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



دائــرة الــتــخـطــيــط والــتـط ويـــر مؤسسة الموانئ والجمـارك والمنطقة الحرة حــكــومـــة ديــــــ

دعـم للتنمية...Facilitating Growth

Trakhees

Online Services User Manual - Web - CED Services

Document Details

Document Information

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Introduction 1

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
 - o Grant/Revoke Available 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.

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	Logout				
	Quick Search	Status	Count	Subject	Date
enu	loe Name -Please Sel 🔻	Reschedule Meeting	5	MPN-T# 1363., Dec22 - TKS Modification	05/08/2014
	1 10000 001	Resubmit EN	3	Submission Confirmation MPN-T# 1363, Jebel All Free Zone, Dec22 - TKS	
9Q	uest No	Moreinfo EN	13	Modification Initial Fee Payment Confirmation	05/08/2014
at.	15	More into MAS Draft EN	4	Application Accepted	05/08/2014
í.	Home	Print P()	12	MRV-T# 1365, Jebel All Free Zone, Dec22 - TKS Application Submission Confirmation	05/08/2014
	Dashboard			MPA-T# 1361, Jebel All Free Zone, Dec22 - TKS Application Submission Confirmation	05/08/2014
	Inbox				
1	Citerative Contraction				
	Search Request				
	Search Request *				
	Search Request Addition Services Addition Services Addition Services				
	Modification Services	A. Requests in Progress	More Info	Financial Information	
	Modification Services	A Requests In Progress	More into	Financial Information	
	Modification Services	Request Name	Count	Financial Information A. Client Prepaid Account	
	Modification Services	Request Name Modification Permit New	Count 42	A. Client Prepaid Account	D 502,056.00
	Modification Services	Request Name Modification Permit New Modification Permit Amendment	Count 42 6	A. Client Prepaid Account	D 502,056.00
	Modification Services	Request Name Modification Permit New	Count 42	A. Client Prepaid Account Available Balance AE	D 502,055.00
	Modification Services	Request Name Modification Permit New Modification Permit Amendment	Count 42 6	A. Client Prepaid Account Available Balance AE Print Client Pre-Paid Account Statement	D 502,055.00
	Modification Services	Request Name Modification Permit New Modification Permit Amendment	Count 42 6	A. Client Prepaid Account Available Balance Asiliable Balance Asiliable Print Client Pre-Paid Account Statement Top up Pre-Paid Account balance	D 502,056.00
	Modification Services	Request Name Modification Permit New Modification Permit Amendment	Count 42 6	A: Client Prepaid Account Available Salance Available Salance Print Client Pre-Paid Account Statement Top up Pre-Paid Account Salance B: Payment Advice (PA): No of Un-paid PA's	
	Modification Services	Request Name Modification Permit New Modification Permit Amendment	Count 42 6	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	31



3.1.1.1 Tasks Awaiting My Action

All requests awaiting an action by the user will be displayed in this screen. This will include Draft Modification Permit Requests, Resubmit Modification Permit Request and More Information for Modification Permit Request. A Count of how many tasks are awaiting user's action will also be displayed in this section.

Tasks Awaiting My Action	More Info
Task	Count
Resubmission Required	4
More Info Required	5
Draft	16
Drait	10

Clicking on any task will display all tasks awaiting the same action by the user in a table format Example: More Info

Hel	pD								Monday, Sep	tember 22, 2014	(02:25 P)
	OVERNMENT OF DUBAI									انن والجمارك و s a FREE ZONE CO	
Vel	come : adm1	Tas	ks								e
8	Logout		RefNo	Date	ClientName	RequestType	Location	PlotNo	Status	AssignedTo	Action
Q, Servi	Quick Search	1	493	22-Jul-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	IBG	hor123	Resubmission Required	adm1	View
Requ Statu	vest No	2	533	27-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	VL	2134234	Resubmission Required	adm1	View
A	Home	3	808	11-Sep-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	JVT	235	More Info Required	adm1	View
*	Dashboard Inbox	4	78	11-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPR	JAFZ-N	2	Draft	adm1	View
Q.	Search Request *	5	93	14-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	AF	211212	Draft	adm1	View
•	Modification Services * Miscellaneous Services *	6	102	26-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	IC	1231231	Draft	adm1	View
M	Meeting Appointment System *	7	114	27-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPA	DMC	sdfsdf	Draft	adm1	View
		8	115	27-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPT	AF	1212	Draft	adm1	View
		9	125	28-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	TEXMAS	zsd2312	Draft	adm1	View
		10	571	01-Sep-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MRV	321-175	pl	Resubmission Required	adm1	View
						Page t of 3	3	111 🔻		View	- 10 of 25

Example: Draft

GOVERNMENT OF DUBAL									نی والجمارك والله IOMS & FREE ZONE C	
You are in :> Dashboard > My Task Welcome : adm1	(S									4
	Tas	RefNo	Date	ClientName	RequestType	Longting	Distilla	Status	Annimum	Action
Logout		Reinu	Date	PETROPIPE	Requestiype	Location	PIOUND	atatus	AssignedTo	Action
Duick Search ServicePlease Sel ▼	1	78	11-Aug-2014	INTERNATIONA MIDDLE EAST DMCC	MPR	JAFZ-N	2	Draft	adm1	View
Request No	2	93	14-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	AF	21 12 12	Draft	adm1	View
Status	3	102	26-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	IC	1231231	Draft	adm1	View
Home Dashboard Inbox	4	114	27-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPA	DMC	sdfsdf	Draft	adm1	View
Search Request Modification Services	5	115	27-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPT	AF	1212	Draft	adm1	View
Miscellaneous Services Meeting Appointment System	6	125	28-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	TEXMAS	zsd2312	Draft	adm1	View
	7	144	01-Sep-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	ТG	125	Draft	adm1	View
	8	147	01-Sep-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPR	DMC	sdfsdf	Draft	adm1	View
	9	148	01-Sep-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPC	DMC	sdfsdf	Draft	adm1	View
	10	149	01-Sep-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPR	DMC	sdfsdf	Draft	adm1	View
					Pag	e i of a	2	to 🔻	View 1	- 10 of 16

Example: Resubmit Modification Permit Request

100		Tan	and the second second								ana a
	Logout		RefNo	Date	ClientName	RequestType	Location	PlotNo	Status	AssignedTo	Action
2.0	Guice Search	3	493	22-Jul-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	iBG.	hor123	Resubmission Required	adm1	View
Nequi	eet No	2	633	27-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	VL	2134234	Resubmission Required	admit	View
•	Home	4	571	01-Sep-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MRV	321-176	pł	Resubmission Required	admt	View
*	Dashboard	.4	400	07-Aug-2014	PETROPIPE INTERNATIONA MIDDLE EAST DMCC	MPN	PCFC- TRAKHEL	lks	Resubmission Required	adm1	View
a.	Search Request					Fage + dr				vie:	# 1 - 4 Qf
0	Modification Services -										
	Miscellaneous Services -										
at I	Meeting Appointment System										

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	and a second second
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 Eqestrian 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	
	1

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.



Hei	0.			Sunday, May 11, 2014	111.537
	OVERNMENT OF DUBAI			وانن والجمارك والمنطقة الحرة PORTS, CUSTOMS & FREE ZONE COS	RPORATIC 4 ₄
		Notifi	cations Date	Subject	View
	Logout				
2	Quick Search	1	05/10/2014	MPN-T# 1399, , Dec22 - TKS Modification Submission Confirmation	Viev
	in theme is private particular	2	05/10/2014	MPN-T# 1398, Jebel Ali Free Zone, Dec22 - TKS Modification Submission Confirmation	View
BIA	ice Name -Please Selec 🔻	3	05/09/2014	MPN-T# 1396, . Dec22 - TKS Modification Submission Confirmation	Vie
oq	uest No	4	05/08/2014	MPN-T# 1387, Jebel Ali Free Zone, Dec22 - TKS Modification Submission Confirmation	Vie
tati	JB BL	5	05/08/2014	MRV-T# 1366, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	Vie
		6	05/08/2014	MPN-T# 1389, Jebel Ali Free Zone, Dec22 - TKS Modification Submission Confirmation	Vie
	Home	7	05/08/2014	MPN-T# 1390, , Dec22 - TKS Modification Submission Confirmation	Vie
-	Dashboard	9	05/08/2014	MRV-T# 1391, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation MRV-T# 1392, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	Vie
	NAME AND A DESCRIPTION OF A DESCRIPTION OF A DESCRIPTION OF A DESCRIPTIONO	10	05/08/2014	MRV-1# 1392, Jebel All Free Zone, Dec22 - TKS Application Submission Confirmation MRV-T# 1393, Jebel All Free Zone, Dec22 - TKS Application Submission Confirmation	Vie
2	Inbox	11	05/08/2014	MRV-1# 1395, Jebel All Free Zone, Dec22 - TKS Application Submission Continuation MRV-T# 1394, Jebel All Free Zone, Dec22 - TKS Application Submission Confirmation	Vie
2	Search Request	12	05/08/2014	MPN-T# 1363, Dec22 - TKS Modification Submission Committeen MPN-T# 1363, Dec22 - TKS Modification Submission Confirmation	Vie
•	Modification Services	13	05/08/2014	MPN-T# 1363, Jobez 1 KS Modification Submission Commander MPN-T# 1363, Jebel All Free Zone, Dec22 - TKS Modification Initial Fee Payment Confirmation	Vie
57	Meeting Appointment System	14	05/08/2014	MRV-T# 1380, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	Vie
9	meeting Appointment System	15	05/08/2014	MRV-T# 1381, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	Vie
		16	05/08/2014	MRV-T# 1385, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	Vie
		17	05/08/2014	MPN-T# 1386, Jebel Ali Free Zone, Dec22 - TKS Modification Submission Confirmation	Vie
		18	05/08/2014	Application Accepted	Vie
		19	06/08/2014	MPN-T# 1360, Dubai Martime City, New Trade - TKS Modification Submission Confirmation	Vie
		20	05/08/2014	MPA-T# 1361, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation	Vie
		4			_

Clicking on the 'View' link towards the right side of a line will open a pop up window with more details on that particula 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
	A

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.

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. T information is divided into 2 categories:

3.1.1.4.1 Client Prepaid Account

The fields displayed in here are:

- a) Available Balance: The available balance in the user's Trakhees pre-paid account will be displayed in this field.
- b) 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
- c) 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)

	CONTRAMENT OF DURA			توانن والجمارات والتطلة الحرة Polity, CL STORE & FREE 2004 (COM
	elcome : 22dec	1		
	Lopost	Top up Pre-Paid Account balance -		
10	Q Deep Search	Trathies East Name	HIDC East Dubat Branch	
	arous Name Please Select	Trathese lient Account Marke	POPC Tuettees	
	largeanet No	Traithean Bant, Account his	009-788384-003	
		Trathese Bask (DN	AE86208009020185564003	
	titus	Trathese Bank Switt Code	BBMEADAD	
	Home		Proceed	
	Dashboard			
0	heber			
0	Search Request			
0	Modification Services -			
14	Meeting Appointment System			

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)



Welcome : 2 Q Sense have Repart for Q	2dec	Top up Pre-Pad A Bant Kainage Name	locount balance - Trakfases pro	ovide Information	Jack State	مر الله الله الله الله الله الله الله الل
C Lopot C Dett Sea Service Name Repart to	-	Dank Sicharge		ovide information		
Q. Guidt Sear Service Name 2 Response No.		Dank Sicharge		ovide information		
Service Name						
Reparative	Please Select		Clearl Sant Write			
	and an owner and the second seco	Aminett	122.67			
4		Transfere Cepy	C:Users/Madhur/Desktr	Entwise		
Sister				Submit		
A Home						
* Dantboard						
D Index						
Q. Search Ret	pont -					
O Modification	a Services -					
💋 Meeting Age	- matery& Insuration					

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:

- a. No of unpaid PAs: This field displays a count of the number of Payment Advices that are still pending payment by the user.
- b. 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.
- c. 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



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/elcome : 22de	ec				1
Logout		Tasks Awaiting My Activ	on More into	Notifications	More Info
Quick Search		Status	Count	Subject	Date
		Reschedule Meeting	5	MPN-T# 1363, Dec22 - TKS Modification	05/08/201
ervice Name -Pleas	se Sei 🔻	Resubmit EN	3	Submission Confirmation	
equest No		Moreinfo EN	13	MPN-T# 1363, Jebel All Free Zone, Dec22 - TKS Modification initial Fee Payment Confirmation	05/08/201
atus		More info MAS	4	Application Accepted	05/08/201
Home		Draft EN	10	MRV-T# 1366, Jebel All Free Zone, Dec22 - TKS Application Submission Confirmation	05/08/201
				MPA-T# 1361, Jebel All Free Zone, Dec22 - TKS	
Dashboard Inbox Search Reque Modification S New Permit Permit Amendment	ervices =			Application Submission Confirmation	05/08/201
Inbox Search Reque Modification S New Permit	ervices =	A Requests In Progress	More into		05/08/201
 Inbox Search Reque Modification S New Permit Permit Amendment Permit Revalidation 	ervices = t			Application Submission Confirmation	05/08/201
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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'.



Cuick Search ervice Name -Please Selk equest No atus atus Home Dashboard Inbox Search Request Modification Services Client Details: Client ID C-0009-774432 * License # 8 Inbox * Name * Contractor Details : * Contractor Interview * Name * Modification Services	e	come : 22dec	Service Details	Applicant Location	Modification Info D	ocuments Confirmation):
Service Name _Please Selt Request No Status Home Contractor Details : Meeting Appointment System Meeting Appointment Sys	8	Logout	Client Details:			4	
Sequest No * Client ID * Client ID * Client ID * Client ID * Client ID * Client ID * Client ID * Client ID * Client ID <td>2</td> <td>Quick Search</td> <td></td> <td></td> <td></td> <td></td> <td></td>	2	Quick Search					
Status Home Dashboard Inbox Inbox Search Request Modification Services Meeting Appointment System Meeting Appointment System Consultant Details : Name Consultant Details : Name Consultant Details : Name Consultant Details : Name Mobile Telephone	Serv	ice Name -Please Sele 🔻	* Name	Dec22			
Status Home Home Dashboard Inbox Inbox Name Contractor Details : Name Mobile * Email Sagaya Egnitius@pofo.se Contractor Details : * Name * Mobile * Mobile * Mobile * Mobile * Mobile * Telephone 0 Modification Services * Mobile * Mobile * Telephone * License # * Mobile * Telephone * Mobile * Telephone * Mobile * Telephone * License # * Mobile * Telephone * Mobile * Te	Req	Jest No	* Client ID	C-0009-774432	* License #	895642	1
Email Sagaya.Egnitius@pcfc.ae Home * Email Sagaya.Egnitius@pcfc.ae Dashboard Inbox Inbox * Name Search Request * License # Modification Services * Mobile Meeting Appointment System * Email Consultant Details : * Consultant Details : • Name • Consultant Details : • Name • Consultant Details : • Name • Consultant Details :			* Mobile	0123456789	* Telephone	0123456777	1
Contractor Details : Contractor Details : Inbox Modification Services Modification Services Meeting Appointment System Consultant Details : Consultant Details : Name Consultant Details : Name Consultant Details : Name Consultant Details :	State	15	* Email	Sagaya Egnitius@pcfc.ae			
Dashboard Inbox Search Request Modification Services Meeting Appointment System Consultant Details : Occuration : Inbox <td>ñ</td> <td>Home</td> <td></td> <td></td> <td></td> <td></td> <td></td>	ñ	Home					
Q Search Request Modification Services Meeting Appointment System • Mobile • Email Consultant Details : • Name • Consultant • Mobile • Name • Mobile • Telephone	*	Dashboard	Contractor Deta	ails :			
Modification Services Id * License # Meeting Appointment System * Mobile * Mobile * Telephone * Consultant Details : * * Name * * Consultant * Id * * Mobile * * Email * Consultant Details : * * Name * * Mobile * * Name * * Mobile * * Name * * Mobile * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * <	۵	Inbox	* Name				4
Modification Services Meeting Appointment System Id • Mobile • Telephone • Email Consultant Details : • Name • Consultant • Consultant • License # • Mobile • Telephone	q	Search Request	* Contractor	()		7	
Meeting Appointment System	0	Modification Services	ld		Libense #		
	2	Meeting Appointment System	* Mobile		* Telephone		
Name Consultant Id Mobile Telephone			* Email				
* Consultant Id * Mobile * Telephone			Consultant Deta	ails :			
* Consultant Id * License # Mobile * Telephone			1				
Id * License # * Mobile * Telephone			* Name) .
* Mobile Telephone					* License #		1
					Tolestore	·	
* Email					contrelephone		
			* Email				
				Ba	dk Save Close	Next	

1. 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@pcfc.ae]

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



• Name		
* Contractor	License #	
• Mobile	Telephone	
• Email		
sultant Details :		
sultant Details :		
	* License #	
Name Consultant	License # Telephone	

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 [
- 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		×
Name	Trakhees Client	CLicence 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



-lei	۵						Thursday, Ma	y 08, 2014 05:32 P
	OVERNMENT OF DUBAI						مارك والملطقة الحرة PORTS, CLSTOMS & FREE	ومر ومسمة المواني والج ZONE CORPORATIO
el	come : 22dec	Service Details	Applicant	Location	Modification	Info Document	confirmation	<i>م</i> ور م
	Logout	Location Details	/		/	<i>.</i>		
	Quick Search							
rvi	xe Name - Please Sei ▼	* Business Uni	t		۲	* Location		•
į.	est No	* Plot No				10		
ti		Bidg No	<u> </u>			Unit No		
1	Home				lack Save	Close Ne	ext	
	Dashboard				aux Save	CAUSE	Ext	
	Inbox							
	Search Request +							
	Modification Services +							
	Meeting Appointment System *							
			ص Trai	تراخي khees	<i></i>			
				Milee2	V			

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



COVERNMENT OF DURM				Prille, Huy 9	TIPE CORPORATION
Weicome : 22dec	Service Details App	Acant Localiza Modificat	on little) Documents	Confirmation	ley.
Lugout Culck Search	Location Details				
Service Name -Piease Selec • Request No	* Ekstiness Unit * Plot tes Bidg No	Duba Martime Oty Economic Zotres Walld Duba Matime Diff	Liscation	123	•
Home Dashboard	20807	Eack S	se Gose Net	1005- 101	
Mbos					
Q Search Request					
O Modification Services *					
📽 Meeting Appaintment System 🍵					

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

* Business Unit	Economic Zones World	 Location 	Jebel Ali Free Zone
* Plot No	0123		Jebel Ali Free Zone
Bldg No	123	Unit No	123

b. Dubai Maritime city

* Business Unit	Dubai Martime City	 Location 	
* Plot No	0123	0	
PIOLINO	0123		Dubai Martime City test
Bldg No	123	Unit No	123

c. Nakheel

ation Details			
* Business Unit	Nakheel	 Location 	•
* Plot No	0123		Jumeirah Park Jumeirah Village Circle
Bldg No	123	Unit No	Jumeirah Village Triangle International City Phase-1 Palm. Jumeirah
	Back	Save Close Nex	Jumeirah Island

- 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'. •

موسعة الموانئ والجمارك والمنطقة الحرة مؤسسة الموانئ والجمارك والمنطقة الحرة PORTS, CLSTOMS & FREE ZONE CORPORATION الدربية
Confirmation
/ /
LIENT
1

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 Applie	cant Location Modifica	tion Info Documents	Confirmation
Modification Details			
Resubmission	No	Submission Count	1
* Category	•	Requested By	CLIENT
* Modified Area(SQM)	INDUSTRIAL LANDLORD'S UNIT RETAIL & OFFICE TEMPORARY FACILITIES		
	Back	Save Close Next	

- The 'Modification area' (in Square meter) and the 'Modification Type' fields are mandatory. ٠
- Category and corresponding Modification types are shown in the table below: •

Category	Modification Type
Industrial	
	Gypsm 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

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 AN
GOVERNMENT OF DUBAI					لجمارك والمنطقة الحرة orts, customs & Free Zo	
Welcome : 22dec	Service Details Applicant	Location M	odification Info	Documents		
Logout Q Quick Search	All documents with * must be upload	ed.				
Service Name -Please Sele V	Document Type		Uploa	l document		
Request No		Choose File	No file chosen			Remove
 Home Dashboard Inbox Q Search Request ▲ 	Drawing Type	Choose File	Uploa	d Drawing		Remove
Modification Services	Add Drawing					
🔮 Meeting Appointment System 🔺	You have used 0 MB out of 50 MI	в				
		Back	Save Close	Preview		

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

epl			Frida	r. May 09. 2014 10:35 AM
COVERNMENT OF DUBAI				Jofao ترجيع مؤسسة الموانن والجمارك FREE ZONE CORPORATION
elcome : 22dec	Service Details Applicant	Location Modification Info	Documents Continuation	لىرىية
Logout	All documents with 1 must be uploade	d.		
Quick Search	Document Type	Up	load document	
nvice NamePlease Se} V	Copy of Lease . 🔻	Choose File Test.docx		@ Remove
atus	Bank Noc Letter 🔻	Choose File Test.docx		(© Remove
Home	Copy of Contra 🔻	Choose File Test.docx		(8) Remove
Dashboard	Copy of Client's ¥	Choose File Test.docx		() Remove
Inbox	Copy of Appoin	Choose File Test.docx		@ Remove
Search Request	Floor Plan V	Choose File Test docx		(a) Remove
Modification Services	Elevations Y	Choose File Test.docx		(a) Remove
Meeting Appointment System *	Design Calculat 🔻	Choose File Test.docx		(2) Remove
	Sections V	Choose File Test.docx		@ Remove
	Add document			
	Drawing Type	Uj	bload Drawing	
	Utilities Layout	Choose File Test.docx		@ Remove
	Add Drawing			
	You have used 0.10 MB out of 50 M	MB		
		Back Save Ck	se Preview	
	یص Trak	تراخ hees 🥩		
) Trakhees All right resen

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.

Hage					Friday, May 09, 2014 10:35 AM
GOVERNMENT OF DUBAI				ة الحرة PORTS.C	موسيدة الموالي والجمارك والتلطقة موسيدة الموالي والجمارك والتلطقة مريدين
Welcome : 22dec Cogout Codek Search	Service Detector	Applicant) Location) Modification Int	o) Documente	Cont	hondhan
Service Name -Please S V Reguest No	Client				
Statua	Name Inskhees Id : Telephone	Dec22 C-0009-114432 0123486117	License # Mobile	012245	
Home Dashboard	Email	Sagaya Egnitus@pcic.ae			
Inbox Search Request	Nerre	RAK			
Modification Services Meeting Appointment System	Inskhees Id : Telephone	C-K-004014 ener PCFCSysSupport@pcfc.se	License 4 Mobile	2322	55
	Consultant	· · · · · · · · · · · · · · · · · · ·			
	Name Trakhees Id :	Nayyer Carpet Industries Limited C-C-004071	License #	759	
	I elephone Errel	97145517572 PCFCSysSupport@pcfc.se	Mobile	012045	55
	Location Details				
	Business Unit	Economic Zones World	Location	Jebel A	Al Free Zone
	Bidg No	0123	Unit No	0123	
	Modification Det				
	Category	No INDUSTRIAL	Submission Co Requested By	unt	1 CUENT
	Modified Area(SOM)	2.5	Modification 1	Ype	SLECT
	Financial Debela Service Fee for th	is Submission : 1000.0 AED			
		gaid Balance : 169645.0 ASD II be reserved from your available balance.			
	Remarks				
		I hereby declare that the r	above details correct		
		Back Subm	t 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.

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		
	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.



User Manual

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6	OVERNMENT OF DUBAI					اللملقة الحرة PORTS, CLSTON	فيسمة الموانئ والجمارك وا A FREE ZONE CORFORATIO
Vel	come : 22dec						ئىر
a	Logout Quick Search	Department of Plansi Ports, Castoms & Free 2		تراخیص Trakhees	الــــــــــــــــــــــــــــــــــــ	دالىرە ا مۇسىيە قەر	
	ce NamePlease Sei V	Application Details			And in the second second		MPN - 1396
tequ	iest No	Name	Dec22		Talappaaa	0123456	
Statu	8	Trakhees id :	C-0009-7	74432	Telephone Moblie	0123456	
		License #		1.77 9	Email		Egnitius@pcfc.ae
ł	Home					- Bala	-G
*	Dashboard	Contractor Details :					
2	Inbox	Name	RAK		Telephone	6767	
2	Search Request	Trakhees id ;	C-K-004	074	Mobile	0123456	12
		License #	2322		Emall	PCFC Sys Support@pcfc.se	
Modification Services							
Ľ	Meeting Appointment System *	Consultant Details :					
		Name	Nayyer C	arpet industries Limited	Telephone	9714881	7572
		Trakhees Id :	C-C-004	071	Mobile	0123456	L.
		License #	789		Emall	PCFCS	ys Support@pcfc.ae
		Location Details					
		Business Unit	EZW		Bidg No	0123	
		Location	JAFZ		Unit No	0123	
		Plot No	0123				
		Modification Details					
		Resubmit	No		Requested By	CLIENT	6
		Submission Count	0		Modified Area(SQM)	2.5	
		Category	INDUST	RIAL	Modification Type	ELECT	
		Payment Details					
		Payment Advice No	\$3895				
		AED 1000.0 is reserved f					
		Your available Pre-paid 8	3alance : 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.



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

Payment Advice No	33895
AED 1000.0 is reserved	d for this submission.

3.1.2.1.8 Payment Advice

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

	#: 33895	MENT ADVICE			
Client Name:					
		PA Date:		09-May-20	014
Client ID:	Dec22		Dec2		اسم العميل:
	C-0009-774432	License # :	87797		
Departmental Rema	(101) - 101	Eldense # .			
NOTICE:					
	stomers to mention the correct Trakhees	s Client ID (Eg: C-X - 111111) while dep	ositing mor	ney in their P	re- Paid
	s Cash Counters. This is to avoid getting				0.000.000
1	Service Code : EMMS025				
	Service Description : CED initial Modifica Submission- NTL 8		Submission- & TKS L-FZ		رمت لخدمة :
Sr# Fee Code	Fee Description	وصك الرموم	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 Tota	I (Pavable Amount) - AED:			1.000.00
Note: The following page	Designed a second	I (Payable Amount) - AED:			1,000.00
Note: The following moo A) Cash	Grand Tota es ofpayment are accepted. B) Company/Manag	pers Cheque C\ Direct Bank Ti	ees - HSBC	Bank A/C 020	4210 Y 1012
	es of payment are accepted. B) Company/Manag	gers Cheque C) Direct Bank Tr PCFC-Trakt IBAN : AE06	ees - HSBC 0200000020	Bank A/C 020 785384003 I-1396-1-GE	-789384-003

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.

0	Modification Services	×.
+	New Permit	
+	Permit Amendment	
+	Permit Revalidation	
+	Permit Revision	
+	Permit Cancellation	
+	Permit Completion	

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.





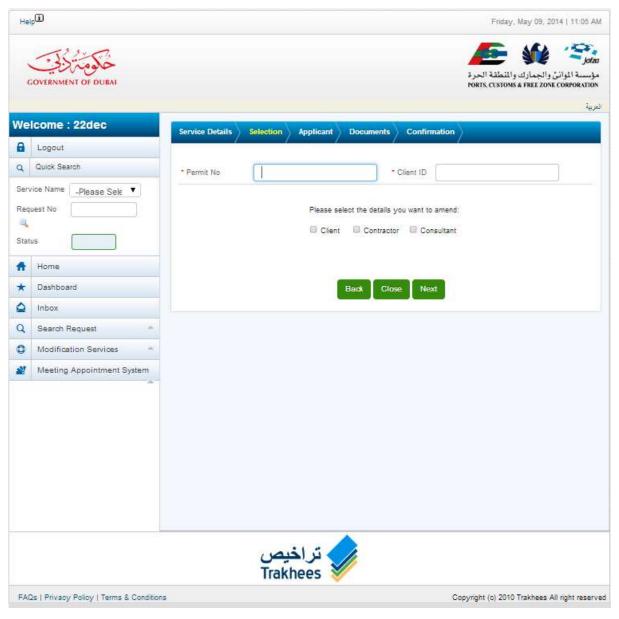
3.1.2.2.2 Selection

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'.





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.



He	,I		Friday, May 09, 2014 11:06 Al				
	OVERNMENT OF DUBAI					ar تجوير بسمة الموانين والجمار REE ZONE CORPORATIO	
Ve	come : 22dec	Service Details	Selection Applicant	Documents Confin	nation	1 ₂	
2	Logout	Client Details:	to to t		×.		
	Quick Search						
ery	ice Name -Please Sele 🔻	* Name	Dec22			<u>a</u>	
eq	uest No	* Client ID	C-0009-774432	* License #		0	
-		* Mobile		* Telephone	0123456777		
at	15	* Email	Sagaya Egnitius@pcfc.ae				
-	Home						
•	Dashboard	Contractor Details :					
1	Inbox	* Name	CADD Emirates updated				
	Search Request	Contractor Id	C-F-004075 * Libense # 10000				
	Modification Services =	* Mobile		* Telephone	15 00000000000		
	Meeting Appointment System		0123	Telephone	45-898999999999		
	<u> </u>	* Email	PCFCSysSupport@pcfc.ae				
		Consultant Deta	ils :				
		- Name	Ariba Motors FZD				
		• Consultant Id	C-0002-729075	* Lipense #	20048		
		* Mobile	0123	* Telephone	04-3335364		
		* Email	* Email PCFCSysSupport@pcfc.ae				
			Bac	k Save Close	Next		

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.

er			×
Company			
Trakhees Client	Passport No		
		Cancel	OK
	Company		Company Trakhees Client Passport No

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



Select Us	er			×
Person	Company			
◎ Name	Trakhees Client	O Licence No		
			Cancel	OK
				14

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



Hel	£ _q			Friday,	May 09, 2014 11:06 AM
	COVERNMENT OF DUBAI				في الموانية والجمارك مؤسسة الموانية والجمارك & FREE ZONE CORPORATION
We	lcome : 22dec	Service Details Selection	Applicant Documents	Confirmation	
a q	Logout Quick Search	All documents with * must be upload	ed.	<u>k</u>	
		Document Type	Up	load document	
	uest No	Add document			
U.S.Y	Home	Drawing Type	U	pload Drawing	
*	Dashboard	Add Drawing			
	Inbox	You have used 0 MB out of 50 M	Bell		
Q	Search Request				
٥	Modification Services		Back Save Cl	ose Preview	
2	Meeting Appointment System				
		خيص Trakho	ترا ees		



Help					Fr	day. May 09, 2014 11:08 AM
GOVERNMEN	مَكْوَمِيْنَ NT OF DUBAI				لقة الحرة PORTS, CLS	والمنع والمنع مؤسسة الموانئ والجمارك والمنع والم
Welcome :	22dec	Service Details Sel	ection Applica	nt Documents	Confirmation	
C Cuick Sea	rch	All documents with * mus	st be uploaded.	17 - V	a - 90	
Service Name	-Please Sel∈ ▼	Document T	уре	U	pload document	
Request No		MPA dient 1	Cho	ose File Test.doc	¢	(8) Remove
Status		MPA client 2	Cho	ose File Test.doc		(8) Remove
A Home		Add document				
★ Dashboar	rd					
A Inbox		Drawing Ty	pe	I	Jpload Drawing	
Q Search R	lequest *	MPA contractor 1 V	Cho	ose File Test.doc	t.	@ Remove
Modificat	tion Services *	MPA contractor 2 🔻	Cho	ose File Test.doc	c.	@ Remove
Meeting	Appointment System	O Add Drawing				
		You have used 0.04 t		ack 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.

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 09, 2014 11:08 AM
GOVERNMENT OF DUBA				على الموانين والجمارك والمنطقة الحرد NORTS, CLETONE & FREE ZONE CORPORCISION
elcome : 22dec				~
Logout	Service Debela) Selection) Applicant) Documents)	Continuation /	
Guick Search	Request D	etalls		
ice Name -Please S 🔻	Client			
aat No	Name	Dec22		
a	Inkhees Id :	C-0009-174432	License #	
	Telephone	0123456777	Mobile	0123
Home	Emel	Sagaya Egnitus@ocfc.ae		
Dashboard	Contractor			
Inbox				
Search Request	Name	CADD Eminates updated		
Modification Services	Inskhees Id :	C-F-004015 45-595999999999	License # Mobile	10000
Meeting Appointment System	Emel	PCFCSysSupport@pcfc.se	MODITE	0123
	Consultant			
	Narrae	Arbs Motors FZD		
	Inskhees Id :	C-0002-129015	License 4	20048
	Telephone	04-3335384	Mobile	0123
	Emel	PCFCSysSupport@pcfc.se		
	Location Details			
	Business Unit	EZW	Location	Jebel All Free Zone
	Plot No	2313		
	Bidg No	2234132	Unit No	2121
	Modification De	turi v		
	Resubmit	No	Submission Co	ount 1
	Category	INDUSTRIAL	Requested By	CUENT
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	Financial Details			
	Service Fee for t	his Submission : 0.0 AED		
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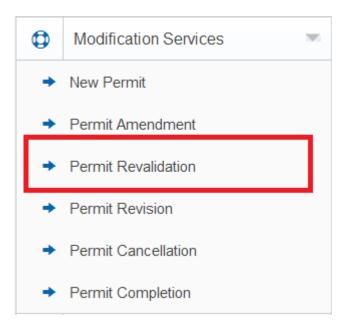
Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he 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
GOVERNMENT OF DUBAI	مؤسسة الموانئ والجمارك والمنطقة الحرة PORTS, CUSTOMS & FREE ZONE CORPORATION
	العربية
Welcome : 22dec	Service Details > Selection > Documents > Confirmation >
Logout	
Q Quick Search	Service Description:
Service Name _Please Sele ▼ Request No	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.
Home	
★ Dashboard	Close Initiate
🛕 Inbox	
Q Search Request =	
Detailed Search	
Generic Search	
Modification Services	
✦ New Permit	
➡ Permit Amendment	
 Permit Revalidation 	
➡ Permit Revision	
➡ Permit Cancellation	
✤ Permit Completion	
🔮 Meeting Appointment System 🝝	

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'.



Help		Friday, May 09, 2014 11:39 AM
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 Permit Amendment 		
➡ Permit Revalidation		
 Permit Revision 		
 Permit Cancellation 		
Permit Completion		
🔮 Meeting Appointment System 🍝		

3.1.2.3.3 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



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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



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+	Generic Search	MPR Temp Drawin	•	Choose File	Untitled-1.png		(8) Remove
0	Modification Services 🛛 💌	• Add Drawing					
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2	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.

3.1.2.3.4 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.

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Modification Services Modification Services New Permit	Consultant	Arbs Motors FZD				_
Permit Amendment Permit Reveloation	Inkheer Id : Telephone	C-0002-729075 04-3235364	License # Mobile	20048		
Permit Revision Permit Cancelation	Emel	PCFCSyzSupport@pcfc.ae				
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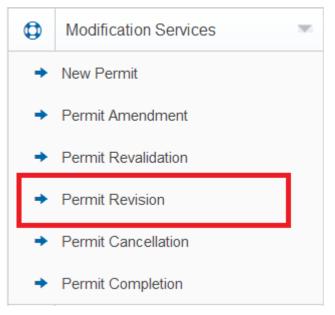
Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he 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.

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CONTRAMENT OF DEGRA	مراسسة الوالتي والجسارك، والتملية المرد NUES, CYLODEA, DALAINA CHEMINAN
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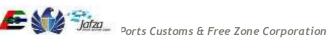
3.1.2.4.2 Selection

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

Help	Friday, May 09, 2014 11:56 AM
GOVERNMENT OF DUBAI	مؤسسة المواتن والجمارك والمنطقة الحرة PORTS, CUSTOMS & FREE ZONE CORPORATION
Welcome : 22dec	التربية Service Details) Selection) Modification Info) Documents) Confirmation)
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Service NamePlease Selc ▼ Request No	Back Close Next
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Meeting Appointment System	
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FAQs Privacy Policy Terms & Condition	s 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.



Не	p i					Friday,	May 09, 2014 11:56 AM
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Stat	us	* Modified Area(SQM)	0.0				
A	Home	* Modification Type	9				
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0	Modification Services						
쉨	Meeting Appointment System 🝝						

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

 Category 	-
• Modified	INDUSTRIAL
Area(SQM)	LANDLORD'S UNIT RETAIL & OFFICE
 Modification Type 	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			



e w Tata Ports Customs & Free Zone Corporation

Landlord's Unit	Description
	Office Retails Modification
	Car Parking
	GSM Tower
Retail & Office	РР
	Fitting
	Park
Temporary	Fire Fighting System
Facilities	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			Frida	y, May 09, 2014 11:56 /
GOVERNMENT OF DUBAI			والنطقة الحرة PORTS, CUSTOMS	يسمة الموانئ والجمارك و ه A FREE ZONE CORPORATIO
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Meeting Appointment System 🔺		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.



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Modification Services	Inskhees Id :	C-F-004075	License 4	10000	
Meeting Appointment System	Telephone	45-595999999999	Mobile		
Meeting Appointment System	Emel	PCFCSysSupport@pcfc.se			
	Consultant				
	Narrae	Ariba Motora FZO			
	Inskhees Id :	C-0002-129015	License 4	20045	
	Telephone	04-3335364	Mobile		
	Emel	PCFCSysSupport@pcfc.se			
	Location Details				
	Business Unit	SZW	Location	Jebel All Free Zone	
	Plot No	2313			
	Bidg No	2234132	Unit No	2131	
	Modification De	terle .			
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	Service Fee for 8	his Submission : 0.0 AED			
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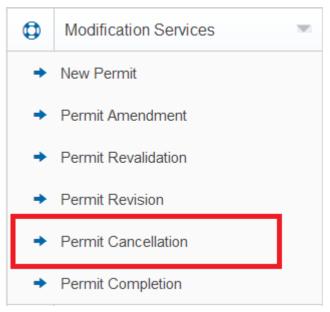
Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he 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'.

Help	Friday, May 09, 2014 12:06 PM
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FAQs Privacy Policy Terms & Conditions	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

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



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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.



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Inbox						
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Meeting Appointment System	Emel	PCFCSysSupport@pcfc.se				
	Consultant	Arbs Malors FZD				
	Inskhees Id :	C-0002-129015	License #	20045		
	Telephone	04-3335384	Mobile			
	Emel	PCFC5ys5upport@pcfc.se				
	Location Details					
	Business Unit	EZW	Location	Jabel All F	ree Zone	
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	Bidg No	2234132	Unit No	2131		
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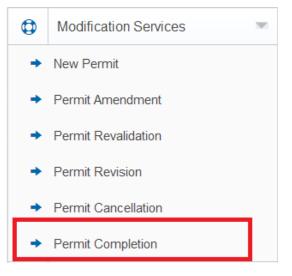
Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he 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.

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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'.

Help	Friday, May 09, 2014 12:10 PM
GOVERNMENT OF DUBAI	مؤسسة الموانن والجمارك والمنطقة الحرة PORTS, CUSTOMS & FREE ZONE CORFORMION
Maria et a contrata de contrata de la contrata de l	العربية.
Welcome : 22dec	Service Details Selection Applicant Completion Info Documents Confirmation
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Q Quick Search	* Permit No
Service NamePlease Sele ▼ Request No	Badt Close Next
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Q Search Request *	
Modification Services	
Meeting Appointment System	
	تراخیص Trakhees
FAQs Privacy Policy Terms & Conditions	

3.1.2.6.3 Applicant

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



Hel	p i							Friday, May 09	, 2014 12:11 PM
	OVERNMENT OF DUBAI							جمارك والمنطقة الحر RTS, CUSTOMS & FREE 7	
We	Icome : 22dec	Service Details	Selection	Applicant	Compl	etion Info	Documents	Confirmation	
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Req	uest No	Client ID	C-0009-7744	32		* License	#		
Stat	JS	* Mobile				 Telephor 	ne 0123456	5777	
		* Email	Sagaya.Egnitius	@pcfc.ae					
n	Home	Contractor Deta	ls :						
*	Dashboard								
	Inbox	* Name	CADD Emirates	updated					
۹	Search Request	 Contractor Id 	C-F-004075			* License	# 10000		
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2	Meeting Appointment System	• Email	PCFCSysSuppo	rt@pcfc.ae					7
				-					
		Consultant Deta	IIS :						
		• Name	Ariba Motors FZI	D					
		Consultant Id	C-0002-7290	75		• License	# 20048		
		• Mobile				 Telephor 	ne 04-3335	364	
		* Email	PCFCSysSuppo	rt@pcfc.ae					
				Bad	Sa	ve Close	Next		

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 Use	r			×
Person	Company			
Name	Trakhees Client	Passport No		
			Cancel	ОК

e w Tafaa Ports Customs & Free Zone Corporation

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

Select Use	r			×
Person	Company			
Name	Trakhees Client	C Licence No		
			Cancel	ОК

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

	×
Trakhees Client	Licence No
	Cancel OK
	Trakhees Client

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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*	Dashboard							
۵	Inbox							
۹	Search Request 🔷							
0	Modification Services							
2	Meeting Appointment System 🛥							

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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Wel	come : 22dec	Service Details Selection Applic	ant Completion Info Documents Confirmation
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A	Home	Drawing Type	Upload Drawing
*	Dashboard	• Add Drawing	
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2	Meeting Appointment System 📼		Back Save Close Preview



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A	Home	Add document						
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		 Add Drawing 						
		You have used 0.04	MB out of 5	0 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.



NERX MERKY OF DUBAN Series Details Series Details Source Completion Info Documents Combinishon cogout Series Details Series Details Series Details Series Details Series Details Logout Request Details Series Details Series Details Series Details Series Details Name -Piease S Image: Series Details Series Details Series Details Name -Piease S Image: Dec22 Image: Series Details Series Details Name Dec22 Image: Series Details Series Details Series Details Home Dec22 Image: Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details Home Dec22 Image: Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details Series Details <th>.B</th> <th></th> <th></th> <th></th> <th>Frid</th> <th>ay, May 09, 20</th> <th>14 12:11</th>	.B				Frid	ay, May 09, 20	14 12:11
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Back Submit Close			🗍 i hereby declar	e that the above details correct	I		
			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.



3.1.2.7.1 Navigation

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

- Back (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)

	1	Service Details	Applicant	Location	Modification Info	Documents	Confirmation
--	---	-----------------	-----------	----------	-------------------	-----------	--------------

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

Close 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).

Do you want to return to home pa entered will be lost	ge. The informat	ion you have
	ок	Cancel

3.1.2.7.2 Save as Draft

Save 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)

	Success
0	Your Modify Permit Request is saved as Draft. Reference no: 984

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.



More Info
Count
8
3
13
4
12

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

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0	Logout		RefNo	Date	ClientName	RequestType	Location	PlotNo	Status	AssignedTo	Action
-	Quick Search	1	729	05/02/2014	Dec22	MPN			Draft EN	22dec	View
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Serv	ce Name -Please Select ·	3	983	05/09/2014	Dec22		JAFZ	2313	Draft EN	22dec	View
Rea	Jest No	(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
Slatu	18	6	645	05/07/2014	Dec22		JAFZ		Draft EN	22dec	View
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		8	700	05/01/2014	Dec22	MPN	PJ	4	Draft EN	22dec	View
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0	Inbox	10	831	05/06/2014	Dec22	MPN	JAFZ		Draft EN	22dec	View
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-	Meeting Appointment System					He - Page 1	100.1			yotav 1	1 16 01 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).

(OVERNMENT OF DUBAI				لجمارك والمنطقة الحرة PORTS, CUSTOMS & FREE Zi	
						1
	come : 22dec	Meeting Request	Form			
8	Logout	Transaction No		Requested By	22dec	
Q San	Quick Search	* Department	-Please Select-	▼ * Section	-Please Select-	
	Jest No	Purpose	Select options	Service	Select options	
0	<u> </u>	Roles	Select options	Reference No		
Stat	JS	Notes				
A	Home	Status	REQUESTED			
*	Dashboard	• Meeting Date		* Time Slots		s ▼ 3
۵	Inbox		1	Submit Reset		
٩	Search Request					
0	Modification Services					
2	Meeting Appointment System 🔺					

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



- ١. Department (*)-Select the Department from the drop down list
- 11. 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.
- ۷. 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)

Hel	p i					Sunday, May 11, 20	14 10:33 Al
	OVERNMENT OF DUBAI					في والجمارك والمنطقة الحرة PORTS, CUSTOMS & FREE ZONE of	jafza مؤسسة المواذ CORPORATION
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	Jest No	Purpose			Service		
tati		Roles			Reference No		
ł	Home	Notes					
e e	Dashboard	Status	REQUESTED	1			
2	Inbox	Meeting Date	2014-05-26	1	Time Slot	13:00-13:30	
ί	Search Request 🔺		Cancel F	Request	Reschedule Req	uest	
•	Modification Services -						
y	Meeting Appointment System 📼						

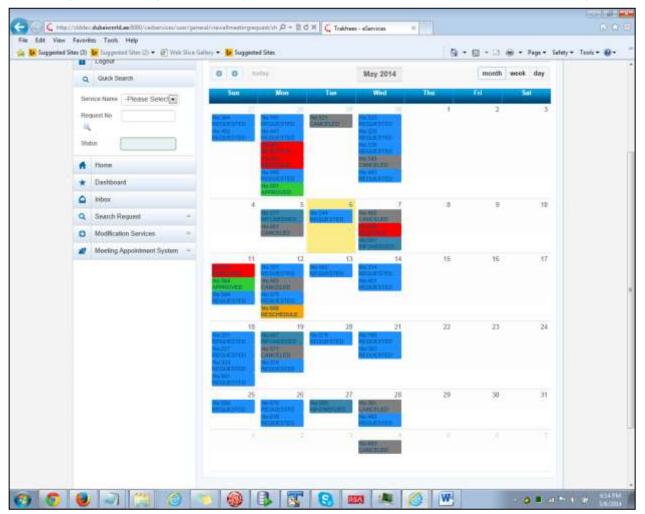


3.1.3.2 Cancel Meeting



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)

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a Logout				Meeting Details					
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Q,	Search Request -			Canoni H	Impo	Reschedule Firq	pent		
0	Modification Services -				_				
4									

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).

	Confirm Cancel
Λ	Do you want to cancel the meeting?
	OK 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.

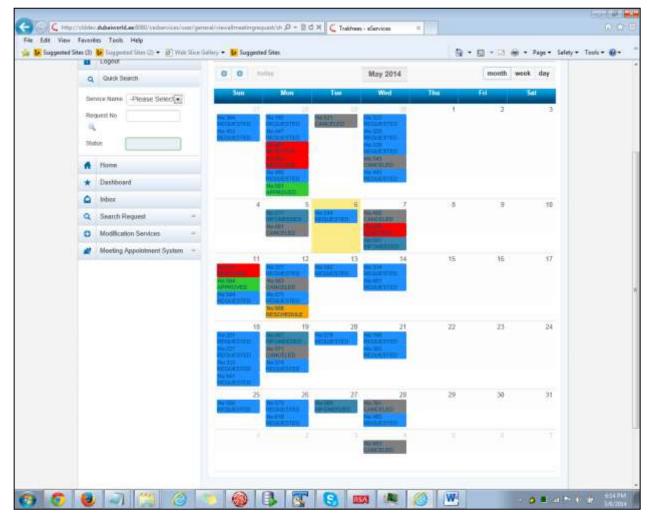


3.1.3.3 Reschedule Meeting

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)

Velc	ome : 22dec								
Logout			Meeting Request Reschedule Form						
q (Quick Search		Transaction No	608	Requested By	22dec	7		
Service Name Please Sele V			* Department	Demo Department	Section	Section Demo	h		
			Purpose	Purpose Demo	* Service	Service Demo	*		
Status		Roles	Role Demo	Reference No		h			
A	Home		Notes Change time to: Slot ID: 2 From: 09:00:00 to:						
*	Dashboard		Status	REQUESTED					
۵	Inbox		Meeting Date	2014-06-10	Time Slot	•	•		
٩	Search Request		at a second seco		Submit				
9	Modification Services 🔺								
4	Meeting Appointment System 🔺								

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)



Hel	₽ [_]					Sunday, May 11, 3	2014 10:43 A	
	GOVERNMENT OF DUBAI					والجمارك والمنطقة الحرة PORTS, CLSTOMS & FREE ZON		
	Icome : 22dec	Meeting Details						
A	Logout Quick Search	Transaction No	608		Requested By	22dec		
2.8		Department	Demo Department		Section	Section Demo		
	vice Name -Please Sele 🔻	Purpose	Purpose Demo	*	Service	Service Demo	*	
Status		Roles	Role Demo	*	Reference No		h	
Home		Notes	Change time to: Slot ID: 2 From: 09:00:00 to:					
*	Dashboard	Status	REQUESTED				1.	
۵	Inbox	Meeting Date	2014-05-26	1	Time Slot	11:00-11:30	1	
۹	Search Request	Cancel Request Reschedule Request						
0	Modification Services 🔺							
2	Meeting Appointment System 🔺							

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	,i								Sunda	ay, May 11, 2014	10:48 Al
	- Shink									\$	Jatza
G	OVERNMENT OF DUBAI									لوائڻ والجمارك و IS & FREE ZONE COR	
											مربية
Nel	come : 22dec	Tasl	ks								0
8	Logout		RefNo	Date	ClientName	RequestType	Locatio	PlotNo	Status	AssignedTo	Action
a	Quick Search	1	729	05/02/2014	Dec22	MPN			Draft EN	22dec	View
	ice Name -Please Sele 🔻	2	582	05/04/2014		MAR			Reschedule Meeting	22dec	View
	est No	3	1180	05/01/2014		MPN			Resubmit EN	22dec	View
		4	1200	05/02/2014		MPN			MoreInfo EN	22dec	View
Statu	5	5	1201	05/02/2014		MPN			MoreInfo EN	22dec	View
A	Home	6	1199	05/02/2014		MPN			MoreInfo EN	22dec	View
		7	487	05/02/2014		MAR			MoreInfo EN	22dec	View
*	Dashboard	8	1207	05/02/2014		MPN	JAFZ	drew	MoreInfo EN	22dec	View
	Inbox	9	1181	05/01/2014		MPN			Resubmit EN	22dec	View
٩	Search Request 👘	10	1181	05/01/2014		MPN			Resubmit EN	22dec	View
0	Modification Services -	11	569	05/02/2014		MAR				22dec	View
21	Meeting Appointment System 📼	12	569	05/02/2014		MAR				22dec	View
	meeting Appointment System -	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
		4		10		65					•
						🖂 🛶 Page 👔	of3 ⊳	63		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).



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)

Ve	come : 22dec						10
1	Logout	Meeting Request Pro	vide More Information				
2	Quick Search	Transaction No	603	- 3	Requested By	22dec	1
eh	ice Name - Please Selec •	Department	Demo Department	2	Section	Section Demo	1
60	uest No	Purpoise	Purpose Demo 2	0	Service	Demo 2	
iab		Roles	Hole Demo3	•	Reference No	2342424	
ł	Home	Notes	sedfefefdesf Commants Added Co. 1	ten Man	.04.11-51-06 ce	* 3514	*
ŕ	Dashboard	Status	CANCELED				
2	Inbox	Meeting Trate	2014-06-04		Time Slot	09100-09130	
i.	Search Request -	Provide Additional	testing.,				
)	Modification Services *	and -					
ł	Meeting Appointment System =		Ein	vide Mor	e min 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".



Trakhees Online Services

Example 1: Invalid Request No/Service Name

Q	Quick Sea	arch
Serv	ice Name	Modification P
Req	uest No	1206
State	us (No Mapping Found

Example 2: Modification Permit Request in More Info status

Q	Quick Sea	arch
Serv	vice Name	Modification P
Req	uest No	1200
Stat	us (MoreInfo EN

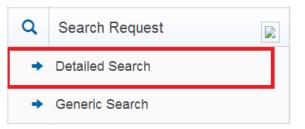
Example 3: Modification Permit Request in 'In Progress' status

Q	Quick Se	arch
Serv	ice Name	Modification P
Req	uest No	1205
State	us	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.

He	₽ [₽]					Sunday, May	1, 2014 11:29 AM
	OVERNMENT OF DUBAI					جمارك والمنطقة الحرة PORTS, CUSTOMS & FREE	لمؤسسة المواني والم مؤسسة المواني والم ZONE CORPORATION
We	Icome : 22dec						
8	Logout	Please enter th	e details to view the R	equest:			
Q	Quick Search	Permit No			Request Status	-Please Select-	•
Serv	rice Name -Please Sele ▼	From Date			To Date		
Stat	uest No		Search	Export To Exc	cel Export To PE)F Reset	
#	Home	My Requests					0
*	Dashboard	Process	Transac Status Cliv	ent Contract	tor Name Con	sultant Name E	Business Unit
۵	Inbox	4	E 40000	1			×
۹	Search Request 🔷			ve 🛶 Page	1 of 0 🕨 🕫	No i	ecords to view
0	Modification Services						
4	Meeting Appointment System 📼						

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.



User Manual

Trakhees Online Services

-Please Select-	1
-Please Select-	
Cancelled Requested Approved Submitted Pending Payment	
In Progress Completed Rejected More Info MAS	
Draft EN Moreinfo EN Resubmit EN Reschedule Meeting	

- 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.

Logour Quick Si Service Name Request No	Search.	Perm	se enter ti st Tio				1917.5							
Service Name		Plan	at rea		1205			Request Status		in Programs			•	
	rvice Name - Please Sele •				75			Contract star		1519824			100	
lequest No .		From	Date	95	01/2014			To Dete	95	28/2914				
 Home Dashb 		-	Requests	ALC: NUMBER	Chalue	Chent	Contract	Consultant	Business	Location	Duilding	Dist	O Linit Me	
	board		Process	Transac	Status	Name	Name	Name	Unit	Location	Building	Plot	Unit No	
 Inbox Search 	h Request	1	MPN	1205	In. Progress	Dec22			Zones World					
	cation Services	94 8							TIGHTS					
allower							Page	e talett -	n)			View 3	-1.011	
Meeön	ng Appointment System 📼													

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 Front button and the search results will be exported to excel report.

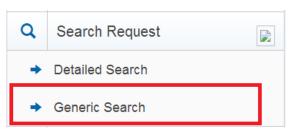
Note2: User can hit Export To PDF button and the search results will be exported to PDF report.

Note 3: User can hit Resci 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.

1							Sunds	ny, May 11, 201	H TTHE A
covi	CERNMENT OF DUBAI							ین والجمارت و د FRE 2008 0	DRPORATIO
/elco	ome : 22dec								5
Lo	ogout	Please enter the	details to v	iew the Request					
ξ Qu	uick Search	Permit No				Request Status	-Finane Selic	d-	
ervice 1	tione -Please Sele •	From Date				To Dete			
equest tetus	Lite			Search Expr	et To Exc	el Export To F	Reset		
H	lome	My Requests				-			0
e Da	ashboard	Trakho	⁰⁰ Transac	Sobmis: Sobmis	Status	Busines Unit	Dist. Dubling	usuus o	lient Ne
ini i	ibox	Servic	AL.	Date Cycle	Status	Unit	Prot Building	Ond NO TR	ek id 🚧
8	earch Request 👘 🔶	4				1000 S000			•
3 740	Indification Services -				Page	1 010		No record	ta tzi view.
Me Me	leeting Appointment System -								

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.



User Manual

Trakhees Online Services

-Please Select-	4
-Please Select-	
Cancelled	
Requested	
Approved	
Submitted	
Pending Payment	
In Progress	
Completed	
Rejected	
More Info MAS	
Draft EN	
Moreinfo EN	
Resubmit EN	
Reschedule Meeting	

- 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).



CONTRA	MENT OF DUBM												ية الموالي وا مد دمواني وا	10
elenm	e : 22dec													1
Logo		171004	e writer the de	della to vis	ev: the Hec	und :								
	Search	Perr	e Na	1				Request	Satur		ante Salar	22		
Vice Tierr	1			100000	80		-			i i i i i i i i i i i i i i i i i i i				
puest No		From	2818	05/010	294			To Date		carda	2214			
tur .		-			Search	Eppor	t To Exp	el Bx	gort To P	OF	Reset			
Hom		My F	tequests	_								_		۰
Dash	board		CED Servio	Iransac	Submis Date	Bubmis Cyole	Status	Busine Unit	Looatio	Plot	Buildin	Unit No	Cillent TRK ID	•
	ch Request 🔶	1	+	1394		+	Applicat Review			0123456			6-0009- 774432	E
Modif	ication Services	2	+	1393		* ·	Applica Review	Zones World		0123456			C-0009- 774432	-
Meet	ng Appointment System	3	+	1392		- t.	Applical Review			122131			0-0009- 774432	14
		4	•	1391		1		Econorr Zones World		122131			C-0009- 774432	4
		5	+	1390		4	Online	Econom Zones		0123456			C-0009- 774432	14
		6	*	1389		t i	Applica Review			122131			C-0009- 774432	14
		7	+	1388		- t	Applical Review	World		122131			0-0009- 774432	1
		8	+	1387		1	Applicat Review	Econom Zones World Econom		122131			C-0009- 774432	-
		9	+	1386		1	Applicar Review	Zones World		122131			C-0009- 774432	4
		10	*	1366		t	Applica Review	World		2313			C-0009- 774432	-
		11	*	1363		- t.		Zones World		- t :			0-0009- 774432	14
		-12	•	1352		1	Applicat Review			32313			0-0009- 774432	P
		13	+	1351		4	Applicar Review			122131			C-0009- 774432	4
		-14	+	1350		* ·	Applica Review			23424			C-0009- 774432	F.
		15	+	1349		-t.	Applical Review	World		2313			0-0009- 774432	0
		16	+	1348		1	Review	Econom Zones World Econom		2313			C-0009- 774432	-
		17	+	1347		+	Applicar Review	Zones World		2313			C-0009- 774432	1
		18	*	1344		1	Review	Econom Zones World Econom		2313			C-0009- 774432	1
		19	*	1343			Applicat	Zones		2313			0-0009-774432	F
		20	*	1340		t.	Applica Review	Econorr Zones World		32423			0-0009- 774432	-
		4						1 43					w 1 - 22 d	

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 F	Requ	uests											0
		Trakhee: CED Service	Transac No	Submis: Date	Submis: Cycle	Status	Busines Unit	Locatior	Plot	Building	Unit No	Client TRK ID	Na
1	-		1394		1	Online Applicati Review	Economi Zones World		0123456			C-0009- 774432	De
		Туре	*	PA No	A	mount							
	5	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	Economi Zones World		122131			C-0009- 774432	De

Note1: User can hit Front 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 Resci 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 Compleition Certificate-• New
- Marine Compleition 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.

Hei	ip 🗈				Wednesday, August	12.2015 (10:36 A
	OVERNMENT OF DURAL				مارك والمنطقة الحرة PORTS, CUSTONS & FRE	فلعر فيسمة المواتئ والج LZONE CORFORATIO
201	come : testadm7	Tasks .	Awaiting My Action	More Info	S Notifications	More Info
8	Logout	-			E	
Q.	Quick Search		Count		Subject	Date
		Draft	3		Card Renewal Application # 4 for subha somis is Approved	04-Aug-2015
	ect Service				Card Renewal Application # 4 for subha somis - Re-Submission Confirmation	04-Aug-2015
	ease Select-				Card Renewal (Application # 4) for subha somis - More Info Required	04-Aug-2015
					Card Renewal Application # 4 for subha somis - Submission Confirmation	04-Aug-2015
Serv	vice Name				ACS Replacement of Lost Card #51 : New Request submitted to back office	27-Jul-2015
Ĺ					Change of Company Application # 46 to subha ramys - Submission Confirmation	12-Jul-2015
Stat	us Ø				Card Renewal Application # 44 j for subharanya somisesty - Re-Submission Confirmation	12-Jul-2015
A	Home	-			Card Renewal Application # 44 for subharamya somiseety - Submission Confirmation	12-Jul-2015
+	Dashboard				Part Panakal Lännlington # 13 Mm	_
6	Inbox	A Reques	sts in Progress	More Info	S Financial Information	
q	Search Request	Request Nan	ne C	ount	A. Client Prepaid Account	
0	Modification Services				Available Balance AEC	44,440,194.00
-	Meeting Appointment System				Print Client Pre-Paid Account Statemer	nt
-	Accreditation Services				B. Payment Advice (PA):	
0					No of Un-paid PA's	28
0	BUILDING NOC				Total Value of Unpaid PA	AED 15,280.00
0	General NOC				🍐 Print Unpaid Payment Advice Report	
0	MARINE					

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



			Wednesday, August 12, 2	2015 10:40
GOVERNMENT OF DUBAI			في والجمارك والمنطقة الحرة PORTS, CUSTOMS & FREE ZONE	
You are in :> Home> Online Service			Н	elp 主 👘 4
Welcome : testadm7	CED Process Registration	1 Services		
Your NOC for Activity Verification -New Issuance with Reference # 1188 has been Rejected Your NOC for Activity Verification -New	Please click one of the fo	llowing options to initiate Service.		
Issuance with Reference # 1187 has been Rejected	Search Group	Search Name	Search Type	
Your NOC for Activity Verification -New Issuance with Reference # 1184 has been Rejected	Service Group	Service Name	Service Type	
ogout	BUILDING NOC	Building Permit	New	C
My Services@Trakhees	BUILDING NOC	Building Permit	Old Building Permit	Z
lome	Preliminary NOC	Preliminary Test Pile	NEW	ß
lpdate My Profile	BUILDING NOC	Piling NOC	New	C ²
dd Additional Role	QUALITY	Materials Review NOC	New	Z
egister New/Additional Service	Calendaria (Calendaria)			
/iew/Edit Existing Users	QUALITY	Ready-mixed Concrete Plants - Registration	New	Ľ
Create User	QUALITY	Site Laboratory Certification - Field Assessment	New	C
Jpdate My Profile				
inance Online Services	BUILDING NOC	Soil Investigation NOC	New	Ľ
CLD Services	MARINE	Break Waters NOC	Renewal	2
ED Online Services	BUILDING NOC	Building Permit	Revalidation	C2
HS Customer Service	BUILDING NOC	Mobilization & Signboard	Amendment	ß
	DUU DINO NOO		1 DD	- 3

- 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

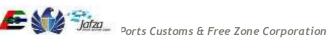
- By clicking on the 'Arrow Link' in the CPR menu page, user will land into the CPR request submission page.
- This is a tabbed page with 3 tabs, Applicant Details, Service Details and Documents.

							Wednesday, Aug	ust 12, 2015	10:55 AM
GOVERNMENT OF DUBAI							ارك والمنطقة الحرة PORTS, CUSTOMS & FR		
You are in :> Home> Online Service								Help (العربية 🚯
Welcome : testadm7	Building Permit-N	ew							
Your NOC for Activity Verification -New Issuance with Reference # 1188 has been			Applicant Details	Ser	vice Details	Documents			
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	Submitter Deta		a Khader		Mobile Nu				
Logout									
My Services@Trakhees	Email*	asna	@gmail.coom		ID Type*		Emirates ID		
Home	ID Number*			_					
Update My Profile	ID Number								
Add Additional Role	Client								
Register New/Additional Service	5.825.858								
View/Edit Existing Users	Trakhees ID*				Client Typ	e*			i .
Create User									4.
Update My Profile	Client Name*				License N	umbor			6 I.
Finance Online Services	Chent Manie				LICENSE N	umper			
CLD Services		7							1.1
CED Online Services	License Expiry				Contact N	umber*			
EHS Customer Service	-								
	Mobile Number				Client Em	ail*			



Consultant			
Trakhees ID		Company Name	
Licenese Number		License Issuing Authority	
License Issue Date		License Expiry Date	
Contact Number		Mobile Number	
Email Address			
Contractor			
Trakhees ID	•	Contractor Name	
License Number		License Issuing Authority	
License Issue Date		License Expiry Date	
Contact Number		Mobile Number	
Email Address			
		Submit	
Your Prepaid Balance A	vailable is: 44,440,194.00 AED		
	تراخیص Trakhees		

- 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.



Wednesday, August 12, 2015 | 10:58 AM Qi, Jafza **GOVERNMENT OF DUBA** مؤسسة الموانئ والجمارك والمنطقة الحرة PORTS, CUSTOMS & FREE ZONE CORPORATION You are in :> Home> Online Service Help 主 العربية | **Building Permit-New** Welcome : testadm7 Your NOC for Activity Verification -New Issuance with Reference # 1188 has been Applicant Details Service Details Documents Rejected Your NOC for Activity Verification -New Issuance with Reference # 1187 has been **Request Details** Rejected Your NOC for Activity Verification -New Issuance with Reference # 1184 has been Requested By* Consultant ÷ Rejected Logout **Property Details** My Services@Trakhees Home **Business Unit*** Economic Zone World Project Area* JAFZA South ÷ Update My Profile Add Additional Role Community Name* JABAL ALI INDUSTRIAL 2 Community #* 518 Register New/Additional Service View/Edit Existing Users Facility Type* Plot \$ Facility ID* ESZR03 + Create User Update My Profile Unit Number -- Select --Sub Unit Number Select options \$ \$ Finance Online Services 4 CLD Services Additional Details CED Online Services EHS Customer Service TKS CED Project ID DEWA A/C



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

Submit

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



			Wednesday, August 12	, 2015 11:00 AI
GOVERNMENT OF DUBAI			والجمارك والمنطقة الحرة PORTS, CUSTOMS & FREE ZON	
You are in :> Home> Online Service				Help 主 🛛 🏣
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	Documents	Applicant Details Service Details Documents		
Your NOC for Activity Verification -New Issuance with Reference # 1184 has been Rejected	Note: The request submission	will include the uploaded documents		🖕 add
My Services@Trakhees	Attachments (Accepts pdf,jpg,d	locx,doc.jpeg,png formats)		
lome				
	Document Type	Uploaded File		
Jpdate My Profile				
- 14 M (17 / 17 / 17 / 17 / 17 / 17 / 17 / 17	General Documents 🔻	Choose File Chrysanthemum.jpg		8
Add Additional Role	General Documents 🔻			ê
Add Additional Role Register New/Additional Service	General Documents 🔻	Choose File Chrysanthemum.jpg Submit		ē
Add Additional Role Register New/Additional Service /iew/Edit Existing Users		Submit		ð
dd Additional Role legister New/Additional Service fiew/Edit Existing Users preate User	General Documents	Submit		ē
dd Additional Role Register New/Additional Service fiew/Edit Existing Users freate User Ipdate My Profile		Submit		ē
dd Additional Role tegister New/Additional Service fiew/Edit Existing Users treate User Ipdate My Profile inance Online Services		Submit		ē
Update My Profile Add Additional Role Register New/Additional Service View/Edit Existing Users Create User Update My Profile Finance Online Services		Submit		ð

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

	jatza
	مؤسسة الموانئ والجمارك والمنطقة الحرة PORTS, CUSTOMS & FREE ZONE CORPORATION
vice	مربية Help 主
Submission Confirmation	
~	~
Service Request Saved Successfully With ID: CEDPR-05053	
*	
تراخيص	



User Manual

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.

				Wednesday, August	12,2015 11:07 /				
GOVERNMENT OF DUBAL				<u>Æ</u> §	le Sjafza				
				جمارك والمنطقة الحرة PORTS, CUSTOMS & FREE					
You are in :> Home					Help 主 🕴				
Welcome : testadm7	License Rema	rks Details							
Your NOC for Activity Verification -New	No remarks on	license							
Issuance with Reference # 1188 has been Rejected	Requests	Requests							
Your NOC for Activity Verification -New Issuance with Reference # 1187 has been	Date 🔤	Ref #	Description	Status	Action				
Rejected Your NOC for Activity Verification -New	12/08/2015 10:39:31	8272	Employment Visa Inside Country	Request Submitted	View				
Issuance with Reference # 1184 has been Rejected	12/08/2015 11:01:28	CEDPR-05053	Building Permit-New	Request Submitted	View				
	05/08/2015	6750	License Amendment	Rejected	View				
ogout	05/08/2015 09:30:08	6751	License Amendment	Rejected	View				
My Services@Trakhees	05/08/2015	6752	License Amendment	Rejected	View				
lome	09:37:25	117.00 Press.							
Jpdate My Profile	09:46:30	6753	License Amendment	Rejected	View				
dd Additional Role	13:16:15	3525	NOC for Activity Verification -New Issuance	Rejected	View				
legister New/Additional Service	30/07/2015 11:35:28	8251	Employment Visa Inside Country	Request Submitted	View				
/iew/Edit Existing Users	29/07/2015	8243	Non Sponsored Renew	Request Approved	View				
Create User	08:11:22 29/07/2015	8244	Non Sponsored Amend	Request Approved	View				
lpdate My Profile	08:31:58	0244			10.226				
inance Online Services 🔹 🔺			Page 1 of 91	▶ ▶ 10 ¥	/iew 1 - 10 of 910				
LD Services									
ED Online Services									
EHS Customer Service									



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.

						Wednesd	lay, August 12, 2015 1	1:10 AM
GOVERNMENT OF DUBAI							یے ایک ایک ا	
						PORTS, CUSTO	OMS & FREE ZONE CORPORA	
You are in :> Home> Preview			_				Help 主	العربية
Welcome : testadm7	Building Permit-N	ew						
Your NOC for Activity Verification -New Issuance with Reference # 1188 has been Rejected	Application Summ	ary						
Your NOC for Activity Verification -New Issuance with Reference # 1187 has been Rejected	Request ID	Status		PA Status	PA Num	ber	Settlement No	
Your NOC for Activity Verification -New Issuance with Reference # 1184 has been	CEDPR-05053	Request St	ubmitted	NA	NA		NA	
Rejected	Applicant Details	Service Details	Document	8				
Logout								
My Services@Trakhees	Submitter Deta	ils						
Home				- Post Anna Anna				
Update My Profile	Name*	Asna Khader		Mobile Numbe	er*	32323232		
Add Additional Role								
Register New/Additional Service	Email*	asna@gmail.c	:oom	ID Type*		Emirates I	D	
View/Edit Existing Users								
Create User	ID Number*	21212121212						
Update My Profile								
Finance Online Services	Client							
CLD Services								
CED Online Services	Trakhees ID*	C-0002-14983	1	Client Type*		Company		
EHS Customer Service								
	Client Name*	Darussalam N	fotors FZD	License Num	ber	20004		
	License Expiry	30/06/2013		Contact Num	ber*	043339030)	
	Mobile Number			Client Email*		PCFCSys	Support@pcfc.ae	



Modifying Submitted Requests 3.1.8.5

- 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.

