



DUBAI CUSTOMS SERVICE GUIDE

Version No. 9





CONTENTS

Director General Message	8
Vision, Mission and Values	9
Introduction	10
Working Hours	11
Definitions	14

Services

Registration and Licensing

- Request Business Registration	18
- Request Business Registration Renewal	19
- Request Business Registration Amendment	20
- Request Representative Card	21
- Request Representative Card Renewal	22
- Request Representative Card Amendment	23
- Request Representative Card Cancellation	24
- Request Customs Warehouse License	25
- Request Customs Warehouse License Renewal	26
- Request Customs Warehouse License Cancellation	27

Client Programs

- Join Accreditation Program	28
- Join Authorized Economic Operator Program	29

Intellectual Properties

- Request Trade Agency Recording	30
- Request Trade Mark Recording	31
- Submit Trade Intellectual Property Complaint	32

Customs Clearance

- Submit Customs Declaration	33
- Request Customs Declaration Amendment	34
- Request Customs Declaration Cancellation	35
- Request Cargo Transfer	36
- Request Cargo Transfer Amendment	37
- Request Cargo Transfer Cancellation	38
- Book Customs Inspection	39
- Request Customs Inspection Amendment	40
- Request Customs Inspection Cancellation	41
- Submit Cargo Information	42

- Clear Cargo Discrepancies	43
- Submit Voluntary Disclosure	44
- Request Temporary Admission Extension	45
- Submit RAFED Information	46
- Request Customs Opinion	47
- Appeal Customs Decision	48
- Request Goods Classification	49

Finance and Refund

- Request Duty Account	50
- Request Duty Account Amendment	51
- Request Duty Account Top-up	52
- Pay Bills or Fines	53
- Submit Refund Claim	54
- Request Refund Claim Cancellation	55

Certificates and Reports

- Request Client Clearance Certificate	56
- Request Goods Landing Certificate	57
- Request Goods Landing Certificate Amendment	58
- Request Vehicle Clearance Certificate	59
- Request Vehicle Clearance Certificate Duplicate	60
- Request Vehicle Clearance Certificate Cancellation	61
- Request FZ Invoice Issuance Authorization	62
- Request No Objection for Customs Broker	63
- Request VAT Registration Certificate	64
- Request Customs Transactions Report	65

Bundles

Zadi	68
-------------	----

FAQs

Service Guide Appendix	72
-------------------------------	----



DIRECTOR GENERAL MESSAGE

In light of the rapid developments shaping the global trade landscape, Dubai Customs remains firmly committed to take a pivotal role in strengthening the United Arab Emirates' position as a strategic hub connecting global markets. This is achieved through an intelligent customs approach that accelerates services, enhances the appeal of the business environment, and protects the national economy to support the strategic objectives of the Government of Dubai which is centered on facilitating trade and stimulating investment, aligning with the wise leadership's vision and its ambitious plans for building a sustainable future. We have made significant progress in translating this vision into tangible reality by adopting an integrated digital infrastructure that has greatly enhanced service efficiency. This progress has positively contributed to reinforcing Dubai's status as one of the world's leading cities for attracting entrepreneurs and investors.

Our success is not solely attributed to technology; it also stems from strategic partnerships with local, federal, and international entities. These collaborations aim to develop innovative solutions that ease business operations for investors, enhance customer experience, and promote the principle of integration in customs work. Recognizing that service excellence requires advanced internal capabilities and skills, we have adopted an approach rooted in innovation and future foresight. We employ artificial intelligence and big data analytics to improve performance and ensure the speediness and accuracy of customs procedures and services.

DR. ABDULLA BUSENAD
Director General of Dubai Customs

OUR VISION

The leading customs administration in the world supporting legitimate trade

OUR MISSION

Protecting the society and sustaining economic development through compliance, facilitation and Innovation

OUR VALUES

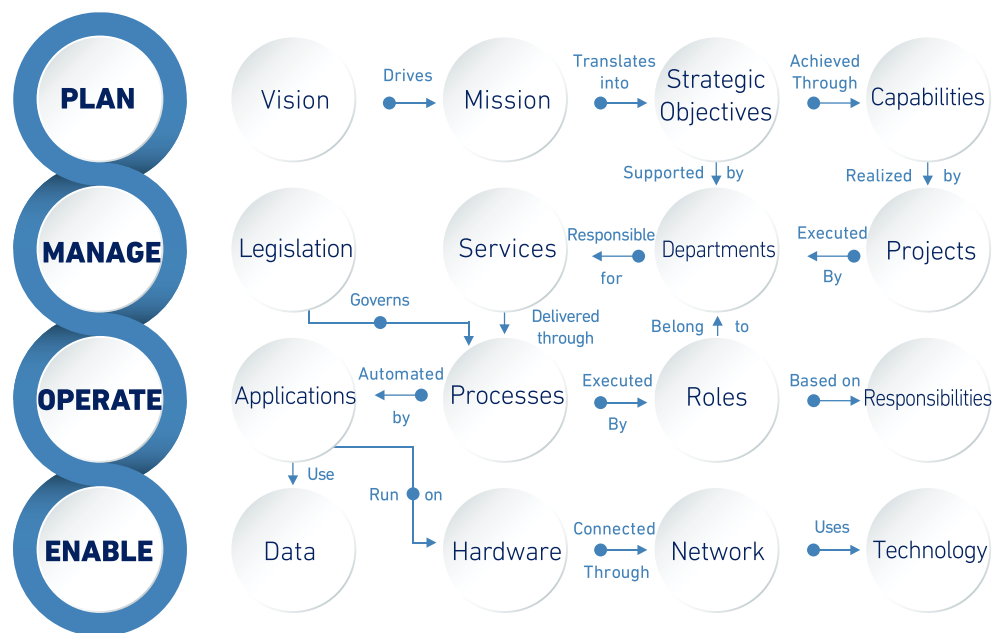
Leadership: Adopting global best practices in customs work that will sustain the reputation of Dubai as a global trading hub.

Happiness: Working together towards creating happiness for our staff, clients, community and partners.

Loyalty: Being proud of working for Dubai Customs and seeking to improve its performance, reputation and image.

Innovation: Building a stimulating workplace environment and introducing collective ways of innovation that inspire creative ideas to promote global excellence and competitiveness.

Empowerment: Empowering our employees to take initiative and give their best to ensure the nation's prosperity.



Enterprise Connected View

Dubai Customs strives to be distinguished in the provision and development of services through the application of international best practices to raise the efficiency and quality of services and meet customers need with an exceed in their expectations. Service Innovation Department is accountable for the development of Dubai Customs services through a group of methodologies and innovation development tools like Enterprise Connected View which harmonizes and integrates all Dubai Customs related information such as services, processes, capabilities, business processes and technologies to achieve the strategic objectives of Dubai Customs according to the highest levels of innovation, allowing distinct customer experience during his trip to get the service.

Customer Happiness Center	Working Hours (Monday - Thursday)	Working Hours (Friday)	Working Hours (Saturday - Sunday)
Jebel Ali Center	7:30 am - 03:30 pm	7:30 am - 12:00 pm	Close
Port Rashid Center	7:30 am - 03:30 pm	7:30 am - 12:00 pm	Close
Airport FZ and Silicon Customer Service Center	6:30 am - 06:00 pm	06:30 am - 05:00 pm	Close
Cargo Village Center (Only for Original Documents Submission)	24/7	24/7	24/7
Passengers Airports	24/7	24/7	24/7



DEFINITIONS

Service Definition

A series of activities or operations performed by government agencies or other entities acting on behalf of them to meet the needs of their customers

Non-Service Definition

Procedures that follow the service, such as:

- Submit Service Original Documents with no fees
- Customs Declaration Original Copy for AED100
- GCC MAKASA with no fees
- GCC MAKASA Cancellation with no fees

Service Name

In this field the name of the service is displayed according to Dubai Customs standards

Description

In this field a brief description of the service is presented with its purpose

Bundle

This field displays the name of bundle(s) where this service is included. The bundle can be defined as:

The process of gathering related services from one's perspective and not necessarily according to the organizational structure, in order to facilitate access to them.

Relationship Type

This field displays relationship type, such as:

- **From Government to Government:** services provided by the government center to government agencies.

- **From Government to Business:** The services provided by the government Center to the business sector.
- **From Government to Individuals:** services provided by the government center to individuals.

Service Type

This field displays service type, such as:

- **Informational Services:** Services through which information is provided to the customers at their request and does not include any procedures. Such as, View Customs Information.
- **Interactive Services:** Services that allow customers to ask questions or enquire using pre-prepared forms of questions, while the government agency provides answers without affecting the records of the customer or the records of service applied for earlier. An example of this type of service is the Status of Customs Declaration.
- **Transactional Services:** This type of service results in a change in the customer's status or the status of the service in the entity's records. Transactional services require the government to take certain actions, including internal processes that must be initiated. Most (if not all) procedural services require a fee.

Service Hierarchy

This field displays service hierarchy, such as:

- **Main Service:** An umbrella in which sub-services and supplementary services are grouped.

- **Sub-Service:** Services that are attached to the main service according to the type of customer or purpose of the service.
- **Supplementary Service:** services that are attached to the main service, such as renewal, cancellation, modification, alteration and transportation.

Service Interconnection

This field shows how closely the desired service interacts with other services, such as:

- Request Representative Card requires Request Business Registration first in order to apply for it

Service Limitation

Obstacles and principles which, if not available, prevent providing the service

Service Delivery Procedure

This field shows the main steps to follow in order to complete the service

Service Delivery Time

The available hours in which customers can obtain the desired service from the service centers

Service Delivery Channel

The available channels to ensure communication between the customer and the governmental center to provide service.

Service Urgency

This field shows whether the service can be provided with urgency or not

Target Category

The beneficiaries of the service.

Service Fees

The announced fees for delivering the service to customers

Service Completion Time

Is the expected time to complete the service

Required Documents

These are the documents that must be provided to apply for the service

Terms and Conditions

Conditions that must be met to ensure that the customer can obtain the desired service



SERVICES

Request Business Registration

Completion
Time
⌚
1 Working
Day

Description

This service allows customers to register their business with Customs to allow them officially and legally transact with Dubai Customs

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive an email with the company registration and the customs code

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

AED 100.00

AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Trade license Copy
- Authorized Person Passport Copy
- Emirates ID Copy

Completion
Time
⌚
1 Working
Day

Request Business Registration Renewal

Description

This service allows customers to renew their business registration with Dubai Customs to allow them officially and legally continue transact with Dubai Customs

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive an email with the company renewed customs code

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

AED 25.00

Required Documents

- Trade license Copy

Request Business Registration Amendment

Completion
Time
⌚
1 Working
Day

Description

This service allows customers to amend their business registration information with Dubai Customs

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive an email with the company amendment confirmation

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

No fees is required unless there is a request for adding a new business type for which AED 100.00 shall be charged.

AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Trade license Copy

Completion
Time
⌚
1 Working
Day

Request Representative Card

Description

This service allows the customers to request for a representative card to carry out all authorized company transactions with Dubai Customs

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

Request Business Registration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the customs representative card

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

AED 150.00

AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Passport copy of the representative with visa page
- Emirates ID Copy
- Photo to be uploaded
- No Objection From Free Zone Authority (Applicable for Free Zone Company Representatives only)

Request Representative Card Renewal

Completion
Time
⌚
1 Working
Day

Description

This service allows the customers to renew a representative card for carrying out all authorized company transactions with Dubai Customs

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the renewed customs representative card

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

AED 150.00
AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Emirates ID copy
- Passport copy of the representative with visa page
- Photo to be uploaded

Completion
Time
⌚
1 Working
Day

Request Representative Card Amendment

Description

This service allows customers to amend a representative card information for carrying out all authorized company transactions with Dubai Customs

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the amended customs representative card

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

AED 100.00
AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Passport copy of the representative with visa page
- Partner list in the Trade License

TERMS AND CONDITIONS

A fine of AED 50 will be charged for each month of delay in renewing the representative card

Request Representative Card Cancellation

Completion
Time
⌚
1 Working
Day

Description

This service allows the customers to cancel a representative card to restrict any un-authorized usage

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive a notification of cancelation

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

No Fee

Required Documents

None

TERMS AND CONDITIONS

All arrears have to be paid

Completion
Time
⌚
7 Working
Days

Request Customs Warehouse License

Description

This service enables local companies wishing to obtain a Customs Warehouse License that is used to store goods under the supervision of Customs for a specified period without paying Customs duty.

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

Request Business Registration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the license

Service Delivery Time

Available around the clock (Online and Mobile Web).

Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Port Rashid Center - Tariff & Origin Dept.
- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

- Private Warehouse (AED 25,000)
 - Public Warehouse (AED 150,000)
- AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Cash or Bank Guarantee (AED 50,000 for Private warehouse and AED 1,500,000 for Public warehouse)
- Last Audit Report
- Trade license Copy
- Ownership/Lease Verification Certificate Copy
- Inventory system

TERMS AND CONDITIONS

This service is subject to the terms and conditions of the customs law and the executive regulations, and the policies related to private and public customs warehouses

Request Customs Warehouse License Renewal

Completion
Time
⌚
2 Working
Days

Description

This service enables local companies to renew Customs Warehouse License that is used to store goods under the supervision of Customs for a specified period without paying Customs duty.

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the license renewal

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Port Rashid Center - Tariff & Origin Dept.
- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

- Private Warehouse (AED 25,000)
 - Public Warehouse (AED 150,000)
- AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Trade license Copy
- Ownership/Lease Verification Certificate Copy

TERMS AND CONDITIONS

This service is subject to the terms and conditions of the customs law and the executive regulations, and the policies related to private and public customs warehouses.

Request Customs Warehouse License Cancellation

Completion
Time
⌚
7 Working
Days

Description

This service enables local companies to cancel Customs Warehouse License

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive a notification of accomplishment

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Port Rashid Center - Tariff & Origin Dept.
- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

No Fees

Required Documents

None

TERMS AND CONDITIONS

This service is subject to the terms and conditions of the customs law and the executive regulations, and the policies related to private and public customs warehouses.

Join Accreditation Program

Completion
Time
⌚
15 Working
Day

Description

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

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

Request Business Registration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive a notification of his inclusion in the program.

Service Delivery Time

Available around the clock.

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

No fees

Required Documents

None

Completion
Time
⌚
3 Months

Join Authorized Economic Operator Program

Description

This service enables the registered customers to join the AEO program and receive various incentive subject to their compliance with AEO criteria and certification

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit application to Join Authorized Economic Operator Program
2. Complete the requirements for joining the program

3. Receive notification and certificate of Joining the Program

Service Delivery Time

Available around the clock.

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

No fees

Required Documents

- List of executive management and board members (stating names, roles, passport or UAE ID number)
- Ownership (stating names, passport or UAE ID number)

TERMS AND CONDITIONS

- Requester should have a valid business code issued by Dubai Customs
- Transaction value of minimum CIF Value 10,000,000 (Yearly)
- High compliance history in Dubai Customs

TERMS AND CONDITIONS

- The applicant is a legal entity involved in customs related activities or as part of the international supply chain
- Conducts business in UAE and has a Customs Business Code
- The Applicant or its senior executive management must not have been convicted in court for a serious criminal offence linked to economic activities within three years of the application date
- The Applicant must not have had a previous AEO status revoked by Customs within three years prior to applying in Dubai

Request Trade Agency Recording

Completion
Time
⌚
2 Working
Hours

Description

This service allows customers to record their agency rights with Dubai Customs which is pre-registered in the Ministry of Economy. Such recording allows the customers to file complaints with valid information on the imported of goods of registered agents by any unauthorized importers

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the certificate

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Port Rashid Center - IPR Dept.
- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

AED 200.00

AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- A valid copy of the trade agency registration certificate issued by the Ministry of Economy
- A valid copy of commercial license issued by Dubai Economic

Completion
Time
⌚
2 Working
Hours

Description

This service allows the Trademark Owners to record their registered Trade mark and Copy Right which are pre-recorded in the Ministry of Economy for the Customs protection. Such recording allows the customers to file complaints with specific information on violating imports by any unauthorized importers

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the certificate

Request Trade Mark Recording

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Port Rashid Center - IPR Dept.
- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

AED 200.00

AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- A valid copy of the trademark registration certificate issued by the Ministry of Economy
- A duly authenticated and translated copy of the Power of Attorney

Submit Trade Intellectual Property Complaint

Completion
Time
⌚
1 Working
Day

Description

This service allows customers to file a complaint on Intellectual Property infringement or Trade Agency

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

- Request Trade Agency Recording
- Request Trade Mark Recording

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive a notification of accomplishment

Service Delivery Time

Available around the clock (Online and Mobile Web).
Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Port Rashid Center - IPR Dept.
- Website
- Mobile Web

Service Urgency

Applicable

Target Category

- Companies

Service Fees

- AED 2000.00
- AED 5000.00 (Security Deposit)
- AED 500.00 (In case of Urgent Request)
- AED 1000.00 (In case of Complaint is filed during Holidays)
- AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Complaint Letter
- Registration Certificate at the Ministry of Economy

Completion
Time
⌚
2 Working
Hours

Description

This service allows customers to declare and obtain clearance for the movement of goods in and out of the emirate of Dubai under the following regimes:

1. Import
2. Export
3. Transit
4. Transfer
5. Temporary Admission

Bundle

- Zadi

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

Request Business Registration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive notification of approval on accomplishing the declaration

Submit Customs Declaration

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Customs Center
- Website (Companies)
- Mobile Web (Companies)
- B2G (Companies)

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

Fees vary according to the customs declaration type and shipping channel:

1. Import: AED15.00 - AED100.00
2. Export: AED15.00 - AED100.00
3. Transit: AED15.00 - AED80.00
4. Transfer: AED80.00
5. Temporary Admission: AED100.00

For more details, refer to appendix (B)

AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Invoice
- Packing list
- Certificate of Origin
- Permit from restriction entities

TERMS AND CONDITIONS

- A Security Deposit shall be paid in case the complaint is submitted by the Customer
- Security Deposit is refundable if the complaint is valid

Request Customs Declaration Amendment

Completion
Time
⌚
2 Working
Hours

Description

This service allows customers to amend information on a cleared declaration and obtain Customs approval for that amendment

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive notification of approval on amending the declaration

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness center working hours (Center)

Service Delivery Channel

- Customs Center
- Website (Companies)
- Mobile Web (Companies)
- B2G (Companies)

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

AED 25.00

Required Documents

- Customs declaration of which the information is being amended (e.g. If invoice information is amended, then invoice needs to be provided)

TERMS AND CONDITIONS

- A fine of AED 500 applicable on amendment of Invoice level goods information
- Declaration amendment is not allowed in case of Collected Claim, Declaration is under audit, Issued Makkasa, Declaration time limit expired such as (Transit Out, Import for Re-export, ... etc)

Completion
Time
⌚
2 Working
Hours

Request Customs Declaration Cancellation

Description

This service allows customers to cancel their goods declaration

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive notification of approval on cancelling the declaration

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness center working hours (Center)

Service Delivery Channel

- Customs Center
- Website (Companies)
- Mobile Web (Companies)
- B2G (Companies)

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

AED 25.00

Required Documents

- Customs declaration requiring cancellation (documents may vary based on reason of cancellation)

TERMS AND CONDITIONS

- Declaration cancellation is not allowed if cargo is released
- In case of declaration cancellation of type (Import) due to issue new declaration of type (Import for Re-export), a fine of AED 300 will be applicable
- Declaration cancellation is not allowed in case of Collected Claim, Declaration is under audit, Issued Makkasa, Declaration time limit expired such as (Transit Out, Import for Re-export, ... etc)

Request Cargo Transfer

Completion
Time
⌚
2 Working
Hours

Description

This service allows cargo handlers to request to move consolidated cargo to their customs controlled premises for de-consolidation further release subject to subsequent customs declaration clearance

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive a notification of accomplishment

Service Delivery Time

Available around the clock.

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Cargo Handlers

Service Fees

- AED 100 (different location)
- AED 40 (same location)
- AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

None

Completion
Time
⌚
2 Working
Hours

Request Cargo Transfer Amendment

Description

This service allows cargo handlers to request for an amendment of cargo transfer request

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive a notification of accomplishment

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Cargo Handlers

Service Fees

AED 25.00

Required Documents

None

Request Cargo Transfer Cancellation

Completion
Time
⌚
2 Working
Hours

Description

This service allows cargo handlers to request for a cancellation of cargo transfer request

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive a notification of accomplishment

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Cargo Handlers

Service Fees

AED 25.00

Required Documents

None

Completion
Time
⌚
2 Working
Hours

Description

This service allows customers to book for scheduling Customs inspection for their cargo

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

Submit Customs Declaration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive notification of the time and section concerned for the inspection

Book Customs Inspection

Service Delivery Time

Available around the clock.

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies

Service Fees

- No service fee for Customs demanded inspection. AED 150 for Customer requested Inspection
- AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

None

TERMS AND CONDITIONS

- Customs may demand uploading of certain documents
- Original fee paid may not be re-funded upon Cancellation

Request Customs Inspection Amendment

Completion
Time
⌚
2 Working
Hours

Description

This service allows customers to amend a scheduled Customs inspection booking for their cargo

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive notification of the amended time

Service Delivery Time

Available around the clock.

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies

Service Fees

No fees

Required Documents

None

Completion
Time
⌚
2 Working
Hours

Request Customs Inspection Cancellation

Description

This service allows customers to cancel their scheduled Customs inspection booking

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive notification of cancellation

Service Delivery Time

Available around the clock.

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies

Service Fees

No fees

Required Documents

None

TERMS AND CONDITIONS

Customs may demand uploading of certain documents

TERMS AND CONDITIONS

- Customs may demand uploading of certain documents
- Original fee paid may not be re-funded upon Cancellation

Submit Cargo Information

Completion
Time
⌚
Immediate

Description

This service allows carriers/Agents to submit Cargo Information (Documents, Manifest, ...etc.) to Dubai Customs.

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive notification of completing the service

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies

Service Fees

No Fees

Required Documents

None

TERMS AND CONDITIONS

Penalties will be applied in case of delayed settlement

Completion
Time
⌚
Immediate

Clear Cargo Discrepancies

Description

This service allows carriers/Agents to clear any discrepancies found in the submitted cargo information

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Receive a notification of submitting explanation for the existence of discrepancy or contradiction in the information provided through the available channel
2. Present justifications for discrepancy
3. Receive notification of accomplishment

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

No Fees

Required Documents

None

TERMS AND CONDITIONS

Penalties will be applied in case of delayed settlement

Submit Voluntary Disclosure

Completion
Time
⌚
2 Working
Days

Description

This service enables customers to disclose errors and omissions committed in customs declarations according to specific terms and conditions

Bundle

N/A

Relationship Type

From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

Submit Customs Declaration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive a notification of approval

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

No Fees

Required Documents

- Voluntary Disclosure Form
- Supporting Documents (if required)

Completion
Time
⌚
2 Working
Hours

Request Temporary Admission Extension

Description

This service allows customers to extend the period of temporary admission of goods for an additional period according to the terms and conditions

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

Submit Customs Declaration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive a notification of accomplishment

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies

Service Fees

No Fees

Required Documents

- Project Contract, or a proof of need for an additional period to complete manufacturing

TERMS AND CONDITIONS

- Disclosure must be complete with all the relevant information pertaining to the errors and omissions
- Disclosure must be made before notice or commencement of customs audit process
- Undertaking to pay amount of differences in customs duties within 30 days

TERMS AND CONDITIONS

The request must be submitted within thirty days before the expiry of the period

Submit RAFED Information

Completion
Time
⌚
Immediate

Description

This service allows sharing information with Dubai Customs for public safety and help exposing corruption, suspicious activities or malpractices. It encourages 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.

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive a notification of submission

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web
- E-Mail: Rafed@dubaicustoms.ae
- Direct Line: 800RAFED/80072333
- SMS: 2888

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

No Fees

Required Documents

None

Completion
Time
⌚
2 Working
Days

Description

This service provides technical opinions to customers through a specialized work teams in several areas as follow:

- Customs Tariff
- Rules of Origin
- Trade Agreements
- Suspended Customs Duties
- Customs Valuation
- Prohibited and Restricted Goods
- Customs Notices

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Request Customs Opinion

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive Customs Opinion

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

No Fees

Required Documents

Supporting Documents if required

Appeal Customs Decision

Completion
Time
⌚
5 Working
Days

Description

This service allows customers to appeal any decision issued by Dubai Customs to resolve any dispute in the following areas:

- Customs Cases
- Customs Tariff
- Rules of Origin
- Trade Agreements
- Suspended Duties
- Customs Valuation
- Claim Refund and Forfeiture
- Restricted and Prohibited Goods

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive customs decision

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Port Rashid Center - Legal Affairs Department (Legal Cases Only)
- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

All Appeals have no charges except Legal Cases which costs AED 200 AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Justification letter and evidences that supports the appeal, and copy of the issued decision
- In case of Legal Cases additional documents are required as below:
 - Letter addressed to the head of the appeals committee stating the situation in details and includes all supporting documents
 - Signed Conciliation Settlement Request
 - Receipt payment of 50% of the total fine imposed which should not exceed fifty thousand dirhams

Completion
Time
⌚
2 Working
days

Description

This service provides the ability to request for a classification of a commodity according to the unified customs tariff of the GCC countries

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees

Request Goods Classification

3. Receive notification with the ticket number which will be dealt with by Dubai Customs for the classification

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

AED 25 per item tariff

Required Documents

Attachment based on commodity or case type, such as: Chemicals (Data Sheet) , Other Materials (Catalogs, Brochure, Photos, sample if required)

TERMS AND CONDITIONS

The classification decision applies only on the submitted invoice

Request Duty Account

Completion
Time
⌚
1 Working
day

Description

This service allows customers to open Credit Account (CDR) and Standing Guarantee (SG) with Dubai Customs for the payments of Customs Duty and other related fees

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

Request Business Registration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels

2. Receive a notification of accomplishment
- 3 . Deposit the required amounts

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies

Service Fees

No Fees

Required Documents

Cash Deposit or Bank Guarantee original letter for the requested credit

TERMS AND CONDITIONS

In case of a bank guarantee submission, the customer should request to send the original guarantee letter directly from the bank to the Finance Department Email in Dubai customs "Refund.Finance@DubaiCustoms.ae"

Completion
Time
⌚
5 Working
days

Request Duty Account Amendment

Description

This service allows customers to amend the existing Credit Account (CDR) and Standing Guarantee (SG) with Dubai Customs for the payments of Customs Duty and other related fees

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive a notification of accomplishment

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies

Service Fees

No Fees

Required Documents

Bank Guarantee original amendment letter for the requested credit

TERMS AND CONDITIONS

In case of a bank guarantee submission, the customer should request to send the original guarantee amendment letter directly from the bank to the Finance Department Email in Dubai customs "Refund.Finance@DubaiCustoms.ae"

Request Duty Account Top-up

Completion
Time
⌚
1 Working
day

Description

This service allows customers to top-up their Customs Duty accounts for the payments of Customs Duty and other related fees.

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive a notification of accomplishment
3. Deposit the required amounts

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies

Service Fees

No Fees

Required Documents

None

Completion
Time
⌚
Immediate

Description

This service allows customers to pay any outstanding bills, surcharges or customs fines

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay the required amounts
3. Receive a notification of payment

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness centers working hours (Center)

Pay Bills or Fines

Service Delivery Channel

- Customs Center
- Website (Dubai Trade and Dubai Smart Government)
- Mobile Web (Dubai Trade and Dubai Smart Government)

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

No Fees

Required Documents

None

Submit Refund Claim

Completion
Time



5 Working
Days

Description

This service is provided to the Customers to submit a claim to refund of deposit or release of guarantee paid in lieu of Customs duty

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

Submit Customs Declaration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive notification of accomplishing the service

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Customs Center
- Website (Companies)
- Mobile Web (Companies)

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

- AED 50 per Declaration
- AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

Proof of export for goods as the following:

- **By Sea:** Exit/Entry certificate, Copy of Export Declaration, Copy of Manifest, or Copy of Bill of Lading
- **By Air:** Exit/Entry certificate, Copy of Export Declaration, or Copy of Airway Bill
- **By Land:** Exit/Entry certificate, Copy of Export Declaration or Copy of Manifest

Completion
Time



5 Working
Days

Description

This service is provided to the Customers to cancel a submitted claim for refund of deposit or release of guarantee paid in lieu of Customs duty

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive notification of accomplishing the service

Request Refund Claim Cancellation

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Customs Center
- Website (Companies)
- Mobile Web (Companies)

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

No Fees

Required Documents

None

TERMS AND CONDITIONS

Refer to Services Guide - Appendix (C)

TERMS AND CONDITIONS

Refer to Services Guide - Appendix (C)

Request Client Clearance Certificate

Completion Time

10 working days
 minimum

Description

This service provides customers to obtain:

- Clearance Certificate - Termination
- Clearance Certificate - For company records
- Clearance Certificate - Change ownership
- Clearance Certificate - Add Partner
- Clearance Certificate - Business Code Cancellation

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

Request Business Registration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the certificate

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies

Service Fees


AED 100.00

AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Letter from the company that state the customer business code
- Passport copy of the owner or authorized person

*If license owner is not available, the following will be required: Power of Attorney, Shared Certificate, or Letter from License Authority

Completion Time

2 Working Hours

Description

This service allows customers to request a certificate that confirm the goods was entered/cleared through Customs

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

Submit Customs Declaration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the certificate

Service Delivery Time

Available around the clock.

Service Delivery Channel

- Website
- Mobile Web

Request Goods Landing Certificate

Service Urgency

N/A

Target Category

- Companies

Service Fees

AED 100.00

AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Card Copy of (Customer/ Delegate/ Person's)

TERMS AND CONDITIONS

AED 3,000 will be added in case customs audit is required (customs transaction available)

Request Goods Landing Certificate Amendment

Completion
Time
⌚
2 Working
Hours

Description

This service is provided to the customer to request an amendment on landing certificate that was issued by Dubai Customs

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive the modified certificate

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies

Service Fees

No Fees

Required Documents

None

Completion
Time
⌚
Immediate

Request Vehicle Clearance Certificate

Description

This service is provided to customers to request for a Vehicle Clearance Certificate for the vehicle imported through Dubai entry ports after completing the necessary clearance procedures. This certificate is a mandatory requirement for all vehicles that need to be registered within the UAE

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

Submit Customs Declaration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the certificate

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Website (Companies)
- Mobile Web (Companies)

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

AED 30.00 per Vehicle

Required Documents

Card Copy of (Customer/Delegate/ Person's)

TERMS AND CONDITIONS

In the event of cancellation of the customs declaration, the customer is required to cancel the vehicle clearance certificate

Request Vehicle Clearance Certificate Duplicate

Completion
Time
⌚
Immediate

Description

This service is provided to customers to request for re-issuance of Vehicle Clearance Certificate that was issued by Dubai Customs

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the certificate

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Customs Center
- Website (Companies)
- Mobile Web (Companies)

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

AED 100.00

AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Police report case copy
- No Objection Letter from the Roads and Transport Authority
- Card Copy of (Customer / Delegate / Person's)

TERMS AND CONDITIONS

In the event of cancellation of the customs declaration, the customer is required to cancel the vehicle clearance certificate

Request Vehicle Clearance Certificate Cancellation

Completion
Time
⌚
Immediate

Description

This service is provided to customers to request for cancellation of Vehicle Clearance Certificate that was issued by Dubai Customs

Bundle

N/A

Relationship Type

- From Government to Business
- From Government to Individuals

Service Type

Transactional

Service Hierarchy

Supplementary

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive Vehicle Clearance Certificate Cancellation

Service Delivery Time

Available around the clock (Online and Mobile Web). Refer to customer happiness centers working hours (Center)

Service Delivery Channel

- Customs Center
- Website (Companies)
- Mobile Web (Companies)

Service Urgency

N/A

Target Category

- Companies
- Individuals

Service Fees

No Fees

Required Documents

- The original certificate of the vehicle
- Card Copy of (Customer / Delegate / Person's)
- No Objection Certificate from Roads and Transport Authority that Vehicle is not register

TERMS AND CONDITIONS

In the event of cancellation of the customs declaration, the customer is required to cancel the vehicle clearance certificate

Request FZ Invoice Issuance Authorization

Completion
Time
⌚
1 Working
Day

Description

This service request is to facilitate the Free zone companies in Dubai to issue invoices on behalf of the overseas parenting companies

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Receive FZ Invoice Issuance Authorization

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies (In Dubai Free zones only)

Service Fees

No Fees

Required Documents

- Free Zone License Copy
- Letter from the overseas exporting company delegating FZ company to issue invoices which should be attested by Chamber of Commerce in the overseas country and Diplomatic mission of UAE (if any) and endorsed by Ministry of Foreign Affairs overseas

Completion
Time
⌚
2 Working
Hours

Request No Objection for Customs Broker

Description

This service is provided to the Customs Brokers to request for a "No Objection Certificate" in order to Issue, Amend, Cancel a Trade License with Brokerage Activity

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the certificate (approval)

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

Companies

Service Fees

New:

700 AED

Amend:

250 AED to add "each" partner
700 AED to open new branch
250 AED to change owner

Cancel:

No Fees

AED 20 for Innovation & Knowledge Dirham fee will be applicable for any service fee AED 50 and Above

Required Documents

New:

Trade name and activity Reserve Certificate (Initial approval for Trade name and activity)

Amendment:

Trade name and activity Reserve Certificate (Initial approval for Trade name and activity)

Cancellation:

None

Request VAT Registration Certificate

Completion
Time
⌚
2 Working
Hours

Description

This service allows customers registered with Dubai Customs to request issuance of certificate for VAT registration purposes

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

Request Business Registration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the VAT registration letter

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies

Service Fees

AED 100.00

AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

None

Completion
Time
⌚
3 Working
Day

Request Customs Transactions Report

Description

This service allows customers to request a history report of their customs transactions for a given period

Bundle

N/A

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

Sub Service

Service Interconnection

Request Business Registration

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive the report.

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Service Urgency

N/A

Target Category

- Companies

Service Fees

AED 50 for every month

AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Letter from the company stating the customer business code and specifying a time period for the requested report



**Description**

This package allows companies to request approval for the entry of food items during the submission of customs declaration

Relationship Type

- From Government to Business

Service Type

Transactional

Service Hierarchy

N/A

Service Interconnection

N/A

Service Limitation

N/A

Service Delivery Procedure

1. Submit the application through all available channels
2. Pay service fees
3. Receive notification of approval on accomplishing the declaration

Service Delivery Time

Available around the clock

Service Delivery Channel

- Website
- Mobile Web

Target Category

- Companies

Service Fees

Import: AED30.00 - AED100.00

For more details, refer to appendix (B)

AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above

Required Documents

- Invoice
- Packing list
- Certificate of Origin





FAQs

How do license holders clear goods for sale locally?

A license holder must register with Dubai Customs to obtain a Customs Business Code. Using this code, the appropriate declaration type must be submitted for customs clearance when importing goods from the Rest of the World, GCC countries, Dubai-based free zones, or customs warehouses. Certain goods require special approvals or permits from relevant regulatory authorities. These approvals must be obtained and submitted along with the required documents to the customs authorities for customs clearance.

Who may clear cargo through Customs Centers?

- Any company having a Customs business code can submit the Customs declaration for clearance.
- Agents holding a Dubai Economic Department Clearing and Forwarding (C&F) license may also clear cargo on behalf of consignees provided that they have obtained Customs business code and have authorization in customs system from the owner of the goods to submit Customs declaration.
- Individuals requiring customs clearance for the goods imported or exported as personal effects.

I would like to Import goods to UAE temporarily for exhibition or as sample. What is the procedure for Temporary Admission?

The entity bringing goods for Temporary purpose should have

obtained a Customs business code based on their license issued by the concerned mainland entity. Customs declaration for Temporary admission (Temporary Admission from ROW to Local / Temporary Admission from Free Zone to Local / Temporary Admission from CW to Local) should be submitted with appropriate purpose. A deposit equivalent to Customs duty will be applicable according to the Customs tariff on the item which will be refunded upon re-exportation of the goods within the timelines allotted for Temporary admission (Refer relevant Customs Policy on Temporary admission for details)

In case the goods are covered under ATA carnet, then no deposit is applicable. The timeline of temporary admission for ATA carnet will be 6 months or until the validity of the ATA carnet whichever is lesser.

For more details on ATA carnet contact 800-CHAMBER

I am interested in Dubai's Diamond Import/Export statistics with breakdown per country, per year and per month. Please advise me how can I access them?

Though business statistics are available on our website www.dpworld.com & www.dubaicustoms.gov.ae, but any specific report can be requested by using our service "Request Trade Statistics Report"

What are the Duty Free allowances allowed to carry with me as a passenger?

- Gifts whose value does not exceed AED3,000
- The Number of cigarettes should not exceed (400) cigarettes, (50) cigars, (500) grams of tobacco (minced or pressed for pipes, minced or pressed tobacco for smoking, tobacco or mild-tasting tobacco). Exceeding the above will be dutiable.
- The amount of alcoholic beverages and beers should not exceed 4 liters of alcohol beverages, or 2 cartons of beer (each consisting of 24 cans, not exceeding 355 ml for each can or its equivalent)

What is the rate of Customs duty in Dubai?

5% of the value CIF (Cost Freight Insurance) value except for alcohol and cigarettes/tobacco. 50% Duty payable for alcohol while 100% for cigarettes, tobacco and manufactured tobacco substitutes.

Please see GCC Common Customs Tariff for further details.

What are the Import regulations for Books, Music CDs, Cassettes Audio/Video?

The Ministry of Information/ Department of Information regulates the import of printed and visual media, including books, CDs, and

VCDs. These items will be released to the importer only after inspection and censorship. Generally, any content that contradicts the nation's values, traditions, or moral standards will be banned.

What is the procedure for bringing in Uncut Diamonds for sale, Also what documentation needed at the airport by the seller on Arrival?

Rough diamond industrial or non-industrial are duty exempted but the company is required to provide the K.P Certificate (Kimberly Process). Note that the shipment should have the K.P Certificate if not then the shipment will be impounded. Loose diamond is duty free but loose color gems stones diamond is dutiable 5% on the CIF value.

I will be travelling to Kenya via Dubai and carrying medicines for my use. What are the Rules & Regulations for carrying medicines?

- Passenger cannot carry medicines even if it is for personal use in bulk quantity. It may be impounded and can be a criminal case.
- Prescription from the doctor is required to bring the quantity of the drugs with you only for the period you are going to stay at Dubai.
- It may require a special permission from the Ministry

of health to carry more than convincing quantity of medicines.

- As per customs rule all type of medicines subject to approve by Ministry of Health and Medical Services, for this reason if any medicines are hand carried customs refer to Ministry of Health if ministry disapprove then such medicines are detained. For all detained items customs issue detain slips. You can also take approval from Ministry of Health with doctor's prescription and take stamp of ministry on the detain slip for release of items

What are the regulations involved in regards to the import of Jewelry/Diamonds to Dubai?

Documents required importing shipments:

- Export Company's origin Invoices dully signed and stamped Packing list (quantity & packing).
- Packing list (quantity & packing).
- A list of studding details of jewelry.

I would like to know certain details about bringing Pets into Dubai. Is there any restrictions in place and what is the procedure?

To import your pets into U.A.E. you will be asked for the following documents in the airport when arriving:

1. An original import permit from Ministry of Climate Change & Environment, vet Quarantine section.

2. To get this permit you have to apply personally or through an agent, the following documents are required:
 - Vaccination records copies (rabies vacc. is the most important)
 - Owner passport copy holding his residence visa
 - Applicable fee
3. A governmental health certificate from the country of origin.

Do all businesses need to register with Dubai Customs?

Any business that uses Dubai customs services need to register their business with Dubai Customs and obtain the Dubai Customs registration business code based on the trade license.

Do I have to come to the customs office in order to submit the business registration request?

No need, just fill the online application on the website www.dubaitrade.ae and submit for verification and approval.

As a passenger, What kind of goods do I have to declare?

Passengers must declare all kinds of goods when the value exceed AED3,000 and the declaration for personal belonging less than AED3,000 is not required.

What is Customs Value?

The value of goods for the purposes of imposing import duties.

Is it necessary to declare the value of imported goods to customs?

Yes, an importer/owner or their representatives needs to declare the value of the imported goods as part of customs declaration at the customs entry point along with the supported invoice.

What are the different methods of customs valuation allowed under the Agreement on customs valuation (ACV)?

Imported goods are valued according to the following basis which must be applied in order:

1. The transaction value of imported goods method
2. The transaction value of Identical goods
3. The transaction value of similar goods
4. Deductive value, based on subsequent sale price in the importing country
5. Computed value, based on cost of materials, manufacturing, cost, overheads, handling charges and profit in the country of production.
6. The fallback method, where the previous methods (1-5) are used in greater flexibility but in the same order

Can the order of the customs valuation methods be changed?

Article 4 of the Agreement on customs valuation (ACV) allows an importer to request reversal of the order of application between the Deductive Value Method and the Computed Value Method, which will be require Dubai Customs approval.

What is the principal method of valuation under the Agreement on customs valuation (ACV)?

The principal method of valuation under the Agreement on customs valuation (ACV) is the transaction value method.

What is transaction value?

Transaction value is the price actually paid or to be paid against the sale of the goods for export to the country of importation in GCC states. for the goods when sold for export to the country of importation.

What does the "price actually paid or to be paid" mean?

The "price actually paid or to be paid" represents the total payment made or to be made by the buyer. The payment may be made not only in the form of transfer of money, but also by letters of credit or negotiable instruments. Payment may also be made directly or indirectly.

What procedure should be followed if the customs officials has reasons to doubt the truth or accuracy of the declared value?

When a declaration is made and the customs officer has reason to doubt the truth or accuracy of the declared information or submitted documents as part of declaration process, the customs officer may ask the importer to provide further clarification, including documents or other evidences, proofing that the declared value represents the total amount actually paid or to be paid for the imported goods, adjusted by the valuation factors. If after receiving further information.

Should the customs value include charges towards freight, insurance, loading, unloading and delivery?

The customs value for goods imported to Dubai is based on CIF (Cost, Insurance, Freight) according to Common Customs Law of GCC States and its rule of implementation and explanatory notes thereof value of the exported goods is that indicated in the customs declaration plus the cost until arrival of the goods to port of destination in GCC States.

The CIF includes the cost of

transport, insurance and relevant charges up to the place of importation.

How is the customs value calculated when the currency of the importing country differs from the currency used to pay against the purchased goods from overseas?

The exchange rate of the foreign currency at the time of Customs declaration submission will be considered for calculation of Customs charges in Arab Emirates Dirhams.

Who are related persons?

Article 15 of the Agreement on customs valuation (ACV) defines related persons.

- Persons are deemed to be related only if:
- They are officers or directors of one another's business;
- They are legally recognized partners in business;
- They are employer and employee;
- Any person directly or indirectly owns, controls or holds 5% or more of the outstanding voting stock or shares of both of them.
- One of them directly or indirectly controls the other.
- Both of them are directly or indirectly controlled by a third person.
- Together they directly or indirectly

control a third person.

- They are members of the same family:
 1. The term "persons" includes the legal persons.
 2. The person is deemed to be controlling another person if he assumes a legal or workable position through which he can impose his conditions and directives over the other person.

Who can be considered as members of the same family?

The following persons are considered as members of the same family:

- Husband and wife
- Brother and sister
- Brothers
- Sisters
- Grandfather and grandmother, granddaughter and grandson.
- Cousins
- Nieces.
- Nephews.
- Brothers-in-law
- Sisters-in-law
- Husband of the wife's sister or husband's sister.
- Wife of wife's brother.
- Parent and child
- Uncle

What does transfer prices mean?

Recent trends in world trade show increasing international transfer of goods between trans-national companies (TNCs) and their overseas affiliates and branches. Prices indicated for such transfer of goods are known as transfer prices. Transfer prices should be determined using any of the recognized methods in such way that is acceptable to customs and tax authorities in both the importing and the exporting countries. However since no taxation system applies in GCC states, transfer prices is not a concern.

What are the entitled actions for customs authority when doubting the accuracy of the declared value?

In reference to the WTO Committee on Customs Valuation (Appendix III), the customs authorities are allowed in such cases to make further enquiry with the importer and to reject the declared value if there are still reasonable doubts about the truth and accuracy of the declared value. And in the event of failure to present the required evidences the customs administration may refuse the transaction value method and apply another method.

Some situations may take longer time for customs administration to determine the goods value which may be time and cost consuming. Does the importer have a right to clear his goods before taking the final decision?

Yes. Article 13 of the Agreement on customs valuation (ACV) allows an importer to request release of his goods from customs control prior to completing some customs procedures or before payment of their customs duties, described further in customs policy (DCP 18).

Does the importer have a right to appeal against taken decision of customs value by the customs authorities?

Yes. Article 11 of the Agreement on customs valuation (ACV) lays down that: the legislation of each Member country should provide rights of appeal without penalty against the determined customs value.

The appeal can be submitted to the Committee of Valuation, Tariff and Origin

How are goods exported for repairs to be valued when imported after repairs?

Good that have been temporarily exported for finishing or repair shall be subject to the customs taxes

“duties” on the amount equivalent to the additional value added resulting from such finishing or repair at the time of importing back.

How are additional goods packed free of charge valued?

In some cases additional pack of goods are shipped along with the consignment as samples or replacements of goods maybe damaged while shipping. In such cases, the sale price should be considered to cover the total quantity shipped.

How are replacement goods to be valued?

The replacement goods maybe invoiced free of charge or invoiced at the original price with an arrangement between the buyer and seller for giving credit for the original goods. But in any situation, the replacement goods will be valued at the original price. The first shipment has to be considered separately.

How is used machinery to be valued?

The transaction value method can be applied. However, the machinery may have been further used after the last purchase or the declared value may be doubtful. It may be possible

to apply other valuation methods but usually the value is determined in by allowing depreciation from the prices of new machinery for the period of use. At the same time, appropriate additions are also made for any repairing done and additions made in between.

How is carrier media bearing software for data processing equipment valued?

Valuation of carrier media such as tapes and discs for data processing equipment (computers) is applied through customs notice DCP (10).

How are royalties and license fees to be treated for valuation purposes?

When the buyer pays a royalty or license fees related to the imported goods as a condition of sale, the amount has to be added to the price actually paid or to be paid, which may be paid either directly or indirectly.

How are discounts treated for valuation purpose?

Discounts type varies like (cash discounts, quantity discounts, discounts in kind and special introductory discounts), and they are allowed according to the provisions stated in customs policy DCP (9).

Are there any provisions applied on issuing invoices from Free zones in UAE on behalf of the mother company?

Yes there are provisions applied which are described in customs notice (05/2010)

What is the required evidence to verify price?

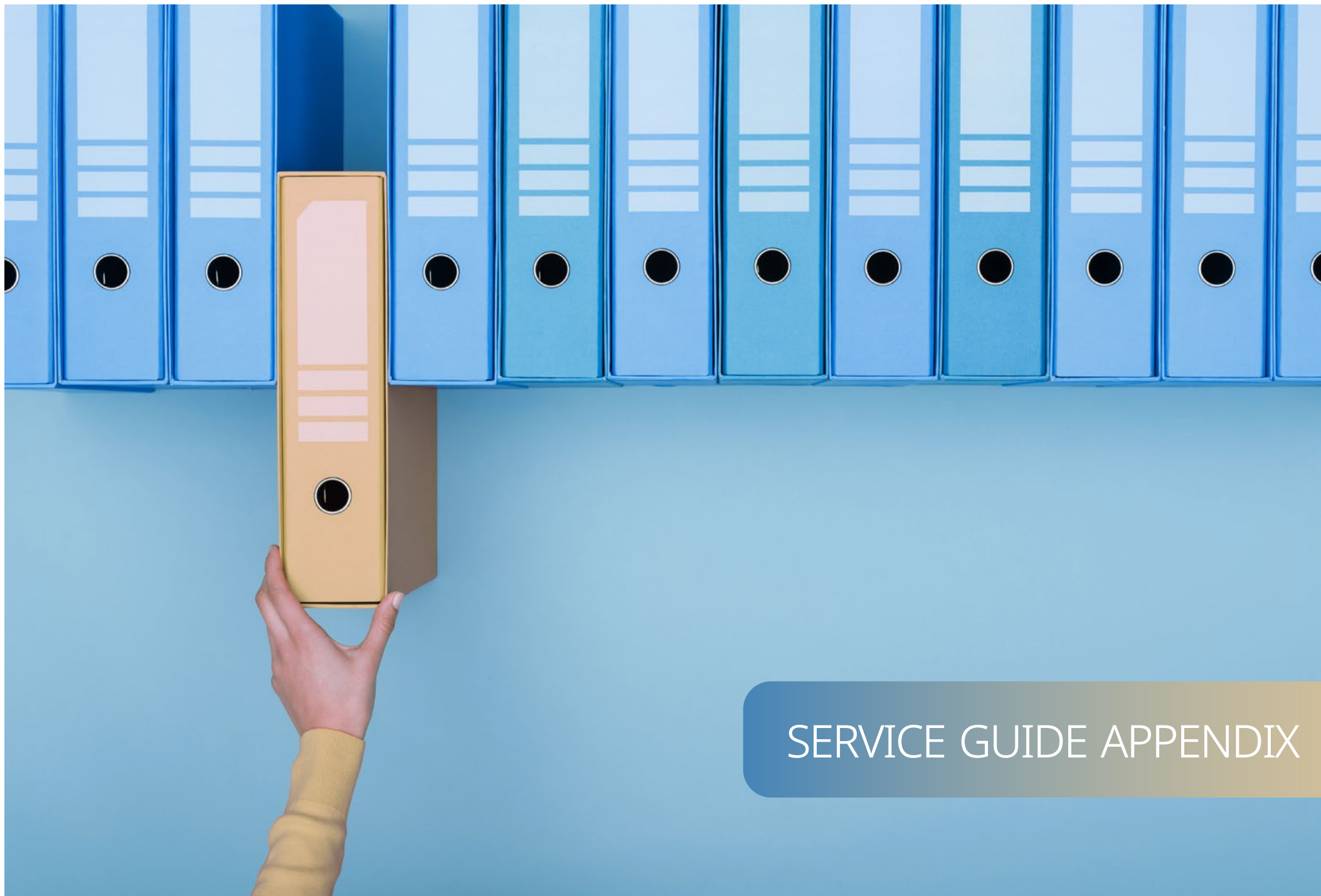
The evidence required bank transfer and remittances and exchange of correspondence between the seller and buyer sheets if necessary.

If the shipment was from the mother company (Exporter) and delivered directly to our customer, however the invoice is issued by the local company in the free zone, Do we need an authorization letter?

The local company doesn't need an authorization letter as the company is issuing their own Dubai invoice while the authorization letter is for authorizing free zone companies to issue invoices on behalf of the exporter.

How are jewelry evaluated?

The value of jewelry is based on the carat type and weight, while the price of each gram is as per the international gold burse prices at the time of declaration clearance.



SERVICE GUIDE APPENDIX

Appendix (A): Customs Information

► Time limit for Customs Declaration Documents submission

- Customs declarations documents shall be required to submit to the designated Customs Office within the period of maximum 30 days from the date of processing the declaration.
- In case of late submission of the documents of the goods by exceeding the grace period of 30 days from the date of processing the declaration, a Late Fee shall be imposed for each day 5 AED of delay up to a maximum period of 106 days.
- In case of failure to submit the Documents within the period of 106 days, further administrative actions shall be taken and also a fine and penalty may be imposed.
- Any claim for refund of duty or deposit shall not be accepted until the client completes the process of Documents submission as stated above.

For more details about fines and penalties refer to [Appendix C](#)

► Post Clearance Audit

Customs conducts post clearance audit on all transactions of the customer with Dubai Customs to ensure law compliance. In the process of audit Customs shall demand the client for all required information to be submitted when it deems necessary, in order to facilitate Customs Audit. According to GCC customs Law, mainland companies are bound to keep the records of all Customs Declaration and supporting documents for a period of five years from the date of processing the Customs transaction. In the case of Free zones, the time period for retention of the records is until the closure of their business.

► Method of Payments

- Credit Account
- Standing Guarantee
- Debit Account
- Virtual Stock Guarantee Account
- e-Payment
- Cash
- Cheque

► Passengers Belongings and Cash Declaration:

Verbal, written or electronic declaration or passage through the green or red channels will be regarded as a customs declaration by the passenger. Inspection of passengers' personal belongings and the procedures for their confiscation and collection of payable customs duties or exemption.

1. The following personal effects accompanying passengers shall be allowed entry and are exempted from customs duty:

- Gifts whose value does not exceed AED 3000
- A total number of 400 cigarettes, or 50 cigars, or 500 grams of tobacco (minced or pressed for pipes) or minced/pressed tobacco for smoking, tumbak (pure tobacco) or hookah molasses
- Arriving/departing passengers aged 18 years and above must declare to Customs any cash or cheques, promissory notes, payment orders, precious metals or stones in their possession with value exceeding AED 60,000 or equivalent in foreign currencies
- For passengers under the age of 18 the amount in their possession will be added to the permitted limit of their parent/guardian or accompanier

Conditions for exemption from customs duties

- The baggage and gifts must be of a personal nature and not in commercial quantities
- The passenger must not be one who frequently visits the same customs centre or who trades in the items in his possession
- The passenger must not be a crew member of the means of transport
- Cigarettes and alcoholic beverages are not permitted entry and are not subject to duty exemption for passengers under 18 years of age

2. Passenger Deposit Refund

- Upon departure, the passenger should proceed to the arrival lounge and present the Airport Security Personnel with the Customs Declaration processed earlier in order to proceed to the Customs stations. The insurance deposit is refunded after due inspection and verification of the inbound goods.
- If no re-export of all of the inbound goods is confirmed, the insurance deposit shall be deducted in proportion with the unexported goods.

3. Excess quantity and value

- Customs duty will be levied on quantities and values in excess of the limits provided above, and VAT may also be applicable.
- All customs procedures applicable for imported goods will be applicable to the goods accompanying the passenger in commercial quantities and values; in terms of customs tariff, valuation, customs declaration preparation, and other procedures applicable to imported goods.

► Sale of Goods by Public Auction

In line with the provisions in the Common Customs Law of GCC and Dubai Customs Policy, Dubai Customs shall exercise the right to sell the following goods in public Auction.

- Seized perishable goods
- Goods placed in Public and Private Customs Warehouses after the expiry of their permitted storages period
- Un-Cleared Goods remaining in the Port Terminals and Container Yards or Wharves
- Unclaimed Goods which are left behind at the Customs Office or Customs Warehouse
- Confiscated Means of Transport

The permitted storage periods for the various types of goods are:

- Three months for FCL/General/Bulk Cargo, Vehicle and other Road-Moving Equipment arriving by Sea, all Goods arriving by Air and Land.
- One month for the FCL Refrigerated and Dangerous Cargo
- Three months for goods deposited in the Customs Store by the passengers.

Customs shall announce the public auction and publish the list of the goods for sale.

Appendix (B): Services' Fees

Bill Of Entry (Declaration)Types	Dutiable	Non-Dutiable
Export from CW to FZ	100	100
Export from CW to ROW	100	100
Export From CW to CW (Other Emirates & GCC)	100	100
Export From CW to FZ (Other Emirates & GCC)	100	100
Export from Local to FZ	100	100
Export from Local to ROW	100	100
Export Statistical Declaration	50	50
FZ Transit Between Dubai based FZ	80	80
FZ Transit In	80	80
FZ Transit Out to FZ (Other Emirates & GCC)	80	80
FZ Transit Out	80	80
Import for Re Export to Local from CW	100	100

Import for Re Export to Local from FZ	100	100
Import for Re Export to Local from ROW	100	100
Import Statistical Declaration	70	80
Import to CW from FZ	80	80
Import to CW from Local (after temporary admission)	80	80
Import to CW from ROW	80	80
Import to CW from CW	80	80
Import to CW from CW (Other Emirates & GCC)	80	80
Import to CW from FZ (Other Emirates & GCC)	80	80
Import to Local from CW	70	80
Import to Local from FZ	70	80
Import to Local from ROW	70	80
Re Export to FZ (after Import for Re Export)	100	100
Re Export to ROW (after import for re-export)	100	100
Return to FZ after Temporary Admission	100	100
Return to ROW after Temporary Admission	100	100
Temporary Admission from CW to Local	100	100
Temporary Admission from FZ to Local	100	100
Temporary Admission from ROW to Local	100	100
Temporary Export from Local to FZ	100	100
Temporary Export from Local to ROW	100	100
Transfer of Cargo by Dubai based CW	80	80
Transfer within a FZ	80	80
Transit (ROW to ROW)	50	15
Import to Local after Temporary Admission	70	80

Other Fees	Amount
Certificate Of Discharge	100
Cheque Installment for Company- Per Cheque (From 1 to 4)	150
Cheque Installment for Company- Per Cheque (From 5 to 12)	300
Cheque Installment for Person- Per Cheque (From 1 to 4)	50
Cheque Installment for Person- Per Cheque (From 5 to 12)	75
Certificate of Arrival in a Customs Post	100
Customs Audit Fee at client's request	3000
DUCAMZ-Delivery Advice & Valuation Report On Vehicle	200
Duplicate Copy of any Customs issued Document	100
Exit /Entry Permit on Goods through Customs Gate	20
Exit Entry Seal Charge	20
Gate Pass Charges	20
Inspection Charge	150
Inspection Seal Charges	20
Kimberly Certificate Process Charges-DMCC	30
Postponement Of PDC for Company per Cheque	200
Postponement Of PDC for Individual per Cheque	100
Storage Fee per day on each package of goods carried by passenger	100
Trade Agency - Additional Fee for Customs Inspection	2000
Trade Agency - Urgent Follow-Up of a Complaint (One Time)	500
Trade Agency - Urgent Lodgment and Follow Up of a Complaint after Office Time and outside Customs Zone	1000
Trade Mark - Complaint Follow Up Deposit	5000
Trade Mark - Complaint Follow Up Fees	2000

Trade Mark - Additional Fees For Urgent Complaint Follow up	500
Trade Mark - Additional Fees For Urgent Complaint Follow up during Holidays	1000

Appendix (C): Fines and Penalties

Claim Conditions	Fines with respect to Claim Submission Time (from Declaration Clearance Date)							
	Standing Guarantee				Cash Deposit			
	*Time Range (Days)	Fine	*Time Range (Days)	Fine	*Time Range (Days)	Fine	*Time Range (Days)	Fine
Claims for Re Export Deposit								
All Import For Re-Export Declarations (Full/Partial Export)	241-270	15%	271-300	30%	241-300	15%	301-330	30%
					331-360	45%		
All Import For Re-Export Declarations (No Export)	211-240	AED 1000	241-270	AED 2000				
All Transit Declarations	61-75	25%	76-90	50%	46-60	25%	61-90	50%
All Transit Declarations to Ship Stores	121-135	25%	136-150	50%	106-120	25%	121-150	50%
All Temporary Admission Declarations	211-240	25%	241-270	50%	211-240	25%	241-270	50%
Free Zone Export Declarations (Transit Out)	61-90	25%			61-90	25%		
Free Zone Export Declarations (Transit Out) to Ship Stores	121-150	25%			121-150	25%		
All Customs Warehouse Export Declarations	61-75	25%	76-90	50%	46-60	25%	61-90	50%
All Customs Warehouse Export Declarations to Ship Stores	121-135	25%	136-150	50%	106-120	25%	121-150	50%
Claim for Customs Duty Deposit								
All Declarations	61-90	10%			61-90	10%		
Claim for Deposit against Invoice& Certificate Origin								
All Declarations	61-90	25%	91-120	50%	61-90	25%	91-120	50%

* No fines will be charged if the claim is submitted prior to the initial time range mentioned in the above table.

Other fines	Fine/Deduction (AED)
Broker card renewal delay	50 per month
Late submission fine for Customs Declaration Documents	5
Fine for replacement of PDC Cheque	500
Fine on Cheque Returned	500
Fine on Container Seal Breaking	5000
Fine on Wrong Declaration	500
Free zone non- re-export -penalty	10% of the CIF value
Fine on wrong declaration	500
Fine on declaring wrong HS Code not resulting in loss of Customs Duty	500

Appendix (D): Prices of Customs Printed Forms and Documents

Name of Forms	Units	AED
Cargo Clearance under a Standing Guarantee Form	10 Pads	200
Customs Duty Exemption for Medicine Form	10 Pads	200
Duty Exemption End User Form	Single	15
Exemption Of Industrial Form	Single	15
Standing Guarantee Form	10 Pads	200
Transfer Goods to Customs Bonded Storage Form	100 Copies	150
Auction Notice	Single	10
Customs Duty Bank Guarantee Form	Single	15
Delivery Advice & Valuation Report On Vehicle from DUCAMZ	10 Pads	200

Exit/Entry Certificate	10 Pads	200
Unified GCC Custom Tariff Book (Arabic & English)	Single	520
Debit Slip	10 Pads	100
Declaration Forms	1500 Forms	300
Declaration of Export	10 Pads	250
Delivery Order	500 Forms	550
Individuals Daily Pass at Ports	Single	3
Individuals Daily Pass at Dry Port	Single	6
DUCAMZ -Vehicle Exit Certificate	Single	30
Delivery Advice & Valuation Report On Vehicle from Dubai Free Zone	10 Pads	200
Export Manifest Sea Cargo	Single	20
GCC Customs Common Law Book	Single	50
Import Authority for Restricted Goods	10 Pads	200
Inter-Port Transfer Authority	10 Pads	200
List Of Exemption Goods	Single	25
Manifest Receipt And Registration	Single	10
Outbound Cargo Inter Port Transfer	Single	25
Outbound Cargo Tally Sheet	Single	20
Valuation/ Specification Report on Vehicle	10 Pads	200
Vehicle List	Single	25
Vessel Clearance Certificate	Single	15

Appendix (E) - Rates of Tobacco and Manufactured Tobacco Substitutes:

Description	HS Code	Duty Rate*	Duty Amount*
Un manufactured Tobacco <ul style="list-style-type: none"> Not stemmed/Stripped Partly or wholly stemmed/stripped 	24 011000 24 012000	100%	AED 20 per Gross Kg
Tobacco refuse <ul style="list-style-type: none"> For uses as tobacco & others 	24013010 24013090		
<ul style="list-style-type: none"> Cigars, Cheroots containing tobacco Cigars of tobacco substitutes 	24021000 24029010	100%	AED 150 per direct covered Kg
<ul style="list-style-type: none"> Cigarettes containing Tobacco Cigarettes of tobacco substitutes 	24022010 24029020	100%	AED 100 per 1000 cigarettes
Manufactured tobacco and tobacco substitutes <ul style="list-style-type: none"> Chopped or compressed tobacco for cigarettes Chopped or compressed tobacco for pipes Chopped or compressed tobacco for retail Others Homogenized or reconstituted tobacco Compressed or liquored tobacco for making snuff Compressed or chopped tobacco for chewing 	24031910 24031920 24031930 24031990 24039100 24039910 24039921	100%	AED 40 per kg
*Customs duty will be charged based on Duty Rate or Duty Amount (whichever is higher)			

Appendix (F) - Restricting Authorities:

Competent authority that approve to release the goods which is restricted under the provisions of the Common Customs Law or any other regulation or law applicable in the country

Controlling Authorities	Goods Categories
Ministry Of Climate Change & Environment	Live Animals and product of animal origin
Ministry of Defense / Armed Forces / Ministry of Interior	Weapons, ammunition, explosives and fireworks
Dubai Municipality	Vegetable Product, Prepared Food Stuff, Products of Chemical
Dubai Police	Alcoholic beverages
Ministry Of Economy	Industrial Raw Materials

Ministry of Health and Prevention	Pharmaceutical products and Medical/ Surgical instrumental and apparatus
Emirates Authority for Standardization and Metrology	Tires/Drinking Water
National Media Council	Printed books, newspapers and similar products, Work Art, collectors "Pieces and Antiques"
Kimberly Emirates office	Pearls, Diamonds, Rough Diamonds etc.
General Secretariat Of Municipalities	Lasers, Dangerous waste.
Telecommunications Regulatory Authority	Telecommunication equipment
Federal Authority for Nuclear Regulation	Nuclear reactors and Radio Transmitters
H.Q. Coast Guard Group	Boats, Cruise Ships etc.

حكومة دبي
GOVERNMENT OF DUBAI



جمارك دبي
Dubai Customs



@dubaicustoms



800 1886

| dubaicustoms.ae