DUBAI CUSTOMS
Customs Representative Card
User's Manual

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1 Introduction

All companies that wish to obtain a Customs Representative Card can apply online for the Customs Representative Card without physically visiting the Dubai Customs Registration and Licensing Department.

It is highly recommended to make sure:

- Clear scanned copies (from the originals) of all requested documents must be uploaded.
- Accurate and complete address/contact details are provided for the person for whom the card is being requested as the same will be used for delivering the Representative Card via Zajel.

2 Features

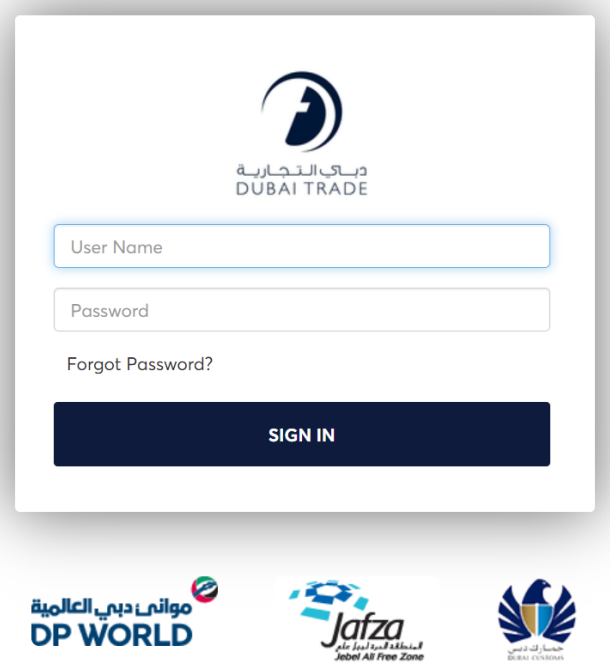
- Service will be fulfilled online completely i.e. no requirement of client to walk-in for submission of documents, collection or surrender of representative cards.
- Faster processing and turn-around time for representative card requests with no manual effort involved.
- A new and improved user interface for the application of representative card requests.
- Minimal number of documents required for request processing
- Complete integration with clients existing Mirsal business profile enabling the representative cards to be linked with clients businesses and their registered users
- Easy single point management of all representative card details via business profile to ensure a secure and hassle free experience
- Delivery of cards via a dedicated courier service fulfilled by ***Zajel***.
- Existing representative cards will be retained to ensure continuity and smoother transition to the new card service.

3 Requirements

- All details submitted in the card request must be accurate and should match with the supporting documents provided
- Ensure that all supporting documents are clear copies scanned from the original documents
- Accurate and complete address/contact details are provided for the requested user as it will be used for delivery of card via ***Zajel***
- In case of requests for existing cards (amend, renew, cancel) requestor should provide the correct card number to be linked
- All representative cards will be linked to Mirsal 2 users registered on Dubai Trade. If not registered, the user can be created as a part of the same card request. Those users who do not need a Dubai Trade login must be created with the user role ***"Individual".***
- For accurate linking of existing cards with Mirsal 2 users, kindly ensure to provide the accurate passport credentials.
- Only Mirsal 2 users with ***"Owner"*** or ***"Authorized Person"*** roles can create card requests for users under their registered business profile via the new "Manage Representative Card" self-service (*Dubai Trade > Request > Amend Profile> Manage Representative Card*).

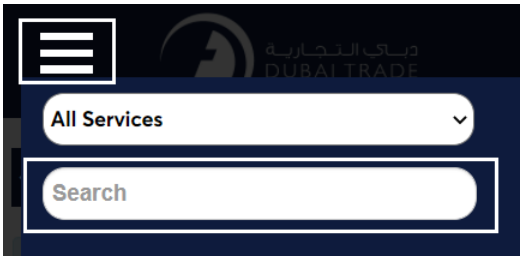
4 How to use Customs Representative Card Service?

- Go to www.dubaitrade.ae
- Login into your Dubai Trade Portal Account

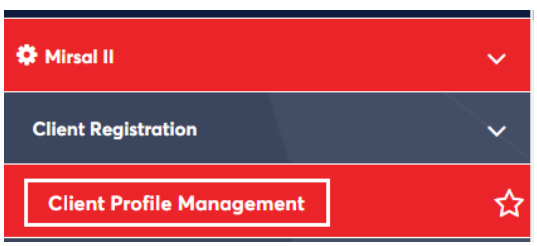


- Click **Menu** on the left

Tip: 'Search' the service instead of navigating through the Service menu.

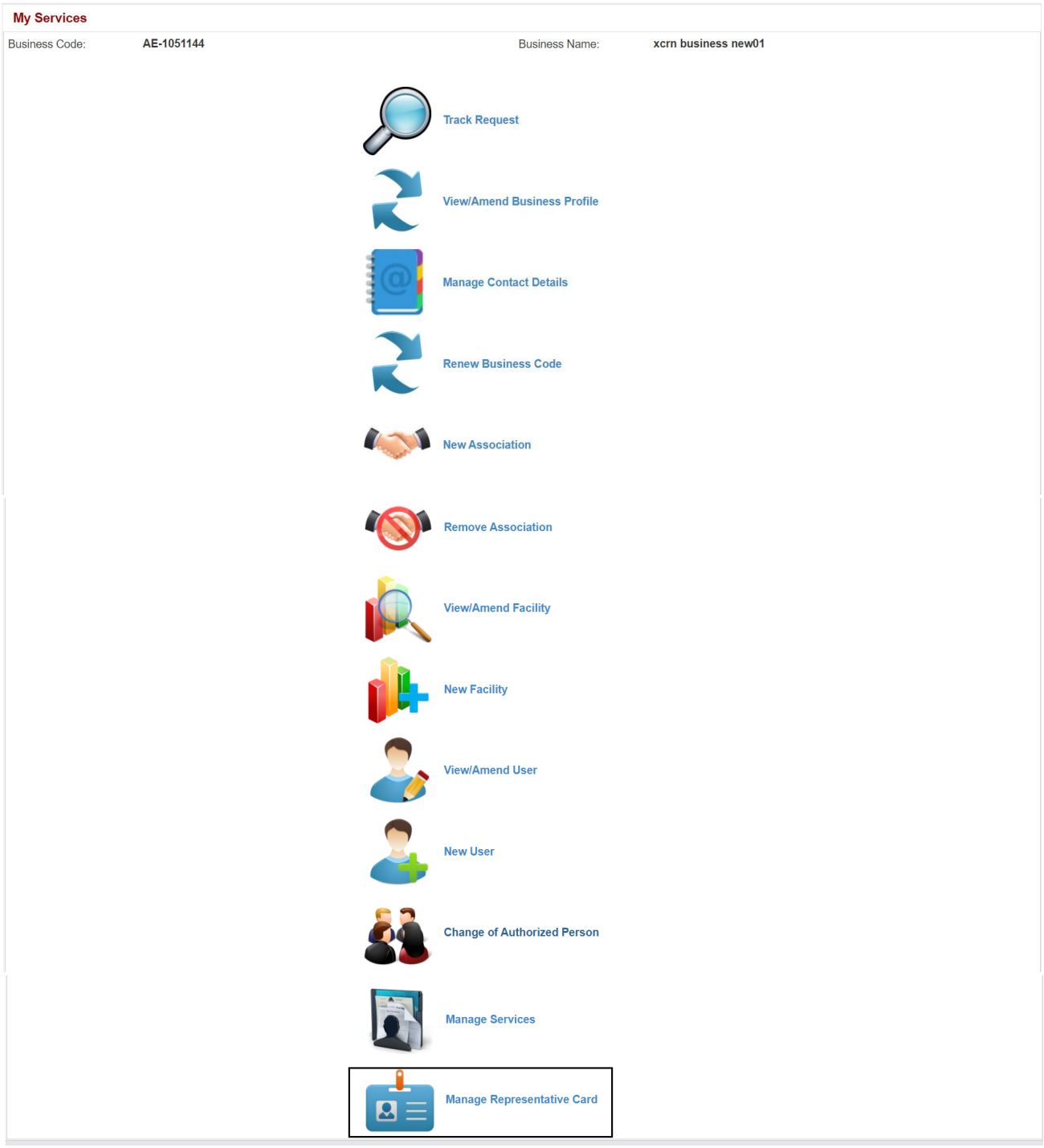


- Under **Mirsal II**, Go to **Client Registration** then Click on **Client Profile Management**

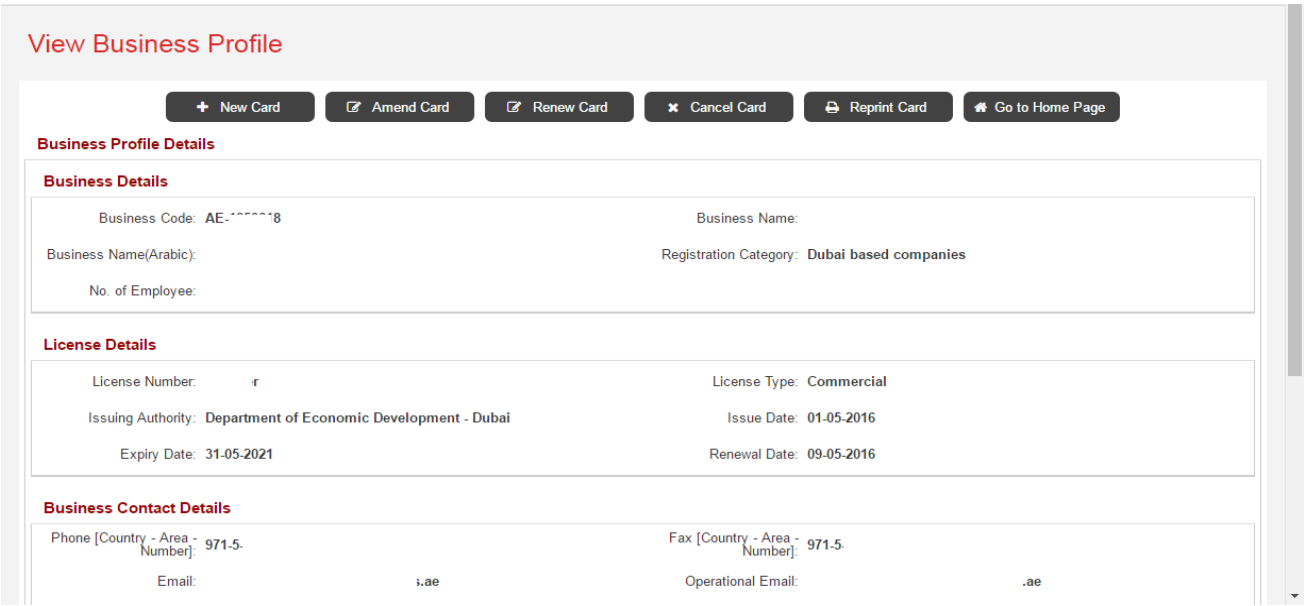


The list of services will be displayed

- Click on **Manage Representative Card**



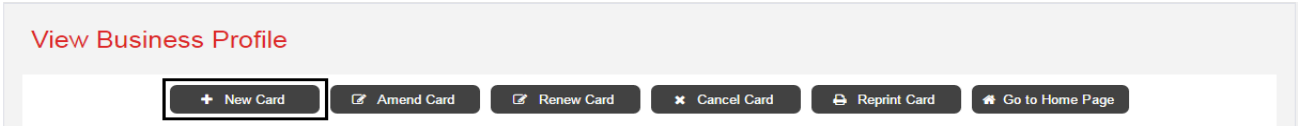
The following page will be displayed



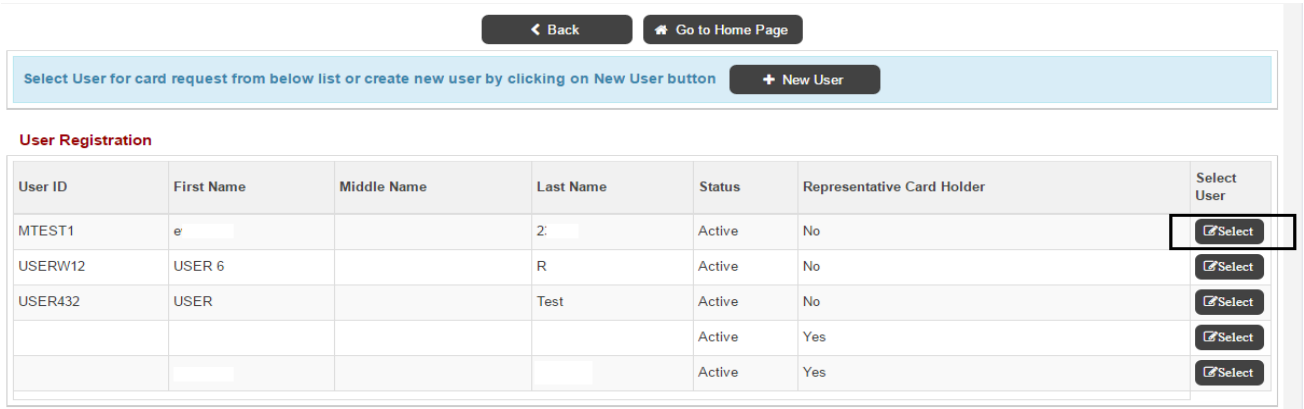
4.1 New Card

4.1.1 New Card for Existing User

- Click on New Card

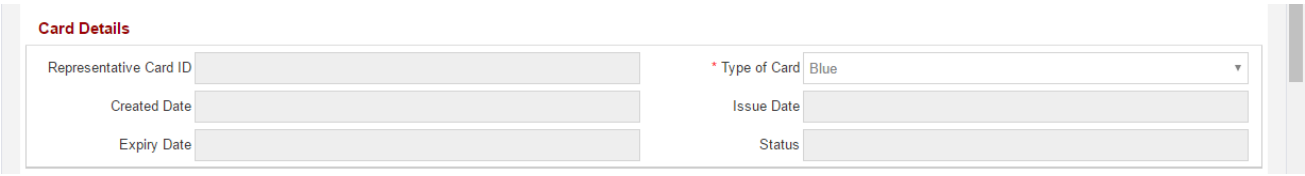


- Select the User for whom the Representative Card is being requested from the list of Registered Users for the Company.



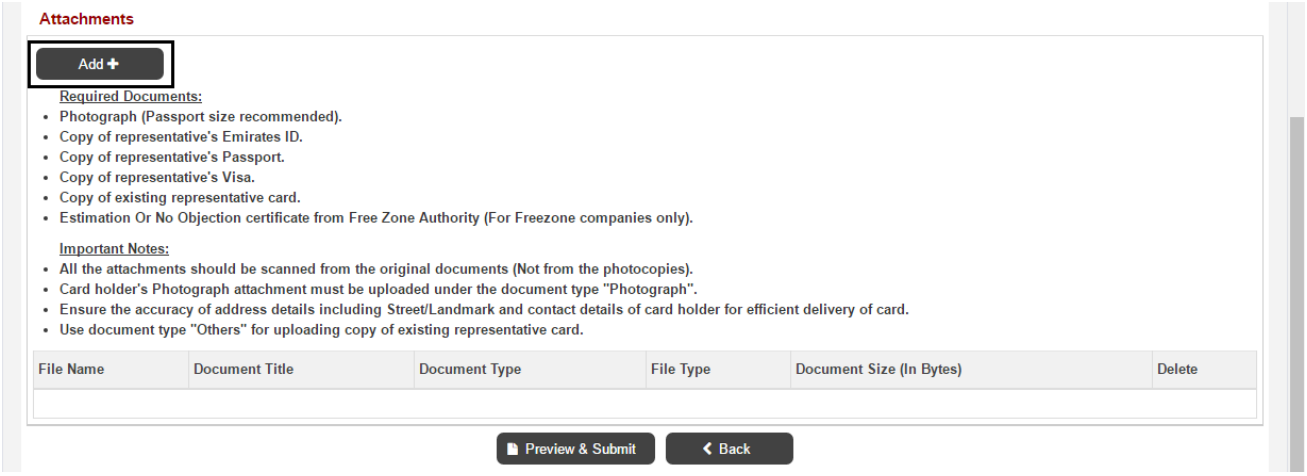
NOTE: If the Person for whom the Card is being requested is not registered, click on New User (Refer to 4.1.2) to register the user and apply for Card.

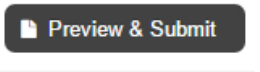
- Select the **Card Type (Blue for Importers and Red for Clearing Agents)**



- Users company will be displayed in Companies Represented **(User can add more companies if required)**

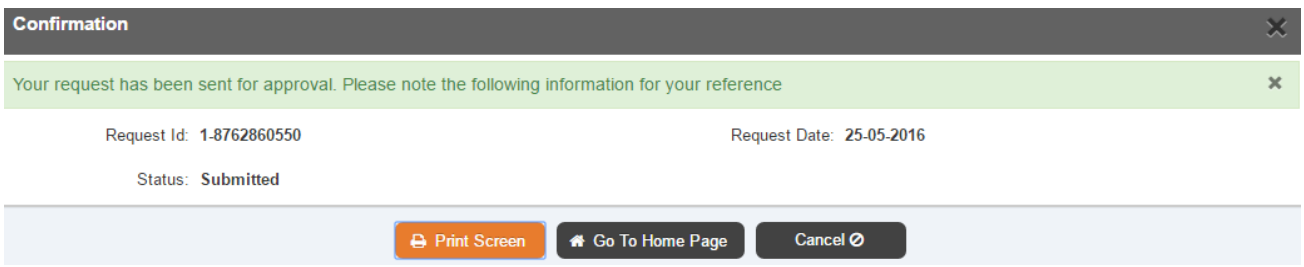
- Click on **Add** to attach clear copies of documents required for the request



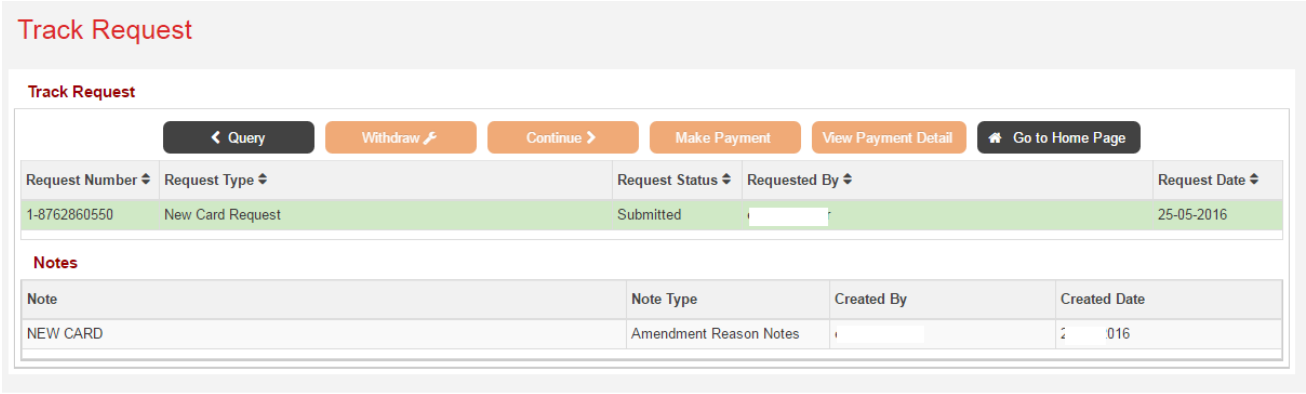
- Then click on 

to enter Remarks, Preview the information added and submitting the request to Dubai Customs Registration and Licensing Section.

- Confirmation Message will be displayed



- The User can Search and View the Request from **Request – Amend Profile – Track Request**

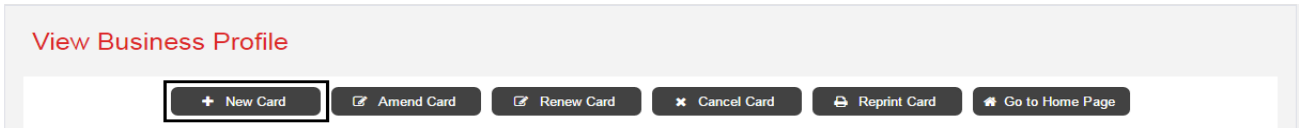


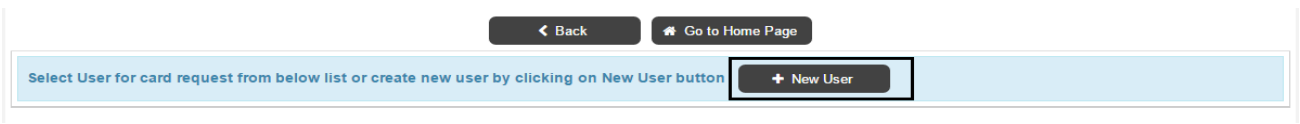
- Once the request is approved Click on **Make Payment** to pay the charges for the Representative Card

4.1.2 New Card for New User

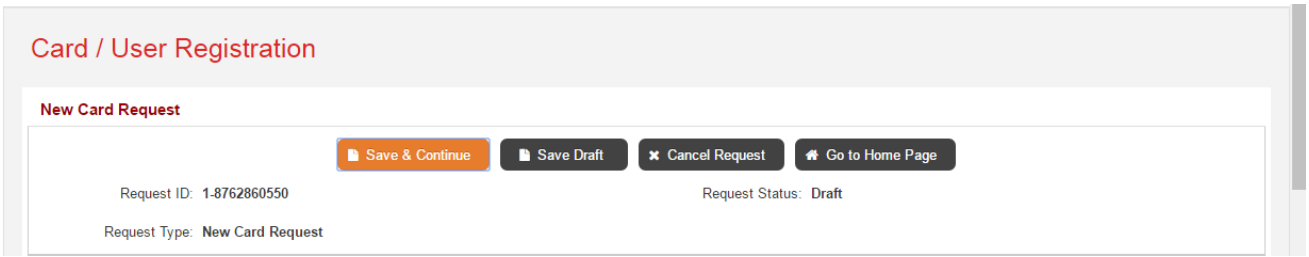
NOTE: If the Person for whom the Card is being requested is not registered, click on New User to register the user and apply for Card.

- Click on **New Card** and then click on **New User**

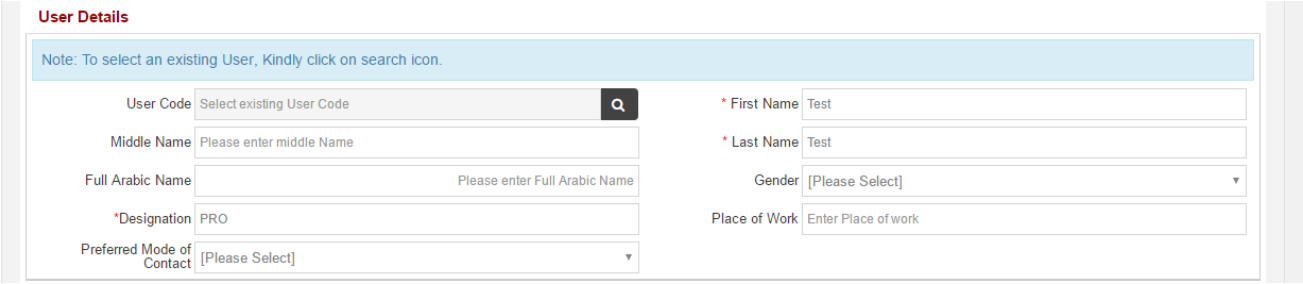




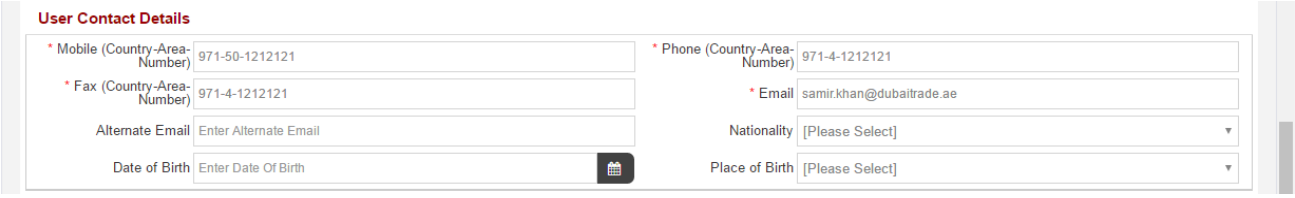
- The **Request ID** will be created and the request will be saved as **Draft**



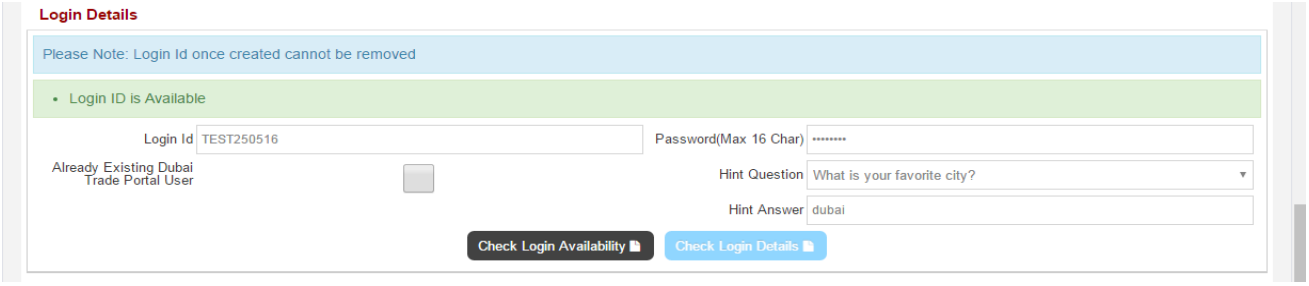
- Enter the **User Details**



- Enter the **User Contact Details**

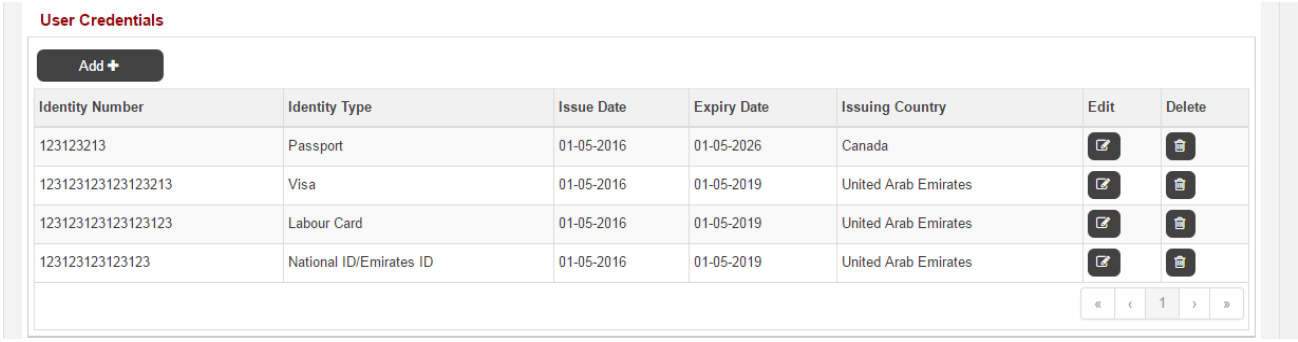


- Enter the **Login Details**

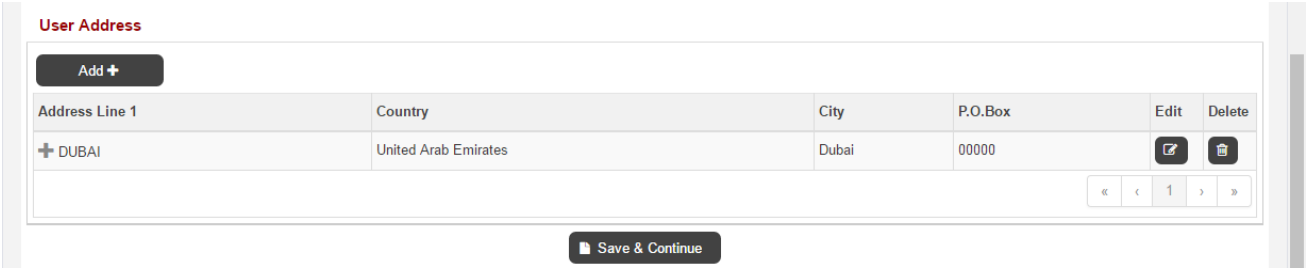


- Enter the **Roles (If the person for whom the card is being requested does not require Dubai Trade access then you can select *the Role – Individual* and Proceed)**

- Enter **User Credentials (Passport, Visa, Labour Card and Emirates ID are mandatory requirements)**

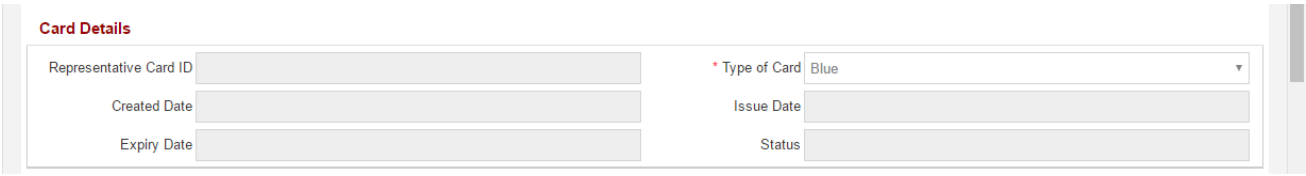


- Enter **User Address (Make sure the address is correct as the card will be delivered by Zajel at the below mentioned address)**

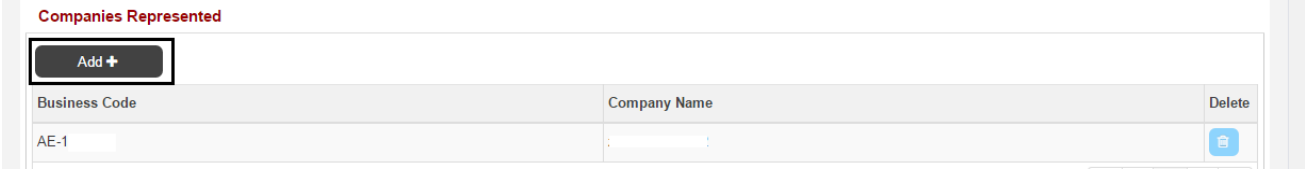


- The click on

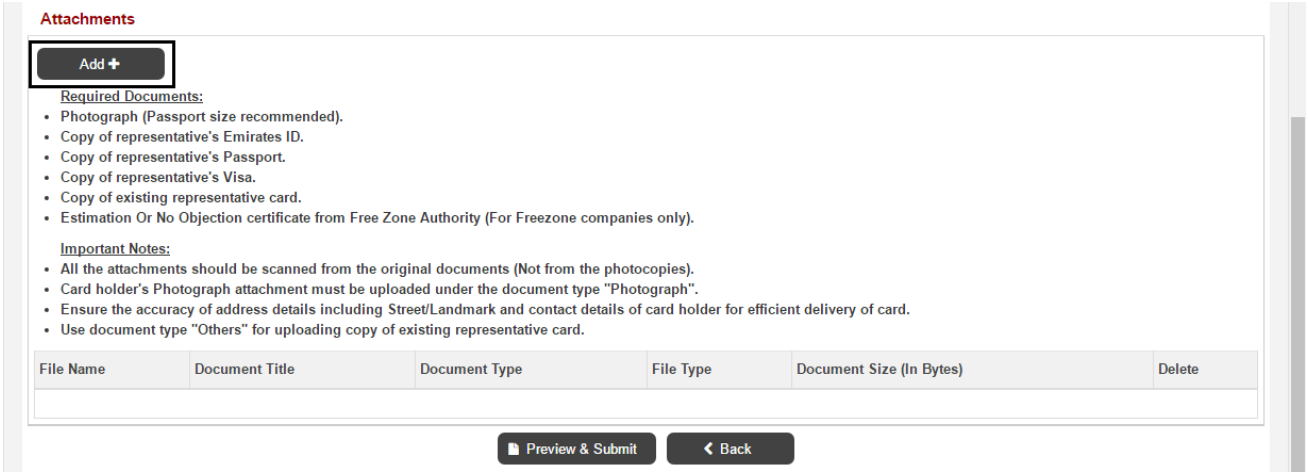
- Select the **Card Type (Blue for Importers and Red for Clearing Agents)**

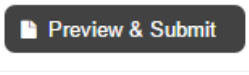


- Users company will be displayed in Companies Represented **(User can add more companies if required)**



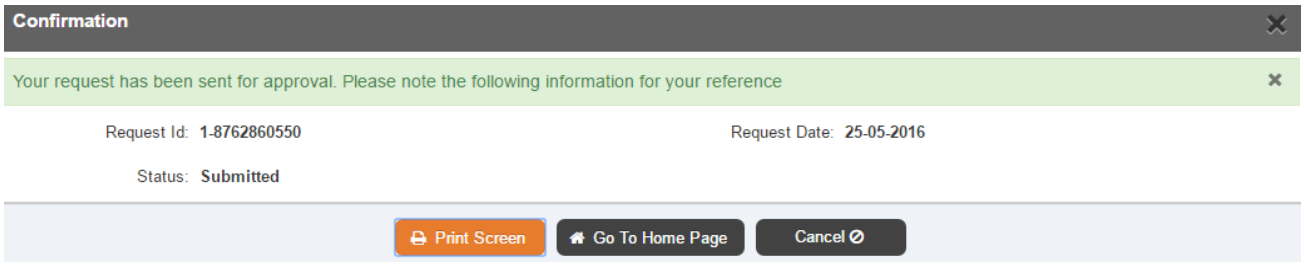
- Click on **Add** to attach clear copies of documents required for the request



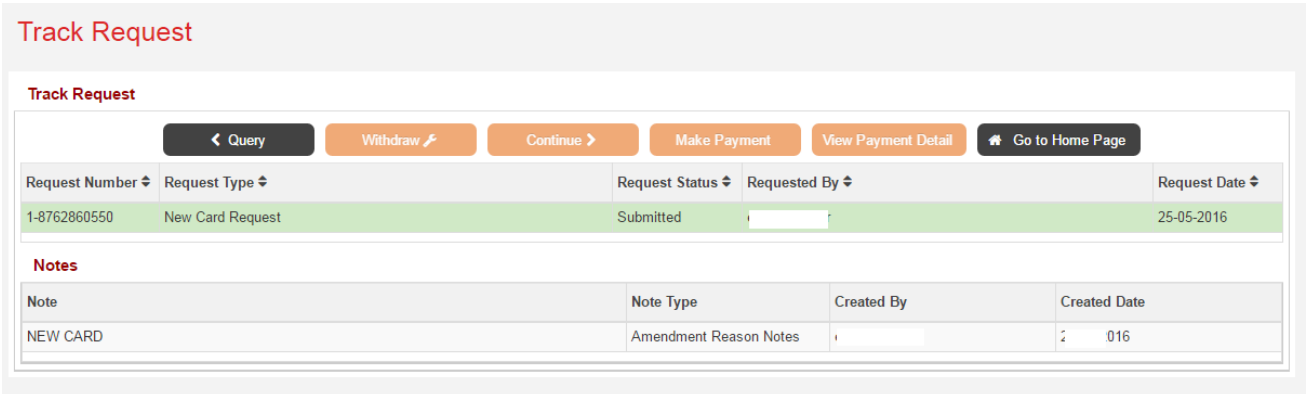
- Then click on 

to enter Remarks, Preview the information added and submitting the request to Dubai Customs Registration and Licensing Section.

- Confirmation Message will be displayed



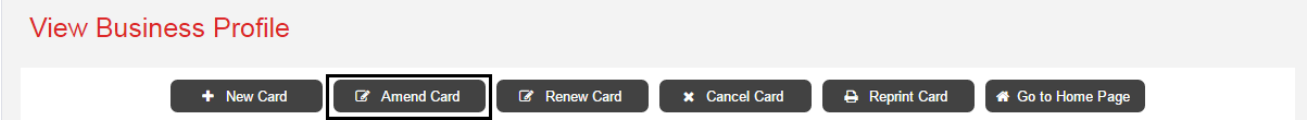
- The User can Search and View the Request from **Request – Amend Profile – Track Request**



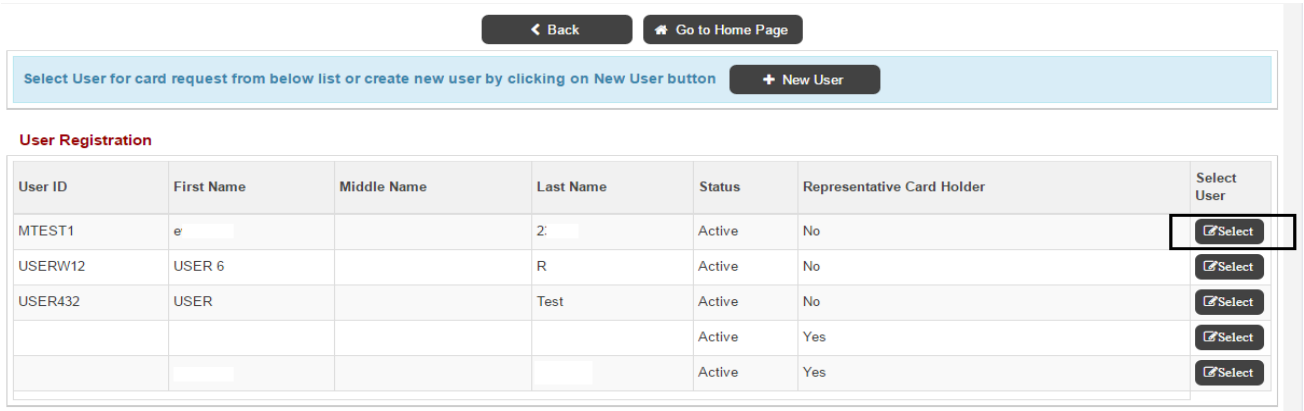
- Once the request is approved Click on **Make Payment** to pay the charges for the Representative Card

4.2 Amend Card

- Click on Amend Card

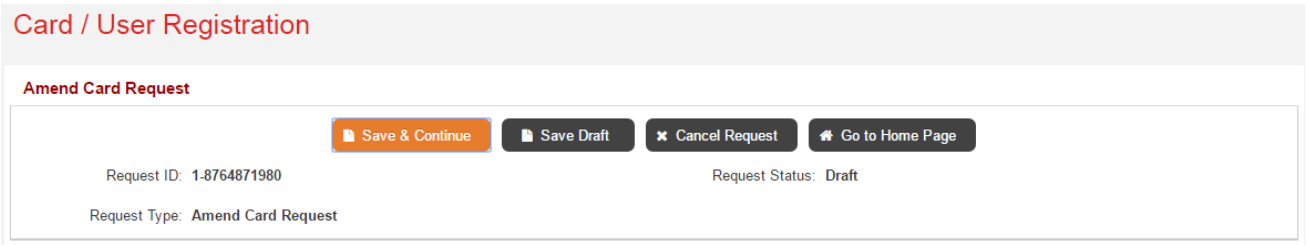


- Select the User for whom the Representative Card amendment is being requested from the list of Registered Users for the Company.

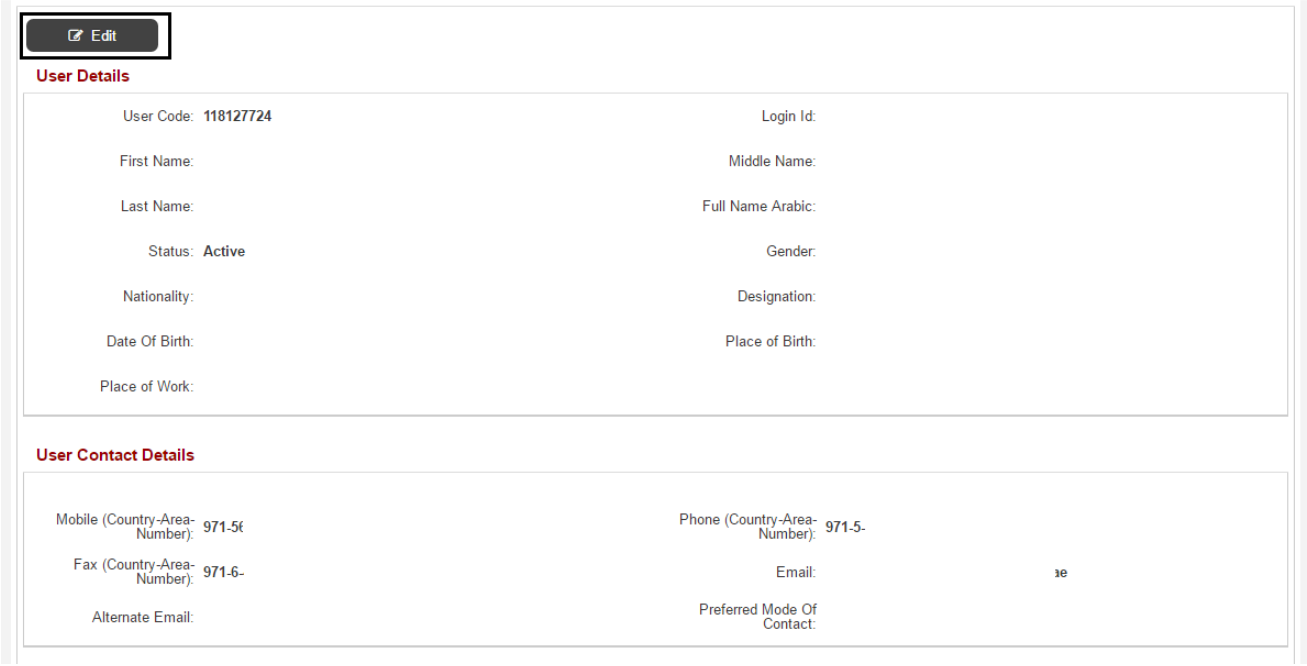


NOTE: If the Person for whom the Card renewal is being requested is not registered, click on New User (Refer to 4.1.2) to register the user and apply for Card renewal.

- The **Request ID** will be created for the amendment and the request will be saved as **Draft**

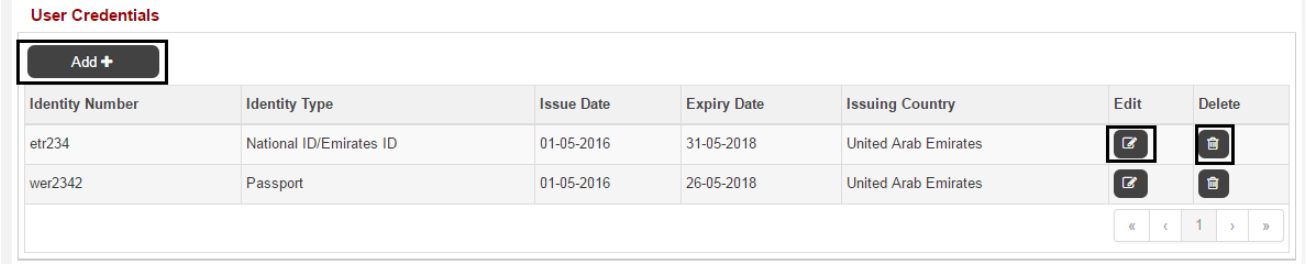


- Click on **Edit** to amend User Details and User Contact Details



- Click **Add** to Add another Role or Click **Delete** to delete a Role **(If the person for whom the card is being requested does not require Dubai Trade access then you can select *the Role – Individual* and Proceed)**

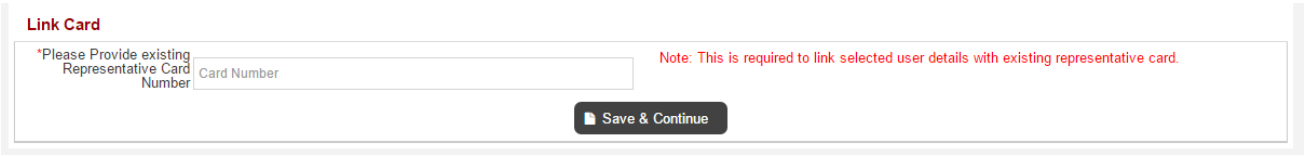
- Click **Add** to Add **User Credentials,** Click **Edit** to edit User Credentials or Click **Delete** to Delete User Credential **(Passport, Visa, Labour Card and Emirates ID are mandatory requirements)**



- Click **Add** to Add another address, Click **Edit** to edit the address or Click **Delete** to Delete the address **(Make sure the address is correct as the card will be delivered by Zajel at the below mentioned address)**

- The click on

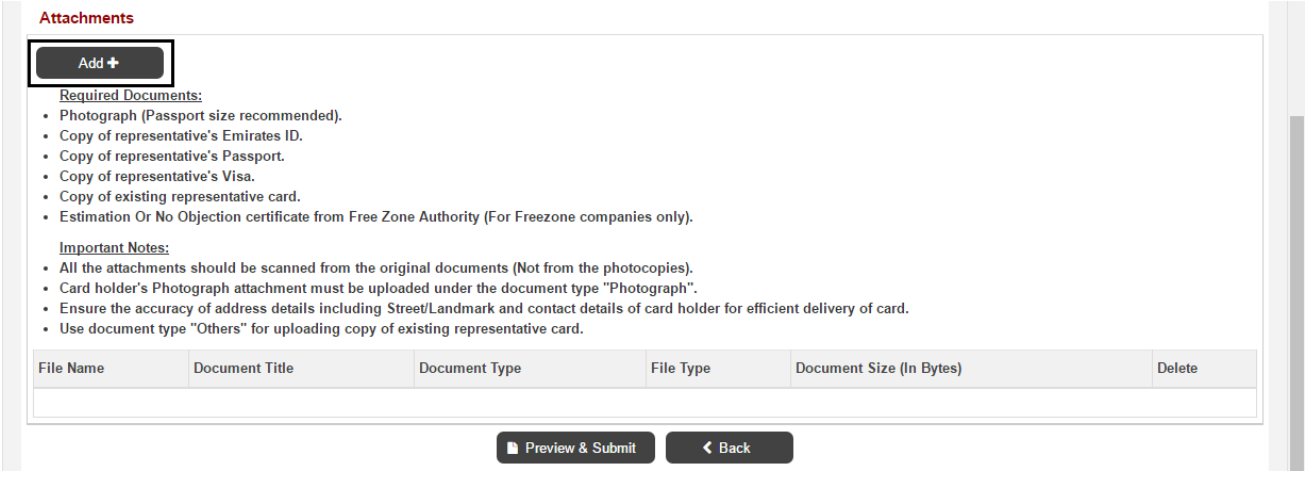
- Enter the existing card number to link the card in case the card is not linked to the user.

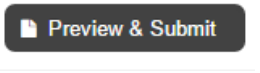


- Select the **Card Type (Blue for Importers and Red for Clearing Agents)**

- Users company will be displayed in Companies Represented **(User can add more companies if required, User cannot delete the company from which the card has been issued)**

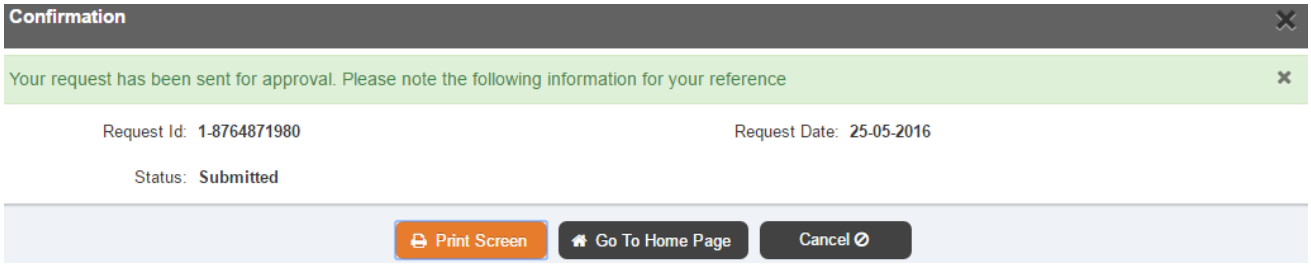
- Click on **Add** to attach clear copies of documents required for the request



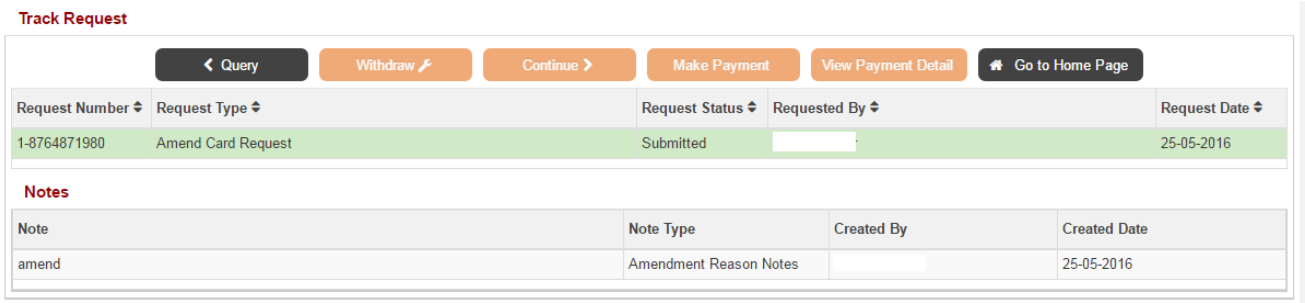
- Then click on 

to enter Remarks, Preview the information added and submitting the request to Dubai Customs Registration and Licensing Section.

- Confirmation Message will be displayed



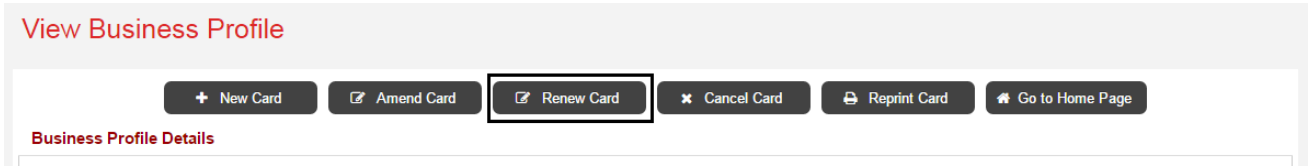
- The User can Search and View the Request from **Request – Amend Profile – Track Request**



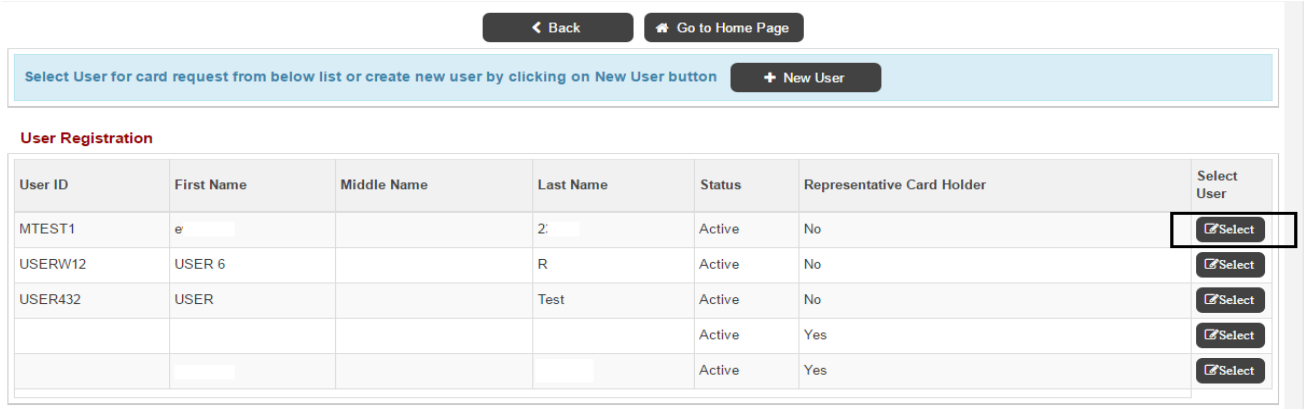
- Once the request is approved Click on **Make Payment** to pay the charges for the Representative Card

4.3 Renew Card

- Click on Renew Card

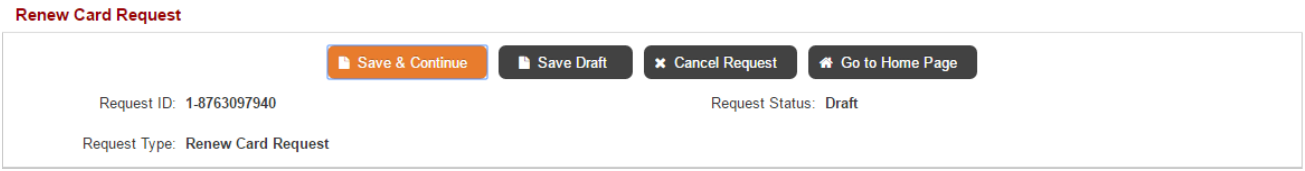


- Select the User for whom the Representative Card is being renewed from the list of Registered Users for the Company.

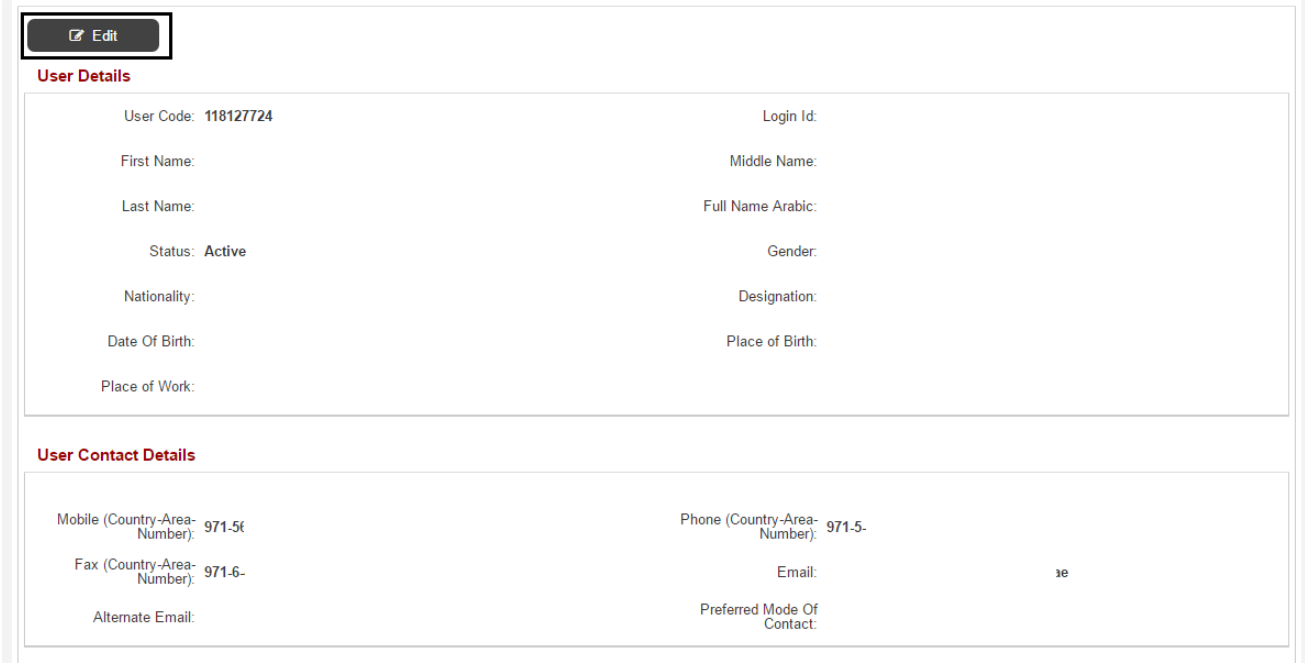


NOTE: If the Person for whom the Card renewal is being requested is not registered, click on New User (Refer to 4.1.2) to register the user and apply for Card renewal.

- The **Request ID** will be created for the renewal and the request will be saved as **Draft**

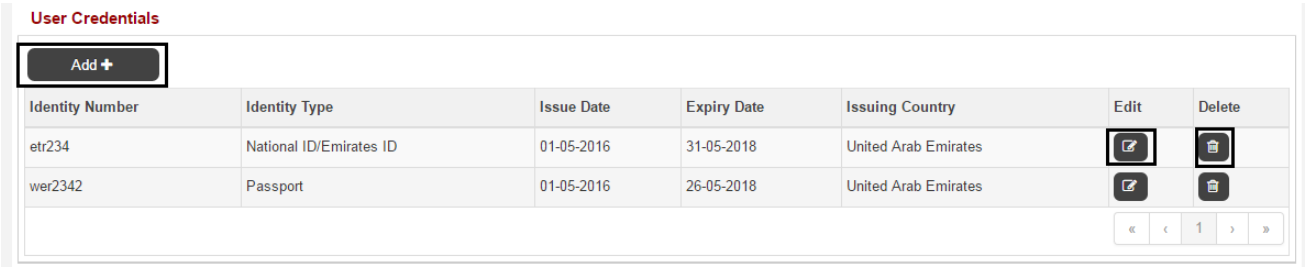


- Click on **Edit** to amend User Details and User Contact Details



- Click **Add** to Add another Role or Click **Delete** to delete a Role **(If the person for whom the card is being requested does not require Dubai Trade access then you can select *the Role – Individual* and Proceed)**

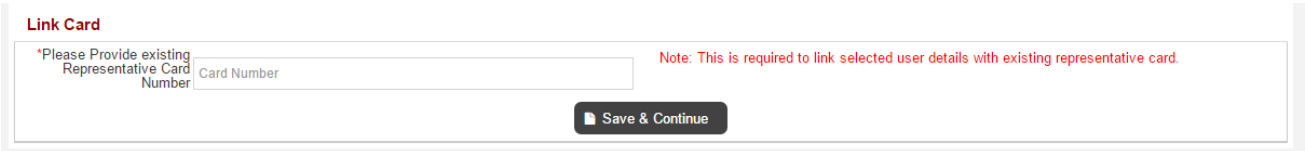
- Click **Add** to Add **User Credentials,** Click **Edit** to edit User Credentials or Click **Delete** to Delete User Credential **(Passport, Visa, Labour Card and Emirates ID are mandatory requirements)**



- Click **Add** to Add another address, Click **Edit** to edit the address or Click **Delete** to Delete the address **(Make sure the address is correct as the card will be delivered by Zajel at the below mentioned address)**

- The click on

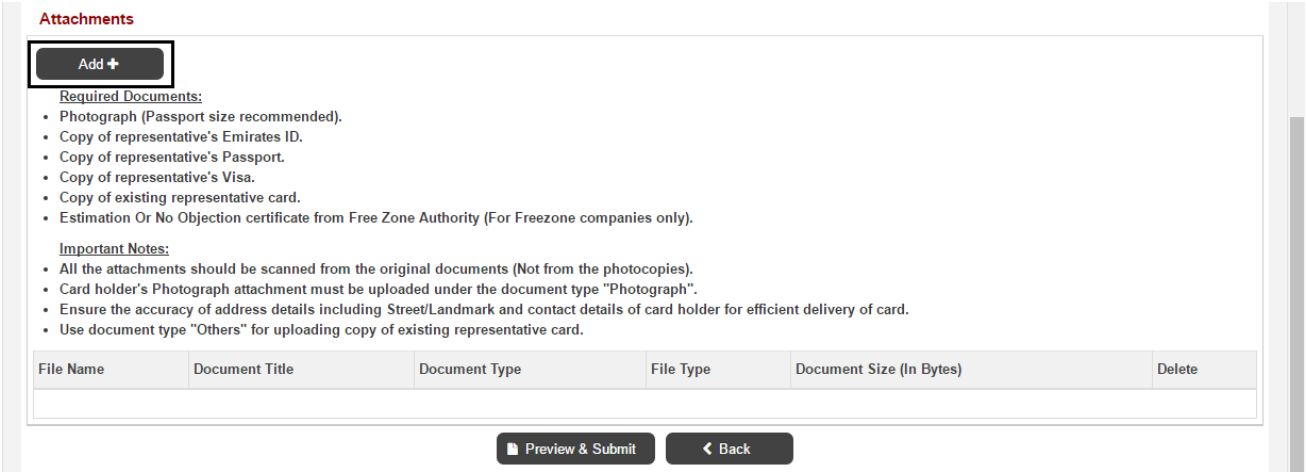
- Enter the existing card number to link the card in case the card is not linked to the user.

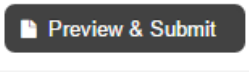


- Select the **Card Type (Blue for Importers and Red for Clearing Agents)**

- Users company will be displayed in Companies Represented **(User can add more companies if required, User cannot delete the company from which the card has been issued)**

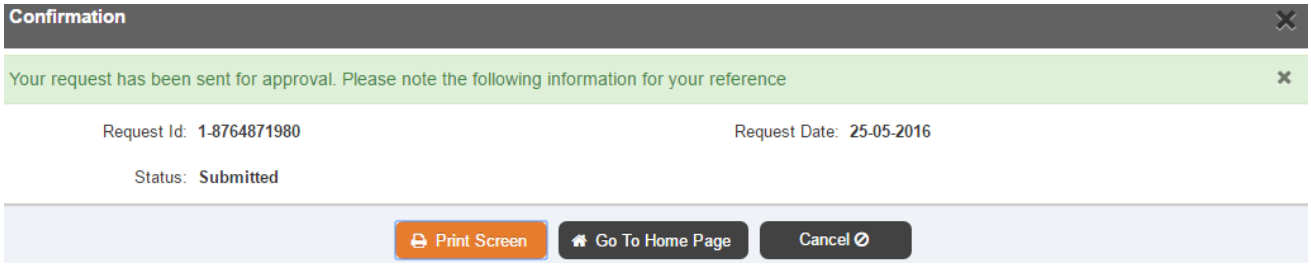
- Click on **Add** to attach clear copies of documents required for the request



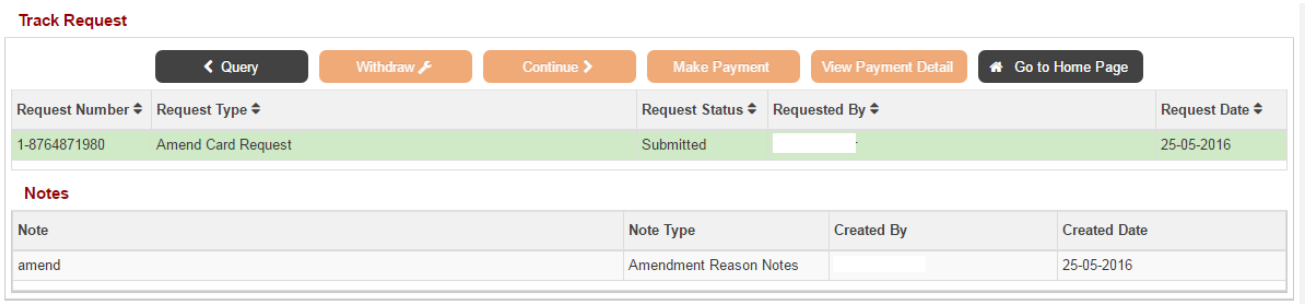
- Then click on 

to enter Remarks, Preview the information added and submitting the request to Dubai Customs Registration and Licensing Section.

- Confirmation Message will be displayed



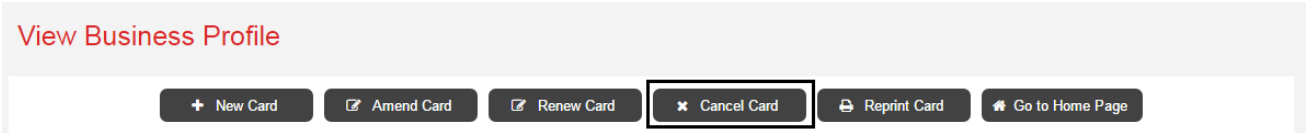
- The User can Search and View the Request from **Request – Amend Profile – Track Request**



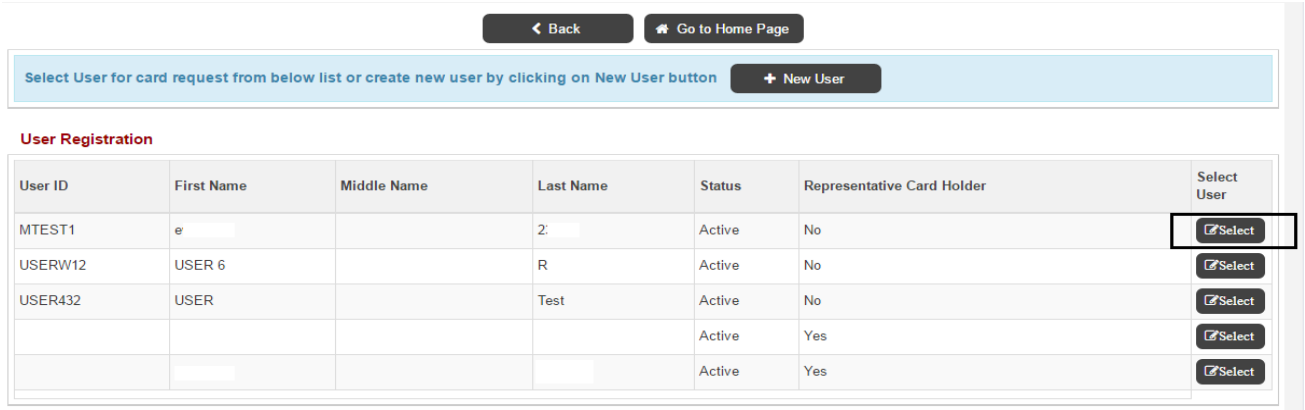
- Once the request is approved Click on **Make Payment** to pay the charges for the Representative Card

4.4 Cancel Card

- Click on Cancel Card

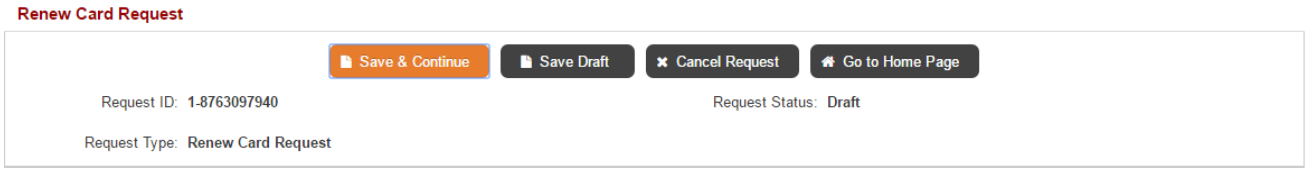


- Select the User for whom the Representative Card is being cancelled from the list of Registered Users for the Company.

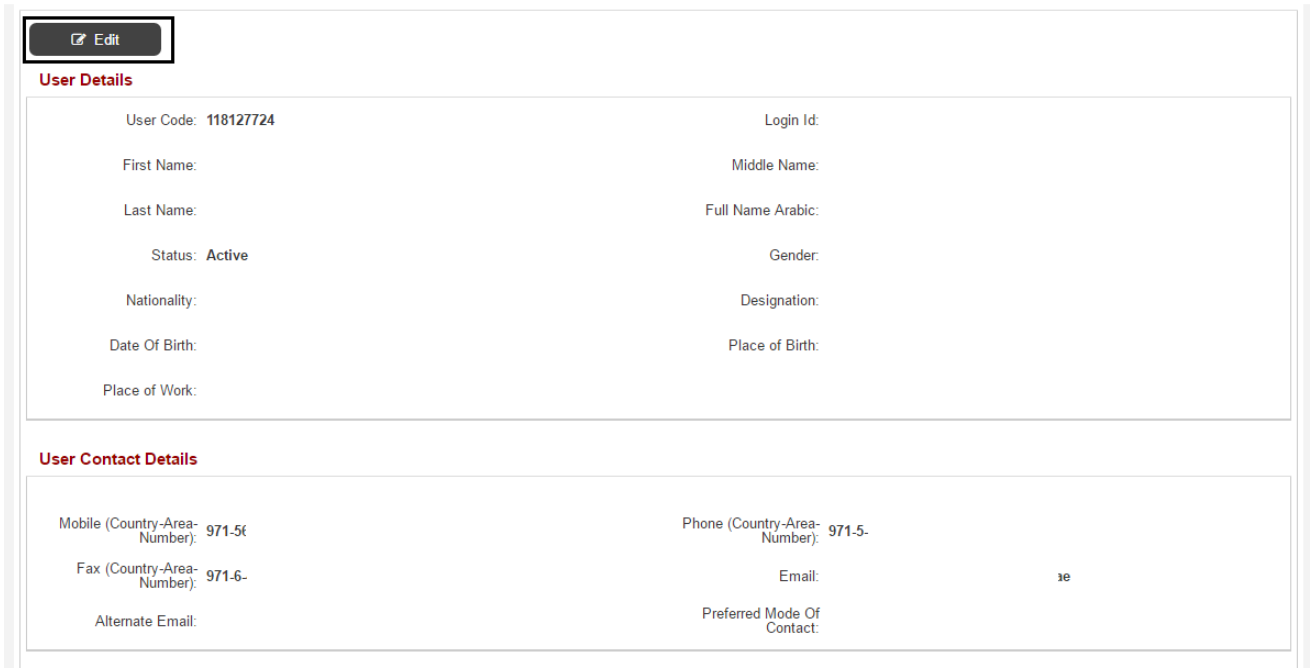


NOTE: If the Person for whom the Card cancellation is being requested is not registered, click on New User (Refer to 4.1.2) to register the user and apply for Card cancellation.

- The **Request ID** will be created for the cancellation and the request will be saved as **Draft**

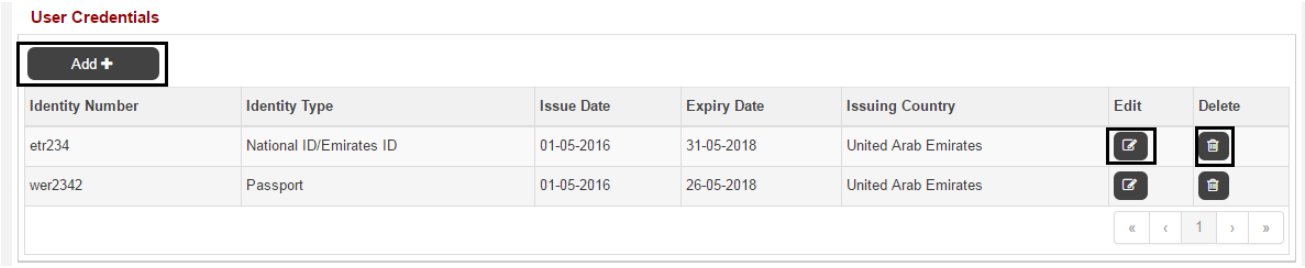


- Click on **Edit** to amend User Details and User Contact Details



- Click **Add** to Add another Role or Click **Delete** to delete a Role **(If the person for whom the card is being requested does not require Dubai Trade access then you can select *the Role – Individual* and Proceed)**

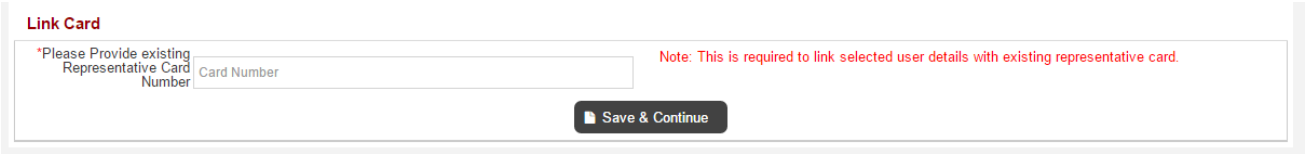
- Click **Add** to Add **User Credentials,** Click **Edit** to edit User Credentials or Click **Delete** to Delete User Credential **(Passport, Visa, Labour Card and Emirates ID are mandatory requirements)**



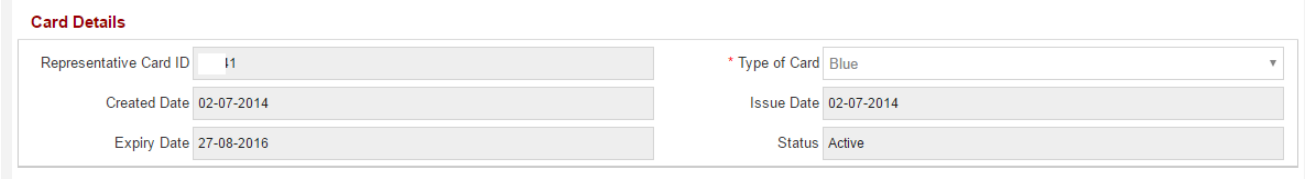
- Click **Add** to Add another address, Click **Edit** to edit the address or Click **Delete** to Delete the address **(Make sure the address is correct as the card will be delivered by Zajel at the below mentioned address)**

- The click on

- Enter the existing card number to link the card in case the card is not linked to the user.

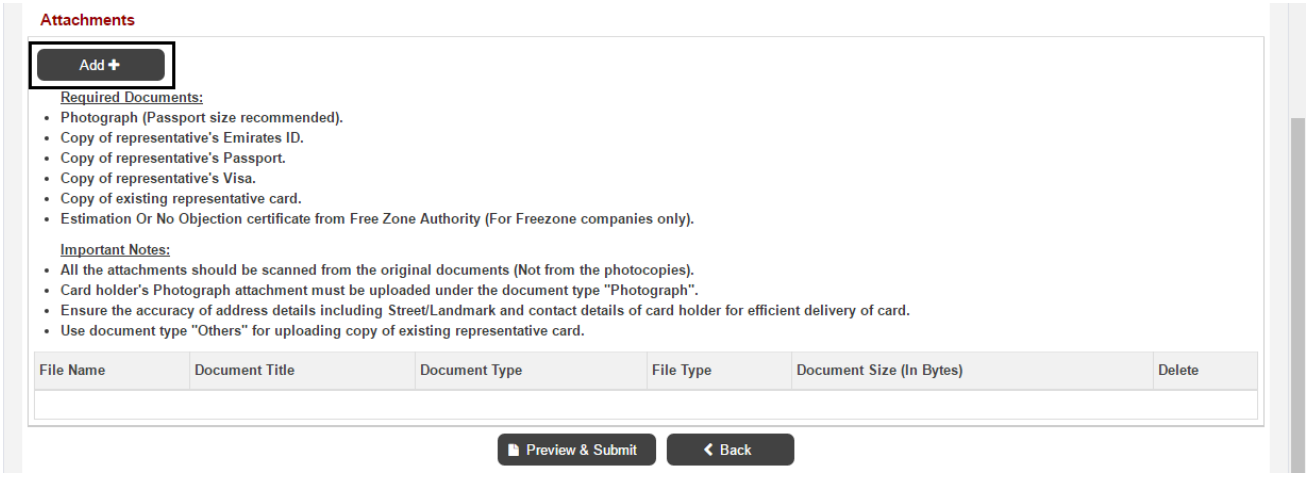


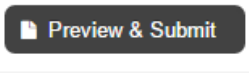
- Select the **Card Type (Blue for Importers and Red for Clearing Agents)**



- Users company will be displayed in Companies Represented **(User can add more companies if required, User cannot delete the company from which the card has been issued)**

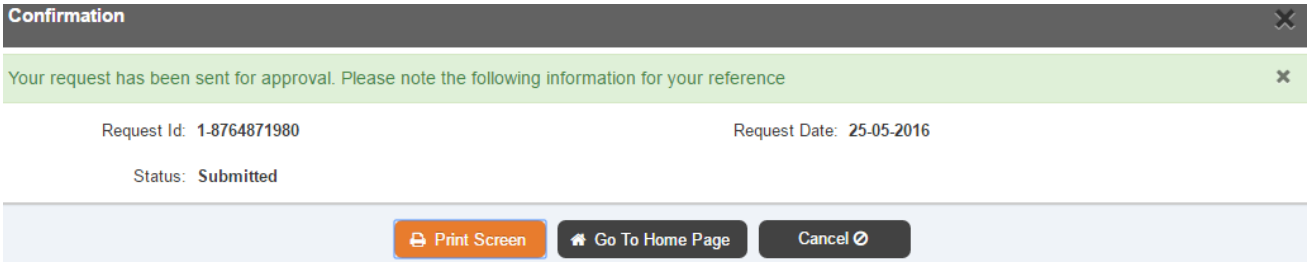
- Click on **Add** to attach clear copies of documents required for the request



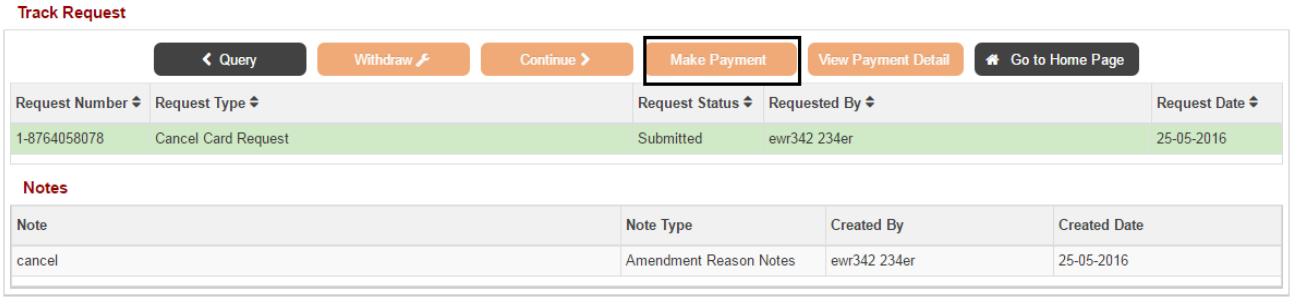
- Then click on 

to enter Remarks, Preview the information added and submitting the request to Dubai Customs Registration and Licensing Section.

- Confirmation Message will be displayed



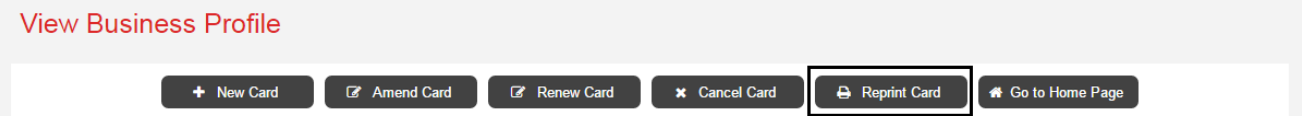
- The User can Search and View the Request from **Request – Amend Profile – Track Request**



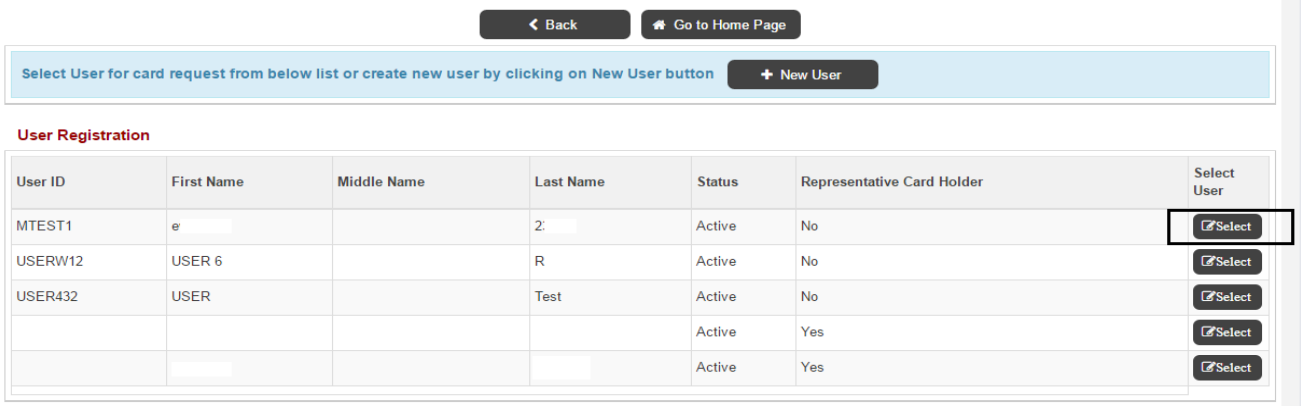
- Once the request is approved Click on **Make Payment** to pay the charges for the Representative Card

4.5 Reprint Card

- Click on Reprint Card



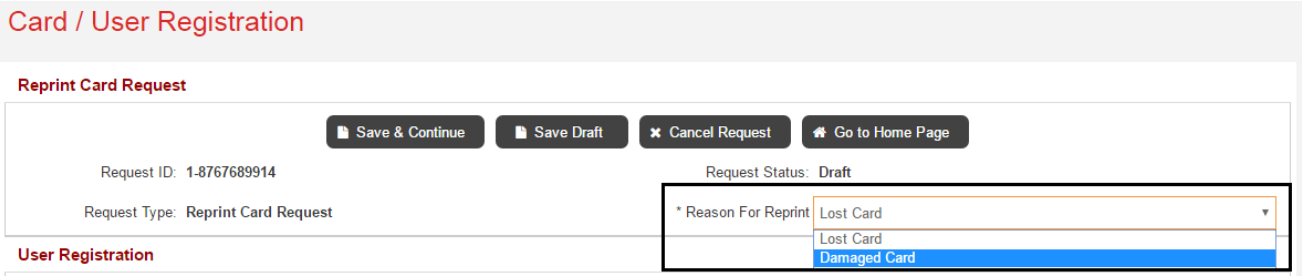
- Select the User for whom the Representative Card is being reprint from the list of Registered Users for the Company.



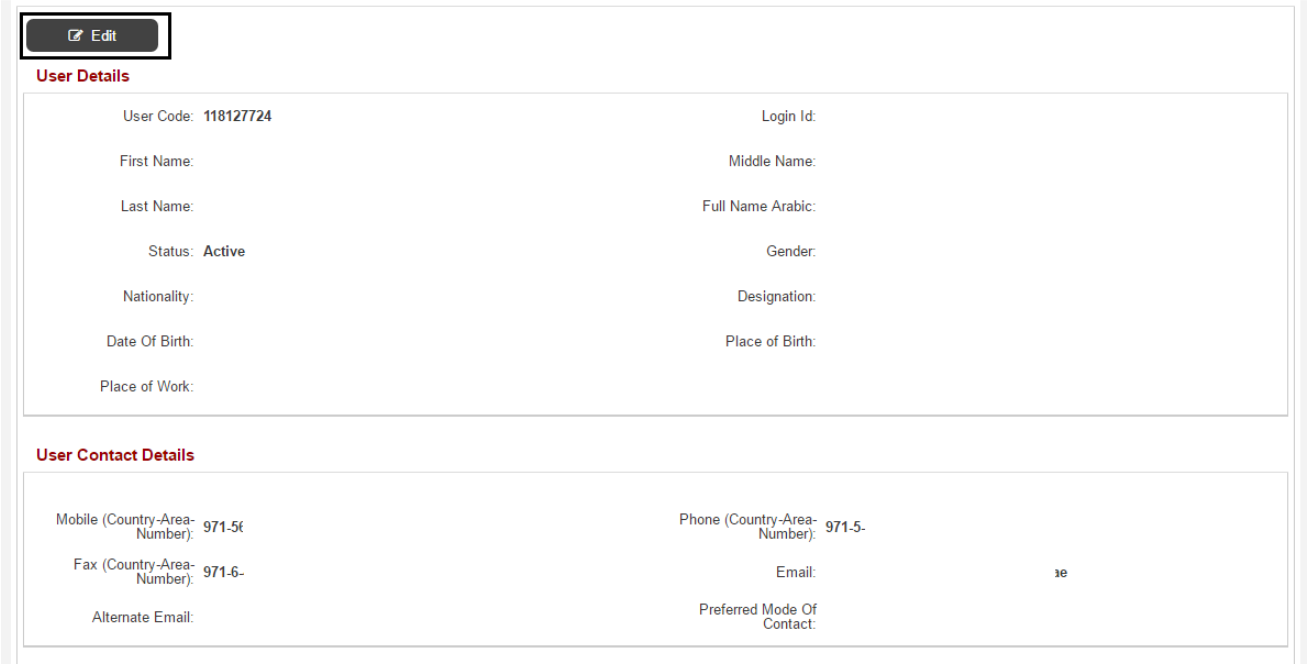
NOTE: If the Person for whom the Card reprint is being requested is not registered, click on New User (Refer to 4.1.2) to register the user and apply for Card reprint.

- The **Request ID** will be created for the cancellation and the request will be saved as **Draft**

- Select the Reason for Reprint

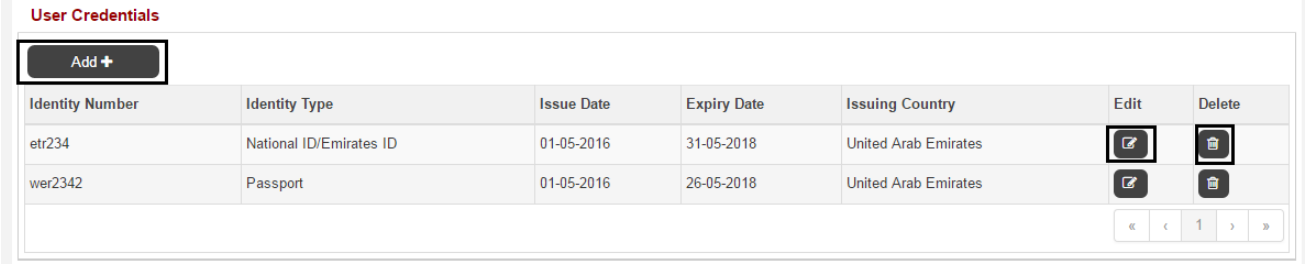


- Click on **Edit** to amend User Details and User Contact Details



- Click **Add** to Add another Role or Click **Delete** to delete a Role **(If the person for whom the card is being requested does not require Dubai Trade access then you can select *the Role – Individual* and Proceed)**

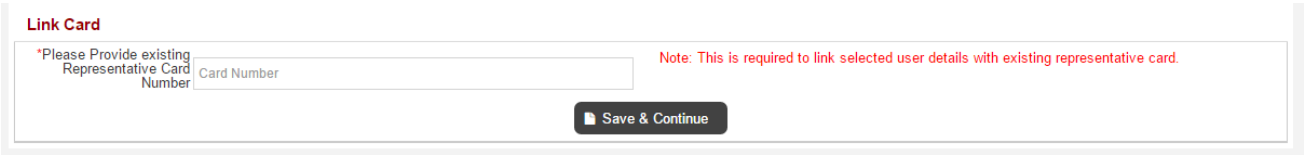
- Click **Add** to Add **User Credentials,** Click **Edit** to edit User Credentials or Click **Delete** to Delete User Credential **(Passport, Visa, Labour Card and Emirates ID are mandatory requirements)**



- Click **Add** to Add another address, Click **Edit** to edit the address or Click **Delete** to Delete the address **(Make sure the address is correct as the card will be delivered by Zajel at the below mentioned address)**

- The click on

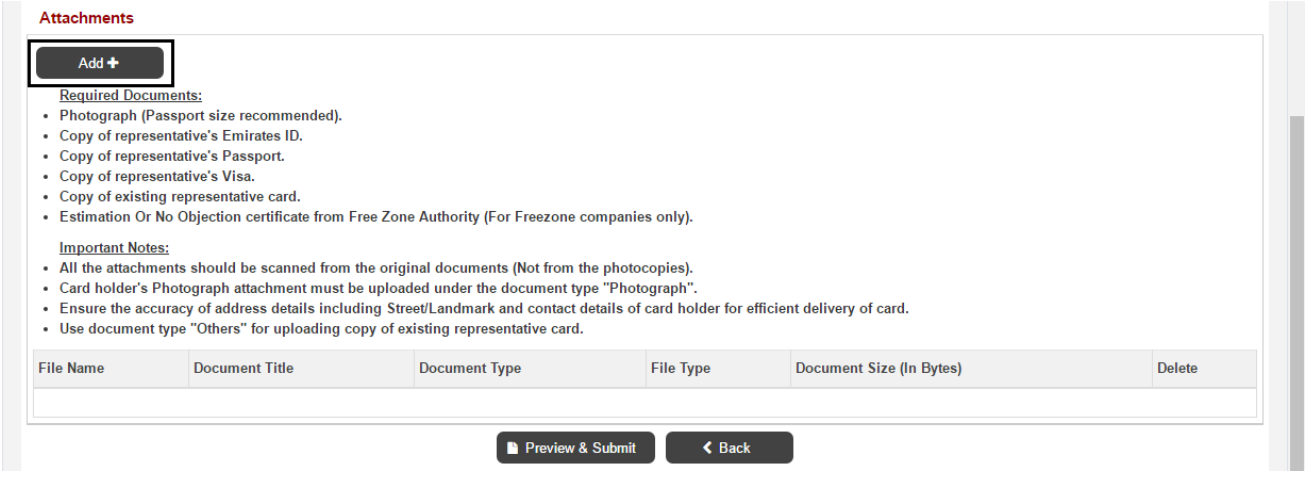
- Enter the existing card number to link the card in case the card is not linked to the user.

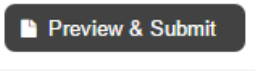


- Select the **Card Type (Blue for Importers and Red for Clearing Agents)**

- Users company will be displayed in Companies Represented **(User can add more companies if required, User cannot delete the company from which the card has been issued)**

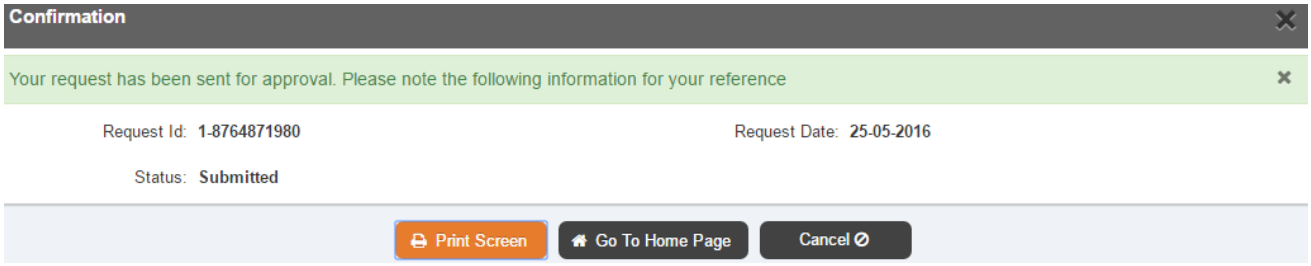
- Click on **Add** to attach clear copies of documents required for the request



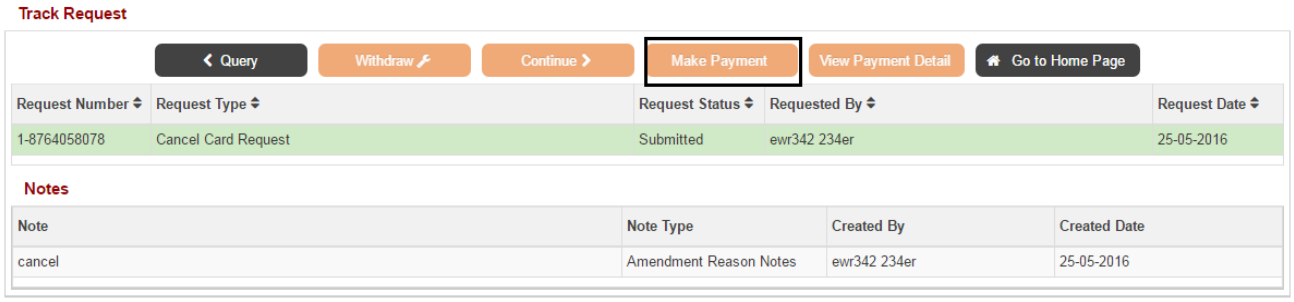
- Then click on 

to enter Remarks, Preview the information added and submitting the request to Dubai Customs Registration and Licensing Section.

- Confirmation Message will be displayed



- The User can Search and View the Request from **Request – Amend Profile – Track Request**



- Once the request is approved Click on **Make Payment** to pay the charges for the Representative Card