



دبي التجارية
DUBAI TRADE

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

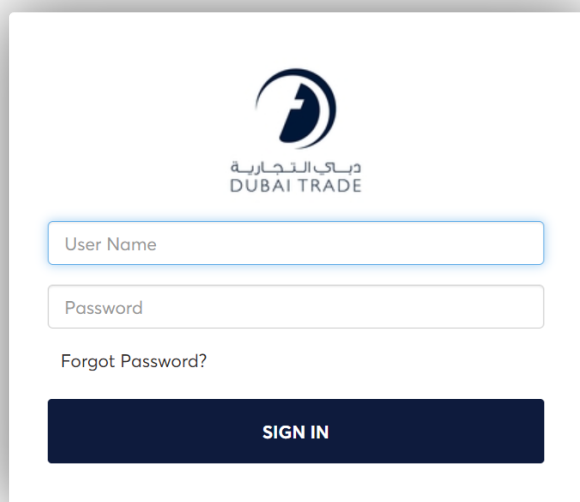
- Service will be fulfilled online completely i.e. no requirement of client to walk-in for submission of documents, collection or surrender of representative cards.
- Faster processing and turn-around time for representative card requests with no manual effort involved.
- A new and improved user interface 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



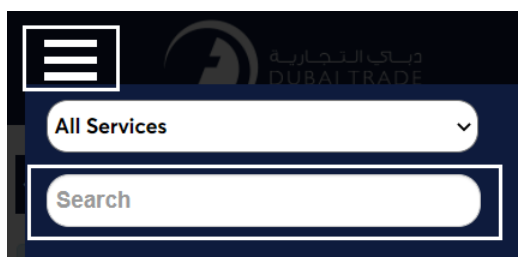
The image shows the login interface of the Dubai Trade Portal. At the top is the logo of 'دبي التجارية DUBAI TRADE'. Below the logo are two input fields: 'User Name' and 'Password'. There is a link for 'Forgot Password?' and a large blue button labeled 'SIGN IN'.



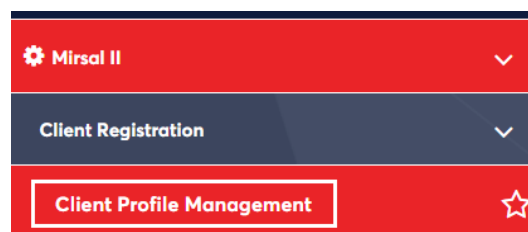
- Click  Menu on the left



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


Customs Representative Card


- Click on **Manage Representative Card**


My Services


Business Code:AE-1051144


Business Name:xcrn business new01


Track Request


View/Amend Business Profile


Manage Contact Details


Renew Business Code


New Association


Remove Association


View/Amend Facility


New Facility

View/Amend User

New User

Change of Authorized Person

Manage Services

Manage Representative Card

The following page will be displayed

View Business Profile

[+ New Card](#)
[Amend Card](#)
[Renew Card](#)
[Cancel Card](#)
[Reprint Card](#)
[Go to Home Page](#)

Business Profile Details

Business Details

Business Code: AE-111111118 Business Name: _____

Business Name(Arabic): _____ Registration Category: Dubai based companies

No. of Employee: _____

License Details

License Number: 1 License Type: Commercial

Issuing Authority: Department of Economic Development - Dubai Issue Date: 01-05-2016

Expiry Date: 31-05-2021 Renewal Date: 09-05-2016

Business Contact Details

Phone [Country - Area - Number]: 971-5- _____ Fax [Country - Area - Number]: 971-5- _____

Email: _____@.ae Operational Email: _____@.ae

4.1 New Card

4.1.1 New Card for Existing User

- Click on New Card

View Business Profile

[+ New Card](#)
[Amend Card](#)
[Renew Card](#)
[Cancel Card](#)
[Reprint Card](#)
[Go to Home Page](#)

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

[Back](#)
[Go to Home Page](#)

Select User for card request from below list or create new user by clicking on New User button [+ New User](#)

User Registration

User ID	First Name	Middle Name	Last Name	Status	Representative Card Holder	Select User
MTEST1	e		2	Active	No	Select
USERW12	USER 6		R	Active	No	Select
USER432	USER		Test	Active	No	Select
				Active	Yes	Select
				Active	Yes	Select

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)**

Card Details

Representative Card ID		* Type of Card	Blue
Created Date		Issue Date	
Expiry Date		Status	

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

Companies Represented

Add +

Business Code	Company Name	Delete
AE-1		

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

Attachments

Add +

Required Documents:


- Photograph (Passport size recommended).
- Copy of representative's Emirates ID.
- Copy of representative's Passport.
- Copy of representative's Visa.
- Copy of existing representative card.
- Estimation Or No Objection certificate from Free Zone Authority (For Freezone companies only).

Important Notes:

- All the attachments should be scanned from the original documents (Not from the photocopies).
- Card holder's Photograph attachment must be uploaded under the document type "Photograph".
- Ensure the accuracy of address details including Street/Landmark and contact details of card holder for efficient delivery of card.
- Use document type "Others" for uploading copy of existing representative card.

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

Preview & Submit
Back

- 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

Confirmation

Your request has been sent for approval. Please note the following information for your reference

Request Id: 1-8762860550 Request Date: 25-05-2016

Status: Submitted

Print Screen
Go To Home Page
Cancel

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

Track Request

Track Request

[← Query](#)
[Withdraw ↗](#)
[Continue >](#)
[Make Payment](#)
[View Payment Detail](#)
[Go to Home Page](#)

Request Number	Request Type	Request Status	Requested By	Request Date
1-8762860550	New Card Request	Submitted		25-05-2016

Notes

Note	Note Type	Created By	Created Date
NEW CARD	Amendment Reason Notes		25-05-2016

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

Track Request

[← Query](#)
[Withdraw ↗](#)
[Continue >](#)
[Make Payment](#)
[View Payment Detail](#)
[Go to Home Page](#)

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**

View Business Profile

[+ New Card](#)
[Amend Card](#)
[Renew Card](#)
[Cancel Card](#)
[Reprint Card](#)
[Go to Home Page](#)

[← Back](#)
[Go to Home Page](#)

Select User for card request from below list or create new user by clicking on New User button

[+ New User](#)

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

Card / User Registration

New Card Request

[Save & Continue](#)
[Save Draft](#)
[Cancel Request](#)
[Go to Home Page](#)

Request ID: 1-8762860550 Request Status: Draft

Request Type: New Card Request

- Enter the **User Details**

User Details

Note: To select an existing User, Kindly click on search icon.

User Code

Select existing User Code

Q

* First Name

Test

Middle Name

Please enter middle Name

* Last Name

Test

Full Arabic Name

Please enter Full Arabic Name

Gender

[Please Select]

*Designation

PRO

Place of Work

Enter Place of work

Preferred Mode of Contact

[Please Select]

- Enter the **User Contact Details**

User Contact Details

* Mobile (Country-Area-Number)

971-50-1212121

* Phone (Country-Area-Number)

971-4-1212121

* Fax (Country-Area-Number)

971-4-1212121

* Email

samir.khan@dubaitrade.ae

Alternate Email

Enter Alternate Email

Nationality

[Please Select]

Date of Birth

Enter Date Of Birth

Place of Birth

[Please Select]

- Enter the **Login Details**

Login Details

Please Note: Login Id once created cannot be removed

Login ID is Available

Login Id

TEST250516

Password(Max 16 Char)

Already Existing Dubai Trade Portal User

☐

Hint Question

What is your favorite city?

Hint Answer

dubai

Check Login Availability

Check 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)

Roles

Add +

Role Name	Delete
Individual	

« c 1 > »

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

User Credentials

Add +

Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit	Delete
123123213	Passport	01-05-2016	01-05-2026	Canada		
123123123123123213	Visa	01-05-2016	01-05-2019	United Arab Emirates		
123123123123123123	Labour Card	01-05-2016	01-05-2019	United Arab Emirates		
123123123123123	National ID/Emirates ID	01-05-2016	01-05-2019	United Arab Emirates		

« ‹ 1 › »

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

User Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
+ DUBAI	United Arab Emirates	Dubai	00000		

« ‹ 1 › »

Save & Continue

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

Card Details

Representative Card ID		* Type of Card	Blue
Created Date		Issue Date	
Expiry Date		Status	

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

Companies Represented

Add +

Business Code	Company Name	Delete
AE-1		

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

Attachments

Add +

Required Documents:

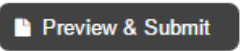
- Photograph (Passport size recommended).
- Copy of representative's Emirates ID.
- Copy of representative's Passport.
- Copy of representative's Visa.
- Copy of existing representative card.
- Estimation Or No Objection certificate from Free Zone Authority (For Freezone companies only).

Important Notes:

- All the attachments should be scanned from the original documents (Not from the photocopies).
- Card holder's Photograph attachment must be uploaded under the document type "Photograph".
- Ensure the accuracy of address details including Street/Landmark and contact details of card holder for efficient delivery of card.
- Use document type "Others" for uploading copy of existing representative card.

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

Preview & Submit
Back

- 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

Confirmation

Your request has been sent for approval. Please note the following information for your reference

Request Id: 1-8762860550 Request Date: 25-05-2016

Status: Submitted

Print Screen
Go To Home Page
Cancel

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

Track Request

Track Request

Query
Withdraw
Continue
Make Payment
View Payment Detail
Go To Home Page

Request Number	Request Type	Request Status	Requested By	Request Date
1-8762860550	New Card Request	Submitted		25-05-2016

Notes

Note	Note Type	Created By	Created Date
NEW CARD	Amendment Reason Notes		25-05-2016

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

Track Request

Query
Withdraw
Continue
Make Payment
View Payment Detail
Go To Home Page

4.2 Amend Card

- Click on Amend Card

View Business Profile

[+ New Card](#)
[✎ Amend Card](#)
[✎ Renew Card](#)
[✕ Cancel Card](#)
[🖨 Reprint Card](#)
[🏠 Go to Home Page](#)

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

[< Back](#)
[🏠 Go to Home Page](#)

Select User for card request from below list or create new user by clicking on New User button [+ New User](#)

User Registration

User ID	First Name	Middle Name	Last Name	Status	Representative Card Holder	Select User
MTEST1	e		2:	Active	No	✎ Select
USERW12	USER 6		R	Active	No	✎ Select
USER432	USER		Test	Active	No	✎ Select
				Active	Yes	✎ Select
				Active	Yes	✎ Select

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**

Card / User Registration

Amend Card Request

[📄 Save & Continue](#)
[📄 Save Draft](#)
[✕ Cancel Request](#)
[🏠 Go to Home Page](#)

Request ID: 1-8764871980 Request Status: Draft

Request Type: Amend Card Request

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

Edit

User Details

User Code: 118127724	Login Id:
First Name:	Middle Name:
Last Name:	Full Name Arabic:
Status: Active	Gender:
Nationality:	Designation:
Date Of Birth:	Place of Birth:
Place of Work:	

User Contact Details

Mobile (Country-Area-Number): 971-56	Phone (Country-Area-Number): 971-5-
Fax (Country-Area-Number): 971-6-	Email: se
Alternate Email:	Preferred Mode Of Contact:

- 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)**

Roles

Add +

Role Name	Delete
Individual	

« < 1 > »

- 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)**

User Credentials

Add +

Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit	Delete
etr234	National ID/Emirates ID	01-05-2016	31-05-2018	United Arab Emirates		
wer2342	Passport	01-05-2016	26-05-2018	United Arab Emirates		

« < 1 > »

- 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)**

Customs Representative Card

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User Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
+ ert324	United Arab Emirates	Abu Dhabi	435345		

- The click on **Save & Continue**
- Enter the existing card number to link the card in case the card is not linked to the user.

Link Card

*Please Provide existing Representative Card Number:

Note: This is required to link selected user details with existing representative card.

Save & Continue

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

Card Details

Representative Card ID	<input type="text" value="I1"/>	* Type of Card	<input type="text" value="Blue"/>
Created Date	<input type="text" value="02-07-2014"/>	Issue Date	<input type="text" value="02-07-2014"/>
Expiry Date	<input type="text" value="27-08-2016"/>	Status	<input type="text" value="Active"/>

- 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)**

Companies Represented

Add +

Business Code	Company Name	Delete
AE-1	<input type="text"/>	

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

Attachments

Add +

Required Documents:

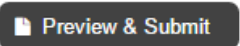
- Photograph (Passport size recommended).
- Copy of representative's Emirates ID.
- Copy of representative's Passport.
- Copy of representative's Visa.
- Copy of existing representative card.
- Estimation Or No Objection certificate from Free Zone Authority (For Freezone companies only).

Important Notes:

- All the attachments should be scanned from the original documents (Not from the photocopies).
- Card holder's Photograph attachment must be uploaded under the document type "Photograph".
- Ensure the accuracy of address details including Street/Landmark and contact details of card holder for efficient delivery of card.
- Use document type "Others" for uploading copy of existing representative card.

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete
<input type="text"/>					

Preview & Submit **< Back**

- 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

Confirmation

Your request has been sent for approval. Please note the following information for your reference

Request Id: 1-8764871980

Request Date: 25-05-2016

Status: Submitted

Print Screen

Go To Home Page

Cancel

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

Track Request

< Query

Withdraw

Continue >

Make Payment

View Payment Detail

Go to Home Page

Request Number	Request Type	Request Status	Requested By	Request Date
1-8764871980	Amend Card Request	Submitted		25-05-2016

Notes

Note	Note Type	Created By	Created Date
amend	Amendment Reason Notes		25-05-2016

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

Track Request

< Query

Withdraw

Continue >

Make Payment

View Payment Detail

Go to Home Page

4.3 Renew Card

- Click on Renew Card

View Business Profile

+ New Card

Amend Card

Renew Card

Cancel Card

Reprint Card

Go to Home Page

Business Profile Details

Customs Representative Card

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

[< Back](#) [Go to Home Page](#)

Select User for card request from below list or create new user by clicking on New User button [+ New User](#)

User Registration

User ID	First Name	Middle Name	Last Name	Status	Representative Card Holder	Select User
MTEST1	e		2	Active	No	Select
USERW12	USER 6		R	Active	No	Select
USER432	USER		Test	Active	No	Select
				Active	Yes	Select
				Active	Yes	Select

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**

Renew Card Request

[Save & Continue](#) [Save Draft](#) [Cancel Request](#) [Go to Home Page](#)

Request ID: 1-8763097940 Request Status: Draft

Request Type: Renew Card Request

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

[Edit](#)

User Details

User Code: 118127724 Login Id:

First Name: Middle Name:

Last Name: Full Name Arabic:

Status: Active Gender:

Nationality: Designation:

Date Of Birth: Place of Birth:

Place of Work:

User Contact Details

Mobile (Country-Area-Number): 971-5t Phone (Country-Area-Number): 971-5.

Fax (Country-Area-Number): 971-6- Email: 3e

Alternate Email: Preferred Mode Of Contact:

Customs Representative Card

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- 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)**

Roles

Add +





Role Name	Delete
Individual	

« ‹ 1 › »

- 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)**

User Credentials

Add +


Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit	Delete
etr234	National ID/Emirates ID	01-05-2016	31-05-2018	United Arab Emirates		
wer2342	Passport	01-05-2016	26-05-2018	United Arab Emirates		

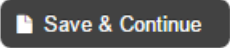
« ‹ 1 › »

- 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)**

User Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
+ ert324	United Arab Emirates	Abu Dhabi	435345		

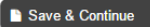
- The click on 
- Enter the existing card number to link the card in case the card is not linked to the user.

Link Card

*Please Provide existing Representative Card Number

Card Number

Note: This is required to link selected user details with existing representative card.



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

Card Details

Representative Card ID	I1	* Type of Card	Blue
Created Date	02-07-2014	Issue Date	02-07-2014
Expiry Date	27-08-2016	Status	Active

- 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)

Companies Represented

Add +

Business Code	Company Name	Delete
AE-1		

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

Attachments

Add +

Required Documents:

- Photograph (Passport size recommended).
- Copy of representative's Emirates ID.
- Copy of representative's Passport.
- Copy of representative's Visa.
- Copy of existing representative card.
- Estimation Or No Objection certificate from Free Zone Authority (For Freezone companies only).

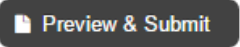
Important Notes:

- All the attachments should be scanned from the original documents (Not from the photocopies).
- Card holder's Photograph attachment must be uploaded under the document type "Photograph".
- Ensure the accuracy of address details including Street/Landmark and contact details of card holder for efficient delivery of card.
- Use document type "Others" for uploading copy of existing representative card.

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

Preview & Submit

Back

- 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

Confirmation

Your request has been sent for approval. Please note the following information for your reference

Request Id: 1-8764871980

Request Date: 25-05-2016

Status: Submitted

Print Screen

Go To Home Page

Cancel

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

Track Request

< Query
Withdraw
Continue >
Make Payment
View Payment Detail
Go to Home Page

Request Number	Request Type	Request Status	Requested By	Request Date
1-8764871980	Amend Card Request	Submitted		25-05-2016

Notes

Note	Note Type	Created By	Created Date
amend	Amendment Reason Notes		25-05-2016

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

Track Request

< Query
Withdraw
Continue >
Make Payment
View Payment Detail
Go to Home Page

4.4 Cancel Card

- Click on Cancel Card

View Business Profile

+ New Card
Amend Card
Renew Card
Cancel Card
Reprint Card
Go to Home Page

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

< Back
Go to Home Page

Select User for card request from below list or create new user by clicking on New User button + New User

User Registration

User ID	First Name	Middle Name	Last Name	Status	Representative Card Holder	Select User
MTEST1	e		2.	Active	No	Select
USERW12	USER 6		R	Active	No	Select
USER432	USER		Test	Active	No	Select
				Active	Yes	Select
				Active	Yes	Select

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**

Renew Card Request

Save & Continue
Save Draft
Cancel Request
Go to Home Page

Request ID: 1-8763097940
Request Status: Draft

Request Type: Renew Card Request

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

Edit

User Details

User Code: 118127724	Login Id:
First Name:	Middle Name:
Last Name:	Full Name Arabic:
Status: Active	Gender:
Nationality:	Designation:
Date Of Birth:	Place of Birth:
Place of Work:	

User Contact Details

Mobile (Country-Area-Number): 971-56	Phone (Country-Area-Number): 971-5-
Fax (Country-Area-Number): 971-6-	Email: ae
Alternate Email:	Preferred Mode Of Contact:

- 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)**

Roles

Add +

Role Name	Delete
Individual	

« ‹ 1 › »

- 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)**

Customs Representative Card

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User Credentials

Add +

Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit	Delete
etr234	National ID/Emirates ID	01-05-2016	31-05-2018	United Arab Emirates		
wer2342	Passport	01-05-2016	26-05-2018	United Arab Emirates		

« ‹ 1 › »

- 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**)

User Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
+ ert324	United Arab Emirates	Abu Dhabi	435345		

- The click on **Save & Continue**
- Enter the existing card number to link the card in case the card is not linked to the user.

Link Card

*Please Provide existing Representative Card Number

Card Number

Note: This is required to link selected user details with existing representative card.

Save & Continue

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

Card Details

Representative Card ID	I1	* Type of Card	Blue
Created Date	02-07-2014	Issue Date	02-07-2014
Expiry Date	27-08-2016	Status	Active

- 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**)

Companies Represented

Add +

Business Code	Company Name	Delete
AE-1		

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

Attachments

Add

Required Documents:

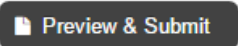
- Photograph (Passport size recommended).
- Copy of representative's Emirates ID.
- Copy of representative's Passport.
- Copy of representative's Visa.
- Copy of existing representative card.
- Estimation Or No Objection certificate from Free Zone Authority (For Freezone companies only).

Important Notes:

- All the attachments should be scanned from the original documents (Not from the photocopies).
- Card holder's Photograph attachment must be uploaded under the document type "Photograph".
- Ensure the accuracy of address details including Street/Landmark and contact details of card holder for efficient delivery of card.
- Use document type "Others" for uploading copy of existing representative card.

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

Preview & Submit
Back

- 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

Confirmation

Your request has been sent for approval. Please note the following information for your reference

Request Id: 1-8764871980
Request Date: 25-05-2016

Status: Submitted

Print Screen
Go To Home Page
Cancel

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

Track Request

Query
Withdraw
Continue
Make Payment
View Payment Detail
Go To Home Page

Request Number	Request Type	Request Status	Requested By	Request Date
1-8764058078	Cancel Card Request	Submitted	ewr342 234er	25-05-2016

Notes

Note	Note Type	Created By	Created Date
cancel	Amendment Reason Notes	ewr342 234er	25-05-2016

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

Track Request

Query
Withdraw
Continue
Make Payment
View Payment Detail
Go To Home Page

4.5 Reprint Card

- Click on Reprint Card

View Business Profile

[+ New Card](#)
[Amend Card](#)
[Renew Card](#)
[Cancel Card](#)
[Reprint Card](#)
[Go to Home Page](#)

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

[Back](#)
[Go to Home Page](#)

Select User for card request from below list or create new user by clicking on New User button [+ New User](#)

User Registration

User ID	First Name	Middle Name	Last Name	Status	Representative Card Holder	Select User
MTEST1	e		2	Active	No	Select
USERW12	USER 6		R	Active	No	Select
USER432	USER		Test	Active	No	Select
				Active	Yes	Select
				Active	Yes	Select

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

Card / User Registration

Reprint Card Request

[Save & Continue](#)
[Save Draft](#)
[Cancel Request](#)
[Go to Home Page](#)

Request ID: 1-8767689914

Request Type: Reprint Card Request

Request Status: Draft

* Reason For Reprint

[Lost Card](#)
[Lost Card](#)
[Damaged Card](#)

User Registration

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

Edit

User Details

User Code: 118127724	Login Id:
First Name:	Middle Name:
Last Name:	Full Name Arabic:
Status: Active	Gender:
Nationality:	Designation:
Date Of Birth:	Place of Birth:
Place of Work:	

User Contact Details

Mobile (Country-Area-Number): 971-56	Phone (Country-Area-Number): 971-5.
Fax (Country-Area-Number): 971-6-	Email: 3e
Alternate Email:	Preferred Mode Of Contact:

- 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)**

Roles

Add +

Role Name	Delete
Individual	

« < 1 > »

- 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)**

User Credentials

Add +

Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit	Delete
etr234	National ID/Emirates ID	01-05-2016	31-05-2018	United Arab Emirates		
wer2342	Passport	01-05-2016	26-05-2018	United Arab Emirates		

« < 1 > »

- 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)**

Customs Representative Card

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User Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
+ ert324	United Arab Emirates	Abu Dhabi	435345		

- The click on **Save & Continue**
- Enter the existing card number to link the card in case the card is not linked to the user.

Link Card

*Please Provide existing Representative Card Number:

Note: This is required to link selected user details with existing representative card.

Save & Continue

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

Card Details

Representative Card ID	<input type="text" value="I1"/>	* Type of Card	<input type="text" value="Blue"/>
Created Date	<input type="text" value="02-07-2014"/>	Issue Date	<input type="text" value="02-07-2014"/>
Expiry Date	<input type="text" value="27-08-2016"/>	Status	<input type="text" value="Active"/>

- 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**)

Companies Represented

Add +

Business Code	Company Name	Delete
AE-1	<input type="text"/>	

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

Attachments

Add +

Required Documents:

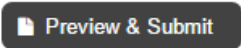
- Photograph (Passport size recommended).
- Copy of representative's Emirates ID.
- Copy of representative's Passport.
- Copy of representative's Visa.
- Copy of existing representative card.
- Estimation Or No Objection certificate from Free Zone Authority (For Freezone companies only).

Important Notes:

- All the attachments should be scanned from the original documents (Not from the photocopies).
- Card holder's Photograph attachment must be uploaded under the document type "Photograph".
- Ensure the accuracy of address details including Street/Landmark and contact details of card holder for efficient delivery of card.
- Use document type "Others" for uploading copy of existing representative card.

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete
<input type="text"/>					

Preview & Submit **< Back**

- 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

Confirmation

Your request has been sent for approval. Please note the following information for your reference

Request Id: 1-8764871980

Request Date: 25-05-2016

Status: Submitted

Print Screen

Go To Home Page

Cancel

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

Track Request

< Query

Withdraw

Continue >

Make Payment

View Payment Detail

Go to Home Page

Request Number	Request Type	Request Status	Requested By	Request Date
1-8764058078	Cancel Card Request	Submitted	ewr342 234er	25-05-2016

Notes

Note	Note Type	Created By	Created Date
cancel	Amendment Reason Notes	ewr342 234er	25-05-2016

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

Track Request

< Query

Withdraw

Continue >

Make Payment

View Payment Detail

Go to Home Page

