



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



Contents

1. INTRODUCTION	3
1.1. PURPOSE	3
1.2. INTENDED AUDIENCE	3
1.3. SERVICES TYPES	3
1.4. PAYMENT METHODS	5
1.5. PORTAL LOGIN.....	5
2. PAY MISCELLANEOUS CHARGES	7
2.1. PAY CUSTOMS	7
2.2. RECHECK PAYMENT STATUS.....	16
2.3. PAY MISCELLANEOUS CHARGES ENQUIRY	17

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





دبي التجارية
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

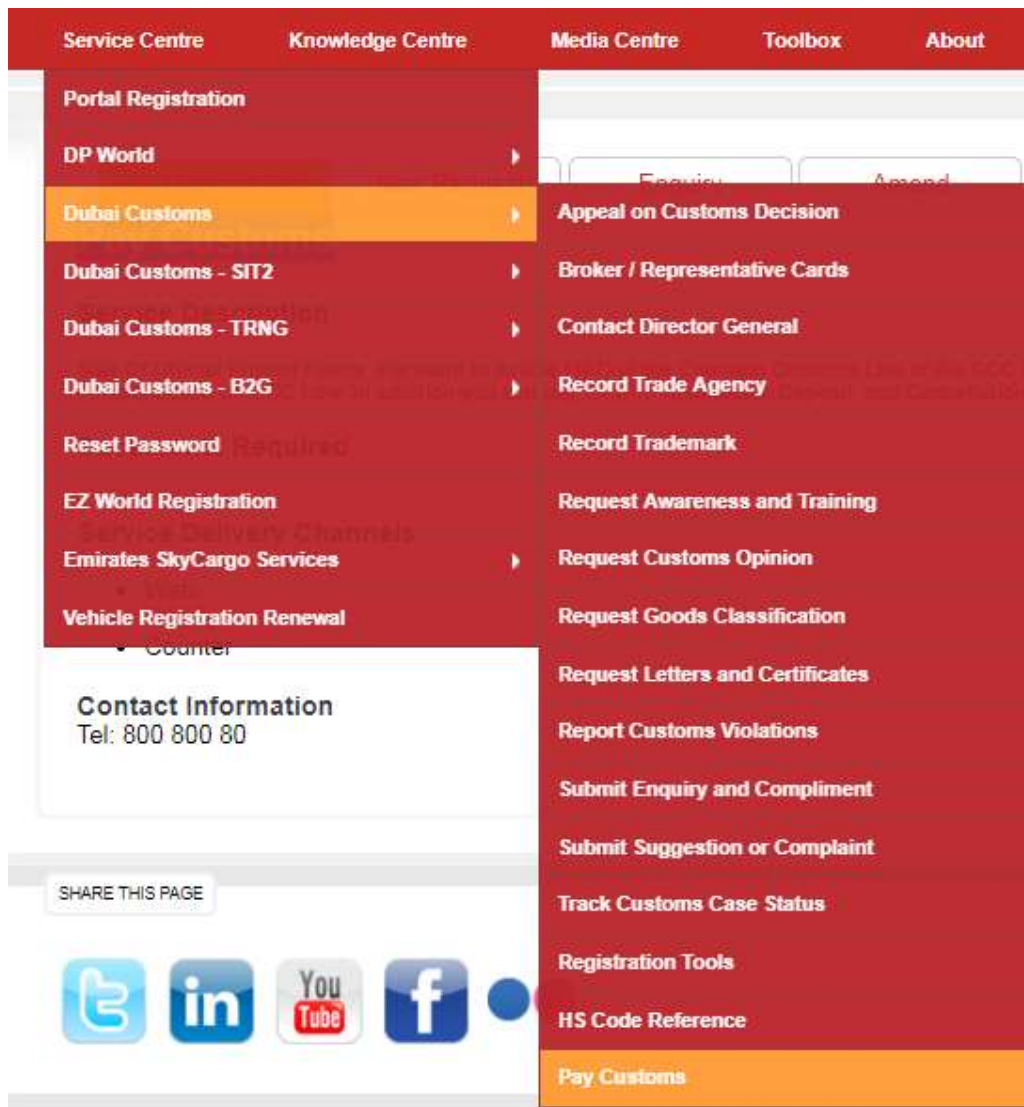


Dubai Trade launches LogiGate smart app for land transportation and warehousing

2. Pay Miscellaneous Charges

2.1. Pay Customs

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



Pay Customs Intro
New Request
Enquiry

Pay Miscellaneous Charges

This service enables the Customer to make a payment for miscellaneous Service Types such as sale of official printed forms & documents.

Service Delivery Channels

- Web
- Mobile
- Counter


Contact Information
Tel: 800 800 80

1. Click on New Request tab.

Pay Customs Intro
New Request
Enquiry

Pay Miscellaneous Charges

Basic Information

Service Name *	Pay Miscellaneous Charges	Service Description	
Service Type *	Please select Service Type	Service Type Description	
Requirements		Name *	
		Company *	
		Contact Person *	
Email *		Phone	Enter Phone No. in 00971-XX-XXXXXXX format
Mobile *	Enter Mobile No. in 00971-XX-XXXXXXX format	Fax	Enter Fax No. in 00971-XX-XXXXXXX format
Subject *		Description *	
Verification Code *			


Attachments

Choose File	No file chosen	Choose File	No file chosen
Choose File	No file chosen	Choose File	No file chosen
Choose File	No file chosen		

* Attachment might not work on some mobiles

Submit
Reset

2. Select the Service Type from the list.


Basic Information	
Service Name *	Pay Miscellaneous Charges
Service Type *	Customs Declaration
Requirements	Please select Service Type Wrong Declaration of H.S Code Wrong Declaration of Origin CDM Fine / Penalty IPR Complaint Deposit Commercial Agencies Complaint Deposit Customs Declaration Import Authority for Restricted Goods Application for Cargo Clearance under a Standing Guarantee Inter-Port Transfer Authority Customs Exit/ Entry Certificate Customs Exit/ Entry Certificate (Ships Spares) Application for Customs Duty Exemption for Medicine Debit Slip Application to Transfer Goods to Customs Bonded Storage Delivery Order Declaration of Export Customs Gate Pass for Airport Free Zone/Cargo Village List of Auction Goods DUCAMZ Delivery Advice & Valuation/Specification Report on Vehicle
Name *	
Contact Person *	
Phone	
Fax	
Description *	
Attachments	
Service Description	This service enables the Customer to make a payment for miscellaneous Service Types such as sale of official printed
Service Type Description	This form is used for printing the cleared declaration (One box contains 1500 declaration forms)
Charges	300
No. of Unit	0
Company *	
Email *	
Mobile *	Enter Mobile No. in 00971-XX-XXXXXXX format
Subject *	
Verification Code *	

- System displays the Service Description, Service Type Description, Charges applicable for the selected Service Type.
- Enter required information like Name, Contact Person, No. of Unit, Company, Email, Mobile, Subject, Description, Verification Code.
- Submit the request.
- Once the Request is completed, system displays the Customer Happiness Indicator screen for response.




مؤشر السعادة
دبي الذكية
SMART DUBAI


HOW WAS YOUR EXPERIENCE?



Happy



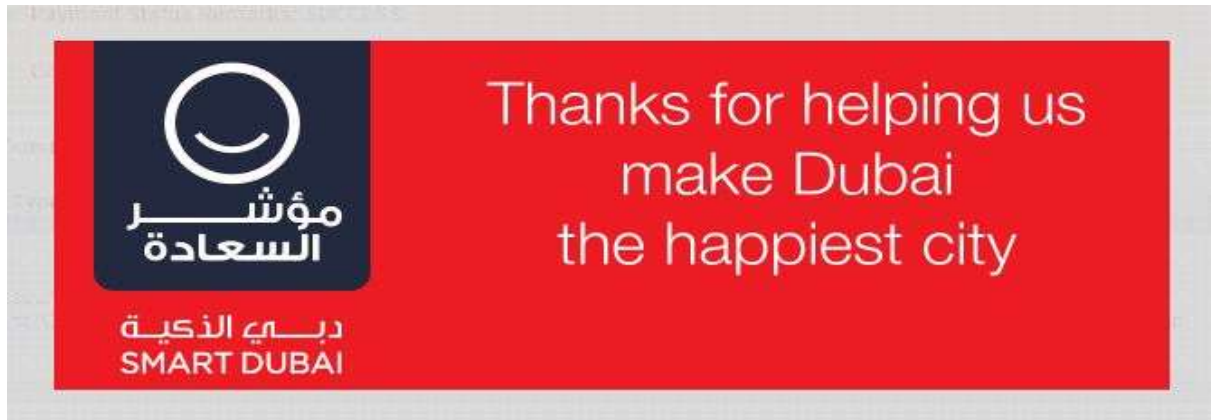
Neutral



Unhappy



7. Choose the relevant indicator.



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

Pay Customs Intro New Request Enquiry

Pay Miscellaneous Charges

Thank you for contacting us! Your payment is pending, kindly use the R05016-00993 reference number for future tracking purpose. X

Reference No	R05016-00993	Request Status	Payment Pending
Service Type	Customs Declaration	Service	Pay Miscellaneous Charges
Name	OTRS User	Service Type Description	This form is used for printing the cleared declaration (One box contains 1500 declaration forms)
Contact Person	OTRS User	Company	ABC
Phone		Email	shahina.musthafa@dubaicustoms.ae
Fax		Mobile	00971-55-1234567
Description	Customs Declaration Print	Subject	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

[Complete Payment](#)

9. User clicks on Complete Payment to initiate payment.

10. System displays Confirm Payment screen.



Confirm Payment

Confirm Transaction

By clicking the confirm button, you are authorizing us to redirect your request for payment of **AED 320** through Dubai E-Government payment site.

✓ Confirm

✕ Cancel

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:-



دبي الذكية
SMART DUBAI
تسريع الخدمات الحكومية

حكومة دبي
smart dubai gov
A SMART DUBAI ESTABLISHMENT

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 :
Mobile Number :



☐ لقد قرأت التحذير وفهمت عواقبه
I have read the [warning](#) and understood the consequences

Total Amount: 320.00 AED

For Inquiries Call AskDubai 6005 6 0000 على الرقم "اسأل دبي"


A SMART DUBAI SOLUTION

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





DubaiPay

MIDDLE EAST
LEADING GATEWAY


Transaction Information


Service Provider : DXBCUS-DCOPENSERV
 ePay Transaction No : 00000228183091
 Amount : 320.000 AED





Card Details

Card Type : ☒ VISA ☐ MasterCard ☐ AMERICAN EXPRESS

Credit Card Number :


Expiry Date :

CVV Number * :  CVV number (Security Code) is the last three digits of the number found on the back of your credit card near the signature strip.

Total Amount : 320 AED

For Inquiries Call AskDubai 6005 6 0000 على الرقم "اسأل دبي" للاستعلام اتصل بخدمة "اسأل دبي"



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



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

Pay Customs Intro New Request Enquiry

Pay Miscellaneous Charges

Request No. Ticket No.

Email * Verification Code *

Show Reset

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

Pay Customs Intro New Request Enquiry

Pay Miscellaneous Charges

Request No. R07407-00992 Ticket No.

Email * shahina.musthafa@dubaicustoms.ae Verification Code * pbew

Show Reset

4. Click on Show button.

Pay Customs Intro New Request Enquiry

Pay Miscellaneous Charges

Search Results

Your request is under process. X

Request No.	R07407-00992	Request Status	Payment Received
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
Contact Person	OTRS User	Company	abc
Mobile	00971-55-1234567	Email	shahina.musthafa@dubaicustoms.ae
Description	Print Customs Declaration	Subject	Print Customs Declaration

[Payment History](#)

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-2408	Payment Reference	00000228187682

[Recheck](#) [Print](#)

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.

Transaction Status X

Transaction Status

Transaction No	00000228183091	Transaction Status	SUCCESS
Transaction Date	2018-05-03 00:00:00.0	Initiated By	OTRS User

[OK](#) [Cancel](#)

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

Pay Customs Intro New Request **Enquiry**

Pay Miscellaneous Charges

Pay Miscellaneous Charges

Request No. Ticket No.

Email * Verification Code * 


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

Pay Customs Intro New Request **Enquiry**

Pay Miscellaneous Charges

Pay Miscellaneous Charges

Request No. Ticket No.

Email * Verification Code * 

4. Click on Show button.

Pay Customs Intro
New Request
Enquiry

Search Results

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	Payment History	

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

Print

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.

Transaction History ✕

Transaction Detail

Reference No	R08945-01308	Amount	AED 320
Transaction No	4010984	Transaction Status	Success
DEG Transaction No	00000228183091	Transaction Date	2018-05-03 00:00:00.0
Deg Transaction Date	2018-05-03 00:00:00.0	Payment method	Credit Card
Payment Status	SUCCESS		

✕ Close