



# HOW CAN WE HELP YOU?



HOW CAN  
WE HELP  
YOU?

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## Submit Complaints, Suggestions and Enquiries

Service Name	Submit Complaints, Suggestions and Enquiries
<b>Service Description</b>	<p>Through this service clients can file complaints, suggestions, or enquiries for any service provided by Dubai Customs in order to enhance cooperation with clients and promote the performance of services offered to clients.</p> <p>This service offers Dubai Customs clients the ability to file complaints via any of the available channels so as to find the proper solutions for any of the following problems:</p> <ol style="list-style-type: none"> <li>1. Inappropriate staff attitude</li> <li>2. Failure to deliver the required service without adequate or reasonable justification</li> <li>3. Unjustified arbitrary action taken by Dubai Customs</li> <li>4. Unjustified delay in taking a specific decision, in deciding on a matter, or in delivering the required service</li> <li>5. Violation of statutory regulations upon decision making or at the delivery of the required service</li> <li>6. Defaults in the application of regulations or making decisions relevant to a specific client or a group of clients</li> <li>7. Reporting any administrative or financial violations detected</li> <li>8. Inappropriate or unqualified service delivery facility</li> <li>9. Any other reasons relating to customs procedures</li> </ol>
<b>Eligible Categories</b>	Private companies/customs clearance agents/individuals/all Dubai Customs clients
<b>Documents Required</b>	All documents and papers related to the problem or suggestion
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Fax <input type="checkbox"/> B2G <input checked="" type="checkbox"/> IVR <input checked="" type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter
<b>Document Submission Place</b>	Dubai Government's Unified Complaint and Suggestions Portal, Complaints boxes available at all customs centers, and call center's email
<b>Working Hours</b>	Saturday - Thursday 07:30 - 02:30
<b>Service Fees</b>	Free of charge
<b>Application Procedures</b>	Complete the Complaint or Suggestion Form in the system
<b>Service Delivery</b>	Client is notified with the submitted complaint or suggestion with an SMS and email message
<b>ETD</b>	Within 3 working days
<b>Support Services</b>	Call Center: 800 800 80



## Submit RAFED Information

Service Name	Providing Information Through RAFED System
<b>Service Description</b>	<p>This service is specifically designed for parties wishing to share intelligence information with Dubai Customs for the purpose of maintaining public safety and to help detect and expose corruption and suspicious activities.</p> <p>This service is meant to encourage community members to help Dubai Customs in its constant efforts aimed at maintaining security and stability in the society. It is important to note that the identity of the information reporter is protected and not revealed in accordance with Dubai Customs' regulations.</p>
<b>Eligible Categories</b>	All community members
<b>Documents Required</b>	N/A
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Fax <input type="checkbox"/> B2G <input type="checkbox"/> IVR <input checked="" type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Counter
<b>Document Submission Place</b>	Customs centers and shopping malls
<b>Working Hours</b>	24 hours
<b>Service Fees</b>	Free of charge
<b>Application Procedures</b>	N/A
<b>Service Delivery</b>	N/A
<b>ETD</b>	Within 24 hours
<b>Support Services</b>	Call Center: 80080080



## Request for Appeal

Service Name	Request for Appeal on Customs Decision
<b>Service Description</b>	<p>This service allows customers the opportunity to appeal any decision or proposition issued by Dubai Customs that does not fulfill their needs. This service is the first step to be followed in order to find a way to challenge the decision per proposition made by Customs.</p> <p>The customer can submit a Request for Appeal to resolve any issue relating to the following areas:</p> <ul style="list-style-type: none"> <li>• Appeal Decisions relating to Customs Tariff and Prohibition and Restriction of Goods</li> <li>• Appeal Decisions relating to Origin and Economic Agreements</li> <li>• Appeal Decisions relating to Legal Cases</li> </ul>
<b>Eligible Categories</b>	Individuals/corporates
<b>Documents Required</b>	<p>Customs Declaration            Certificate of Origin            Invoice Bill            Bill of Lading            Inspection Report-if available            Catalogs            Samples            Analytical composition for chemicals            Corporate License</p>
<b>Service Delivery Channels</b>	<p><input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> B2G</p> <p><input type="checkbox"/> IVR <input type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input type="checkbox"/> SMS <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter</p>
<b>Document Submission Place</b>	Customs Tariff Department
<b>Working Hours</b>	Regular Office Hours 07:30 - 02:30
<b>Service Fees</b>	AED 200
<b>Application Procedures</b>	Client submits the required documents to the Tariff Department
<b>Service Delivery</b>	Client receives an email stating DC's Approval or Rejection of his/her request
<b>ETD</b>	<p>Customs Tariff: Less than 2 hours            Origin and Economic Agreements: Less than 2 hours            Legal Cases: Less than 2 hours            Suspended Duties: Less than 2 hours</p>
<b>Support Services</b>	Call Center 800 800 80



## Request for Guarantees / Deposits Claims and Refunds

Service Name	Submit Claim
<b>Service Description</b>	This service allows clients to submit claim for refund of deposit or release of guarantee paid in lieu of Customs duty
<b>Eligible Categories</b>	Corporates
<b>Documents Required</b>	Proof of export for goods (*documents can vary based on the type of claim)
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input checked="" type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> B2G <input type="checkbox"/> IVR <input type="checkbox"/> Call Center <input type="checkbox"/> Mobile <input checked="" type="checkbox"/> SMS <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter
<b>Document Submission Place</b>	Website - Customs Service Centers
<b>Working Hours</b>	Website 24/7 - Regular Office Hours 07:30 - 02:30
<b>Service Fees</b>	AED 50 + AED 10 for Knowledge Dirham
<b>Application Procedures</b>	Submit required documents for refund along with online application
<b>Service Delivery</b>	Refund balance is issued to client
<b>ETD</b>	Within 7 Working Days
<b>Support Services</b>	Call Center 800 800 80





## Request for Customs Declaration Clearance

Service Name	Request for Customs Declaration Clearance
<b>Service Description</b>	<p>This service allows clients to process customs declarations and obtain clearance for the movement of goods in and out of the Emirate of Dubai under the following categories</p> <ol style="list-style-type: none"> <li>1.Export</li> <li>2.Import</li> <li>3.Transit</li> <li>4.Transfer</li> <li>5.Temporary Admission</li> </ol>
<b>Eligible Categories</b>	Individuals/corporates/government entities
<b>Documents Required</b>	<ul style="list-style-type: none"> <li>• Invoice</li> <li>• Packing list</li> <li>• Certificate of Origin</li> <li>• Delivery order</li> <li>• Bill of Lading/Airwaybill</li> </ul> <p>Document requirements vary according to customs declaration type and the customs port</p>
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input type="checkbox"/> Email <input type="checkbox"/> Fax <input checked="" type="checkbox"/> B2G <input type="checkbox"/> IVR <input type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input type="checkbox"/> SMS <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter
<b>Document Submission Place</b>	Customs Centers
<b>Working Hours</b>	24/7
<b>Service Fees</b>	Based on the customs declaration type
<b>Application Procedures</b>	Client fills out data through Dubai Trade portal
<b>Service Delivery</b>	Client is notified with an e-mail stating DC's approval or rejection of his/her request
<b>ETD</b>	Within 6 hours
<b>Support Services</b>	Call Center 800 800 80



## Request for Manifest Registration

Service Name	Request for Export Manifest
<b>Service Description</b>	This service is intended to provide Manifest for goods to be exported. Clients are required to submit all required documents to Dubai Customs' operation departments at Dubai Creek, Hamriya Port, Coastal Berth Office and Dry Port so as to verify the application and obtain the Manifest.
<b>Eligible Categories</b>	Individuals/corporates
<b>Documents Required</b>	<ol style="list-style-type: none"> <li>1. Ship registration document</li> <li>2. Copy of ship entry permit</li> <li>3. Copy of electronic Manifest</li> <li>4. Copy of customs exit/entry certificate</li> <li>5. Copy of customs' declaration</li> <li>6. Copy of vehicle certificate of exportation</li> <li>7. Bills and invoices</li> </ol>
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> B2G <input type="checkbox"/> IVR <input type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input type="checkbox"/> SMS <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter
<b>Document Submission Place</b>	<ul style="list-style-type: none"> <li>- Customs clearance agents</li> <li>- Company representatives</li> <li>- Shipping agents</li> <li>- Ship captain</li> </ul>
<b>Working Hours</b>	07:30 am - 02:30 pm 12:00 pm - 07:00 pm
<b>Service Fees</b>	Export Declaration Fee: AED 100 Manifest Appendix Fee: AED 10 Manifest Fee: AED 20 Addition and Amendment Fee AED 100
<b>Application Procedures</b>	To print Manifest and supporting documents from the E-System through Customs Clearance Agents
<b>Service Delivery</b>	<ol style="list-style-type: none"> <li>1. Ship registration document</li> <li>2. Copy of ship entry permit</li> <li>3. Electronic Manifest</li> <li>4. Copy of Customs exit/entry certificate</li> <li>5. Copy of Customs' declaration</li> <li>6. Copy of vehicle certificate of exportation</li> <li>7. Bills and invoices</li> </ol>
<b>ETD</b>	Within 6 hours
<b>Support Services</b>	Call Center 800 800 80



## Request for Awareness and Training

Service Name	Request for Awareness and Training
<b>Service Description</b>	<p>This service targets customers who wish to obtain information about Dubai Customs services and procedures. Dubai Customs organizes a wide range of awareness-raising programs and regular training as well as courses that may require the approval of Dubai Customs Training Department. These courses can be held at different training sites upon client preference. Awareness programs covering the following areas are provided:</p> <ul style="list-style-type: none"> <li>• Awareness of Customs Valuation</li> <li>• Awareness of Customs Tariff</li> <li>• Awareness of Customs Origin and Economic Agreements</li> <li>• Awareness of Prohibited and Restricted Goods</li> <li>• Awareness of Intellectual Property Rights</li> <li>• Awareness of Client Partnership</li> <li>• Awareness of Suspended Duties</li> </ul>
<b>Eligible Categories</b>	Individuals/corporates
<b>Documents Required</b>	<ol style="list-style-type: none"> <li>1. Letter requesting for awareness and training courses from company</li> <li>2. Person's details</li> </ol>
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input checked="" type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> B2G <input type="checkbox"/> IVR <input type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input type="checkbox"/> SMS <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter
<b>Document Submission Place</b>	Client Management Department
<b>Working Hours</b>	Regular office hours 07:30 - 02:30
<b>Service Fees</b>	Free of charge
<b>Application Procedures</b>	Client submits a letter addressed to Dubai Customs requesting awareness and training courses
<b>Service Delivery</b>	Awareness and training courses schedule is set and eligible clients are notified via email
<b>ETD</b>	Within 14 working days
<b>Support Services</b>	Call Center 800 800 80



## Request for Customs Opinion

Service Name	Request for Customs Opinion
<b>Service Description</b>	<p>This service involves provision of recommendations and technical opinions to clients through competent work teams in several areas as per customer needs. The service is made available for the benefit of both external clients and internal departments of Dubai Customs.</p> <p>The focus of these recommendations and technical opinions covers the following areas:</p> <ul style="list-style-type: none"> <li>• Customs Valuation</li> <li>• Customs Tariff</li> <li>• Origin and Economic Agreements</li> <li>• Suspended Duties and Appeal Cases</li> <li>• Restricted and Prohibited Goods</li> </ul>
<b>Eligible Categories</b>	Individuals/corporates/strategic partners/internal clients
<b>Documents Required</b>	<p>1- Letter from Company</p> <p>2- All case-related documents</p>
<b>Service Delivery Channels</b>	<p><input checked="" type="checkbox"/> Courier   <input checked="" type="checkbox"/> Web   <input checked="" type="checkbox"/> Email   <input type="checkbox"/> Fax   <input type="checkbox"/> B2G</p> <p><input type="checkbox"/> IVR   <input checked="" type="checkbox"/> Call Center   <input checked="" type="checkbox"/> Mobile   <input checked="" type="checkbox"/> SMS   <input checked="" type="checkbox"/> Phone   <input checked="" type="checkbox"/> Counter</p>
<b>Document Submission Place</b>	Customs Tariff & Origin Department, Insurance and MAKASA Management and Customs Centers
<b>Working Hours</b>	Regular office hours 07:30 - 02:30
<b>Service Fees</b>	Free of charge
<b>Application Procedures</b>	Client provides letter with request to the competent department
<b>Service Delivery</b>	Based on application channel
<b>ETD</b>	<p>Suspended Duties and Appeal Cases: Less than 2 hours</p> <p>Customs Tariff: Less than 2 hours</p> <p>Customs Valuation: Less than 2 hours</p> <p>Origin and Economic Agreements: Less than 2 hours</p> <p>Prohibited and Restricted Goods: Less than 2 hours</p>
<b>Support Services</b>	Call Center 800 800 80



## Request for Certificate

Service Name	Request for Letters and Certificates
<b>Service Description</b>	<p>This service is being offered to Dubai Customs clients who need to obtain certificates and letters in relation to their trading transactions within FZ and inside the emirate.</p> <p>This service allows Dubai Customs clients to obtain certificates and letters including:</p> <ul style="list-style-type: none"> <li>• Clearance Letter</li> <li>• Compliance Certificate</li> <li>• Other letters as per clients requests</li> </ul>
<b>Eligible Categories</b>	<p>All Dubai Customs clients For invoices issued by FZ licenses companies: Free Zone companies based in Dubai</p>
<b>Documents Required</b>	<ol style="list-style-type: none"> <li>1. A signed and stamped letter from the company manager or the authorized person stating the reason of such request.</li> <li>2. A copy of the trade license.</li> <li>3. A passport copy of the person nominated in the trade license or any other authorized person</li> </ol> <p>For invoices issued by FZ licenses companies:</p> <ol style="list-style-type: none"> <li>1. A written request by the company intending to issue invoices to Customs Valuation Department at Dubai Customs</li> <li>2. A copy of the company's FZ license</li> <li>3. A letter from the exporter authorizing the company to issue invoices on the exporter's behalf</li> <li>4. The letter must be attested by the Chamber of Commerce at the country of exportation including diplomatic missions accredited to the country, if any</li> <li>5. The letter is to be attested by the Ministry of Foreign Affairs at the country of issuance</li> </ol>
<b>Service Delivery Channels</b>	<p> <input type="checkbox"/> Courier    <input checked="" type="checkbox"/> Web    <input checked="" type="checkbox"/> Email    <input type="checkbox"/> Fax    <input type="checkbox"/> B2G  <input type="checkbox"/> IVR    <input type="checkbox"/> Call Center    <input checked="" type="checkbox"/> Mobile    <input type="checkbox"/> SMS    <input type="checkbox"/> Phone    <input checked="" type="checkbox"/> Counter         </p>
<b>Document Submission Place</b>	<p>Client Management Department - Client Partnership Section - Rashid Port For invoices issued by FZ licenses companies: Customs Valuation Department -v Dubai Customs Main Building</p>
<b>Working Hours</b>	<p>Regular Office Hours Sunday - Thursday 7:30am - 2:30pm - Smart service 24/7</p>
<b>Service Fees</b>	<p>AED 100 For invoices issued by FZ licenses companies: Free of charge</p>



<b>Application Procedures</b>	<b>New</b>	Client submits the documents required for obtaining clearance certificates to Registration and Licensing Officer
	<b>Enquiry</b>	Client can check the status of the request through making direct calls or visiting the Registration and Licensing Office
	<b>For invoices issued by FZ licenses companies:</b> A written request to Valuation Department	
<b>Service Delivery</b>	Registration and Licenses Officer communicates with the client to attend the Registration and Licensing Office to pay fees and receive the certificate For invoices issued by FZ licenses companies: No Objection Letter	
<b>ETD</b>	3 Working Days For invoices issued by FZ licenses companies: 1 Working Day	
<b>Support Services</b>	Call Center 800 800 80	



## Request for Transactions Report

Service Name	Request for Report	
<b>Service Description</b>	This Service allows clients to request a history report of their customs transactions for a given period	
<b>Eligible Categories</b>	all Dubai Customs clients	
<b>Documents Required</b>	1. Letter from the company stating the customs code and determining the time period of the required report 2. Copy of the relevant commercial license	
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> B2G <input type="checkbox"/> IVR <input type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input type="checkbox"/> SMS <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Counter	
<b>Document Submission Place</b>	Registration and licensing office	
<b>Working Hours</b>	Regular Office Hours Sunday - Thursday 7:30am - 2:30pm - Smart service 24/7	
<b>Service Fees</b>	AED 50 per month	
<b>Application Procedures</b>	<b>New</b>	Submitting request through service delivery channels and sending the required documents to Registration and Licensing Officer
	<b>Enquiry</b>	Client can check status of its request via calling or attending personally to registration office
<b>Service Delivery</b>	Registration and Licensing Officer contacts the client to attend to registration and licensing office in order to pay charges and receive the report	
<b>ETD</b>	Within 4 working days	
<b>Support Services</b>	Call Center 800 800 80	



## Request for Client Registration

Service Name	Request for Client Registration			
<b>Service Description</b>	This service enables clients to register their business with Customs to allow them officially and legally transact with Dubai Customs. Subject to this process, clients can be registered as authorized bodies by the Department, in order to complete their trading transactions successfully			
<b>Eligible Categories</b>	all Dubai Customs clients			
<b>Documents Required</b>	1. Copy of valid commercial license 2. Copy of passport of the authorized person (in case of new registration) 3. Letter of Undertaking for vocational companies and non commercial activities			
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input checked="" type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> B2G <input type="checkbox"/> IVR <input type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input type="checkbox"/> SMS <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter			
<b>Document Submission Place</b>	N/A			
<b>Working Hours</b>	N/A			
<b>Service Fees</b>	AED 100 for new code - AED 25 for renewal			
<b>Application Procedures</b>	<b>New</b>	Client can access Dubai Trade website, choose type of request, fill in data properly and attach the required documents. system provides request number for the client in order to check the status of request later	<b>Enquiry</b>	Client can communicate with Dubai Trade to check the status of request or enter number of request at Dubai Trade website
	<b>Amendment</b>	Client can access to its file at Dubai Trade website, and amend the request	<b>Cancellation</b>	access to file at Dubai Trade website and cancel the request
<b>Service Delivery</b>	Client is to be notified via e-mail			
<b>ETD</b>	Within one working day			
<b>Support Services</b>	Call Center 800 800 80			





## Request for Client Accreditation

Service Name	Request for Client Accreditation			
<b>Service Description</b>	This service allows clients to submit a request for enrollment in Dubai Customs Client Accreditation Program. This Program will provide eligible clients with a higher level of services and incentives based on their profiles and records held by DC.			
<b>Eligible Categories</b>	Clients are accepted and registered in the program, as per the following criteria: 1. Be registered with the Department as an importer, exporter or free zone company 2. Be fully compliant with legislations, laws and procedures 3. Client's total trade shall not be less than 10 million dirhams yearly 4. Adoption and use of electronic solutions and programs 5. Adoption of proper quality control measurements, and sound administrative and financial systems			
<b>Documents Required</b>	1. Request for Client Accreditation 2. Copy of commercial license 3. Self-evaluation form			
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input checked="" type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> B2G <input type="checkbox"/> IVR <input type="checkbox"/> Call Center <input type="checkbox"/> Mobile <input type="checkbox"/> SMS <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter			
<b>Document Submission Place</b>	Client Management Department - Client Partnership Section - Rashid Port			
<b>Working Hours</b>	Regular office hours: 7:30 - 2:30			
<b>Service Fees</b>	Free of charge			
<b>Application Procedures</b>	<b>New</b>	Submission of request through a service delivery channels and sending the required document to client accreditation officer	<b>Enquiry</b>	Contacting client accreditation officer via telephone or e-mail, or the client can attend at DC headquarter personally
	<b>Amendment</b>	submission of request through service delivery channels to client accreditation officer	<b>Cancellation</b>	Submission of request through service delivery channels to client accreditation officer
<b>Service Delivery</b>	Client is to be notified via e-mail			
<b>ETD</b>	Within 15 working days			
<b>Support Services</b>	Call Center 800 800 80			



## Request for Vehicle Clearance Certificate (VCC)

Service Name	Request for Vehicle Clearance Certificate (VCC)
<b>Service Description</b>	This service is provided to all clients of Dubai Customs who want to obtain Vehicle Clearance Certificate for the vehicle they import through Dubai entry points after completing the necessary clearance procedures. This certificate is a mandatory requirement for all vehicles that need to be registered within the UAE
<b>Eligible Categories</b>	Individuals/Corporates
<b>Documents Required</b>	1. Customs Declaration Form 2. Inspection Report - if required
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> B2G <input type="checkbox"/> IVR <input type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input checked="" type="checkbox"/> SMS <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter
<b>Document Submission Place</b>	All customs service centers
<b>Working Hours</b>	Regular office hours: 7:30 - 2:30, except Cargo Village and Airport Free Zone which provide services around the clock (24/7)
<b>Service Fees</b>	AED 30 for new requests - AED 30 for amendment - AED 110 for replacement
<b>Application Procedures</b>	New Requests: Filling in data required within Excel Amendment: Inspection report + copy of customs declaration Cancellation: Official letter from the company
<b>Service Delivery</b>	Upon submission of payment receipt
<b>ETD</b>	Based on number of vccs in the declaration
<b>Support Services</b>	Call Center 800 800 80



## Request for Customs Audit

Service Name	Request for Customs Audit
<b>Service Description</b>	This service aims to allow the possibility of issuing a customs audit report for a business entity at the request of the owner or his/her representative. The report provides information on imported and exported merchandise movement to/from free zones and internal movements within the free zone as per Customs records and includes information such as customs declaration numbers, declaration dates, goods quantity, weight, and value of all transactions performed since the inception of company activities.
<b>Eligible Categories</b>	Individuals / free zones (Dubai)
<b>Documents Required</b>	1. Trade License 2. Copy of establishment owner's or representative's passport 3. Client's goods inventory report
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> B2G <input type="checkbox"/> IVR <input type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input type="checkbox"/> SMS <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter
<b>Document Submission Place</b>	Client Management Department - Registration and Licensing Section
<b>Working Hours</b>	Regular office hours 07:30 - 02:30
<b>Service Fees</b>	AED 3000
<b>Application Procedures</b>	Client submits a letter addressed to Dubai Customs stating the time period over which the audit is required
<b>Service Delivery</b>	Upon completion of request processing, client is notified by phone or email
<b>ETD</b>	Within 9 working days
<b>Support Services</b>	Call Center 800 800 80



## Request to Record Trademark

Service Name	Request to Record Trademark
<b>Service Description</b>	<p>This service allows for the registration of a trademark (word, name, symbol, device, or any combination), used, or intended to be used in trade, in order to identify and distinguish the brand from that of other providers with similar trademarks, and to indicate the source of the brand.</p> <p>This service allows the maintenance of an updated customs database for intellectual property rights after completion of the necessary procedures and prior registration with the Ministry of Economy.</p> <p>Clients shall request this service by filling out a Trademark Registration Form and submit it to the IPR Department, along with the registration fees</p>
<b>Eligible Categories</b>	Trademark owners, advocates and legal consultancy firms
<b>Documents Required</b>	<ol style="list-style-type: none"> <li>1. Request for trademark registration for customs protection purposes.</li> <li>2. Authenticated copy of valid trademark registration certificates.</li> <li>3. Copy of translated and authenticated power of attorney.</li> <li>4. VCD containing latest trademark details and features that enables Customs to distinguish between original and counterfeit trademarks.</li> <li>5. Copy of trademark owner or legal representative's ID.</li> </ol>
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Fax <input type="checkbox"/> B2G <input type="checkbox"/> IVR <input type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input type="checkbox"/> SMS <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter
<b>Document Submission Place</b>	Dubai Customs main building- IPR Department- Trademark Registration Section
<b>Working Hours</b>	Regular office hours 07:30 am - 02:30 pm
<b>Service Fees</b>	AED 210
<b>Application Procedures</b>	<ul style="list-style-type: none"> <li>- New: Submit required documents</li> <li>- Modification: Submit required documents</li> <li>- Cancellation:</li> </ul> <ol style="list-style-type: none"> <li>1. A To Whom It May Concern letter by the Ministry of Economy stating that the trademark has been cancelled or struck off</li> <li>2. Proof of trademark ownership or copy of duly attested translated power of attorney</li> </ol>
<b>Service Delivery</b>	After fulfilling all requirements, a Trademark Registration Certificate is issued
<b>ETD</b>	Less than 2 hours
<b>Support Services</b>	Call Center 800 800 80



## Request for Trade Agency Registration

<b>Service Name</b>	<b>Request for Trade Agency Registration</b>					
<b>Service Description</b>	This service allows clients to register their agency rights with Dubai Customs. Such registration allows the agents to file complaints with specific information on violating imports by any unauthorized entity					
<b>Eligible Categories</b>	Corporates and trade agency owners					
<b>Documents Required</b>	<ol style="list-style-type: none"> <li>1. Letter from the Ministry of Economy stating that the agency is registered in the name of the agent.</li> <li>2. Trade License.</li> <li>3. Trade Agency Registration Request Form.</li> </ol>					
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input checked="" type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> B2G <input type="checkbox"/> IVR <input type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input type="checkbox"/> SMS <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter					
<b>Document Submission Place</b>	Tariff Department (Prohibition and Restriction Section) - Port Rashid					
<b>Working Hours</b>	Regular office hours 07:30 - 02:30					
<b>Service Fees</b>	AED 210					
<b>Application Procedures</b>	<b>New</b>	Supporting Documents	<b>Cancellation</b>	Processed by the Client	<b>Enquiry</b>	By the Client
<b>Service Delivery</b>	N/A					
<b>ETD</b>	Less than 2 hours					
<b>Support Services</b>	Call Center 800 800 80					



## Request for Inspection

Service Name	Request to Book Customs Inspection
<b>Service Description</b>	This service allows clients to request the scheduling of customs inspection for cargo
<b>Eligible Categories</b>	Corporates
<b>Documents Required</b>	<ol style="list-style-type: none"> <li>1. Customs Declaration</li> <li>2. Goods List</li> <li>3. Bill of Lading</li> <li>4. Any other documents as may be required by the inspection coordinator</li> </ol>
<b>Service Delivery Channels</b>	<input type="checkbox"/> Courier <input checked="" type="checkbox"/> Web <input checked="" type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> B2G <input type="checkbox"/> IVR <input checked="" type="checkbox"/> Call Center <input checked="" type="checkbox"/> Mobile <input type="checkbox"/> SMS <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Counter
<b>Document Submission Place</b>	<ul style="list-style-type: none"> <li>- Dubai Customs website</li> <li>- Dubai Trade Portal</li> </ul>
<b>Working Hours</b>	24/7
<b>Service Fees</b>	AED 160
<b>Application Procedures</b>	Applying through website
<b>Service Delivery</b>	Client receives an email message stating reservation schedule
<b>ETD</b>	Within 2 hours
<b>Support Services</b>	Call Center 800 800 80

