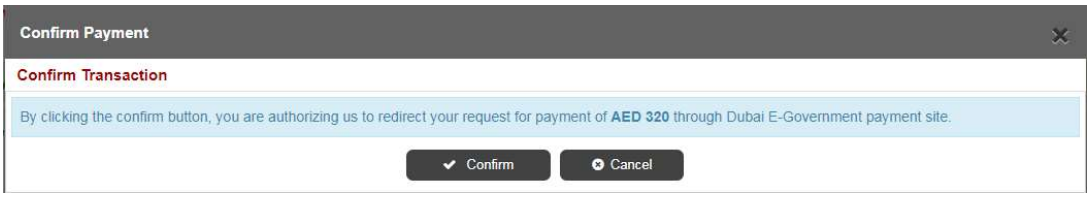


8. On Click, System displays the Charges and Total Amount.



9. User clicks on Complete Payment to initiate payment.

10. System displays Confirm Payment screen.



11. Click Confirm button to proceed with Payment. System navigate the Dubai Smart Government Gateway to accept e-Payment details.

12. System displays the Payment Methods available in the Gateway. (Credit Card, e-Dirham, Direct Debit, OneClick Pay etc.)

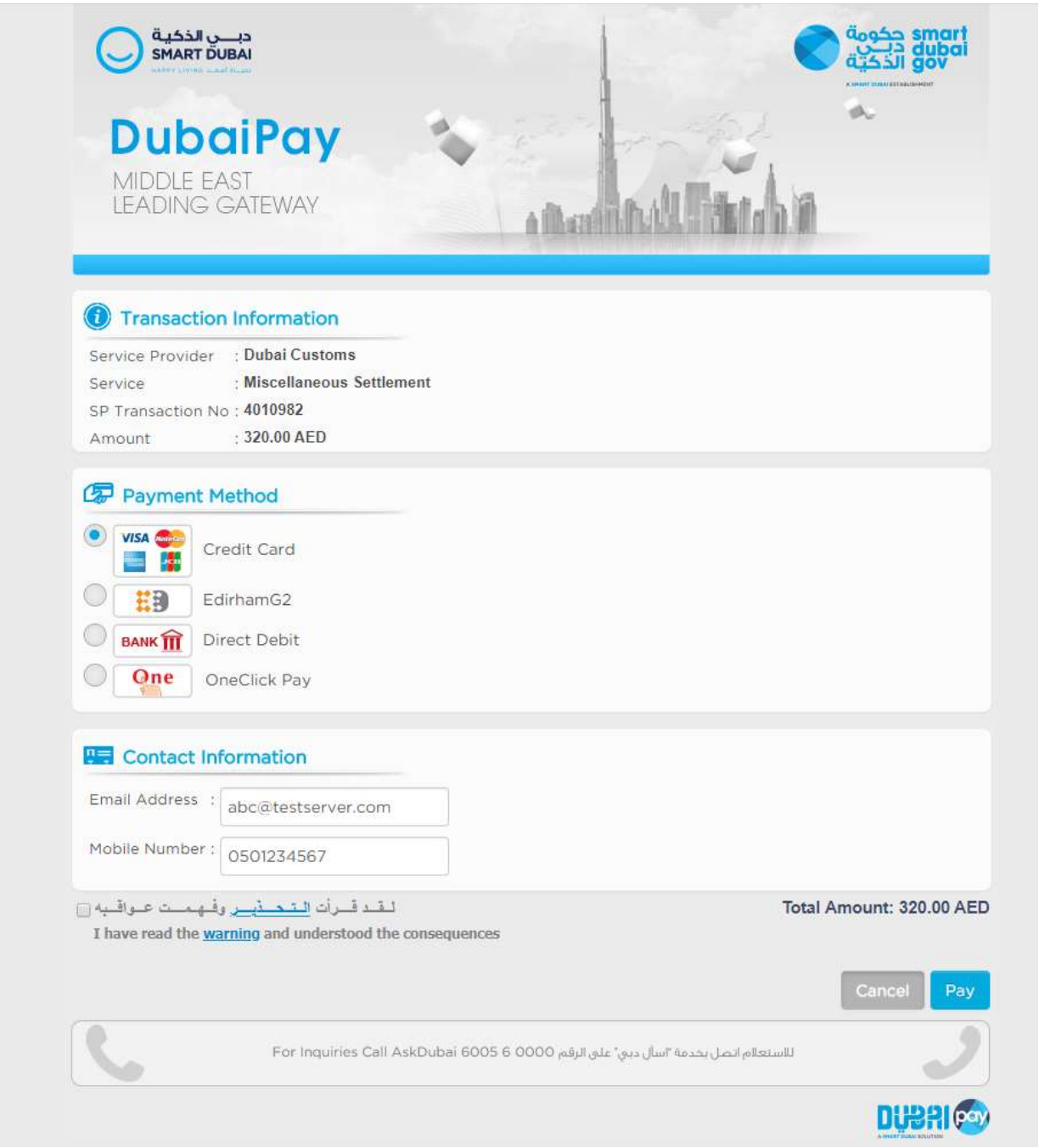
13. Select the Payment Method option (Eg. Credit Card). Based on the Payment Method respective screen will be displayed for capturing the more details.

14. When user selects the Credit Card then Credit Card information to be provided.

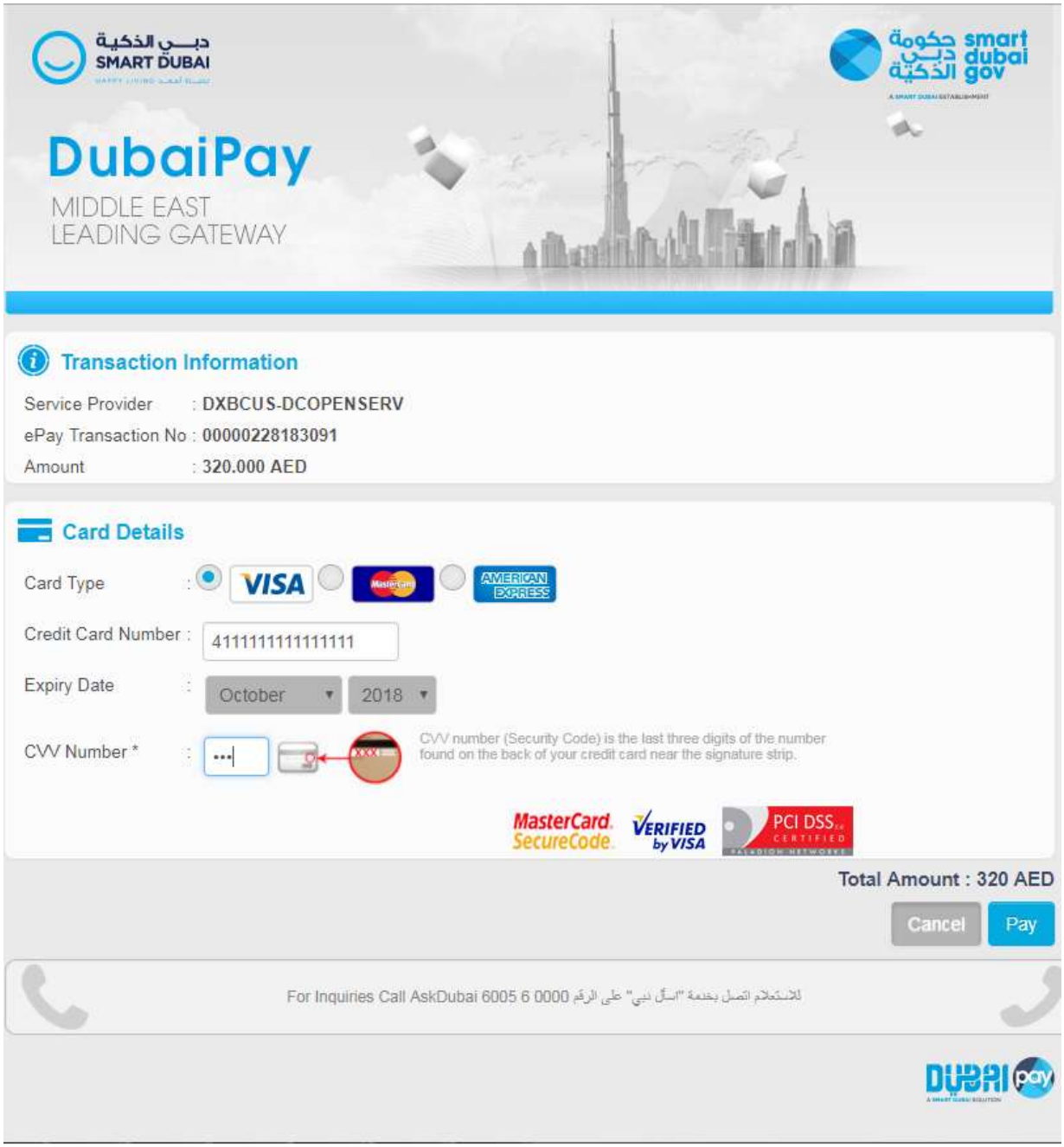
15. When user selects the e-Dirham then e-Dirham details to be provided.

16. When user selects Direct Debit, system navigates to Bank Portal based on the Bank selected. User has to Log in to Bank portal and confirm the payment in Bank Portal.

17. Below example describes the Credit Card Payment:-


SMART DUBAI
DubaiPay
MIDDLE EAST
LEADING GATEWAY
Transaction Information
Service Provider : Dubai Customs
Service : Miscellaneous Settlement
SP Transaction No : 4010982
Amount : 320.00 AED
Payment Method
Credit Card
EdirhamG2
Direct Debit
OneClick Pay
Contact Information
Email Address : abc@testserver.com
Mobile Number : 0501234567
I have read the warning and understood the consequences
Total Amount: 320.00 AED
Cancel
Pay
For Inquiries Call AskDubai 6005 6 0000

1. Select the Payment Method as "Credit Card".
2. Enter the e-Mail address and Mobile No.
3. Click on the Agreement check box in the bottom of the screen.
4. Click Pay button after verifying the Amount and other information.
5. System navigates to another screen to capture Credit Card No. and other details



6. Enter the Credit Card No, Expiry Date and CVV No.

7. Click Pay button for final confirmation. System navigates to a waiting screen for Payment Processing.

8. System takes to Payment confirmation screen with details.

9. System displays the Payment Status as Success, Receipt No. etc.

Transaction History

Initiated By	OTRS User	Request No.	R07407-00992
Amount	320	Transaction Status	SUCCESS
DEG Transaction No	00000228187682	Transaction Date	Tue May 08 00:00:00 GST 2018
Payment Status	SUCCESS		

10. Click on Print option to print the Receipt.

PLEASE NOTE

In case Payment Failure, Status will be shown as Failed.

In case Status is not received or browser closed by mistake or any other issues then use the "**Enquire**" option to recheck the Status.

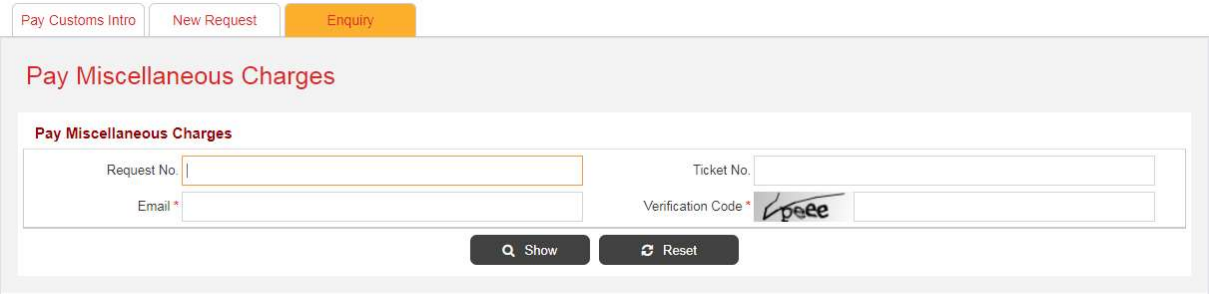
Most of the time you get Success or Failure status. But sometimes gateway requires more time

for verification with credit card merchant or any other reason, it give you a message that wait for 30 minutes to complete the transaction. In such case wait and recheck the status after 30 minutes.

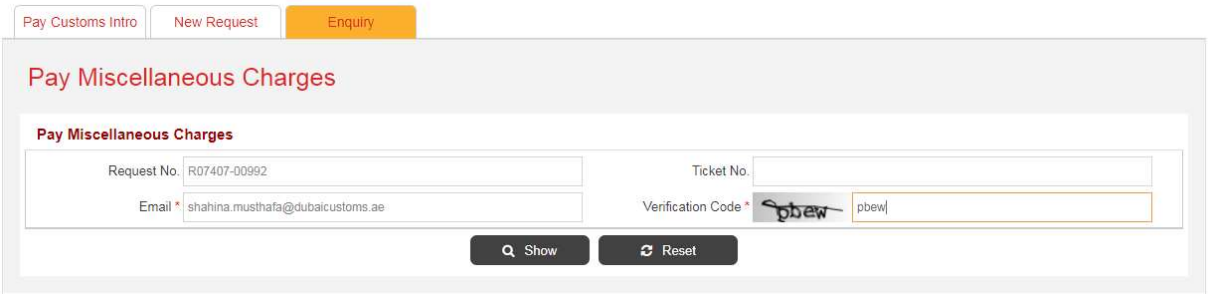
2.2. Recheck Payment Status

In case any error or unexpected browser closures etc., this option allows rechecking the Payment Status from payment gateway.

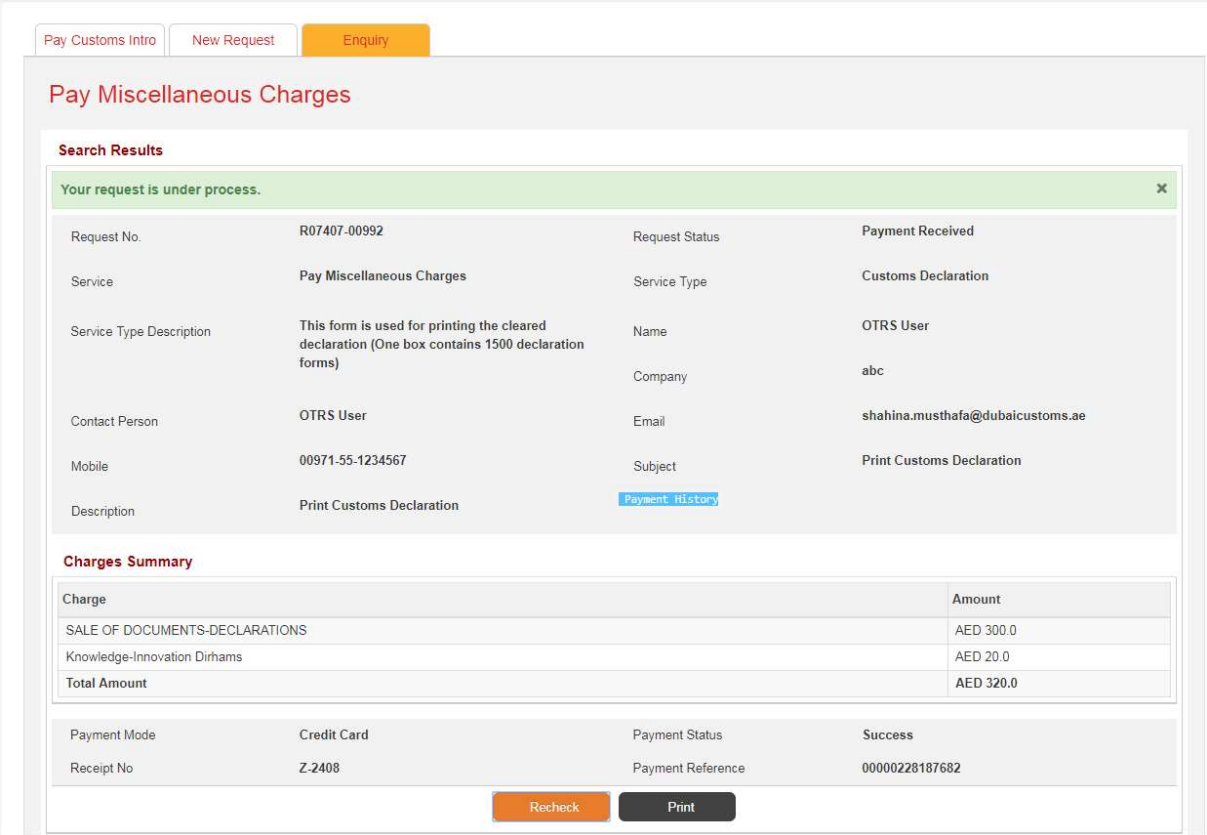
Service Centre -> Dubai Customs -> Pay Customs -> Enquiry



1. Enter Request No./Ticket No.
2. Enter Email which is provided at the time of request submission.
3. Enter Verification Code.

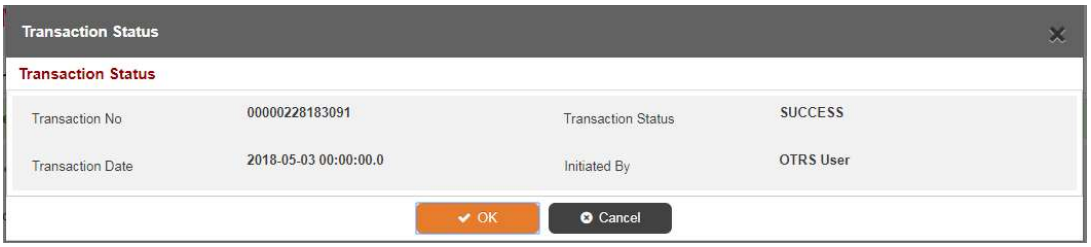


4. Click on Show button.



5. Click Recheck button to check the status (Success, Failure, Initiated etc.).

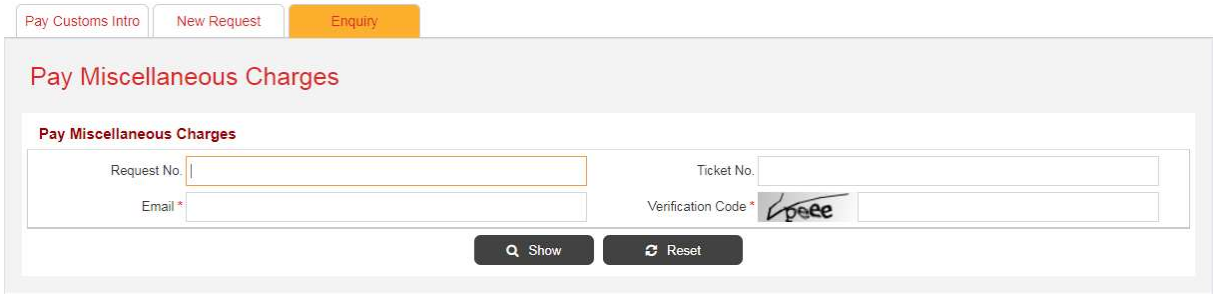
6. System navigate the another page to show the current status of the transaction.



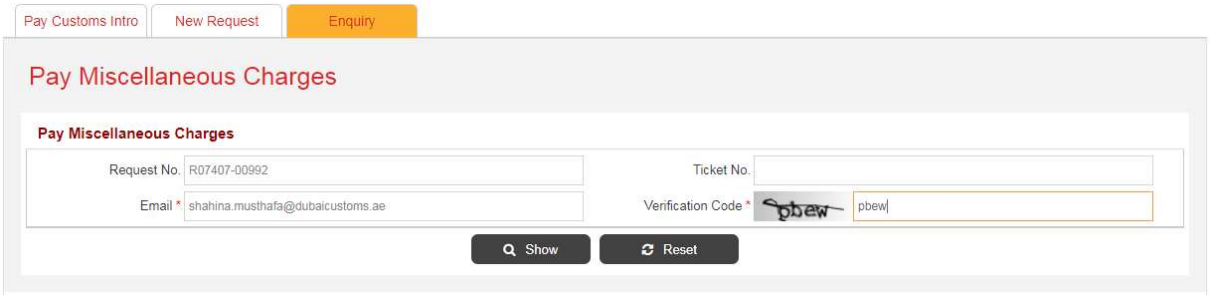
2.3. Pay Miscellaneous Charges Enquiry

This option allows to search for a particular Request/Ticket Number to check the Status.

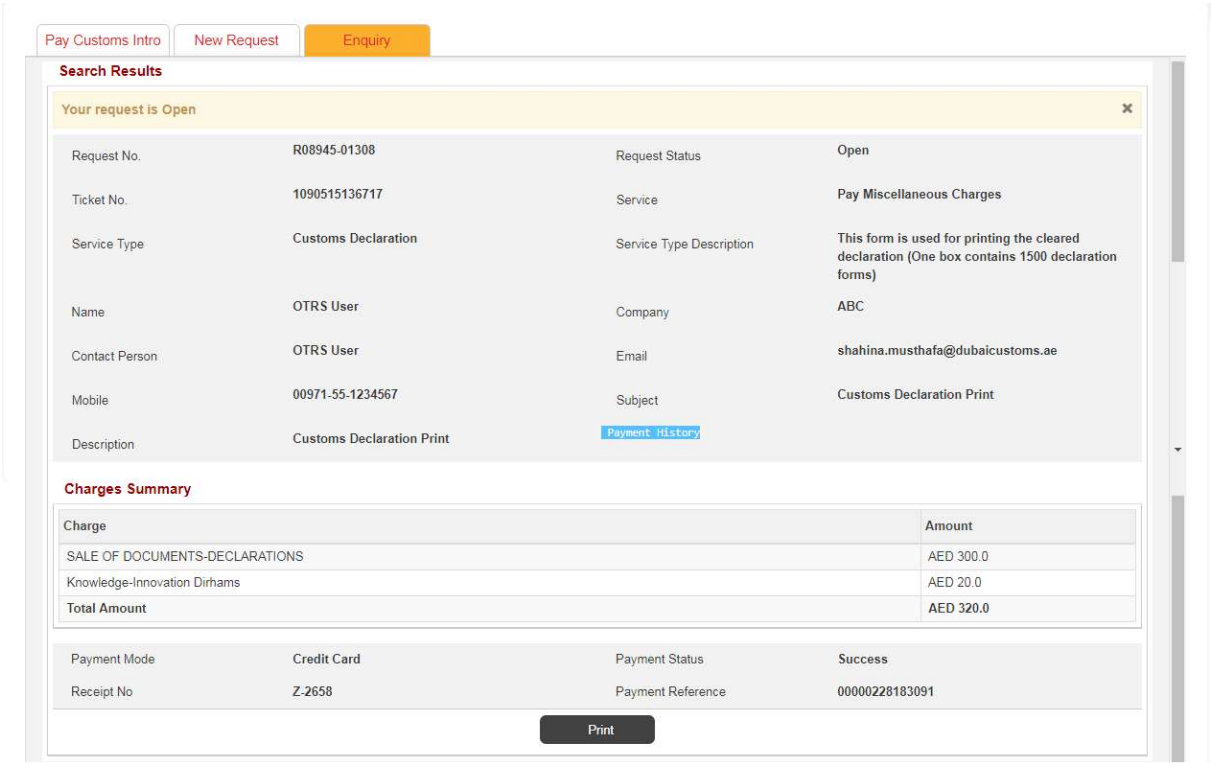
Service Centre -> Dubai Customs -> Pay Customs -> Enquiry



1. Enter Request No./Ticket No.
2. Enter Email which is provided at the time of request submission.
3. Enter Verification Code.



4. Click on Show button.



5. Click on Print to print the details.

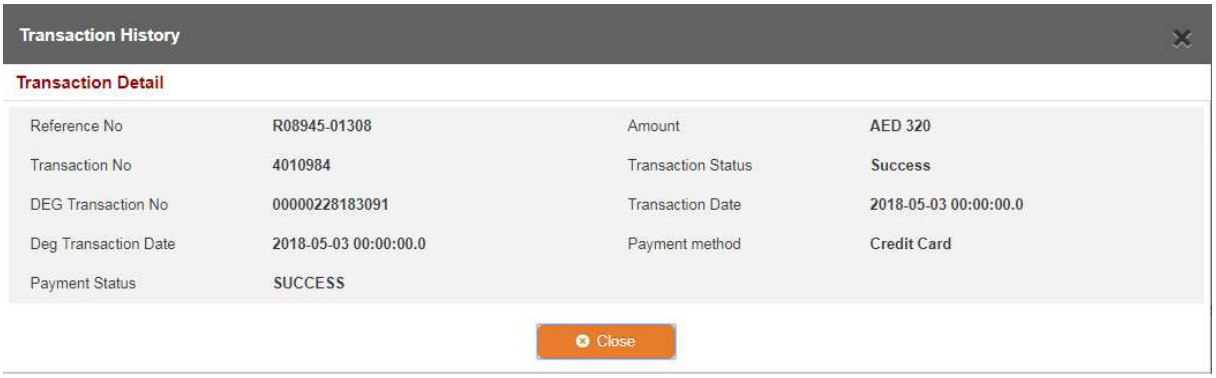
Pay Miscellaneous Charges

Your request is Open

Request No.	**R08945-01308**	Request Status	**Open**
Ticket No.	**1090515136717**	Service	**Pay Miscellaneous Charges**
Service Type	**Customs Declaration**	Service Type Description	**This form is used for printing the cleared declaration (One box contains 1500 declaration forms)**
Name	**OTRS User**	Company	**ABC**
Contact Person	**OTRS User**	Email	**shahina.musthafa@dubaicustoms.ae**
Mobile	**00971-55-1234567**	Subject	**Customs Declaration Print**
Description	**Customs Declaration Print**		

Charges Summary

Charge	Amount
SALE OF DOCUMENTS-DECLARATIONS	AED 300.0
Knowledge-Innovation Dirhams	AED 20.0
Total Amount	**AED 320.0**

Payment Mode	**Credit Card**	Payment Status	**Success**
Receipt No	**Z-2658**	Payment Reference	**00000228183091**

6. Click on Payment History link to view Transaction Detail.