

Department of Planning & Development
Ports, Customs & Free Zone Corporation
Government of Dubai



دائرة التخطيط والتطوير
مؤسسة الموانئ والجمارك والمنطقة الحرة
حكومة دبي

دعم للتنمية... Facilitating Growth

Trakhees

Online Services

User Manual - Web - CED Services

Document Details

Document Information

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1 Introduction

At the beginning of 2008 Trakhees was established by the Ports, Customs and Free Zone Corporation with the aim of integrating licensing and compliance functions, already performed by the Civil Engineering Division and Environment, Health and Safety Division with a new function, Commercial Licensing to be offered by a young division, Commercial Licensing Division.

On July 1st of 2008, the new department went into operation and the objective of establishing Trakhees started to materialize. PCFC, Dubai World Business Units, the Engineering Community interacting with Trakhees, and the Dubai World Communities now have a one stop shop where all their licensing and government services can be done. It has following main departments:

- Commercial Licensing Department (CLD)
- Civil Engineering Department (CED)
- Environment Health & Safety (EHS)

Part of the new mandate is providing services to businesses, owners and tenants of the new Dubai World Communities who had little interaction with the already existing departments before. To this end, Trakhees adopted a concept of “distributed services” by having satellite Helpdesk Offices in these communities, such as Dragon Mart, Atlantis and Ibn Batuta Mall. With the electronic platforms Trakhees uses, a full range of services can be offered at these locations, making life easier for clients without any compromise on quality of service.

Trakhees Online Services system will enable the users to avail e-Services provided like Client Registration, Visa application, Licensing etc. First users must have to register themselves in Trakhees back office to get Trakhees ID which is unique identification for each company/person. After back office registration an online account can be created by using Trakhees ID & PIN which is received during back office registration.

1.1 Purpose of the Document

The purpose of this document is to serve as the User Manual for the Trakhees Online Services so, that they can easily avail the services. It will give you a walkthrough of the Trakhees Online Services.

1.2 Intended Audience

Intended audiences are general public & Trakhees Clients.

2 System Overview

Trakhees Online Services will support to registration of company or person, and enable them to avail services. System is having following features:

- Back Office Registration
- Online Account Creation
- Profile Management
- Role Request
- Service Request
- CLD Services
- CED Services
- EHS Services
- Finance Services

If you are a company you can have more features as following:

- Employee Management
 - Create User Account for Company Employee
 - Active/Disable Employee User Account
 - Grant/Revoke Available Services

3 Trakhees Online Services

3.1 CED Department Services

3.1.1 DashBoard

Once logged in, the user will be redirected to the dashboard page. User can view an overview of all requests submitted by him, notifications, all tasks awaiting action by the user, Financial Information etc.

Thursday, May 08, 2014 | 04:21 PM

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PORTS, CUSTOMS & FREE ZONE CORPORATION

الرئيسية

Welcome : 22dec

Logout

Quick Search

Service Name: -Please Sel-

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Tasks Awaiting My Action

Status	Count
Reschedule Meeting	5
Resubmit EN	3
Moreinfo EN	13
More info MAS	4
Draft EN	10

Notifications

Subject	Date
MPN-T# 1363, Dec22 - TKS Modification Submission Confirmation	05/08/2014
MPN-T# 1363, Jebel Ali Free Zone, Dec22 - TKS Modification Initial Fee Payment Confirmation	05/08/2014
Application Accepted	05/08/2014
MRV-T# 1366, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	05/08/2014
MPA-T# 1361, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	05/08/2014

Requests In Progress

Request Name	Count
Modification Permit New	42
Modification Permit Amendment	6
Modification Permit Revalidation	1

Financial Information

A. Client Prepaid Account

Available Balance: AED 502,056.00

Print Client Pre-Paid Account Statement

Top up Pre-Paid Account balance

B. Payment Advice (PA):

No of Un-paid PA's: 31

Total Value of Unpaid PA: AED 1,611,937.00

Print Unpaid Payment Advice Report

Example: Draft

Help Monday, September 22, 2014 | 02:30 PM

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PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in: Dashboard > My Tasks

Welcome : adm1

Logout

Quick Search

Service Name: -Please Sel

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Miscellaneous Services

Meeting Appointment System

Tasks

RefNo	Date	ClientName	RequestType	Location	PlotNo	Status	AssignedTo	Action	
1	78	11-Aug-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPR	JAFZ-N	2	Draft	adm1	View
2	93	14-Aug-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPN	AF	211212	Draft	adm1	View
3	102	26-Aug-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPN	IC	1231231	Draft	adm1	View
4	114	27-Aug-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPA	DMC	sdfsdf	Draft	adm1	View
5	115	27-Aug-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPT	AF	1212	Draft	adm1	View
6	125	28-Aug-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPN	TEXMAS	zsd2312	Draft	adm1	View
7	144	01-Sep-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPN	TG	125	Draft	adm1	View
8	147	01-Sep-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPR	DMC	sdfsdf	Draft	adm1	View
9	148	01-Sep-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPC	DMC	sdfsdf	Draft	adm1	View
10	149	01-Sep-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPR	DMC	sdfsdf	Draft	adm1	View

Page 1 of 2 View 1 - 10 of 16

تراخيص Trakhees

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Example: Resubmit Modification Permit Request

Help Monday, September 22, 2014 | 02:33 PM

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You are in: Dashboard > My Tasks

Welcome : adm1

Logout

Quick Search

Service Name: -Please Sel

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Miscellaneous Services

Meeting Appointment System

Tasks

RefNo	Date	ClientName	RequestType	Location	PlotNo	Status	AssignedTo	Action	
1	493	22-Jul-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPN	IBG	hor123	Resubmission Required	adm1	View
2	533	27-Aug-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPN	JV	2134234	Resubmission Required	adm1	View
3	571	01-Sep-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MRV	321-175	pl	Resubmission Required	adm1	View
4	400	07-Aug-2014	PETROPIPE INTERNATIONAL MIDDLE EAST DMCC	MPN	PCFC-TRAN-HEE SHS	lks	Resubmission Required	adm1	View

Page 1 of 4 View 1 - 4 of 4

3.1.1.2 Notifications


All notifications to the user will be displayed under the Notifications section in Dashboard. This includes Modification Permit Request submission confirmation, Meeting Request submission confirmation etc.


Notifications More Info	
Subject	Date
MPN-T# 576, JAFZ - South, Sony Middle East And Africa FZE - TKS Modification Initial Fee Payment Confirmation	18-Sep-2014
MPN-T# 608, , Pegasus Equestrian FZCO - TKS Modification Submission Confirmation	17-Sep-2014
MPA-T# 603, , Sony Middle East And Africa FZE - TKS Application Submission Confirmation	16-Sep-2014
MPN-T# 576, JAFZ - South, Sony Middle East And Africa FZE - TKS Application Acceptance	16-Sep-2014
MPN-T# 599, , Sony Corporation - TKS Modification Submission Confirmation	15-Sep-2014


Clicking on a notification will open a pop up window with the corresponding notification. (Please see the image below)

Notification ×
MPN-T# 576, JAFZ - South, Sony Middle East And Africa FZE - TKS Modification Initial Fee Payment Confirmation

Clicking on the 'More Info' link on the top right corner of the Notifications section will open up the list of all notifications for that user in a table format.


Help  Sunday, May 11, 2014 | 11:53 AM


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Welcome : 22dec


 Logout


 Quick Search


Service Name


Request No


Status


 Home

 Dashboard

 Inbox

 Search Request

 Modification Services

 Meeting Appointment System

Notifications

	Date	Subject	View
1	05/10/2014	MPN-T# 1399, , Dec22 - TKS Modification Submission Confirmation	View
2	05/10/2014	MPN-T# 1398, Jebel Ali Free Zone, Dec22 - TKS Modification Submission Confirmation	View
3	05/09/2014	MPN-T# 1396, , Dec22 - TKS Modification Submission Confirmation	View
4	05/08/2014	MPN-T# 1387, Jebel Ali Free Zone, Dec22 - TKS Modification Submission Confirmation	View
5	05/08/2014	MRV-T# 1366, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	View
6	05/08/2014	MPN-T# 1389, Jebel Ali Free Zone, Dec22 - TKS Modification Submission Confirmation	View
7	05/08/2014	MPN-T# 1390, , Dec22 - TKS Modification Submission Confirmation	View
8	05/08/2014	MRV-T# 1391, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	View
9	05/08/2014	MRV-T# 1392, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	View
10	05/08/2014	MRV-T# 1393, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	View
11	05/08/2014	MRV-T# 1394, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	View
12	05/08/2014	MPN-T# 1363, , Dec22 - TKS Modification Submission Confirmation	View
13	05/08/2014	MPN-T# 1363, Jebel Ali Free Zone, Dec22 - TKS Modification Initial Fee Payment Confirmation	View
14	05/08/2014	MRV-T# 1380, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	View
15	05/08/2014	MRV-T# 1381, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	View
16	05/08/2014	MRV-T# 1385, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	View
17	05/08/2014	MPN-T# 1386, Jebel Ali Free Zone, Dec22 - TKS Modification Submission Confirmation	View
18	05/08/2014	Application Accepted	View
19	05/08/2014	MPN-T# 1360, Dubai Maritime City, New Trade - TKS Modification Submission Confirmation	View
20	05/08/2014	MPA-T# 1361, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	View

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Clicking on the 'View' link towards the right side of a line will open a pop up window with more details on that particular notification.(Please see the image below)

Notification

Date : 05/10/2014

Subject : MPN-T# 1399, , Dec22 - TKS Modification Submission Confirmation

Details :

Dear Applicant,
 Client Name: Dec22
 Consultant Name: Test Company 1
 Contractor Name: CMP UAT Test 101
 Business Unit:
 Project Location:
 Facility Info:
 Modification Submission Reference: MPN T# 1399
 Submission Count: 1
 Application Date: 10/05/2014
 We acknowledge the receipt of your above request for TKS Modification Permit. Please find Payment Advice for CED and EHS submission fee attached in this notification.
Note: Processing of your application would begin with the payment of the subject initial service fee. Kindly make sure your company's pre-paid account has sufficient balance for the service fee payment.
 Please quote the above provided submission reference for any queries related to your request.

File List : PA_MPN-1399-1-GENPV_33912.pdf

User will be able to download the document upon clicking on the PDF link provided under File List

3.1.1.3 Requests in Progress

All the requests made by the user that are currently in progress will be displayed under the Requests In Progress section in Dashboard. The Requests will be grouped together according to the Request type and a count of the requests of that particular request type will also be displayed. User can click on any Request type and all the requests of that particular type will be displayed to the user in a table format.

Requests In Progress More Info	
Request Name	Count
Modification Permit New	13
Modification Permit Amendment	3
Modification Permit Completion	3
Modification Permit Revalidation	4
Modification Permit Revision	2

3.1.1.4 Financial Information

All the finance related information of the user will be displayed under the Financial Information Section in Dashboard. This information is divided into 2 categories:

3.1.1.4.1 Client Prepaid Account

The fields displayed in here are:

- Available Balance: The available balance in the user's Trakhees pre-paid account will be displayed in this field.
- Print Client Prepaid Account Statement: Click on this link and the user will be re-directed to the Account Statement page of his prepaid account
- Top up Pre paid Account Balance: Clicking on this link will open the Trakhees Bank Information page for the user to create Transferee copy. (Please see the image below)

The screenshot shows a web browser window with the URL <http://ddm.dubaworld.ae/8080/cedatocms/Web/Finance/topupbalance/show.htm>. The page is titled "Trakhees - eServices". On the left, there is a sidebar with a "Welcome : 22dec" message and a "Logged" status. Below this, there is a "Quick Search" bar and a "Service Name" dropdown menu set to "Please Select". There are also fields for "Request No." and "Status". The main content area is titled "Top up Pre-Paid Account balance - Trakhees Bank Information". It contains a form with the following fields: "Trakhees Bank Name" (HSBC Bank Dubai Branch), "Trakhees Bank Account Name" (PCFC Trakhees), "Trakhees Bank Account No" (006-788304-003), "Trakhees Bank IBN" (AE06200000020789554903), and "Trakhees Bank Swift Code" (BSMEAEAD). A green "Proceed" button is located at the bottom right of the form.

User can now proceed to submit the "topup" request by hitting "Proceed" button. Then the User is presented with a form to provide information to request the top up. (Please see the image below)

The screenshot shows a web browser window with the URL <http://ddm.dubaworld.ae/8080/cebservices/ViewFinance/topupbalance/Form.html>. The page header includes the Government of Dubai logo and the Jafza logo. The main content area is titled 'Top up Pre-Paid Account Balance - Trakhees provide information'. It contains a form with the following fields:

- Bank/Exchange Name:
- Amount:
- Transferee Copy:

A green 'Submit' button is located at the bottom right of the form. On the left side of the page, there is a sidebar with a 'Welcome : 22dec' message, a 'Logout' link, a 'Quick Search' bar, and a list of service categories: 'Please Select', 'Request No.', 'Status', 'Home', 'Dashboard', 'Inbox', 'Search Request', 'Modification Services', and 'Meeting Appointment System'.

The User needs to enter the information (Bank Name, Amount and Transferee Copy) and then hit the Submit button. When user hits submit button, an email will be sent to the finance administrator requesting topup for the specified amount.

3.1.1.4.2 Payment Advice (PA)

This section displays the following fields:


- No of unpaid PAs: This field displays a count of the number of Payment Advices that are still pending payment by the user.
- Total Value of the Unpaid Pas: This field displays the total value of All Payment Advices that are still pending payment by the user in AED.
- Print Unpaid Payment Advice Report: Click on this link if the user needs to print a report on all Unpaid Payment Advices.


3.1.2 Modification Services




The Modification Section of CED undertakes the approval of modification works for completed and existing buildings (building which have received the Building Completion Certificate) in order to ensure that the concerned works are carried out in compliance with Trakhees' rules and regulations, specifically Blue Code which is the Building Regulations & Design Guidelines. The process is critically important as some modification works may compromise safety and structural integrity or even negatively impact basic services.

The user can access modification services by clicking on the modification services link on the left side of the screen. Clicking on this link will list down the 6 types of modification services available. These are:

1. New Permit
2. Permit Amendment
3. Permit Revalidation
4. Permit Revision
5. Permit Cancellation
6. Permit Completion


Help  Thursday, May 08, 2014 | 04:28 PM


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Welcome : 22dec


 Logout


 Quick Search


Service Name:


Request No:


Status:

 Home


 Dashboard

 Inbox

 Search Request

 **Modification Services**

- New Permit
- Permit Amendment
- Permit Revalidation
- Permit Revision
- Permit Cancellation
- Permit Completion

 Meeting Appointment System

Tasks Awaiting My Action [More Info](#)

Status	Count
Reschedule Meeting	5
Resubmit EN	3
Moreinfo EN	13
More info MAS	4
Draft EN	10

Notifications [More Info](#)

Subject	Date
MPN-T# 1363, Dec22 - TKS Modification Submission Confirmation	05/08/2014
MPN-T# 1363, Jebel Ali Free Zone, Dec22 - TKS Modification Initial Fee Payment Confirmation	05/08/2014
Application Accepted	05/08/2014
MRV-T# 1366, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	05/08/2014
MPA-T# 1361, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	05/08/2014


Requests In Progress [More Info](#)


Request Name	Count
Modification Permit New	42
Modification Permit Amendment	6
Modification Permit Revalidation	1

Financial Information

A. Client Prepaid Account

Available Balance:


 Print Client Pre-Paid Account Statement

 Top up Pre-Paid Account balance

B. Payment Advice (PA):

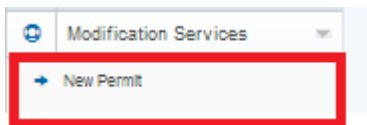
No of Un-paid PA's:

Total Value of Unpaid PA:

 Print Unpaid Payment Advice Report

3.1.2.1 New Permit

The user can submit a request for a new modification permit by clicking on the new Permit link under modification services.



This will open that new modification permit page which is divided into six tabs. By default the page will open into the first tab called 'service details'

3.1.2.1.1 Service Details

1. This page contains a brief description of the modification permit service from Trakhees.
2. User can access that service catalogue of the civil engineering Department in PDF format by clicking on the 'SERVICE CATALOGUE' link.
3. The user can start the New Modification Permit request process by clicking on the 'INITIATE' button.
4. If the user wishes to terminate the process, he can do so by clicking on the 'CLOSE' button.

3.1.2.1.2 Applicant

Once the user clicks on the INITIATE button in the service details, he will be redirected to the next tab 'APPLICANT'.

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Welcome : 22dec

Logout

Quick Search

Service Name: -Please Select

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Service Details **Applicant** **Location** **Modification Info** **Documents** **Confirmation**

Client Details:

* Name: Dec22

* Client ID: C-0009-774432 * License #: 895642

* Mobile: 0123456789 * Telephone: 0123456777

* Email: Sagaya.Egnitius@pcof.ae

Contractor Details :

* Name:

* Contractor Id: * License #:

* Mobile: * Telephone:

* Email:

Consultant Details :

* Name:

* Consultant Id: * License #:

* Mobile: * Telephone:

* Email:

Back Save Close Next

تراخيص
Trakhees

- Here, the first section is called client details, which will be auto populated by the application based on the users login ID. it is recommended that the user checks that the details populated are correct.

Client Details:

* Name: Dec22


* Client ID: C-0009-774432 * License #: 895642

* Mobile: 0123456789 * Telephone: 0123456777

* Email: Sagaya.Egnitius@pcof.ae

- The user needs to enter the details of the contractor/consultant that he is employing in the next two sections

Contractor Details :


* Name 

* Contractor Id * License #

* Mobile * Telephone

* Email

Consultant Details :

* Name 


* Consultant Id * License #

* Mobile * Telephone

* Email

The fields are contractor/consultant name, contractor/consultant ID, license number, mobile phone number, and Telephone number and e-mail ID.

Please note that all the fields are mandatory

3. The user can enter this information by searching the Trakhees database by clicking on the Search option [] next to the Name.
4. Clicking the search option opens a new pop-up window. This search window has three fields. The user can search for a contractor or consultant by their name or the Trakhees user id or the license number.

Select User [X]

☐ Name ☐ Trakhees Client ☐ Licence No

Cancel OK

5. Once a particular consultant and contractor is selected, their details will be auto populated into the respective fields by the Application. The user may have to enter the mobile phone number telephone number and the e-mail ID manually.
6. Once all the fields are completed, user can go to the next tab by clicking on the NEXT button
7. The user can also save the request as draft so that he can review and complete it at a later time by clicking on the SAVE button.

3.1.2.1.3 Location

Clicking on the next button in the applicant tab will take the user to the next tab **LOCATION**

Thursday, May 08, 2014 | 05:32 PM

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الترخيص

Welcome : 22dec

Logout

Quick Search

Service Name :Please Sel

Request No

Status

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Service Details Applicant Location Modification Info Documents Confirmation

Location Details

* Business Unit

* Location

* Plot No

Bldg No

Unit No

Back Save Close Next

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Trakhees

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1. The User needs to enter the location details of the building that needs Modification Permit in this page.
Available Fields are

Business Unit:

There are 3 categories in this option which the user has to select:

1. Economic Zones World
2. Dubai Maritime city
3. Nakheel

Help Friday, May 09, 2014 | 04:24 PM

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التركيبة

Welcome : 22dec

Logout

Quick Search

Service Name : Please Select

Request No

Status

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Service Details Applicant Location Modification Info Documents Confirmation

Location Details

* Business Unit : Dubai Maritime City

* Location

* Plot No : Economic Zones World

Bldg No : Dubai Maritime City

Unit No : Rashdees

123

Back Save Close Next

After selecting the business unit user will have to select the corresponding business location from the next tab.

1. For different business units the locations available are shown below:

a. Economic Zones World

Service Details Applicant Location Modification Info Documents Confirmation

Location Details

* Business Unit : Economic Zones World

* Location : Jebel Ali Free Zone

* Plot No : 0123

Bldg No : 123

Unit No : 123

Jebel Ali Free Zone

Back Save Close Next

b. Dubai Maritime city

Service Details **Applicant** **Location** **Modification Info** **Documents** **Confirmation**

Location Details

* Business Unit: Dubai Maritime City ▼

* Location: Dubai Maritime City test ▼

* Plot No: 0123 ⓘ

Bldg No: 123 Unit No: 123

Back Save Close Next

c. Nakheel

Service Details **Applicant** **Location** **Modification Info** **Documents** **Confirmation**

Location Details

* Business Unit: Nakheel ▼

* Location: Jumeirah Park
Jumeirah Village Circle
Jumeirah Village Triangle
International City Phase-1
Palm Jumeirah
Jumeirah Island
Discovery Garden
Al Furjan ▼

* Plot No: 0123 ⓘ

Bldg No: 123 Unit No:

Back Save Close Next

- After Selecting the business unit and its corresponding location, user will have to enter the Plot no, building number (bldg No), and Unit no manually
- Once all the fields are completed, user can go to the next tab by clicking on the NEXT button

3.1.2.1.4 Modification Info

- Clicking on the next button in the Location tab will take the user to the next tab 'Modification Info'.

Help ⓘ Friday, May 09, 2014 | 10:35 AM

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Welcome : 22dec

Logout

Quick Search

Service Name: -Please Sele

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Service Details Applicant Location **Modification Info** Documents Confirmation

Modification Details

Resubmission: No Submission Count: 1

* Category: Requested By: CLIENT

* Modified Area(SQM): 0.0

* Modification Type:

Back Save Close Next

- Since the user is requesting for a new modification permit the default value for 'resubmission' will be "NO", and the 'submission count' will be 1. 'Requested by' is an auto populated field and category field shall be selected from the fields shown below:

Service Details	Applicant	Location	Modification Info	Documents	Confirmation
Modification Details					
Resubmission	<input type="text" value="No"/>		Submission Count	<input type="text" value="1"/>	
* Category	<input type="text" value="INDUSTRIAL"/>		Requested By	<input type="text" value="CLIENT"/>	
* Modified Area(SQM)	<input type="text" value=""/>				
* Modification Type	<input type="text" value="INDUSTRIAL"/>				
<input type="button" value="Back"/> <input type="button" value="Save"/> <input type="button" value="Close"/> <input type="button" value="Next"/>					

- The 'Modification area' (in Square meter) and the 'Modification Type' fields are mandatory.
- Category and corresponding Modification types are shown in the table below:

Category	Modification Type
Industrial	<input type="checkbox"/> Gypsum Tile Ceiling <input type="checkbox"/> Plumbing <input type="checkbox"/> Electrical <input type="checkbox"/> HVAC
Landlord's Unit	<input type="checkbox"/> Description
Retail & Office	<input type="checkbox"/> Office Retails modification <input type="checkbox"/> Car Parking <input type="checkbox"/> GSM Tower <input type="checkbox"/> PP <input type="checkbox"/> Fitting <input type="checkbox"/> PARK
Temporary facilities	<input type="checkbox"/> Fire Fighting System <input type="checkbox"/> Ceiling

- Once all the fields are completed, user can go to the next tab by clicking on the NEXT button

3.1.2.1.5 Documents

Help Friday, May 09, 2014 | 10:35 AM

GOVERNMENT OF DUBAI

مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

الترقية

Welcome : 22dec

Logout

Quick Search

Service Name

Request No

Status

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Service Details **Applicant** **Location** **Modification Info** **Documents** **Confirmation**

All documents with * must be uploaded.

Document Type	Upload document	
<input type="text"/>	<input type="button" value="Choose File"/> No file chosen	Remove
Add document		

Drawing Type	Upload Drawing	
<input type="text"/>	<input type="button" value="Choose File"/> No file chosen	Remove
Add Drawing		

You have used 0 MB out of 50 MB

Adding Documents

All supporting documents relative to the request shall be uploaded in documents. Click on the Add Document button and then select the document type from the drop-down list. And then click on the choose file button to browse your computer and upload the respective document.

The document types available are

- Copy of clients trade license
- Copy of lease/sales agreement
- Clearance letter from Landlord/developer
- Copy of appointment letter of contractor/supplier
- Floor plan
- Elevations
- Sections
- Design calculations

please note that all documents are mandatory.

To remove a document once uploaded, click on the Red colour '**REMOVE**' button to the right side.

Adding Drawings

Click on the 'Add Drawings' button to upload the drawing that is relevant to the modification plan. Mandatory drawing type to be uploaded is the Utilities Layout Plan. Once the drawing type the selected, click on the

choose file button to browse your computer and select the appropriate drawing file. To remove a drawing once uploaded, click on the red colour 'REMOVE' button to the right side.

Once all the required documents and drawings are uploaded click on the preview button to go to the confirmation page

Help

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PORTS, CUSTOMS & FREE ZONE CORPORATION

الحرية

Welcome : 22dec

Logout

Quick Search

Service Name: -Please Sel-

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Service Details Applicant Location Modification Info Documents Confirmation

All documents with * must be uploaded.

Document Type	Upload document	
Copy of Lease	Choose File Test.docx	Remove
Bank Noc Letter	Choose File Test.docx	Remove
Copy of Contra	Choose File Test.docx	Remove
Copy of Client's	Choose File Test.docx	Remove
Copy of Appoin	Choose File Test.docx	Remove
Floor Plan	Choose File Test.docx	Remove
Elevations	Choose File Test.docx	Remove
Design Calculat	Choose File Test.docx	Remove
Sections	Choose File Test.docx	Remove

Add document

Drawing Type	Upload Drawing	
Utilities Layout	Choose File Test.docx	Remove

Add Drawing

You have used 0.10 MB out of 50 MB

Back Save Close Preview

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NOTES

1. User can upload documents and drawings of a maximum size of up to 150 MB.
2. All documents with * are mandatory uploads.

3.1.2.1.6 Confirmation

The confirmation page displays all the request details that the user has entered.

The user can review all the details and make sure that the data entered is correct before he submit the request.

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PORTS, CUSTOMS & FREE ZONE CORPORATION

Welcome : 22dec

Logout

Quick Search

Service Name: -Please E-

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Request Details

Client

Name	Dec22
Inkhawid Id :	C-0009-714432
License #	525542
Telephone	0123456777
Mobile	0123456755
Email	Sagaya.Sgnitua@pfc.ae

Contractor

Name	RAIK
Inkhawid Id :	C-K-004074
License #	2322
Telephone	8787
Mobile	0123456
Email	PCFCSysSupport@pfc.ae

Consultant

Name	Nayyar Carpet Industries Limited
Inkhawid Id :	C-C-004071
License #	759
Telephone	97145517572
Mobile	0123456
Email	PCFCSysSupport@pfc.ae

Location Details

Business Unit	Economic Zones World	Location	Jebel Ali Free Zone
Plot No	0123		
Blidg No	0123	Unit No	0123

Modification Details

Resubmit	No	Submission Count	1
Category	INDUSTRIAL	Requested By	CLIENT
Modified Area(SQM)	2.5	Modification Type	SUSCT

Financial Details

Service Fee for this Submission : 1000.0 AED

Your available Pre-paid Balance : 102545.0 AED

The service Fee will be reserved from your available balance.

Remarks:

☐ I hereby declare that the above details correct

Back Submit Close

Towards the bottom of the confirmation page there is a section called the financial details. This section displays the service fee that the user need to pay for this request. It also displays the user's available prepaid balance.

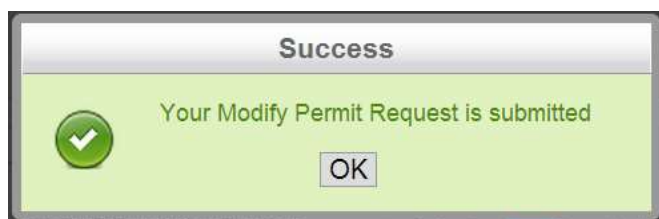
Financial Details
Service Fee for this Submission : 1000.0 AED
Your available Pre-paid Balance : 169645.0 AED
The service Fee will be reserved from your available balance.

After the financial details there is the remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he had entered is correct.

Remarks	<div></div>
<input type="checkbox"/> I hereby declare that the above details correct	


3.1.2.1.7 On Successful Submission

On successful Submission of the request, a success message will be displayed to the user saying 'Your modify permit request is submitted'.




Clicking on the 'OK' button a confirmation page will be displayed to the customer.

Help
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Welcome : 22dec

Logout

Quick Search


Service Name: -Please Select-

Request No:

Status:


- Home
- Dashboard
- Inbox
- Search Request
- Modification Services
- Meeting Appointment System

Department of Planning & Development
Ports, Customs & Free Zone Corporation
Government of Dubai



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Trakhees

دائرة التخطيط والتطوير
مؤسسة الموانئ والجمارك والمنطقة الحرة
حكومة دبي



MPN - 1396

Application Details

Name	Dec22	Telephone	0123456777
Trakhees Id :	C-0009-774432	Mobile	0123456789
License #		Email	Sagaya.Egnitius@pcfc.ae

Contractor Details :

Name	RAK	Telephone	6767
Trakhees Id :	C-K-004074	Mobile	0123456
License #	2322	Email	PCFC Sys Support@pcfc.ae

Consultant Details :

Name	Nayer Carpet Industries Limited	Telephone	97143817572
Trakhees Id :	C-C-004071	Mobile	0123456
License #	789	Email	PCFC Sys Support@pcfc.ae

Location Details

Business Unit	EZVV	Blod No	0123
Location	JAFZ	Unit No	0123
Plot No	0123		

Modification Details :

Resubmit	No	Requested By	CLIENT
Submission Count	0	Modified Area(SQM)	2.5
Category	INDUSTRIAL	Modification Type	ELECT

Payment Details

Payment Advice No : 33855

AED 1000.0 is reserved for this submission.

Your available Pre-paid Balance : 170645.0 AED

Print
Close

A bar code will be generated with the request details and it will be displayed on the top right corner of the confirmation page. The reference number of the request will be displayed just below the bar code.

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حكومة دبي





MPN - 1396

Also the payment details for the request will be displayed towards the bottom of the page.

Payment Details	
Payment Advice No	33895
AED 1000.0 is reserved for this submission.	
Your available Pre-paid Balance : 170645.0 AED	

3.1.2.1.8 Payment Advice

User can click on the payment advice number to open the PDF document with the payment details.

PAYMENT ADVICE

Payment Advice # : 33895 PA Date: 09-May-2014

Client Name: Dec22 Dec22 اسم العميل:

Client ID: C-0009-774432 License # :

Departmental Remarks:

NOTICE:
It is Mandatory for Customers to mention the correct Trakhees Client ID (Eg: C-X - 11111) while depositing money in their Pre- Paid Accounts, at Trakhees Cash Counters. This is to avoid getting funds credited to incorrect Pre- Paid Accounts and mutual

Service Code : EMMS025 CED Initial Modification Submission-NTL & TKS L-FZ وصف الخدمة:

Sr #	Fee Code	Fee Description	وصف الرسوم	Fee	Quantity	Total
1	07025	CED - Initial Modification Submission -	CED - Initial Modification Submission -	500	1	500.00
2	10047	EHS - Initial Modification Submission -	EHS - Initial Modification Submission -	500	1	500.00
Total Service Fee						1,000.00


Grand Total (Payable Amount) - AED: 1,000.00

Note: The following modes of payment are accepted.
 A) Cash B) Company/Manager's Cheque C) Direct Bank Transfer to:
 PCFC-Trakhees - HSBC Bank A/C 020-789384-003
 IBAN : AE066200000020789384003

Print Date: 09-May-2014 Printed By: C-0009-774432/22dec Source: MPS MPN-1396-1-GENPV

This is a computer generated Document and does not need signature and /or stamp. Page 1 of 1

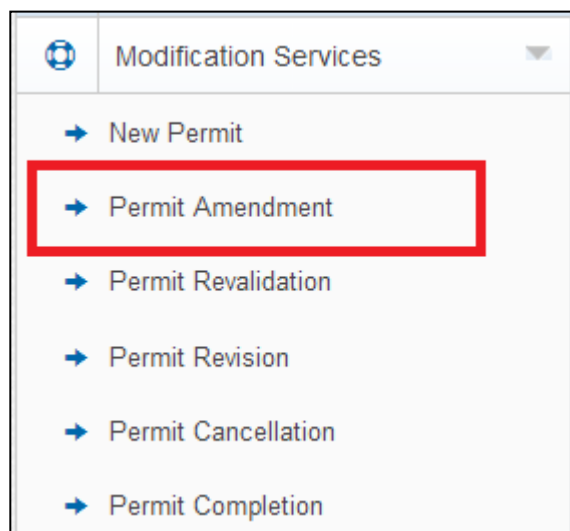
Ports, Customs & Free Zone Corporation
P.O. Box 2001, Dubai, United Arab Emirates
Tel: +971 4 363 6888 • Fax: +971 4 363 5860
Web Site: www.pcfc.ae



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ص.ب. ٢٠٠١ - دبي - الإمارات العربية المتحدة
هاتف: ٣٦٣ ٦٨٨٨ - ٤ ٩٧١ • فاكس: ٣٦٣ ٥٨٦٠ - ٤ ٩٧١
الموقع الإلكتروني: www.pcfc.ae

3.1.2.2 PERMIT AMENDMENT

Once a modification permit request is submitted, the user can wish to amend the details that are submitted. The user can do this by clicking on the permit amendment link under the modification services.



3.1.2.2.1 Service Details

When a user clicks on the permit amendment link, it will open the service details tab by default.

This page displays a brief description of the services offered by the civil engineering Department . The user can also view the service catalogue PDF document by clicking on the 'Service Catalogue' link.

Click on the 'Initiate' button to start the modification permit amendment process.

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Welcome : 22dec

Logout

Quick Search

Service Name: -Please Select

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Service Details Selection Applicant Documents Confirmation

Service Description:

After issuance of the building completion certificate, any modification and fit-out works of the completed facility requires approval on the proposed modification plans, designs/drawings of the facility, by Trakhees. Approved Modification Permit issued by Trakhees enables the contractor to start the construction / fit-out works at site.

[Service Catalogue](#)

Close Initiate

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3.1.2.2.2 Selection

Clicking on the Initiate button will lead the customer to the selection tab.

The user needs to enter the relevant permit number and the client ID in their respective fields. Please note that both fields are mandatory.

After that the user needs to select the details that he wants to amend. This could be client details, contact details or consultant details. The user can select one or more options. Click on the next button to move to the next tab: 'Applicant'.

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Welcome : 22dec

Logout

Quick Search

Service Name:

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Service Details **Selection** **Applicant** **Documents** **Confirmation**

* Permit No: * Client ID:

Please select the details you want to amend:

☐ Client ☐ Contractor ☐ Consultant

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3.1.2.2.3 Applicant

The user can change the client details contractor details or consultant details in this page. Note that the customer will be able to edit only particular detail or details that he has selected in the previous step. For example, if the user has selected only client in the previous step, he will be able to edit only the client details and not the contractor or consultant details.

Help Friday, May 09, 2014 | 11:06 AM

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Welcome : 22dec

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Quick Search

Service Name

Request No

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Search Request

Modification Services

Meeting Appointment System

Service Details **Selection** **Applicant** **Documents** **Confirmation**

Client Details:

* Name

* Client ID * License #

* Mobile * Telephone

* Email

Contractor Details :

* Name

* Contractor Id * License #

* Mobile * Telephone

* Email

Consultant Details :

* Name

* Consultant Id * License #

* Mobile * Telephone

* Email

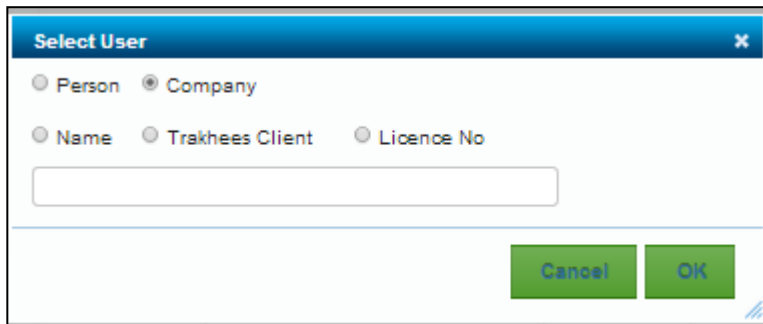
If the user needs to change the contractor or consultant, he can do so by clicking on the search icon next to the name field. This will open the 'Select User' dialogue box. The user can search for a person or a company if the user select person, then he can search by Name or Trakhees client ID or passport number.

Select User

☒ Person ☐ Company

☐ Name ☐ Trakhees Client ☐ Passport No

If the user select 'Company' then he can search by Name or Trakhees client ID or License Number

A screenshot of a 'Select User' dialog box. It has a blue title bar with the text 'Select User' and a close button (X). Below the title bar, there are two radio buttons: 'Person' and 'Company', with 'Company' selected. Underneath, there are three radio buttons: 'Name', 'Trakhees Client', and 'Licence No', with 'Name' selected. Below these is a text input field. At the bottom right, there are two green buttons: 'Cancel' and 'OK'.

Please note that after selecting the client/contractor/consultant details, the user can need to enter the mobile phone number, telephone number and the e-mail ID manually.

After entering all the relevant data the user can click on the next button to go to the next tab: 'DOCUMENTS'.

3.1.2.2.4 Documents

Adding Documents

All supporting documents relative to the request should be uploaded in documents. Click on the Add Document button and then select the document type from the drop-down list. And then click on the choose file button to browse your computer and upload the respective document.

Please note that all documents are mandatory.

To remove a document once uploaded, click on the Red colour '**REMOVE**' button to the right side.



Adding Drawings

Click on the 'Add Drawings' button to upload the drawing that is relevant to the modification plan. Mandatory drawing type to be uploaded is the Utilities Layout Plan. Once the drawing type is selected, click on the choose file button to browse your computer and select the appropriate drawing file.

To remove a drawing once uploaded, click on the red colour '**REMOVE**' button to the right side.

Once all the required documents and drawings are uploaded click on the preview button to go to the confirmation page

Help
Friday, May 09, 2014 | 11:06 AM

العربية

Welcome : 22dec

Logout
Quick Search
Service Name: -Please Select
Request No:
Status:
Home
Dashboard
Inbox
Search Request
Modification Services
Meeting Appointment System

Service Details Selection Applicant Documents Confirmation


All documents with * must be uploaded.

Document Type	Upload document
Add document	


Drawing Type	Upload Drawing
Add Drawing	

You have used 0 MB out of 50 MB


Back Save Close Preview



Help
Friday, May 09, 2014 | 11:08 AM



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PORTS, CUSTOMS & FREE ZONE CORPORATION

العربية

Welcome : 22dec

Service Details Selection Applicant Documents Confirmation

All documents with * must be uploaded.

Document Type	Upload document	
MPA client 1	<input type="button" value="Choose File"/> Test.docx	<input type="button" value="Remove"/>
MPA client 2	<input type="button" value="Choose File"/> Test.docx	<input type="button" value="Remove"/>

Drawing Type	Upload Drawing	
MPA contractor 1	<input type="button" value="Choose File"/> Test.docx	<input type="button" value="Remove"/>
MPA contractor 2	<input type="button" value="Choose File"/> Test.docx	<input type="button" value="Remove"/>

You have used 0.04 MB out of 50 MB

Logout

Quick Search

Service Name

Request No

Status

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

NOTES

1. User can upload documents and drawings of a maximum size of up to 150 MB.
2. All documents with * are mandatory uploads.

3.1.2.2.5 Confirmation

The confirmation page displays all the request details that the user has entered.

The user can review all the details and make sure that the data entered is correct before he submit the request.

Friday, May 02, 2014 | 11:08 AM

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Logout

Quick Search

Service Name:

Request No:

Status:

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Search Request

Modification Services

Meeting Appointment System

Request Details

Client

Name	Dec22
Indexing Id :	C-0009-774432
License #	
Telephone	0123456777
Mobile	0123
Email	Sagaya.Saghiat@pfc.ae

Contractor

Name	CADD Emirates updated
Indexing Id :	C-F-004075
License #	10000
Telephone	45-5555555555
Mobile	0123
Email	PCFCSysSupport@pfc.ae

Consultant

Name	Arba Motors FZC
Indexing Id :	C-0002-729075
License #	20045
Telephone	04-3335364
Mobile	0123
Email	PCFCSysSupport@pfc.ae

Location Details

Business Unit	GEW	Location	Jebel Ali Free Zone
Plot No	2213		
Bldg No	2234132	Unit No	2131

Modification Details

Resubmit	No	Submission Count	1
Category	INDUSTRIAL	Requested By	CLIENT
Modified Area(SCM)	0.0	Modification Type	PUMPING

Financial Details

Service Fee for this Submission : 0.0 AED

Your available Pre-paid Balance : 0.0 AED

The service Fee will be reserved from your available balance.

Remarks:

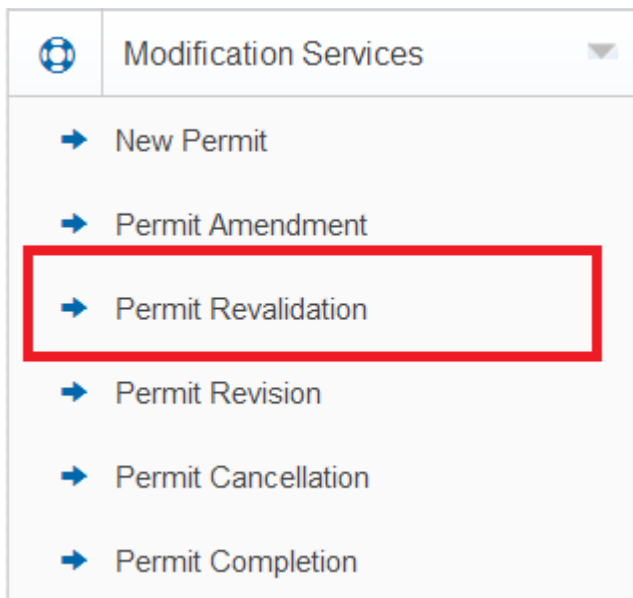
☐ I hereby declare that the above details correct.

Back Submit Close

Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he had entered is correct. Click on the submit button to submit the modification permit amendment request.

3.1.2.3 PERMIT REVALIDATION

The objective of this process is to submit request for revalidating modification permit. An online user can start this process by clicking on the permit revalidation link under modification services.



3.1.2.3.1 Service Details

Clicking on the permit revalidation link will open the service details tab by default.

This page contains a brief description of the modification permit service from Trakhees.

User can access the service catalogue of the civil engineering Department in PDF format by clicking on the 'SERVICE CATALOGUE' link. The user can start the modification permit Revalidation process by clicking on the 'INITIATE' button.

If the user wishes to terminate the process, he can do so by clicking on the 'CLOSE' button.

Help Friday, May 09, 2014 | 11:39 AM

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Welcome : 22dec

Logout

Quick Search

Service Name

Request No

Status

Home

Dashboard

Inbox

Search Request

Detailed Search

Generic Search

Modification Services

New Permit

Permit Amendment

Permit Revalidation

Permit Revision

Permit Cancellation

Permit Completion

Meeting Appointment System

Service Details **Selection** **Documents** **Confirmation**

Service Description:

After issuance of the building completion certificate, any modification and fit-out works of the completed facility requires approval on the proposed modification plans, designs/drawings of the facility, by Trakhees. Approved Modification Permit issued by Trakhees enables the contractor to start the construction / fit-out works at site.

[Service Catalogue](#)

3.1.2.3.2 Selection

Enter the relevant permit number and then click on the next button to go to the next tab 'DOCUMENTS'.

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Welcome : 22dec

Logout

Quick Search

Service Name -Please Sele

Request No

Status

Home

Dashboard

Inbox

Search Request

Detailed Search

Generic Search

Modification Services

New Permit

Permit Amendment

Permit Revalidation

Permit Revision

Permit Cancellation

Permit Completion

Meeting Appointment System

Service Details Selection Documents Confirmation

*Permit No

Back Close Next

3.1.2.3 Documents

Adding Documents

All supporting documents relative to the request shall be uploaded in documents. Click on the Add Document button and then select the document type from the drop-down list. And then click on the choose file button to browse your computer and upload the respective document.

Please note that all documents are mandatory.

To remove a document once uploaded, click on the Red colour **'REMOVE'** button to the right side.


Adding Drawings

Click on the 'Add Drawings' button to upload the drawing is relevant to the modification plan. Mandatory drawing type to be uploaded is the Utilities Layout Plan. Once the drawing type the selected, click on the choose file button to browse your computer and select the appropriate drawing file.


To remove a drawing once uploaded, click on the red colour **'REMOVE'** button to the right side.

Once all the required documents and drawings are uploaded click on the preview button to go to the confirmation page

Help
Friday, May 09, 2014 | 11:39 AM



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Welcome : 22dec

Service Details
Selection
Documents
Confirmation

All documents with * must be uploaded.

Document Type	Upload document	
+ Add document		

Drawing Type	Upload Drawing	
+ Add Drawing		

You have used 0 MB out of 50 MB

Back
Save
Close
Preview

Logout

Quick Search

Service Name -Please Sele

Request No

Status

Home

Dashboard

Inbox

Search Request

Detailed Search

Generic Search

Modification Services

New Permit

Permit Amendment

Permit Revalidation

Permit Revision


Permit Cancellation

Permit Completion


Meeting Appointment System

To remove documents/drawings once uploaded, click on the red colour **'REMOVE'** button to the right side. Once all the required documents and drawings are uploaded click on the preview button to go to the confirmation page

Help
Friday, May 09, 2014 | 11:39 AM



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Service Details
Selection
Documents
Confirmation

All documents with * must be uploaded.

Document Type	Upload document	
MPR Temp Docun ▼	<input type="button" value="Choose File"/> <input type="text" value="Test.docx"/>	Remove
MPR Temp Docun ▼	<input type="button" value="Choose File"/> <input type="text" value="Test.docx"/>	Remove

Drawing Type	Upload Drawing	
MPR Temp Drawir ▼	<input type="button" value="Choose File"/> <input type="text" value="Untitled-1.png"/>	Remove
MPR Temp Drawir ▼	<input type="button" value="Choose File"/> <input type="text" value="Untitled-1.png"/>	Remove

You have used 0.31 MB out of 50 MB

Service Name -Please Sele ▼

Request No

Status

NOTES

1. User can upload documents and drawings of a maximum size of up to 150 MB.
2. All documents with * are mandatory uploads.

3.1.2.3.4 Confirmation

The confirmation page displays all the request details that the user has entered.

The user can review all the details and make sure that the data entered is correct before he submit the request.

Friday, May 09, 2014 | 11:39 AM

GOVERNMENT OF DUBAI

مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

Welcome : 22dec

Logout

Quick Search

Service Name: -Please-

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Detailed Search

Generic Search

Modification Services

New Permit

Permit Amendment

Permit Revalidation

Permit Revision

Permit Cancellation

Permit Completion

Meeting Appointment System

Service Details Selection Documents Confirmation

Request Details

Client

Name	Dec22		
Emirates Id :	C-0009-TT4432	License #	
Telephone	0123456777	Mobile	
Email	Sageya.Sgntia@pfc.ae		

Contractor

Name	CAOD Emirates updated		
Emirates Id :	C-F-004075	License #	10000
Telephone	45-5555555555	Mobile	
Email	PCFCSystemSupport@pfc.ae		

Consultant

Name	Arba Motors PZD		
Emirates Id :	C-0002-729075	License #	20045
Telephone	04-3335364	Mobile	
Email	PCFCSystemSupport@pfc.ae		

Location Details

Business Unit	GEV	Location	Jebel Ali Free Zone
Plot No	2313		
Blkg No	2234132	Unit No	2131

Modification Details

Resubmit	No	Submission Count	1
Category	INDUSTRIAL	Requested By	CLIENT
Modified Area(SQM)	0.0	Modification Type	PUMPING

Financial Details

Service Fee for this Submission : 0.0 AED

Your available Pre-paid Balance : 0.0 AED

The service Fee will be reserved from your available balance.

Remarks:

☐ I hereby declare that the above details correct.

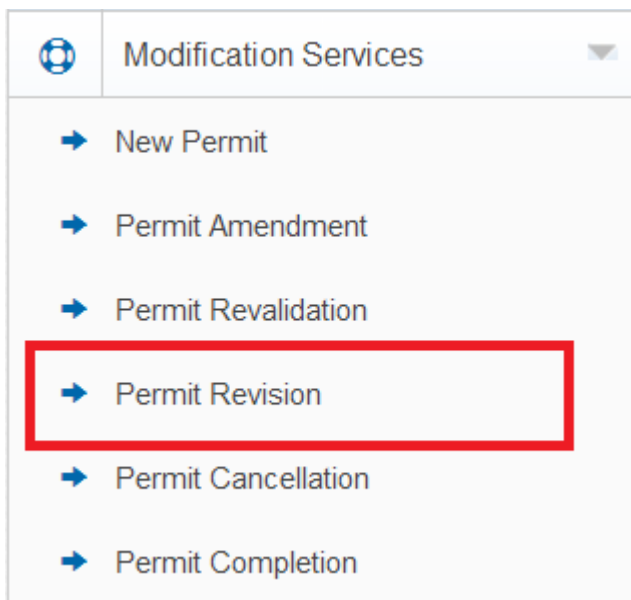
Back Submit Close

Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he had entered is correct.

Click on the submit button to submit the Modification Permit Revalidation request.

3.1.2.4 PERMIT REVISION

If the user needs to revise the information that he has entered while submitting a modification permit request, he can do so by accessing Permit Revision link under the Modification Services



3.1.2.4.1 Service Details

When a user clicks on the Permit Revision link, it will open the Service Details tab by default. This page displays a brief description of the services offered by the Civil Engineering Department . The user can also view the service catalogue PDF document by clicking on the 'Service Catalogue' link. Click on the 'Initiate' button to start the modification Permit Revision process.



3.1.2.4.2 Selection

Enter the relevant permit number and then click on the next button to go to the next tab 'Modification Info'.

The screenshot displays the 'Selection' tab of the Trakhees online service. The interface includes a top header with the Government of Dubai logo and the Ports, Customs & Free Zone Corporation logo. A sidebar on the left contains a 'Welcome : 22dec' message and a list of navigation options: Logout, Quick Search, Service Name (dropdown), Request No (input), Status (input), Home, Dashboard, Inbox, Search Request, Modification Services, and Meeting Appointment System. The main content area features a tabbed interface with 'Service Details', 'Selection' (active), 'Modification Info', 'Documents', and 'Confirmation'. Under the 'Selection' tab, there is a 'Permit No' input field and three buttons: 'Back', 'Close', and 'Next'. The 'Next' button is highlighted in green. At the bottom, there is a footer with the Trakhees logo, 'Trakhees' text, and a copyright notice: 'Copyright (c) 2010 Trakhees All right reserved'.

3.1.2.4.3 Modification Info

In this page the fields of resubmission, submission count, and requested by will be greyed out and the user will not be able to edit these fields.

Help Friday, May 09, 2014 | 11:56 AM

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التركية

Welcome : 22dec

Logout

Quick Search

Service Name -Please Sele

Request No

Status

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Service Details Selection **Modification Info** Documents Confirmation

Modification Details

Resubmission No Submission Count 1

* Category INDUSTRIAL Requested By CLIENT

* Modified Area(SQM) 0.0

* Modification Type

Back Save Close Next

Select category from the drop-down list. The available options are industrial, landlords unit, retail & office and temporary facilities.

* Category

* Modified Area(SQM)

* Modification Type

INDUSTRIAL
LANDLORD'S UNIT
RETAIL & OFFICE
TEMPORARY FACILITIES

Enter the modified area manually in square meters.

Modification type fields will be displayed according to the category selected by the user. The relationship between these two fields are given in the below table.

Category	Modification Type
Industrial	Gypsum Tile Ceiling
	Plumping
	Electrical
	HVAC

Landlord's Unit	Description
Retail & Office	Office Retails Modification
	Car Parking
	GSM Tower
	PP
	Fitting
	Park
Temporary Facilities	Fire Fighting System
	Ceiling

Set the appropriate modification type by clicking on one or more of the check boxes and then click on the NEXT button to go to the next tab.

3.1.2.4.4 Documents

Adding Documents

All supporting documents relative to the request should be uploaded in documents. Click on the Add Document button and then select the document type from the drop-down list. And then click on the choose file button to browse your computer and upload the respective document.

please note that all documents are mandatory.


To remove a document once uploaded, click on the Red colour **'REMOVE'** button to the right side.


Adding Drawings

Click on the 'Add Drawings' button to upload the drawing that is relevant to the modification plan. Mandatory drawing type to be uploaded is the Utilities Layout Plan. Once the drawing type is selected, click on the choose file button to browse your computer and select the appropriate drawing file.

To remove a drawing once uploaded, click on the red colour **'REMOVE'** button to the right side.

Help
Friday, May 09, 2014 | 11:56 AM





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Welcome : 22dec

- [Logout](#)
- [Quick Search](#)
- Service Name -Please Sele ▾
- Request No
- Status
- [Home](#)
- [Dashboard](#)
- [Inbox](#)
- [Search Request](#)
- [Modification Services](#)
- [Meeting Appointment System](#)

Service Details
Selection
Modification Info
Documents
Confirmation

All documents with * must be uploaded.

Document Type	Upload document
+ Add document	

Drawing Type	Upload Drawing
+ Add Drawing	

You have used 0 MB out of 50 MB

Back

Save

Close

Preview

NOTES

1. User can upload documents and drawings of a maximum size of up to 150 MB.
2. All documents with * are mandatory uploads.

Once all the required documents and drawings are uploaded click on the preview button to go to the confirmation page

3.1.2.4.5 Confirmation

The confirmation page displays all the request details that the user has entered.

The user can review all the details and make sure that the data entered is correct before he submit the request.

Friday, May 02, 2014 | 11:58 AM

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PORTS, CUSTOMS & FREE ZONE CORPORATION

Welcome : 22dec

Logout

Quick Search

Service Name: -Please E

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Service Details Selection Modification Info Documents Confirmation

Request Details

Client

Name	Dec22		
Trakhees Id :	C-0009-71432	License #	
Telephone	0123456777	Mobile	
Email	Sagaya.Sgnitua@pfc.ae		

Contractor

Name	CADD Emirates updated		
Trakhees Id :	C-F-004075	License #	10000
Telephone	45-5555555555	Mobile	
Email	PCFCSysSupport@pfc.ae		

Consultant

Name	Arba Motors FZC		
Trakhees Id :	C-0003-729075	License #	20045
Telephone	04-3335354	Mobile	
Email	PCFCSysSupport@pfc.ae		

Location Details

Business Unit	SEW	Location	Jebel Ali Free Zone
Plot No	2313		
Bldg No	2234132	Unit No	2121

Modification Details

Resubmit	No	Submission Count	1
Category	INDUSTRIAL	Requested by	CLIENT
Modified Area(SQM)	25	Modification Type	PUMPING

Financial Details

Service Fee for this Submission : 0.0 AED

Your available Pre-paid Balance : 0.0 AED

The service Fee will be reserved from your available balance.

Remarks:

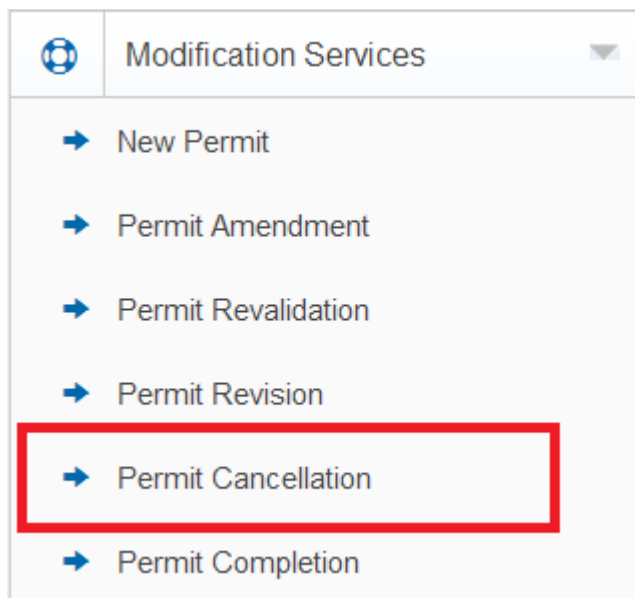
☐ I hereby declare that the above details correct

Back Submit Close

Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he had entered is correct. Click on the submit button to submit the Modification Permit Revision request.

3.1.2.5 PERMIT CANCELLATION

If the user wants to cancel a modification permit request that he has already submitted, he can do so by clicking on the Permit Cancellation link under Modification Services.



3.1.2.5.1 Service Details

When a user clicks on the Permit Cancellation link, it will open the Service Details tab by default.

This page displays a brief description of the services offered by the Civil Engineering Department. The user can also view the service catalogue PDF document by clicking on the 'Service Catalogue' link.

Click on the 'Initiate' button to start the modification Permit Cancellation process.



3.1.2.5.2 Selection

Enter the relevant permit number and then click on the NEXT button to go to the next tab 'DOCUMENTS'.

The screenshot displays the Trakhees online service interface. At the top, there's a header with the Government of Dubai logo and the Ports, Customs & Free Zone Corporation logo. The main content area is divided into a sidebar and a main panel. The sidebar contains a 'Welcome : 22dec' message and a list of navigation links: Logout, Quick Search, Service Name (dropdown), Request No (input), Status (input), Home, Dashboard, Inbox, Search Request, Modification Services, and Meeting Appointment System. The main panel has a tabbed interface with 'Service Details', 'Selection' (active), 'Documents', and 'Confirmation'. The 'Selection' tab contains a form with a label '*Permit No' and an input field. Below the input field are three buttons: 'Back', 'Close', and 'Next'. The footer of the page features the Trakhees logo and the text 'Trakhees' and 'تراخيص'. At the very bottom, there are links for 'FAQs | Privacy Policy | Terms & Conditions' and a copyright notice: 'Copyright (c) 2010 Trakhees All right reserved'.

3.1.2.5.3 Documents

Adding Documents

All supporting documents relative to the request shall be uploaded in documents. Click on the Add Document button and then select the document type from the drop-down list. And then click on the choose file button to browse your computer and upload the respective document.

Please note that all documents are mandatory.

To remove a document once uploaded, click on the Red colour '**REMOVE**' button to the right side.

Adding Drawings

Click on the 'Add Drawings' button to upload the drawing is relevant to the modification plan. Mandatory drawing type to be uploaded is the Utilities Layout Plan. Once the drawing type the selected, click on the choose file button to browse your computer and select the appropriate drawing file.

To remove a drawing once uploaded, click on the red colour '**REMOVE**' button to the right side.

Once all the required documents and drawings are uploaded click on the preview button to go to the confirmation page

Help Friday, May 09, 2014 | 12:07 PM

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PORTS, CUSTOMS & FREE ZONE CORPORATION

العربية

Welcome : 22dec

Logout

Quick Search

Service Name: -Please Select

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Service Details **Selection** **Documents** **Confirmation**

All documents with * must be uploaded.

Document Type	Upload document
	Add document

Drawing Type	Upload Drawing
	Add Drawing

You have used 0 MB out of 50 MB


Back Save Close Preview


تراخيص
Trakhees




FAQs | Privacy Policy | Terms & Conditions

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Once all the required documents and drawings are uploaded click on the preview button to go to the confirmation page


Help  Friday, May 09, 2014 | 12:07 PM


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PORTS, CUSTOMS & FREE ZONE CORPORATION

العربية

Welcome : 22dec


 Logout


 Quick Search


Service Name


Request No


Status


 Home

 Dashboard

 Inbox



 Search Request


 Modification Services



 Meeting Appointment System


Service Details **Selection** **Documents** **Confirmation**

All documents with * must be uploaded.


Document Type	Upload document	
MPC Temp Doc *	<input type="button" value="Choose File"/> Test.docx	 Remove
MPC Temp Doc *	<input type="button" value="Choose File"/> Test.docx	 Remove

 Add document

Drawing Type	Upload Drawing	
MPC Temp Draw *	<input type="button" value="Choose File"/> Untitled-1.png	 Remove
MPC Temp Draw *	<input type="button" value="Choose File"/> Untitled-1.png	 Remove

 Add Drawing

You have used 0.31 MB out of 50 MB

 تراخيص
Trakhees

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NOTES

1. User can upload documents and drawings of a maximum size of up to 150 MB.
2. All documents with * are mandatory uploads.

3.1.2.5.4 Confirmation

The confirmation page displays all the request details that the user has entered.

The user can review all the details and make sure that the data entered is correct before he submit the request.

Friday, May 02, 2014 | 12:07 PM

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PORTS, CUSTOMS & FREE ZONE CORPORATION

الترخيص

Welcome : 22dec

Logout

Quick Search

Service Name:

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Request Details

Client

Name	Dec22
Inkhree Id :	C-0009-714432
License #	
Telephone	0123456777
Mobile	
Email	Sagaya.Sagaya@pfc.ae

Contractor

Name	CADD Emirates updated
Inkhree Id :	C-4-004075
License #	10000
Telephone	45-5252222222
Mobile	
Email	PCFCSysSupport@pfc.ae

Consultant

Name	Arba (Arba) FEO
Inkhree Id :	C-0002-729075
License #	20045
Telephone	04-3333334
Mobile	
Email	PCFCSysSupport@pfc.ae

Location Details

Business Unit	GIW	Location	Jebel Ali Free Zone
Plot No	2312		
Blldg No	2234122	Unit No	2121

Modification Details

Resubmit	No	Submission Count	1
Category	INDUSTRIAL	Requested By	CUSTOMER
Modified Area(SQM)	0.0	Modification Type	PUMPING

Financial Details

Service Fee for this Submission :	0.0 AED
Your available Pre-paid Balance :	0.0 AED
The service Fee will be reserved from your available balance.	

Remarks:

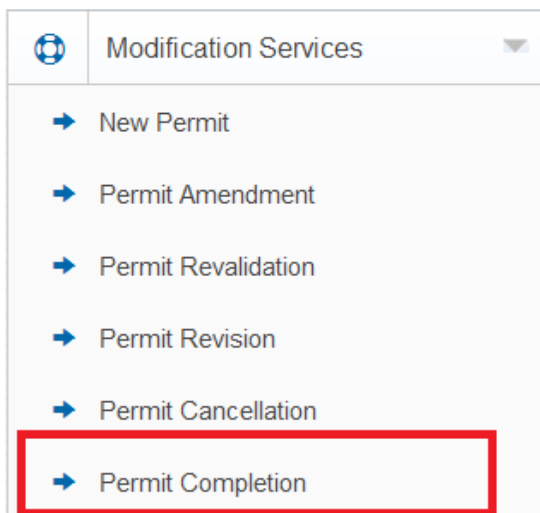
☐ I hereby declare that the above details correct.

Back Submit Close

Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he had entered is correct. Click on the submit button to submit the Modification Permit Cancellation request.

3.1.2.6 PERMIT COMPLETION

If a user wants to complete a modification permit request that he has already started, he can do so by accessing the permit completion link under the modification services.



3.1.2.6.1 Service Details

When a user clicks on the Permit Completion link, it will open the Service Details tab by default.

This page displays a brief description of the services offered by the Civil Engineering Department . The user can also view the service catalogue PDF document by clicking on the 'Service Catalogue' link.

Click on the 'Initiate' button to start the modification Permit Completion process.



3.1.2.6.2 Selection


Enter the relevant permit number of and then click on the NEXT button to go to the next tab 'APPLICANT'.


The screenshot displays the 'Selection' tab of the Trakhees online service. The interface includes a top header with the Government of Dubai and Jafza logos, and a date/time stamp. A sidebar on the left contains navigation options such as 'Logout', 'Quick Search', and 'Service Name'. The main content area features a 'Permit No' input field and three buttons: 'Back', 'Close', and 'Next'. The bottom of the page shows the Trakhees logo and copyright information.

3.1.2.6.3 Applicant

User can change the client details contractor details or consultant details at this page.

Help Friday, May 09, 2014 | 12:11 PM





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العربية

Welcome : 22dec

[Logout](#)

[Quick Search](#)

Service Name

Request No

Status

[Home](#)

[Dashboard](#)

[Inbox](#)


[Search Request](#)

[Modification Services](#)

[Meeting Appointment System](#)

[Service Details](#)
[Selection](#)
[Applicant](#)
[Completion Info](#)
[Documents](#)
[Confirmation](#)

Client Details:


* Name 

* Client ID * License #

* Mobile * Telephone

* Email

Contractor Details :


* Name 

* Contractor Id * License #

* Mobile * Telephone

* Email

Consultant Details :

* Name 

* Consultant Id * License #

* Mobile * Telephone

* Email

To change a client details click on the search icon next to the name field under section client details this will open the Select User dialogue box. User can search for a person or a company in this dialogue box. If person is selected, then the available search criteria are Name, Trakhees client ID and Passport Number

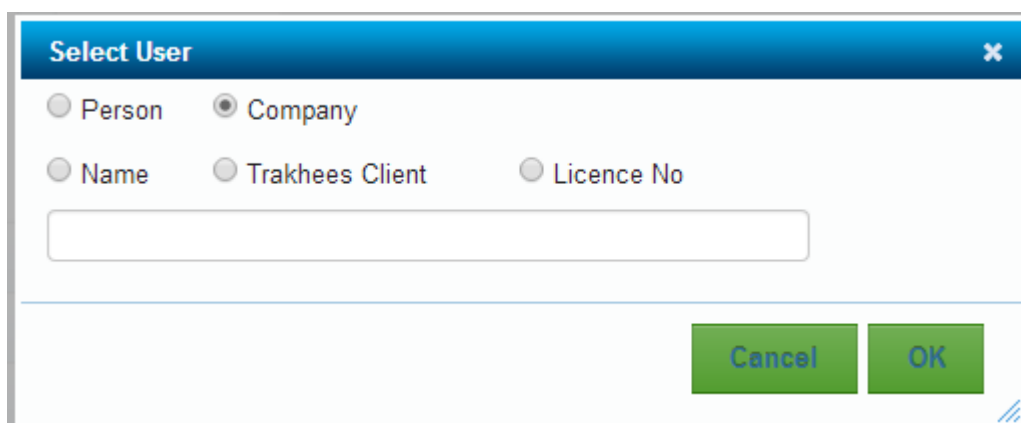
Select User ✕

☒ Person
 ☐ Company

☐ Name
 ☐ Trakhees Client
 ☐ Passport No

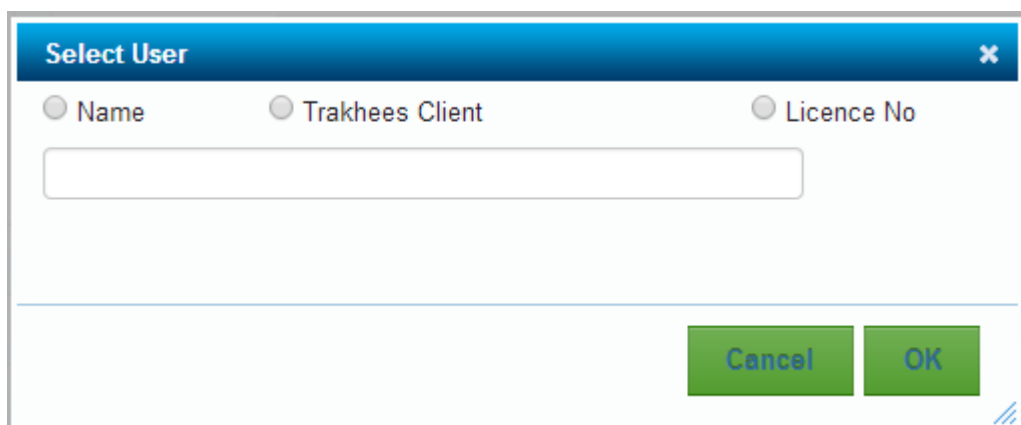
3.1.2.6.3.1 Choose Client

If the user is searching for a company than the available search criteria are Name, Trakhees Client ID and License Number



3.1.2.6.3.2 Choose Consultant/Contractor

User can search for a consultant or a contractor details by clicking on the search icon next to the name field under sections consultant details/contractor details. This will open the Select User dialogue box. User can search for a consultant or a contractor by Name, Trakhees Client ID or License Number



Note that the user can have to enter the mobile phone number, telephone number and e-mail ID manually. Once all the required changes are made in the Applicant tab, click on the NEXT button to go to the next tab.

3.1.2.6.4 Completion Info

The Fields in this page are:

Accredited Site Inspector, telephone number and mobile phone number.

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التركية

Welcome : 22dec

Logout

Quick Search

Service Name -Please Sele

Request No

Status

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Service Details Selection Applicant **Completion Info** Documents Confirmation

* Accredited Site Inspector

Telephone Mobile

Back Close Next

Once all the required information are entered into this Page, click on the NEXT button to go to the next tab

3.1.2.6.5 Documents

Adding Documents

All supporting documents relative to the request shall be uploaded in documents. Click on the Add Document button and then select the document type from the drop-down list. And then click on the choose file button to browse your computer and upload the respective document.

Please note that all documents are mandatory.

To remove a document once uploaded, click on the Red colour '**REMOVE**' button to the right side.

Adding Drawings

Click on the 'Add Drawings' button to upload the drawing is relevant to the modification plan. Mandatory drawing type to be uploaded is the Utilities Layout Plan. Once the drawing type the selected, click on the choose file button to browse your computer and select the appropriate drawing file.


To remove a drawing once uploaded, click on the red colour '**REMOVE**' button to the right side.

Once all the required documents and drawings are uploaded click on the preview button to go to the confirmation page


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مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

العربية

Welcome : 22dec

Service Details
Selection
Applicant
Completion Info
Documents
Confirmation

All documents with * must be uploaded.

Document Type	Upload document	
MCN Temp Docun ▼	Choose File Test.docx	Remove
MCN Temp Docun ▼	Choose File Test.docx	Remove
Add document		

Drawing Type	Upload Drawing	
MCN Temp Drawir ▼	Choose File Test.docx	Remove
MCN Temp Drawir ▼	Choose File Test.docx	Remove
Add Drawing		

You have used 0.04 MB out of 50 MB

[Back](#)
[Save](#)
[Close](#)
[Preview](#)

NOTES

1. User can upload documents and drawings of a maximum size of up to 150 MB.
2. All documents with * are mandatory uploads.

Once all the required documents and drawings are uploaded click on the preview button to go to the confirmation page

3.1.2.6.6 Confirmation

The confirmation page displays all the request details that the user has entered.

The user can review all the details and make sure that the data entered is correct before he submit the request.

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Welcome : 22dec

Logout

Quick Search

Service Name: -Please Select-

Request No:

Status:

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Request Details

Client

Name	Dec22		
Idkhess Id :	C-0009-774432	License #	
Telephone	0123456777	Mobile	0123
Email	Sagaya.Sagaya@pfc.ae		

Contractor

Name	CADD Emirates updated		
Idkhess Id :	C-0-004075	License #	10000
Telephone	45-5555555555	Mobile	0123
Email	PCFCSSysSupport@pfc.ae		

Consultant

Name	Arba Motors FZC		
Idkhess Id :	C-0002-729075	License #	20045
Telephone	04-3325354	Mobile	0123
Email	PCFCSSysSupport@pfc.ae		

Location Details

Business Unit	SEW	Location	Jebel Ali Free Zone
Plot No	2313		
Blldg No	2234132	Unit No	2131

Modification Details

Resubmit	No	Submission Count	1
Category	INDUSTRIAL	Requested By	CLIENT
Modified Area(SQM)	0.0	Modification Type	PUMPING

Financial Details

Service Fee for this Submission : 0.0 AED

Your available Pre-paid Balance : 0.0 AED

The service Fee will be reserved from your available balance.

Remarks:

☐ I hereby declare that the above details correct

Back Submit Close

Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he had entered is correct. Click on the submit button to submit the Modification Permit Completion request.

3.1.2.7 Common Features of all Modification Services Pages

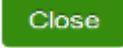
3.1.2.7.1 Navigation

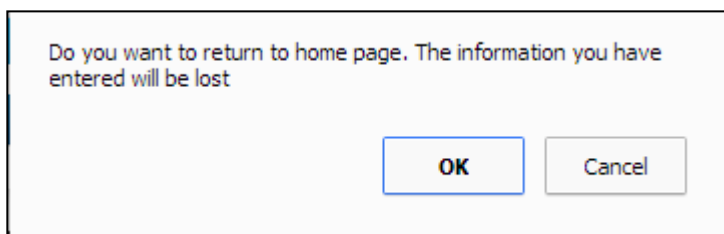
1. A User can go back to the previous tab in any Modification Services page by:

- (i) By clicking on the  button
- (ii) By clicking on the appropriate Tab name in the Navigation bar on the top (please see the image below)




2. A User can go to the next tab in tab in any Modification Services page by clicking on the  button.

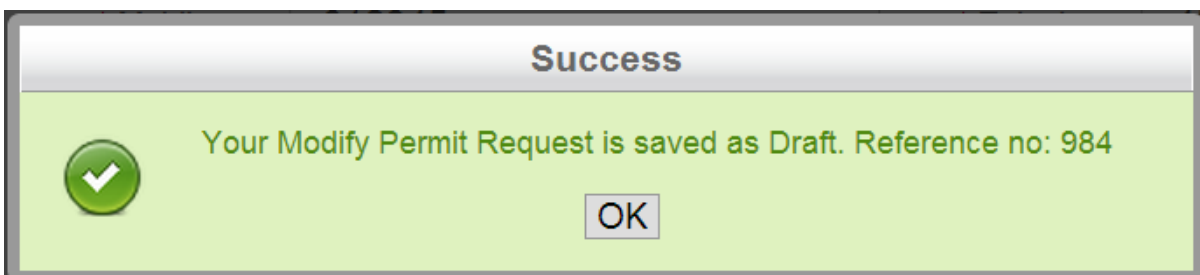
3. A User can terminate the current process at any time by clicking on the  button. On clicking the Close button, user will be prompted to confirm the action (Please see the image below).



3.1.2.7.2 Save as Draft

A user can save his/her current Modification Services Request at any point by clicking on the  button. This will save the current request as a Draft so that they can review and complete the request at a later time.

On successful saving, Application will display a Success message and provide the user with a Reference Number. (Please see the image below)



3.1.2.7.3 Accessing a Saved Draft


Once a Request is saved as a Draft, the user can access it again by clicking on the 'Draft' Link in the 'Tasks Awaiting My Action' section in the Dashboard.

Tasks Awaiting My Action More Info	
Status	Count
Reschedule Meeting	8
Resubmit EN	3
MoreInfo EN	13
More Info MAS	4
Draft EN	12


Clicking on the Draft link from Dashboard will open the list of Tasks awaiting action by the online user.

Help

Friday, May 09, 2014 | 01:16 PM



GOVERNMENT OF DUBAI



مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

البريد

Welcome : 22dec

Logout

Quick Search

Service Name -Please Select

Request No

Status

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Tasks

	RefNo	Date	ClientName	RequestType	Location	PlotNo	Status	AssignedTo	Action
1	729	05/02/2014	Dec22	MPN			Draft EN	22dec	View
2	800	05/06/2014	Dec22	MPN			Draft EN	22dec	View
3	983	05/09/2014	Dec22		JAFZ	2313	Draft EN	22dec	View
4	984	05/09/2014	Dec22	MPA	JAFZ	2313	Draft EN	22dec	View
5	842	05/07/2014	Dec22	MPN	JAFZ	1234	Draft EN	22dec	View
6	845	05/07/2014	Dec22		JAFZ		Draft EN	22dec	View
7	847	05/07/2014	Dec22	MRV	JAFZ		Draft EN	22dec	View
8	700	05/01/2014	Dec22	MPN	PJ	4	Draft EN	22dec	View
9	731	05/02/2014	Dec22	MPN	JAFZ	3232323	Draft EN	22dec	View
10	831	05/06/2014	Dec22	MPN	JAFZ	e4	Draft EN	22dec	View
11	840	05/07/2014	Dec22	MPN	JAFZ	1234	Draft EN	22dec	View
12	850	05/07/2014	Dec22	MRV	DMC		Draft EN	22dec	View

Page 1 of 1

View 1 - 12 of 12

User can identify the particular draft he wants to open by checking the Reference number on the first column. The user can then open that particular Draft by clicking on the 'View' link on the extreme right hand side of the same row.

NOTES

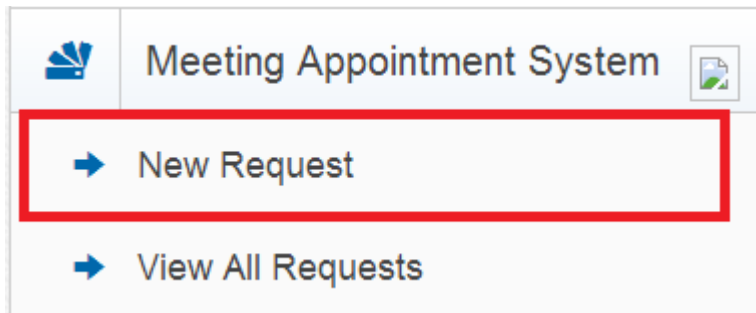
1. The saved Draft will be opened directly to the tab (Applicant, Documents etc.) where the user saved it the last time.
2. User can save the same Request any number of times.
3. If there are a large number of Drafts saved, the Tasks table might have several pages. User can go to the next page by clicking on the next button or by typing in the page number at the Pagination field towards the bottom of the Tasks table.(Please see the image below)



3.1.3 Meeting Appointment System

A User can schedule a meeting with the CED staff using the Meeting Appointment System. A user can also reschedule or cancel an already scheduled meeting using this system.

3.1.3.1 Create New Meeting



To schedule a new meeting with the CED staff, click on 'Meeting Appointment System' on the left sidebar and then click on the 'New Request' link.

This will open the New Meeting Request Form (Please see the image below).

 A screenshot of the 'New Meeting Request Form' in a web application. The form is titled 'Meeting Request Form' and contains several input fields and dropdown menus. The 'Status' field is set to 'REQUESTED'. The 'Requested By' field contains '22dec'. The 'Meeting Date' and 'Time Slots' fields are empty. The form has 'Submit' and 'Reset' buttons at the bottom. The left sidebar shows a navigation menu with 'Meeting Appointment System' selected. The top header includes the Government of Dubai logo and the Ports, Customs & Free Zone Corporation logo.

The User will need to input the following parameters to submit a new Meeting Request.

- I. Department (*) - Select the Department from the drop down list
- II. Section (*) - Select the Section from the dropdown list
- III. Meeting Purpose - Select the Meeting Purpose from the available list.
- IV. Service - Select the Service from the available list.
- V. Roles - Select the Roles from the available list.
- VI. Reference No - Enter the Reference number of the relevant Modification Permit requests made.
- VII. Notes - Enter Notes if any.

Note1: Depending on department and section selected, the available dates and timeslots are displayed.

Note 2: If a time slot is NOT taken up by another meeting appointment request (not selected by any meeting in Requested/Approved/Reschedule/More info status), it is said to be available.

- i. Meeting Date (*) - Select the desired Meeting Date from the calendar
- ii. Time Slot (*) - Select a Time slot from the drop down list.

NOTE: All fields marked (*) are mandatory.

Once all the detailed are provided, click on the 'Submit' button to submit the Meeting Request to the Back Office.

The meeting request will get a 'Transaction No'. The status of the request is now "Requested". The form is displayed to the user with these details. (Please see the image below)

Help ¹ Sunday, May 11, 2014 | 10:33 AM

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PORTS, CUSTOMS & FREE ZONE CORPORATION

الغربية

Welcome : 22dec

Logout

Quick Search

Service Name -Please Sele

Request No

Status

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Meeting Details

Transaction No 683 Requested By 22dec

Department Admin1 Section Admin

Purpose Service

Roles Reference No

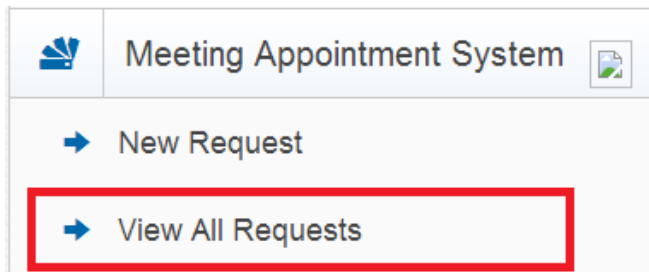
Notes

Status REQUESTED

Meeting Date 2014-05-26 Time Slot 13:00-13:30

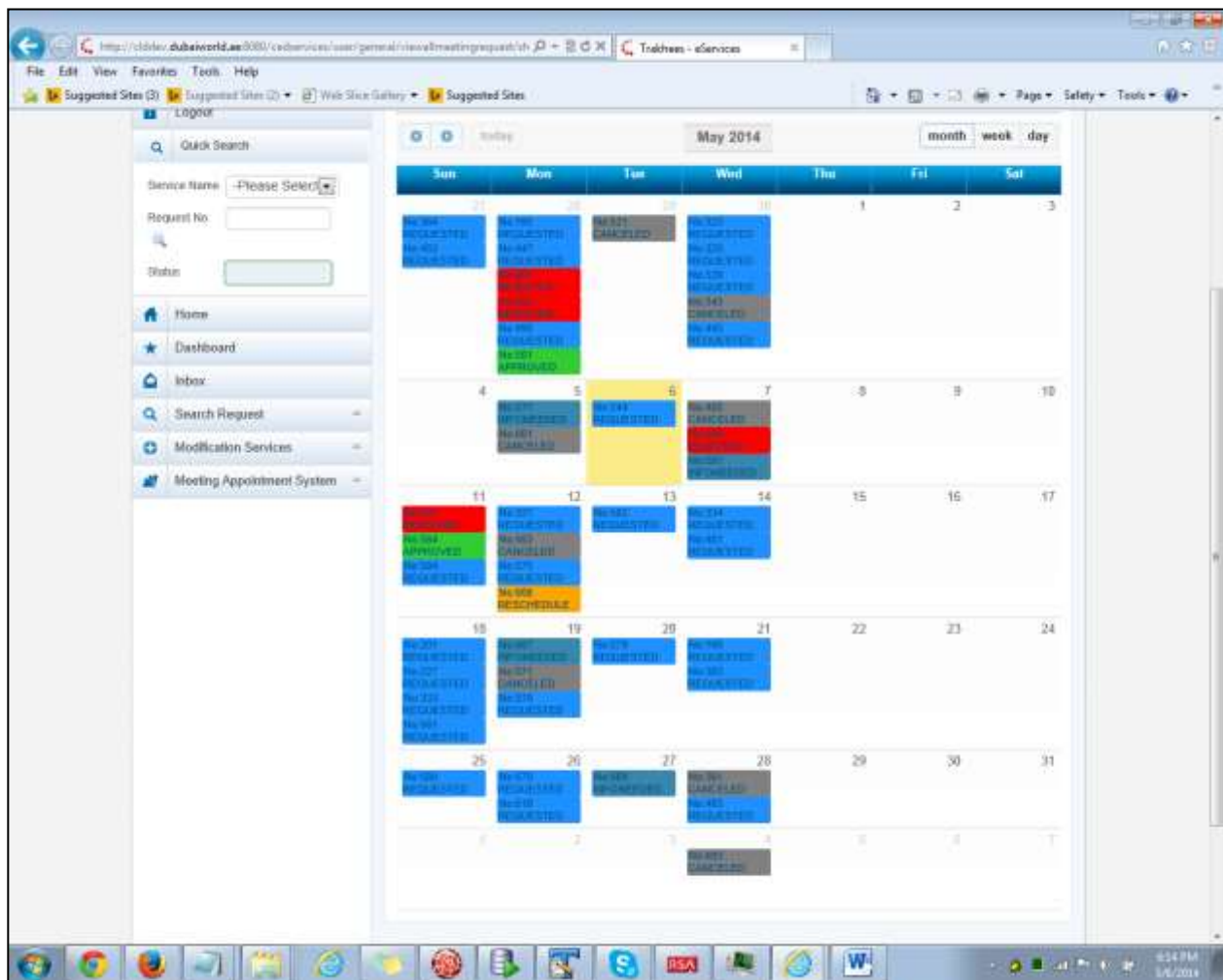
Cancel Request Reschedule Request

3.1.3.2 Cancel Meeting



To Cancel a scheduled meeting, click on the 'Meeting Appointment System' on the left sidebar and then click on the 'View All Requests' link.

This will open all meetings scheduled by the online user in a calendar view. (Please see the image below).



All the meetings will be displayed following color code:

1. Approved - Green
2. Requested - Blue
3. Cancelled - Grey
4. Rejected- Red

When user clicks on any of the meetings, the respective meeting details will be displayed on the screen.
(Please see the image below)

The screenshot shows the 'Meeting Details' form in the Trakhees Online Services application. The form is titled 'Meeting Details' and contains the following fields:

- Transaction No: 447
- Requested By: 22dec
- Department: Admin1
- Section: Admin
- Purpose:
- Service: Demo-2
- Role: Demo-Role: For
- Reference No:
- Notes:
- Status: REQUESTED
- Meeting Date: 2014-04-28
- Time Slot: 13:00-13:30

At the bottom of the form, there are two buttons: 'Cancel Request' and 'Reschedule Request'.

Form is displayed to the user which will show all the details about the meeting request. (Screen 2.a.i)

Cancel Meeting buttons will be enabled only if:

Meeting is at least 2 days later than today.

Meeting is not cancelled/rejected/approved.

The User does not need to input any values in this screen.

Click on the 'Cancel Request' Button to cancel the selected Meeting.

A 'Confirm Cancel' dialogue box will be displayed to the user. (Please see the image below).

The screenshot shows a 'Confirm Cancel' dialogue box. It has a title bar that says 'Confirm Cancel'. Inside the box, there is a warning icon (a red triangle with an exclamation mark) and the text 'Do you want to cancel the meeting?'. At the bottom of the box, there are two buttons: 'OK' and 'Cancel'.

Once user hits "OK", the request is cancelled.

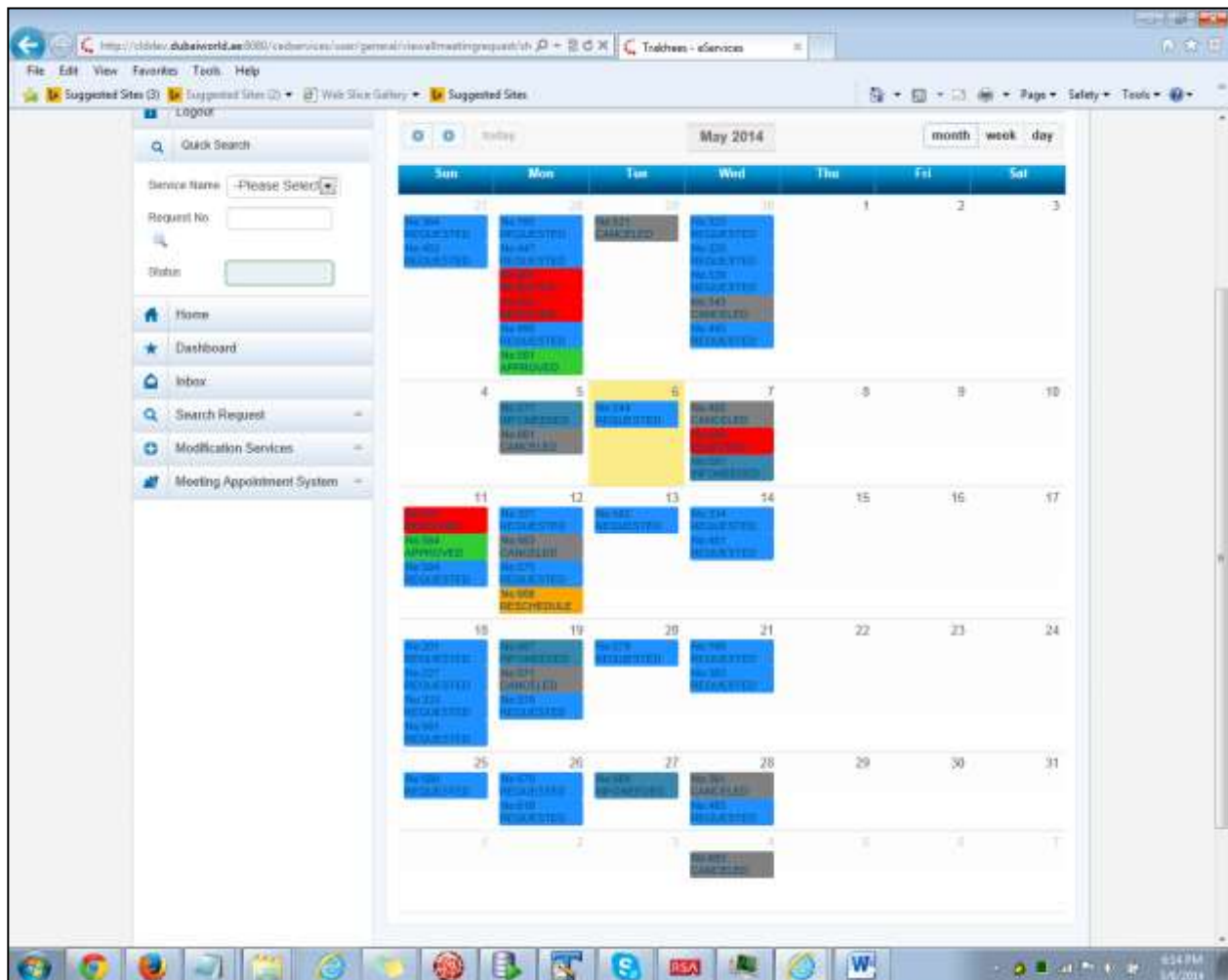
The status is changed from "Requested" to "Cancelled". Details are shown to the user on the screen.

3.1.3.3 Reschedule Meeting

User will have an option to reschedule the meeting in case the user is not available for the particular schedule. User can reschedule a meeting when the meeting is in requested and approved status.

To reschedule a scheduled meeting, click on the 'Meeting Appointment System' on the left sidebar and then click on the 'View All Requests' link.

This will open all meetings scheduled by the online user in a calendar view. (Please see the image below).



All the meetings will be displayed following colour code:

1. Approved - Green
2. Requested - Blue
3. Cancelled - Grey
4. Rejected- Red

When user clicks on any of the meetings, the respective meeting details will be displayed on the screen. (Please see the image below)

Click on the 'View' link towards the right side of a request that needs to be rescheduled. This will open the Meeting Request Reschedule Form for the corresponding request. (Please see the image below)

Help ¹ Sunday, May 11, 2014 | 10:41 AM

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التركية

Welcome : 22dec

Logout

Quick Search

Service Name -Please Sele

Request No

Status

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Meeting Request Reschedule Form

Transaction No 608 Requested By 22dec

* Department Demo Department Section Section Demo

Purpose Purpose Demo Service Service Demo

Roles Role Demo Reference No

Notes Change time to: Slot ID: 2 From: 09:00:00 to: 09:30:00 Date: 12/05/2014

Status REQUESTED


Meeting Date 2014-06-10 Time Slot *

Submit


The user will be able to edit only the Meeting Date and Timeslot fields. All other fields are non-editable. Select the new Meeting Date and the new Timeslot for the meeting and click on the Submit button to submit the Reschedule Meeting Request to the back office and the confirmation screen will be displayed to the online user. (Please see the image below)

[Help](#)

Sunday, May 11, 2014 | 10:43 AM



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مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

العربية

Welcome : 22dec

Logout
 Quick Search

Service Name -Please Sele

Request No

Status

Home
 Dashboard

Inbox
 Search Request

Modification Services
 Meeting Appointment System

Meeting Details

Transaction No	608	Requested By	22dec
Department	Demo Department	Section	Section Demo
Purpose	Purpose Demo	Service	Service Demo
Roles	Role Demo	Reference No	
Notes	Change time to: Slot ID: 2 From: 09:00:00 to: 09:30:00 Date: 12/05/2014		
Status	REQUESTED		
Meeting Date	2014-05-26	Time Slot	11:00-11:30

Cancel Request
Reschedule Request

User will be able to see updated date and time slot. Request status now will be “Requested” and the old meeting request will be in cancelled status.

3.1.4 Inbox

The User can view all the Requests made by him in the Inbox page. User can access the Inbox by clicking on the 'Inbox' link on the left sidebar. This will open all Modification Permit Requests and Meeting Requests that he have made in a table format. (Please see the image below)

Help Sunday, May 11, 2014 | 10:48 AM

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GOVERNMENT OF DUBAI

مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

الحرية

Welcome : 22dec

Logout

Quick Search

Service Name -Please Sele

Request No

Status

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

	RefNo	Date	ClientName	RequestType	Location	PlotNo	Status	AssignedTo	Action
1	729	05/02/2014	Dec22	MPN			Draft EN	22dec	View
2	582	05/04/2014		MAR			Reschedule Meeting	22dec	View
3	1180	05/01/2014		MPN			Resubmit EN	22dec	View
4	1200	05/02/2014		MPN			MoreInfo EN	22dec	View
5	1201	05/02/2014		MPN			MoreInfo EN	22dec	View
6	1199	05/02/2014		MPN			MoreInfo EN	22dec	View
7	487	05/02/2014		MAR			MoreInfo EN	22dec	View
8	1207	05/02/2014		MPN	JAFZ	drew	MoreInfo EN	22dec	View
9	1181	05/01/2014		MPN			Resubmit EN	22dec	View
10	1181	05/01/2014		MPN			Resubmit EN	22dec	View
11	569	05/02/2014		MAR				22dec	View
12	569	05/02/2014		MAR				22dec	View
13	575	05/02/2014		MAR			MoreInfo EN	22dec	View
14	577	05/02/2014		MAR			MoreInfo EN	22dec	View
15	578	05/02/2014		MAR			MoreInfo EN	22dec	View
16	579	05/02/2014		MAR			MoreInfo EN	22dec	View
17	579	05/02/2014		MAR				22dec	View
18	581	05/02/2014		MAR				22dec	View
19	582	05/02/2014		MAR				22dec	View
20	583	05/02/2014		MAR				22dec	View

Page 1 of 3 View 1 - 20 of 49

User can view the details of any request by simply clicking on the corresponding 'View' link towards the right side.

Only 20 requests will be listed in a single page. If there are more than 20 requests, it will be displayed in different pages. User can access the next page by clicking on the next button or by typing in the page number in the Page field. (Please see the image below).

Page 1 of 3 View 1 - 20 of 49

3.1.5 Quick Search

User can access the status of any Request easily through the Quick Search function. It can be accessed from the Quick Search link on the left sidebar. (Please see the image below)

The screenshot shows the Trakhees Online Services interface. On the left sidebar, the 'Quick Search' link is highlighted with a red box. The main content area displays a 'Meeting Request Provide More Information' form. The form includes the following fields:




- Transaction No: 603
- Requested By: 22dec
- Department: Demo Department
- Section: Section Demo
- Purpose: Purpose Demo 2
- Service: Demo 2
- Roles: Role Demo3
- Reference No: 2342424
- Notes: adFefEdesf
- Status: CANCELED
- Meeting Date: 2014-06-04
- Time Slot: 09:00-09:30
- Provide Additional Info: testing..

At the bottom of the form, there are two buttons: 'Provide More Info' and 'Reset'.




User can select service type from the “Service Name” select box under Quick Search in the menu. User can enter the transaction number in the “Request No” text box and then hit the Search icon to search for the status.

The search is conducted on the back office database for the entered transaction Id for selected Service Name. The back-office status returned is mapped to user friendly online status and displayed in the “status bar”.




Example 1: Invalid Request No/Service Name

	Quick Search
Service Name	Modification P 
Request No	1206 
Status	No Mapping Found

Example 2: Modification Permit Request in More Info status

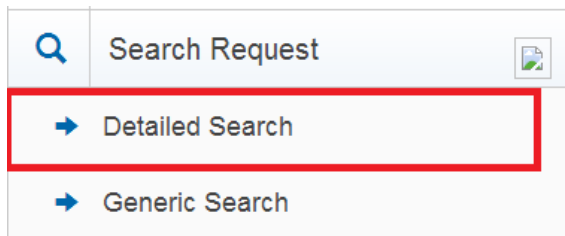
	Quick Search
Service Name	Modification P 
Request No	1200 
Status	MoreInfo EN

Example 3: Modification Permit Request in 'In Progress' status

	Quick Search
Service Name	Modification P 
Request No	1205 
Status	In Progress

3.1.6 Detailed Search

The User can search for the details of a Modification Permit Request through the Detailed Search function. User selects “Detailed Search” option from “Search Request” on the menu.



The user is provided with the form to enter search criteria.

A screenshot of the Trakhees Online Services web application. The header includes the Government of Dubai logo and the Jafza logo. The left sidebar contains a 'Welcome : 22dec' message and a list of navigation items: Logout, Quick Search, Service Name (dropdown), Request No (input), Status (input), Home, Dashboard, Inbox, Search Request, Modification Services, and Meeting Appointment System. The main content area is titled 'Please enter the details to view the Request :'. It contains four input fields: Permit No, Request Status (dropdown), From Date, and To Date. Below these fields are four buttons: Search, Export To Excel, Export To PDF, and Reset. A section titled 'My Requests' shows a table with columns: Process, Transac, Status, Client Name, Contractor Name, Consultant Name, and Business Unit. The table is currently empty, showing 'Page 1 of 0' and 'No records to view'.

There are 4 Filters available in the Search form. They are

1. Permit No - Enter the Permit No
2. Request status - Select the status from the drop down list. Please see the below image to check the available list of statuses.



3. From date - Select the Date from the calendar
4. To Date - Select the Date from the calendar

All the search filters are optional. User may enter the filters if needed, and hits [Search](#) button. The search is conducted on the back office database and results are displayed in the form of grid (search result table). Right now the search is limited to MPS transactions.

The screenshot shows the user interface of the Trakhees Online Services. The top header includes the Government of Dubai logo and the Ports, Customs & Free Zone Corporation logo. The left sidebar contains navigation links: Home, Dashboard, Inbox, Search Request, Modification Services, and Meeting Appointment System. The main content area displays a search form with the following fields:

- Permit No: 1205
- Request Status: In Progress
- From Date: 05/01/2014
- To Date: 05/28/2014

Below the search form are buttons for Search, Export To Excel, Export To PDF, and Reset. The search results are displayed in a table titled "My Requests":

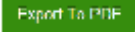
Process	Transac	Status	Client Name	Contract Name	Consulant Name	Business Unit	Location	Building	Plot	Unit No
1	MPN	1205	In Progress	Dec22		Economic Zones World				

The table shows one result on page 1 of 1. The footer of the page includes the page number 77 and the Ports Customs & Free Zone Corporation logo.

User can perform the following operations on the search results:

1. Sorting the results.
2. Navigate from pages to pages.
3. Click on the view link to open the details of the transaction.

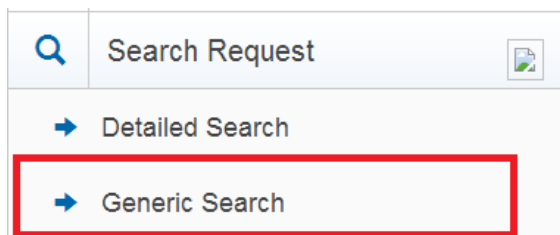
Note1: User can hit  button and the search results will be exported to excel report.

Note2: User can hit  button and the search results will be exported to PDF report.

Note 3: User can hit  button and the filters on the form will be cleared off.

3.1.7 Generic Search

The User can search for the details of a Request through the Generic Search function. User selects “Generic Search” option from “Search Request” on the menu and the user is provided with the form to enter search criteria.

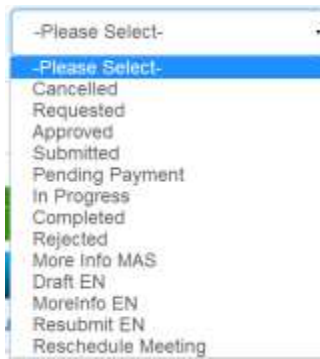


The user is provided with the form to enter search criteria.

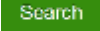
The screenshot displays the Trakhees Online Services interface. At the top, there's a header with the Government of Dubai logo and the Ports, Customs & Free Zone Corporation logo. The main content area is titled 'Welcome : 22dec'. On the left, there's a sidebar with navigation links: Home, Dashboard, Inbox, Search Request, Modification Services, and Meeting Appointment System. The central area contains a search form titled 'Please enter the details to view the Request :'. The form has four input fields: Permit No, Request Status (a dropdown menu), From Date, and To Date. Below these fields are four buttons: Search, Export To Excel, Export To PDF, and Reset. Underneath the buttons is a table titled 'My Requests'. The table has columns for Trakhees CED Service, Transac No, Submis Date, Submis Cycle, Status, Business Unit, Location, Plot, Building, Unit No, Client TRK ID, and Wa. The table currently shows 'No records to view'.

There are 4 Filters available in the Search form. They are

1. Permit No - Enter the Permit No
2. Request status - Select the status from the drop down list. Please see the below image to check the available list of statuses.



3. From date - Select the Date from the calendar
4. To Date - Select the Date from the calendar

All the search filters are optional. User may enter the filters if needed, and hits  button. The search is conducted on the back office database and results are displayed in the form of grid (search result table).

Trakhees Online Services

Government of Dubai

Ports, Customs & Free Zone Corporation

Welcome : 22dec

Logout

Quick Search

Service Name : Please Select

Request No :

Status :

Home

Dashboard

Inbox

Search Request

Modification Services

Meeting Appointment System

Please enter the details to view the Request :

Permit No :

Request Status : Please Select

From Date : 05/01/2014 To Date : 05/05/2014

Search Export To Excel Export To PDF Reset

My Requests


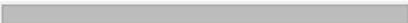
	Trakhees CED Service	Transac No	Submit Date	Submit Cycle	Status	Busine Unit	Location	Plot	Building	Unit No	Client TRN ID	M
1	+	1394		1	Online Application Review	Econom Zones World		0123456			O-0009-774432	Di
2	+	1393		1	Online Application Review	Econom Zones World		0123456			O-0009-774432	Di
3	+	1392		1	Online Application Review	Econom Zones World		122131			O-0009-774432	Di
4	+	1391		1	Online Application Review	Econom Zones World		122131			O-0009-774432	Di
5	+	1390		1	Online Application Review	Econom Zones World		0123456			O-0009-774432	Di
6	+	1389		1	Online Application Review	Econom Zones World		122131			O-0009-774432	Di
7	+	1388		1	Online Application Review	Econom Zones World		122131			O-0009-774432	Di
8	+	1387		1	Online Application Review	Econom Zones World		122131			O-0009-774432	Di
9	+	1386		1	Online Application Review	Econom Zones World		122131			O-0009-774432	Di
10	+	1386		1	Online Application Review	Econom Zones World		2313			O-0009-774432	Di
11	+	1383		1	Online Application Review	Econom Zones World		1			O-0009-774432	Di
12	+	1352		1	Online Application Review	Econom Zones World		32313			O-0009-774432	Di
13	+	1351		1	Online Application Review	Econom Zones World		122131			O-0009-774432	Di
14	+	1350		1	Online Application Review	Econom Zones World		23424			O-0009-774432	Di
15	+	1349		1	Online Application Review	Econom Zones World		2313			O-0009-774432	Di
16	+	1348		1	Online Application Review	Econom Zones World		2313			O-0009-774432	Di
17	+	1347		1	Online Application Review	Econom Zones World		2313			O-0009-774432	Di
18	+	1344		1	Online Application Review	Econom Zones World		2313			O-0009-774432	Di
19	+	1343		1	Online Application Review	Econom Zones World		2313			O-0009-774432	Di
20	+	1340		1	Online Application Review	Econom Zones World		32423			O-0009-774432	Di

Page 1 of 2

User can perform the following operations on the search results:

1. Sorting the results.
2. Navigate from pages to pages.
3. Click on the view link to open the details of the transaction.

All the advice information is shown as sub-grid on the result. User can click the small + button on the list to open the sub-grid.(Please see the below image)

My Requests														
		Trakhee: CED Service	Transac No	Submis: Date	Submis: Cycle	Status	Busines Unit	Location	Plot	Building	Unit No	Client TRK ID	Na	
1	-		1394		1	Online Applicati Review	Economi Zones World		0123456			C-0009- 774432	De	
	L	Type 		PA No	Amount									
		SRV		33887	1000									
														
2	+		1393		1	Online Applicati Review	Economi Zones World		0123456			C-0009- 774432	De	
3	+		1392		1	Online Applicati Review	Economi Zones World		122131			C-0009- 774432	De	
4	+		1391		1	Online Applicati Review	Economi Zones World		122131			C-0009- 774432	De	
5	+		1390		1	Online Applicati Review	Economi Zones World		0123456			C-0009- 774432	De	
6	+		1389		1	Online Applicati Review	Economi Zones World		122131			C-0009- 774432	De	
7	+		1388		1	Online Applicati Review	Economi Zones World		122131			C-0009- 774432	De	
8	+		1387		1	Online Applicati Review	Economi Zones World		122131			C-0009- 774432	De	

Note1: User can hit **Export To Excel** button and the search results will be exported to excel report.

Note2: User can hit **Export To PDF** button and the search results will be exported to PDF report.

Note 3: User can hit **Reset** button and the filters on the form will be cleared off.

3.1.8 CPR Services

The very purpose of this document is to provide users with instructions on how to use the CED Services from mobile.

The user guide includes instructions for how to use the services for

- Building Permit-Structural Revision
- Concept Design-New
- Tower Crane-New
- Pole-Revision
- Storage Tanks-New
- Storage Tanks-Amendment
- Machinery Foundations-New
- Machinery Foundations-Amendment
- Compound Wall-Amendment
- Trial Pits-New
- Demolition and Removal-New
- Change of Consultant-New
- Building Permit-Architectural Revision
- Building Permit-Grading / Paving and Leveling
- Grading / Paving and Leveling-Revision
- Grading / Paving and Leveling-Amendment
- Grading / Paving and Leveling--None-
- Design Control Regulations-New
- Compound Wall-New
- Compound Wall-Revision
- Retaining Wall-New
- Retaining Wall-Revision
- Suspension of Ongoing Works-New
- Temporary Usage of Plot-Amendment
- Notice-New
- Copy of Documents - Structure-New
- Copy of Documents - Architecture-New
- Copy of Documents - Quality-New
- Copy of Documents - Planning-New
- Miscellaneous Service-New
- Change of Contractor-New
- Piling-Revision
- Shoring-Revision
- Soil Investigation-Revision
- Mobilization -Revision
- Mobilization-Revision
- Concept Design-Revision

- Shaded Parking-New
- Shaded Parking-Revision
- Landscaping-New
- Pole-New
- Site Laboratory Certification-New
- Copy of Documents - Modification-New
- Copy of Documents - Inspection-New
- Copy of Documents - Completion-New
- Mobilization -New
- Change of Consultant/Contractor-New
- Trial Pits-New
- Building Permit-Revision
- Temporary Usage of Plot-Revision
- Temporary Usage of Plot-Revalidation
- Raft Foundation-New
- Marine NOC-New
- Raft Foundation-Revision
- Third Party Approval-New
- Third Party Approval-Amendment
- Temporary Usage of Plot-New
- Piling-Amendment
- Soil Investigation-New
- Grading / Paving and Leveling-New
- Concept Design-Amendment
- Exceptional Study-New
- Building Completion Certificate - Partial-New
- Building Completion Certificate - Final-New
- Modification Completion Certificate-New
- Infrastructure Completion Certificate-New
- Marine Completion Certificate-New
- DEWA Temporary Connection-New
- Structural Inspection-New
- Refund inspection-New
- Project Status Inspection-New
- Shoring-New
- Shoring-Amendment
- Soil Improvement-Revision
- Excavation-New
- Concept Design-Revalidation
- Shaded Parking-Amendment
- Landscaping-Revision

- Landscaping-Amendment
- Building Permit-Amendment
- Building Permit-Architectural Revision
- Post Tension-Revision
- Pole-Amendment
- Storage Tanks-Revision
- Machinery Foundations-Revision
- Retaining Wall-Amendment
- Piling-New
- Soil Improvement-New
- Dewatering-New
- Preliminary Test Pile-New
- Post Tension-New
- Building Permit-New
- Building Permit-Revalidation
- Building Permit-Amendment

All the CPR services are listed in a single CPR menu page, where user has the option to filter and select the service he wants to use by Service Name, Type or Category.

3.1.8.1 Accessing CPR Services


To access this service follow the below given steps:


- Login to the application
- From the home screen click on “CED Online Services” in the left side menu.
- All the available service categories for CPR services (Building NOC, Marine, General NOC etc.), will be listed as left side menu item.

The screenshot shows the Trakhees Online Services dashboard. The left sidebar contains a menu with the following items: Home, Dashboard, Inbox, Search Request, Modification Services, Meeting Appointment System, Accreditation Services, BUILDING NOC, General NOC, and MARINE. The last three items are highlighted with a red box. The main content area is divided into three sections: 'Tasks Awaiting My Action' (showing a table with one draft task), 'Requests In Progress' (showing an empty table), and 'Notifications' (showing a list of card renewals). The bottom right section shows 'Financial Information' including a prepaid account balance and payment advice.


- Click on any one of the service categories.
- A menu page where all the CPR services are listed will appear.

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You are in :> [Home](#)> [Online Service](#) Help  العربية

Welcome : testadm7

Your NOC for Activity Verification -New Issuance with Reference # 1188 has been Rejected

Your NOC for Activity Verification -New Issuance with Reference # 1187 has been Rejected

Your NOC for Activity Verification -New Issuance with Reference # 1184 has been Rejected

[Logout](#)

My Services@Trakhees

[Home](#)

[Update My Profile](#)

[Add Additional Role](#)

[Register New/Additional Service](#)

[View/Edit Existing Users](#)

[Create User](#)

[Update My Profile](#)

[Finance Online Services](#)












[CLD Services](#)

[CED Online Services](#)

[EHS Customer Service](#)

CED Process Registration Services

Please click one of the following options to initiate Service.


Service Group	Service Name	Service Type	
BUILDING NOC	Building Permit	New	
BUILDING NOC	Building Permit	Old Building Permit	
Preliminary NOC	Preliminary Test Pile	NEW	
BUILDING NOC	Piling NOC	New	
QUALITY	Materials Review NOC	New	
QUALITY	Ready-mixed Concrete Plants - Registration	New	
QUALITY	Site Laboratory Certification - Field Assessment	New	
BUILDING NOC	Soil Investigation NOC	New	
MARINE	Break Waters NOC	Renewal	
BUILDING NOC	Building Permit	Revalidation	
BUILDING NOC	Mobilization & Signboard	Amendment	

- User can filter based on service group, name or type.
- Click on the arrow icon on the right side of each service to access that service.


3.1.8.2 Submitting CPR Request

- By clicking on the 'Arrow Link' in the CPR menu page, user will land into the CPR request submission page.
- This is a tabbed page with 3 tabs, Applicant Details, Service Details and Documents.

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Your NOC for Activity Verification -New Issuance with Reference # 1187 has been Rejected
Your NOC for Activity Verification -New Issuance with Reference # 1184 has been Rejected

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Update My Profile

Finance Online Services ▲

CLD Services

CED Online Services

EHS Customer Service

Building Permit-New

Applicant Details
Service Details
Documents

Submitter Details

Name*	<input type="text" value="Asna Khader"/>	Mobile Number*	<input type="text"/>
Email*	<input type="text" value="asna@gmail.com"/>	ID Type*	<input type="text" value="Emirates ID"/>
ID Number*	<input type="text"/>		

Client


Trakhees ID*	<input type="text"/>	Client Type*	<input type="text"/>
Client Name*	<input type="text"/>	License Number	<input type="text"/>
License Expiry	<input type="text"/>	Contact Number*	<input type="text"/>
Mobile Number	<input type="text"/>	Client Email*	<input type="text"/>




Consultant			
Trakhees ID	<input type="text"/>	Company Name	<input type="text"/>
License Number	<input type="text"/>	License Issuing Authority	<input type="text"/>
License Issue Date	<input type="text"/>	License Expiry Date	<input type="text"/>
Contact Number	<input type="text"/>	Mobile Number	<input type="text"/>
Email Address	<input type="text"/>		
Contractor			
Trakhees ID	<input type="text"/>	Contractor Name	<input type="text"/>
License Number	<input type="text"/>	License Issuing Authority	<input type="text"/>
License Issue Date	<input type="text"/>	License Expiry Date	<input type="text"/>
Contact Number	<input type="text"/>	Mobile Number	<input type="text"/>
Email Address	<input type="text"/>		
<input type="button" value="Submit"/>			
Your Prepaid Balance Available is: 44,440,194.00 AED			



- User should fill in all the mandatory details in the current tab before moving to next tab.
- Fill all mandatory data (in the correct format) in the Applicant Details tab and click on the Service Details tab.

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Your NOC for Activity Verification -New Issuance with Reference # 1187 has been Rejected
Your NOC for Activity Verification -New Issuance with Reference # 1184 has been Rejected

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Update My Profile
- Finance Online Services
- CLD Services
- CED Online Services
- EHS Customer Service

Building Permit-New

Applicant Details
Service Details
Documents

Request Details

Requested By*

Property Details

Business Unit* Project Area*


Community Name* Community #*

Facility Type* Facility ID*

Unit Number Sub Unit Number

Additional Details


DEWA A/C TKS CED Project ID




Total BUA	<input type="text"/>	Trakhees NOC Ref.	<input type="text"/>
Owner	<input type="text"/>	Possessor	<input type="text"/>
Lessor	<input type="text"/>	Specialist Contractor Name	<input type="text"/>
Contractor Specialization	<input type="text"/>	Supplier Name	<input type="text"/>
Site Engineer Name	<input type="text"/>	Site Engineer Contact No.	<input type="text"/>
Type of Inspection	<input type="text"/>	Inspection Date	<input type="text"/>  dd/mm/yyyy
Inspection Time	<input type="text"/>	Inspection Comments	<div><div></div></div>
Project Description	<input type="text"/>	Land Use	<input type="text"/>
Compound Wall Length (m)	<input type="text"/>	Plot Area (m²)	<input type="text"/>
Building Permit ID	<input type="text"/>	Building Height (m)	<input type="text"/>
Building Type	<input type="text"/>	Building Usage	<input type="text"/>
Number of Basements	<input type="text" value="0"/>	Number of Podiums	<input type="text" value="0"/>
Number of Floors	<input type="text" value="0"/>	Commercial Name	<input type="text"/>
Subject	<div><div></div></div>		

[Submit](#)

- After filling all mandatory details in Service Details tab, click on Documents tab.
- Attach all mandatory documents.

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Your NOC for Activity Verification -New Issuance with Reference # 1187 has been Rejected
Your NOC for Activity Verification -New Issuance with Reference # 1184 has been Rejected

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Update My Profile
- Finance Online Services
- CLD Services
- CED Online Services
- EHS Customer Service

Building Permit-New


Applicant Details Service Details **Documents**

Documents

Note: The request submission will include the uploaded documents

[+ add](#)

Attachments (Accepts pdf,jpg,docx,doc,jpeg,png formats)

Document Type	Uploaded File	
General Documents ▼	<input type="button" value="Choose File"/> Chrysanthemum.jpg	

Your Prepaid Balance Available is: 44,440,194.00 AED

- Click on 'Submit' button.
- You will be asked for confirmation. Click Ok.
- If submission was successful, success page with reference no. will be displayed.

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My Services@Trakhees

[Home](#)

[Update My Profile](#)

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[Register New/Additional Service](#)

[View/Edit Existing Users](#)

[Create User](#)

[Update My Profile](#)

[Finance Online Services](#)

[CLD Services](#)

[CED Online Services](#)

[EHS Customer Service](#)

Submission Confirmation

Service Request Saved Successfully With ID: CEDPR-05053



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3.1.8.3 Displaying Submitted Requests

1. Click on the 'Home' link in the left side menu.
2. A table with all the submitted requests will be displayed here.
3. You will find the CPR request you raised recently here.
4. User can also view the current status of the request here.

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You are in : > Home Help ⓘ العربية

Welcome : testadm7

Your NOC for Activity Verification -New Issuance with Reference # 1188 has been Rejected

Your NOC for Activity Verification -New Issuance with Reference # 1187 has been Rejected

Your NOC for Activity Verification -New Issuance with Reference # 1184 has been Rejected

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Update My Profile

Finance Online Services

CLD Services

CED Online Services

EHS Customer Service

License Remarks Details

No remarks on license

Requests


Date	Ref #	Description	Status	Action
12/08/2015 10:39:31	8272	Employment Visa Inside Country	Request Submitted	View
12/08/2015 11:01:28	CEDPR-05053	Building Permit-New	Request Submitted	View
05/08/2015 09:23:14	6750	License Amendment	Rejected	View
05/08/2015 09:30:08	6751	License Amendment	Rejected	View
05/08/2015 09:37:25	6752	License Amendment	Rejected	View
05/08/2015 09:46:30	6753	License Amendment	Rejected	View
05/08/2015 13:16:15	3525	NOC for Activity Verification -New Issuance	Rejected	View
30/07/2015 11:35:28	8251	Employment Visa Inside Country	Request Submitted	View
29/07/2015 08:11:22	8243	Non Sponsored Renew	Request Approved	View
29/07/2015 08:31:58	8244	Non Sponsored Amend	Request Approved	View

Page 1 of 91 View 1 - 10 of 910


3.1.8.4 Viewing Submitted Requests

1. After navigating to the Home page, click on the 'View' link next to your CPR request.
2. User will be displayed with a page with all request data he submitted in non-editable form.

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You are in :> Home> Preview
Help ⓘ العربية

Welcome : testadm7

Building Permit-New

Your NOC for Activity Verification -New Issuance with Reference # 1188 has been Rejected

Your NOC for Activity Verification -New Issuance with Reference # 1187 has been Rejected

Your NOC for Activity Verification -New Issuance with Reference # 1184 has been Rejected

My Services@Trakhees

Application Summary

Request ID	Status	PA Status	PA Number	Settlement No
CEDPR-05053	Request Submitted	NA	NA	NA

Applicant Details

Service Details

Documents

Submitter Details

Name* Asna Khader

Email* asna@gmail.com

ID Number* 21212121212

Mobile Number* 32323232

ID Type* Emirates ID

Client

Trakhees ID* C-0002-149831

Client Name* Darussalam Motors FZD

License Expiry 30/06/2013

Mobile Number

Client Type* Company

License Number 20004

Contact Number* 043339030

Client Email* PCFCSysSupport@pcfz.ae

3.1.8.5 Modifying Submitted Requests

1. If the back office Trakhees staff requests for any modification, the submitted request will be displayed with status 'More Info' in the Home page.
2. Click on 'View' link of that request.
3. CPR request page will appear with data entered by user, in editable format.
4. User can modify request accordingly and submit again.