

Dubai Customs' 100% Smart Services, 24/7, wherever you are

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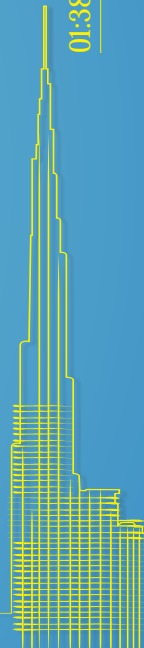
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- **Request for Client Registration**

This service enables clients register their business with Dubai Customs to allow them officially and legally transact with Dubai Customs.

- **Request for Client Accreditation**

This service allows clients to submit a request for enrolment in Dubai Customs Client Accreditation Program. This Program will provide eligible clients with a higher level of services and incentives based on their profiles within Customs.

- **Request for Customs Warehouse License**

This service is provided to entities requesting to have a Customs Bonded Warehouse facility where goods can be stored in the warehouse with duty deferred until they are taken for local consumption or until the expiry of the prescribed time period agreed by Customs. There are two types of warehouses, public and private warehouses.

- **Request to Record Trademark**

This service allows registration of a trademark (any word, name, symbol, device, or any combination), used, or intended to be used, in trade, to identify and distinguish the brand from that of other providers, and to indicate the source of the brand. This service allows the maintenance of Customs database for intellectual property rights after the completion of necessary procedures and prior registration with the Ministry of Economy. Clients must request this service by filling out a Trademark registration form and submit it, to the office of intellectual property rights along with the assessed registration fees.

- **Request for Customs Declaration Clearance**

This service allows the client to declare and obtain clearance for the movement of goods in and out of the emirate of Dubai under the following regimes:
Import, export, transit, transfer, temporary admission

- **Request for Vehicle Clearance**

This service provides customers 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.

- **Request for Manifest Registration**

This service provides manifest for exported goods. Clients should come with all documents to Dubai Customs operation departments in creek, hamriya, coastal berth office and dry port to validate the application and obtain the manifest.

- **Request for Guarantees / Deposits Claims and Refunds**

This service is to submit claim for refund of deposit or release of guarantee paid in lieu of Customs duty.

• Request for Appeal

This service allows customers the opportunity to appeal any decision issued by Dubai Customs that does not fulfil their needs. This service is the first step to be followed in order to find a way to challenge the decision provided by customs. The customer can submit a request to appeal to resolve any issue in the following areas:

- Appeal Decisions on Customs Tariff and Restricted and Prohibited Goods
- Appeal Decisions on Origin and Economic Agreements
- Appeal Decisions on Legal Cases
- Appeal Decisions on Suspended Duties

• Request for Customs Opinion

This service provides recommendations and technical opinions to clients through a competent work teams in several areas per customer needs.

The focus of these recommendations and technical opinions covers the below areas:

- Customs Valuation
- Customs Tariff
- Origin and Economic Agreements
- Suspended Duties and Appeal Cases
- Suspended and Prohibited Goods

• Requests for Letters and Certificates

This service is being offered to Dubai Customs clients who wish to obtain certificates and letters related to their trade transactions within FZ and inside the emirate.

• Request for Transactions Report

This Service allows clients to request a history report of their customs transactions for a given period.

• Request for Awareness and Training

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 periodic training or those courses which may require accreditation of Dubai Customs Training Department. These courses can be held at different training sites upon client preference. The following types of training courses are available:

- Awareness on Customs Valuation
- Awareness on Customs Tariff
- Awareness on Customs Origin and Economic Agreements
- Awareness on Prohibited and Restricted Goods
- Awareness on Intellectual Property Rights
- Awareness on Suspended Duties

- **Submit Complaints, Suggestions and Enquiries**

This service is being offered to clients wishing to file Complaints, Suggestion or Enquiries for any service provided by Dubai Customs in order to strengthen the cooperation with clients and raise the level of performance for Services offered by Customs.

- **Submit RAFED Information**

This service is specifically designed for parties wishing to share intelligence information with Dubai Customs for public safety and to help expose corruption, suspicious activities or malpractices. This service is meant to encourage community members to help Dubai Customs in maintaining the security and stability of society. The Identity of the submitter is kept secret according with the regulations of dubai Customs.

- **Request for Customs Audit**

This service aims to allow the possibility of extracting a customs audit report for a business entity at the request of the owner or his representative. The report provides information on imported and exported merchandise movement to/from FZ and internal movements within FZs per Customs records and includes information such as quantity, unit of measurement, weight, value for all transactions performed by the company.

- **Request for Trade Agency Registration**

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 importers.

- **Contact Director General**

This service opens a direct channel to communicate with His Excellency the Director General and provides individuals the ability to share their comments or issues they wish to have delivered directly to him.

- **Request for Inspection**

This service allows clients to request the scheduling of the inspection for their cargo.