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

تراخيص
Trakhees

دائرة التخطيط والتطوير
مؤسسة الموانئ والجمارك والمنطقة الحرة
حكومة دبي

Facilitating Growth...دعم للتنمية

Trakhees

Online Services
User Manual - Web - CED Services

Document Details

Document Information

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1 Introduction

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

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

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

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

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

1.1 Purpose of the Document

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

1.2 Intended Audience

Intended audiences are general public & Trakhees Clients.

2 System Overview

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

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

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

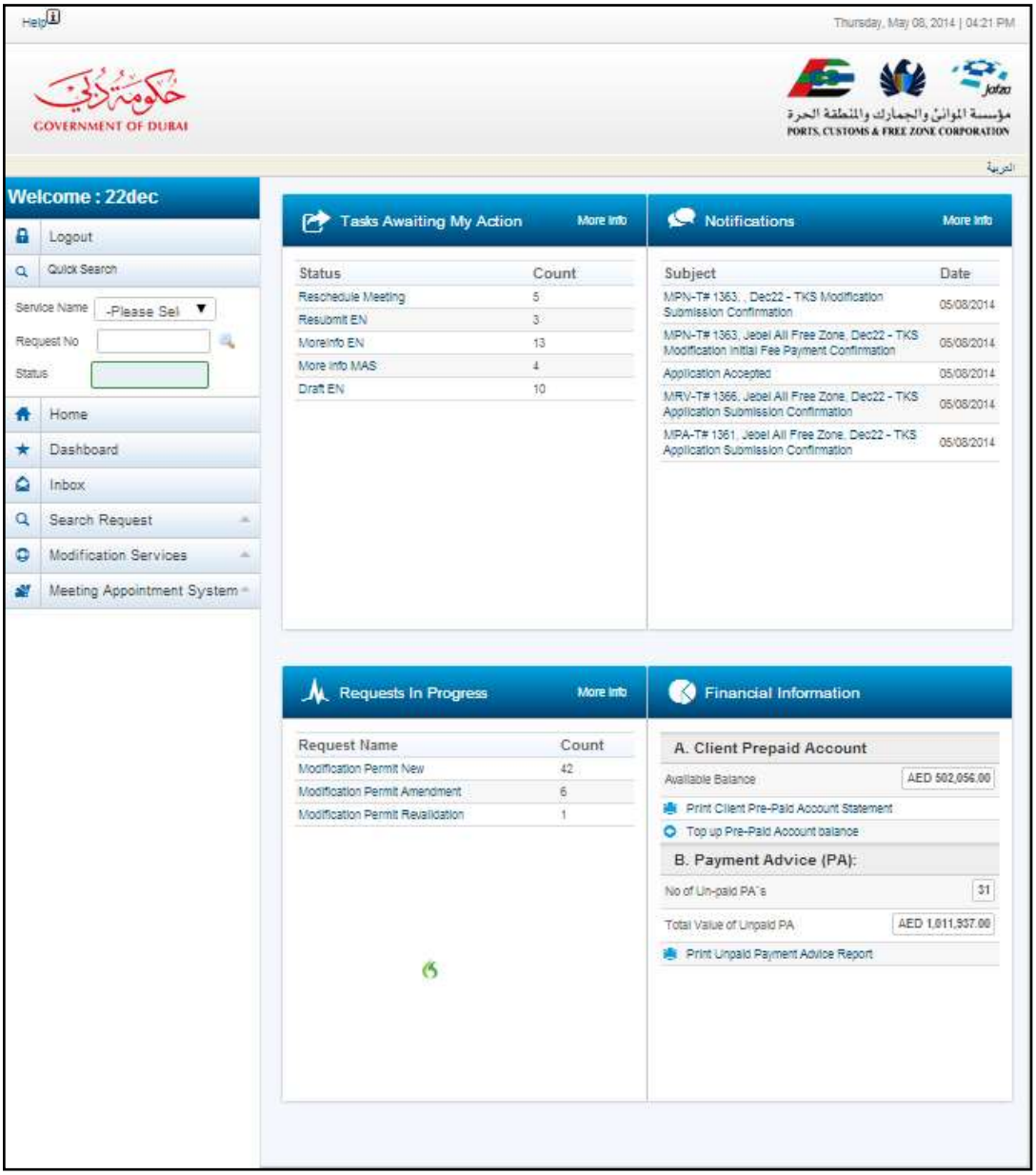
- Employee Management
    - Create User Account for Company Employee
    - Active/Disable Employee User Account
    - Grant/Revoke Available Services

3 Trakhees Online Services

3.1 CED Department Services

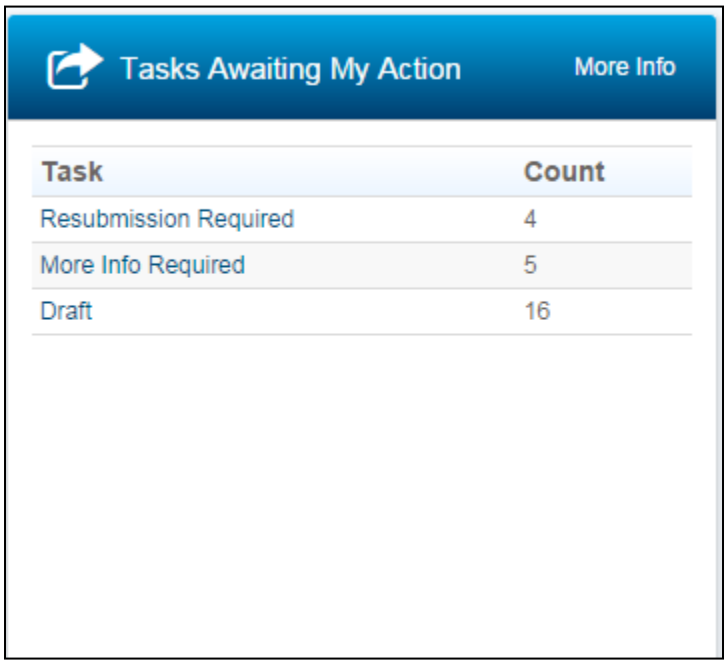
3.1.1 DashBoard

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



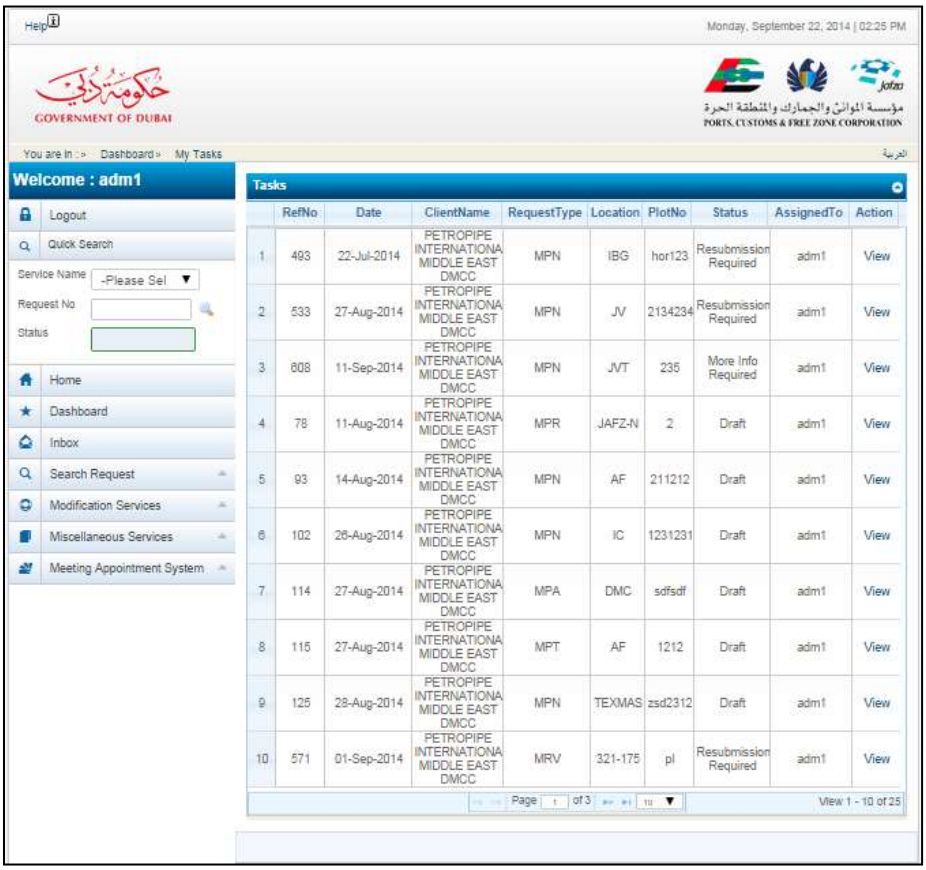
3.1.1.1 Tasks Awaiting My Action

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.



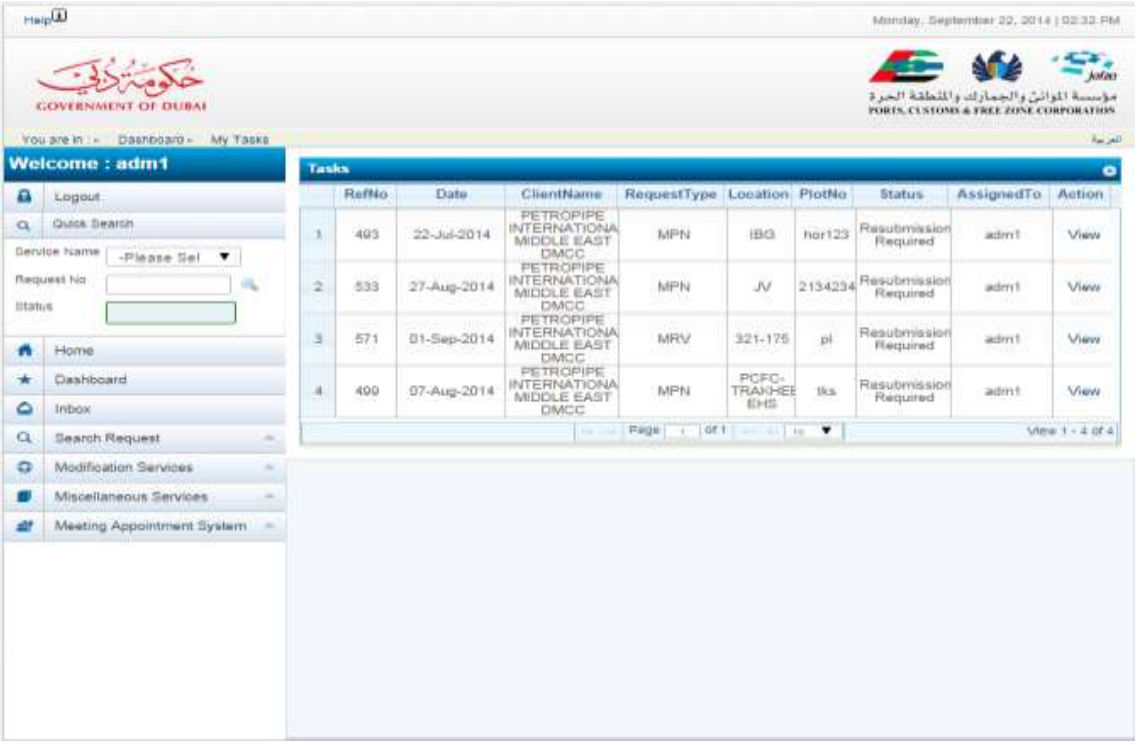
Clicking on any task will display all tasks awaiting the same action by the user in a table format

Example: More Info



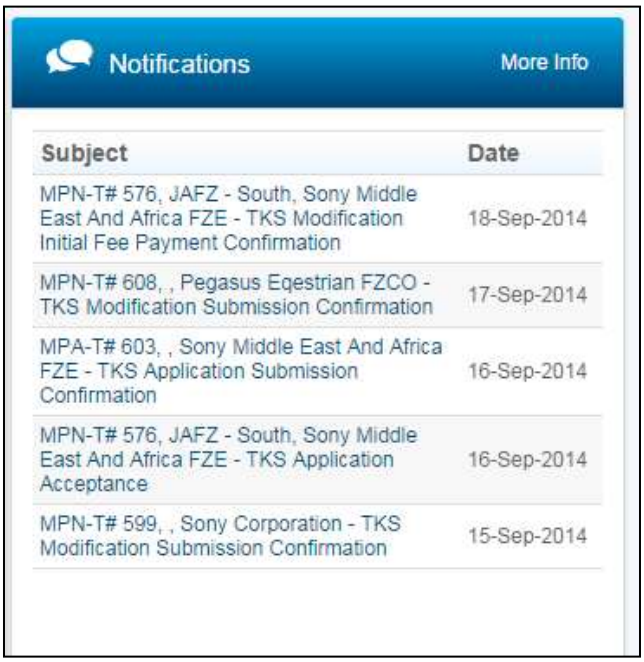
Example: Draft

Example: Resubmit Modification Permit Request

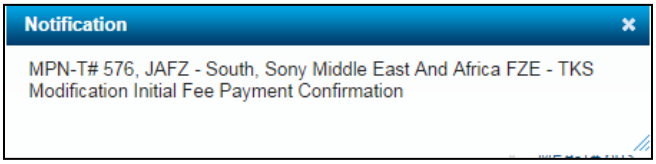


3.1.1.2 Notifications

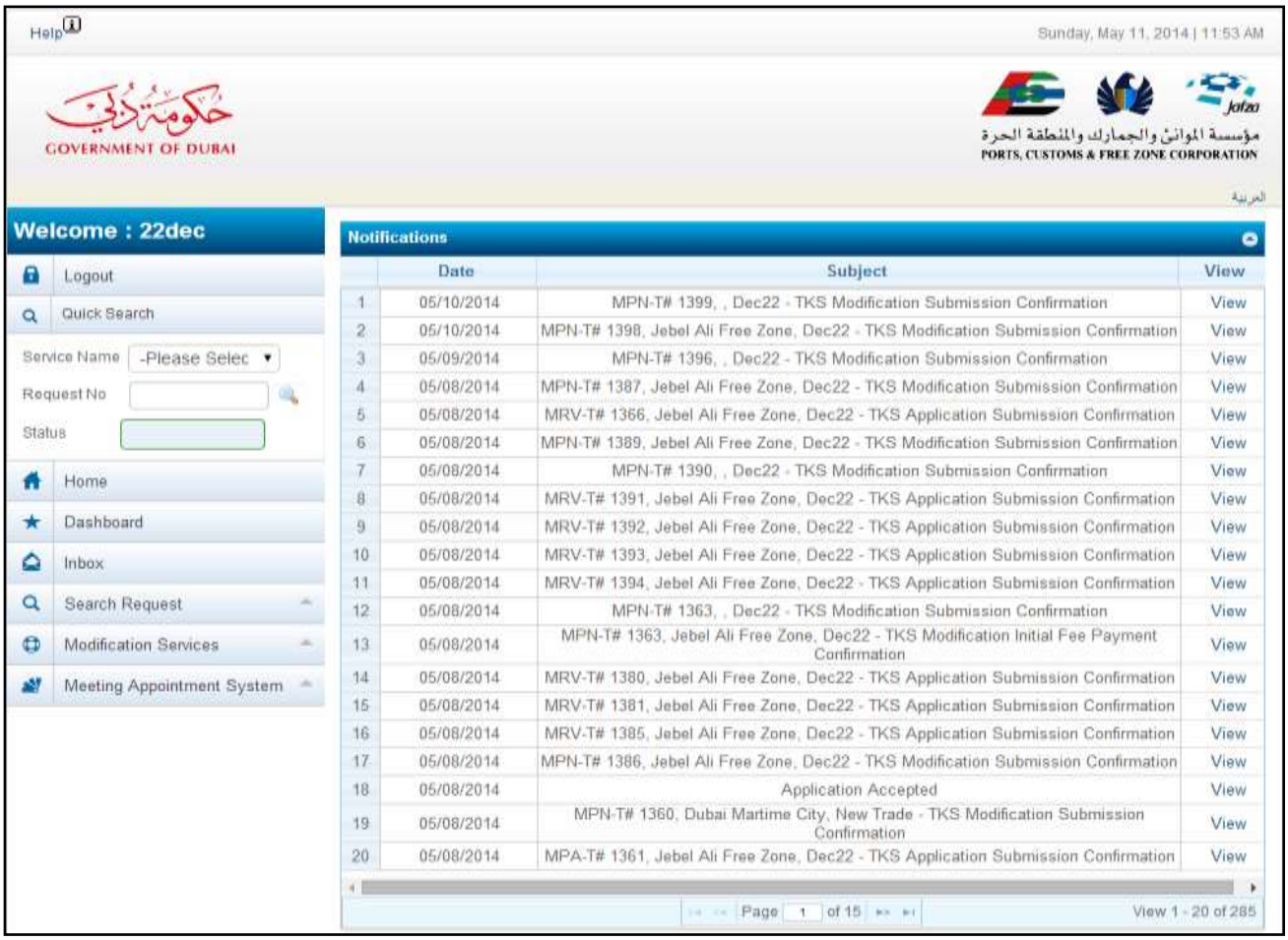
All notifications to the user will be displayed under the Notifications section in Dashboard. This includes Modification Permit Request submission confirmation, Meeting Request submission confirmation etc.



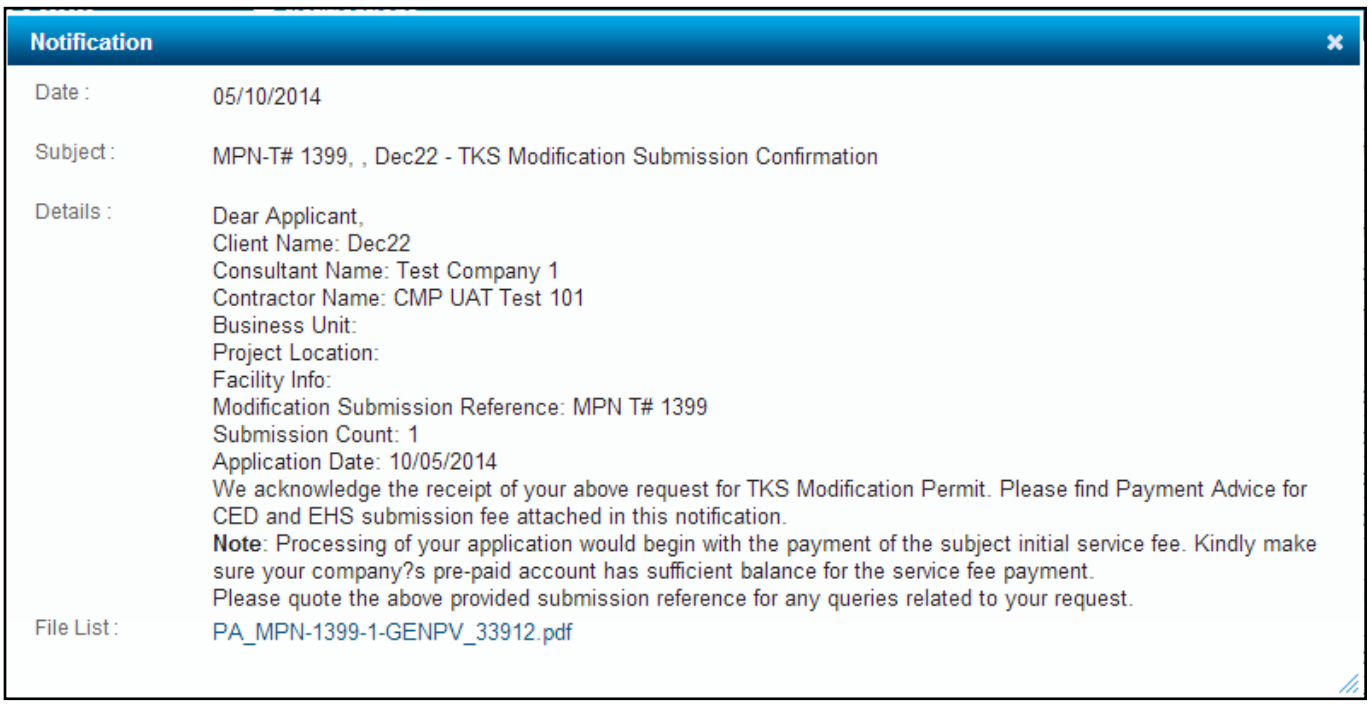
Clicking on a notification will open a pop up window with the corresponding notification. (Please see the image below)



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.



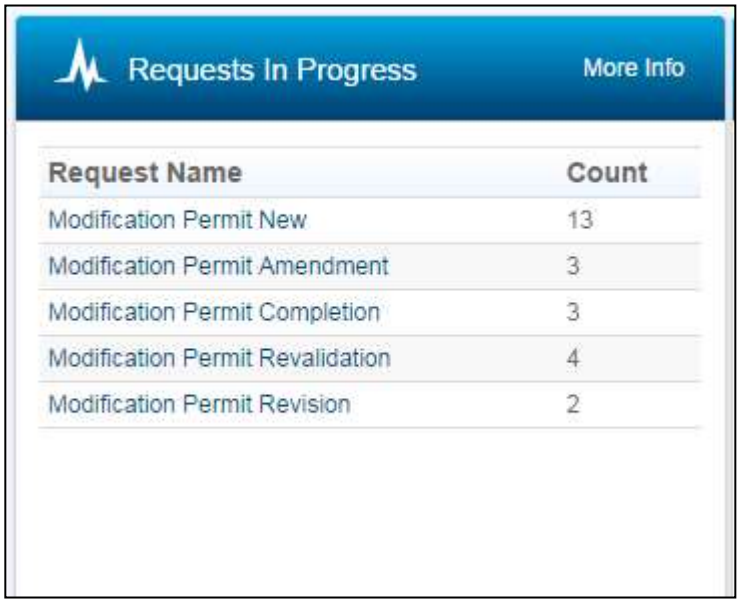
Clicking on the 'View' link towards the right side of a line will open a pop up window with more details on that particular notification.(Please see the image below)



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:

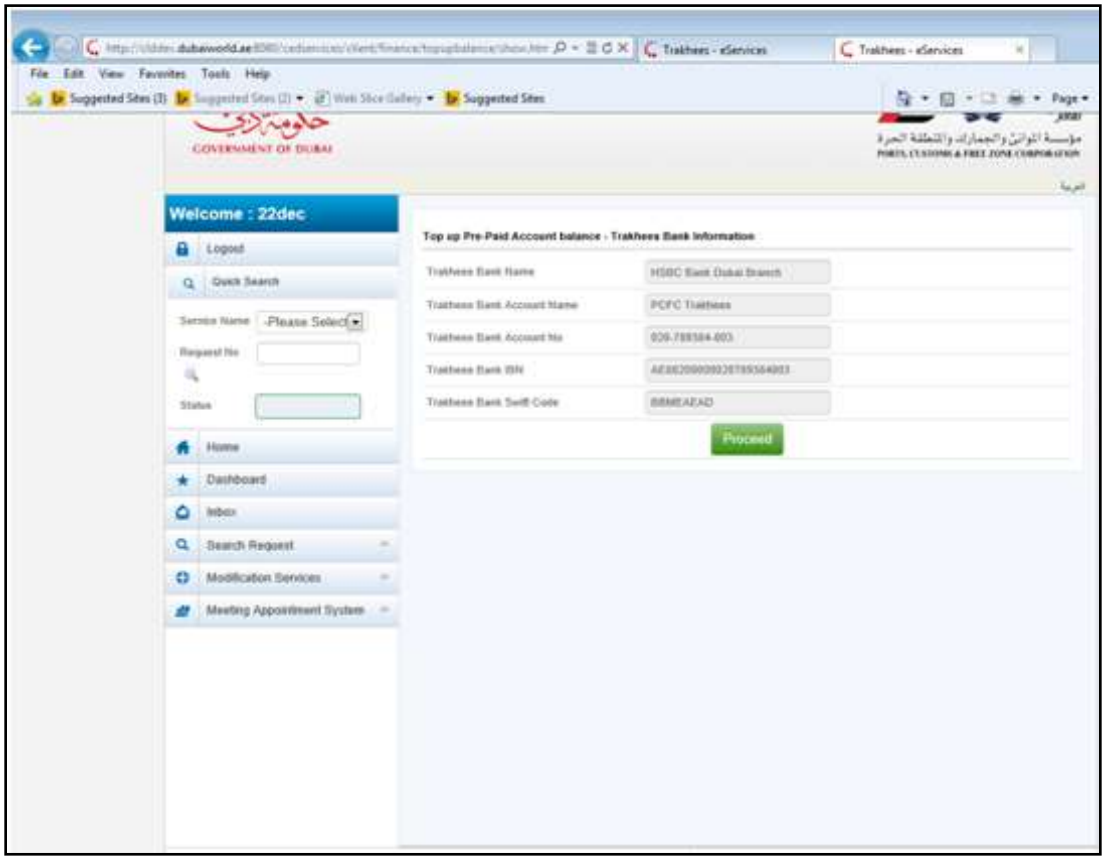
3.1.1.4.1 Client Prepaid Account

The fields displayed in here are:

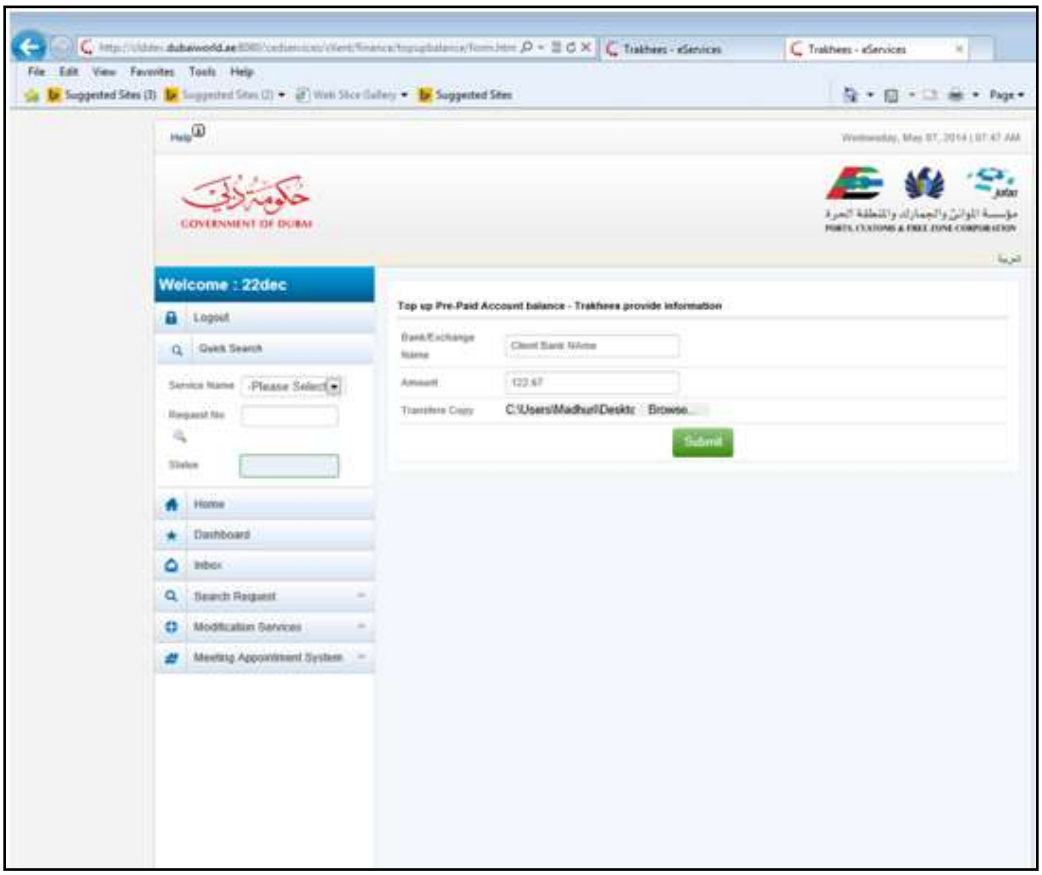
a) Available Balance: The available balance in the user's Trakhees pre-paid account will be displayed in this field.

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)



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



The 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.

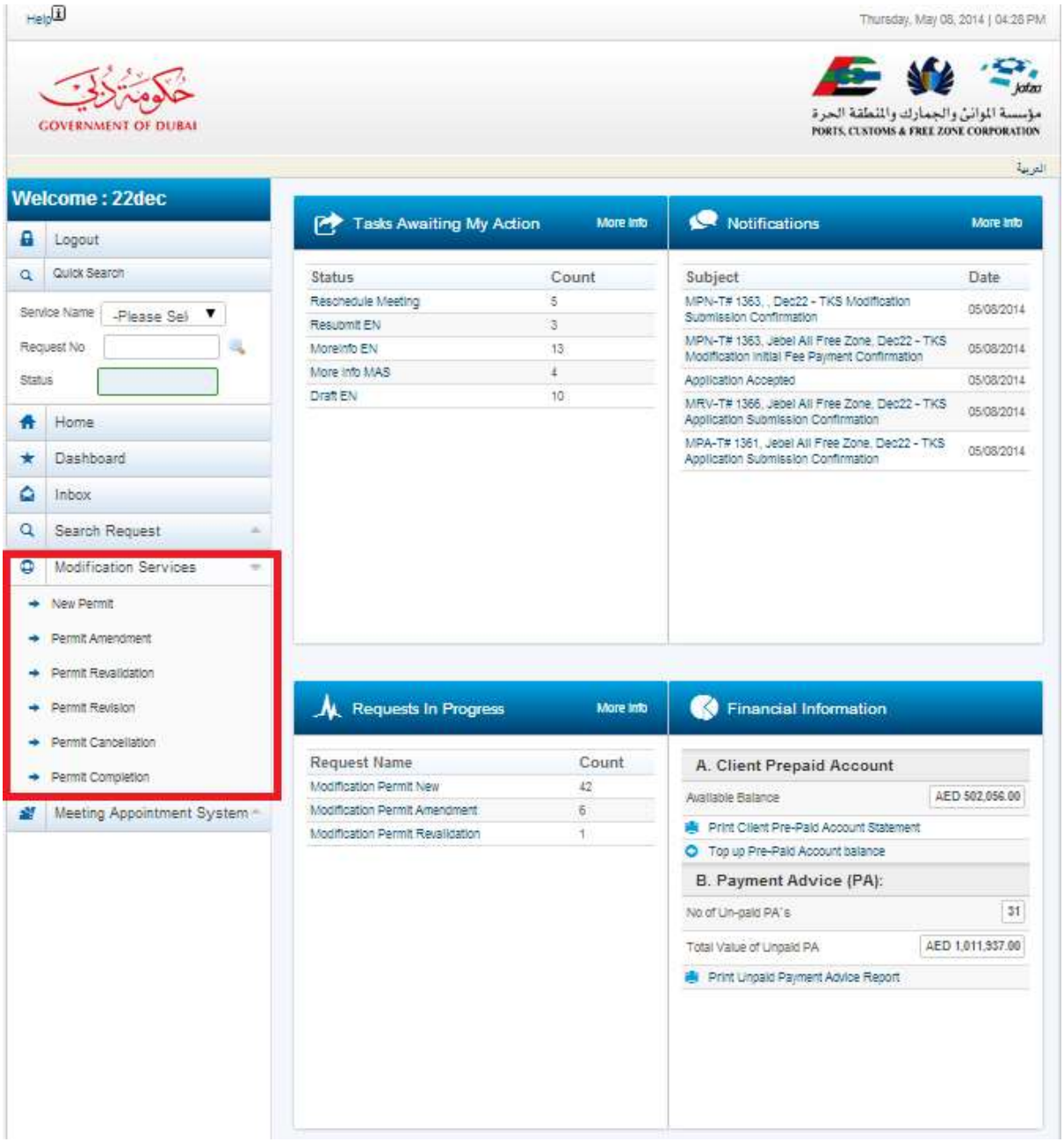
c. Print Unpaid Payment Advice Report: Click on this link if the user needs to print a report on all Unpaid Payment Advices.

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.

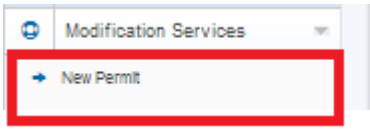
The user can access modification services by clicking on the modification services link on the left side of the screen. Clicking on this link will list down the 6 types of modification services available. These are:

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


Help
Thursday, May 08, 2014 | 04:28 PM
GOVERNMENT OF DUBAI
PORTS, CUSTOMS & FREE ZONE CORPORATION
Welcome : 22dec
Logout
Quick Search
Service Name
-Please Sel
Request No
Status
Home
Dashboard
Inbox
Search Request
Modification Services
New Permit
Permit Amendment
Permit Revalidation
Permit Revision
Permit Cancellation
Permit Completion
Meeting Appointment System
Tasks Awaiting My Action
More Info
Status
Count
Reschedule Meeting 5
Resubmit EN 3
MoreInfo EN 13
More Info MAS 4
Draft EN 10
Notifications
More Info
Subject
Date
MPN-T# 1363, , Dec22 - TKS Modification Submission Confirmation 05/08/2014
MPN-T# 1363, Jebel Ali Free Zone, Dec22 - TKS Modification Initial Fee Payment Confirmation 05/08/2014
Application Accepted 05/08/2014
MRV-T# 1366, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation 05/08/2014
MPA-T# 1361, Jebel Ali Free Zone, Dec22 - TKS Application Submission Confirmation 05/08/2014
Requests In Progress
More Info
Request Name
Count
Modification Permit New 42
Modification Permit Amendment 6
Modification Permit Revalidation 1
Financial Information
A. Client Prepaid Account
Available Balance AED 502,056.00
Print Client Pre-Paid Account Statement
Top up Pre-Paid Account balance
B. Payment Advice (PA):
No of Un-paid PA's 31
Total Value of Unpaid PA AED 1,011,937.00
Print Unpaid Payment Advice Report

3.1.2.1 New Permit

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



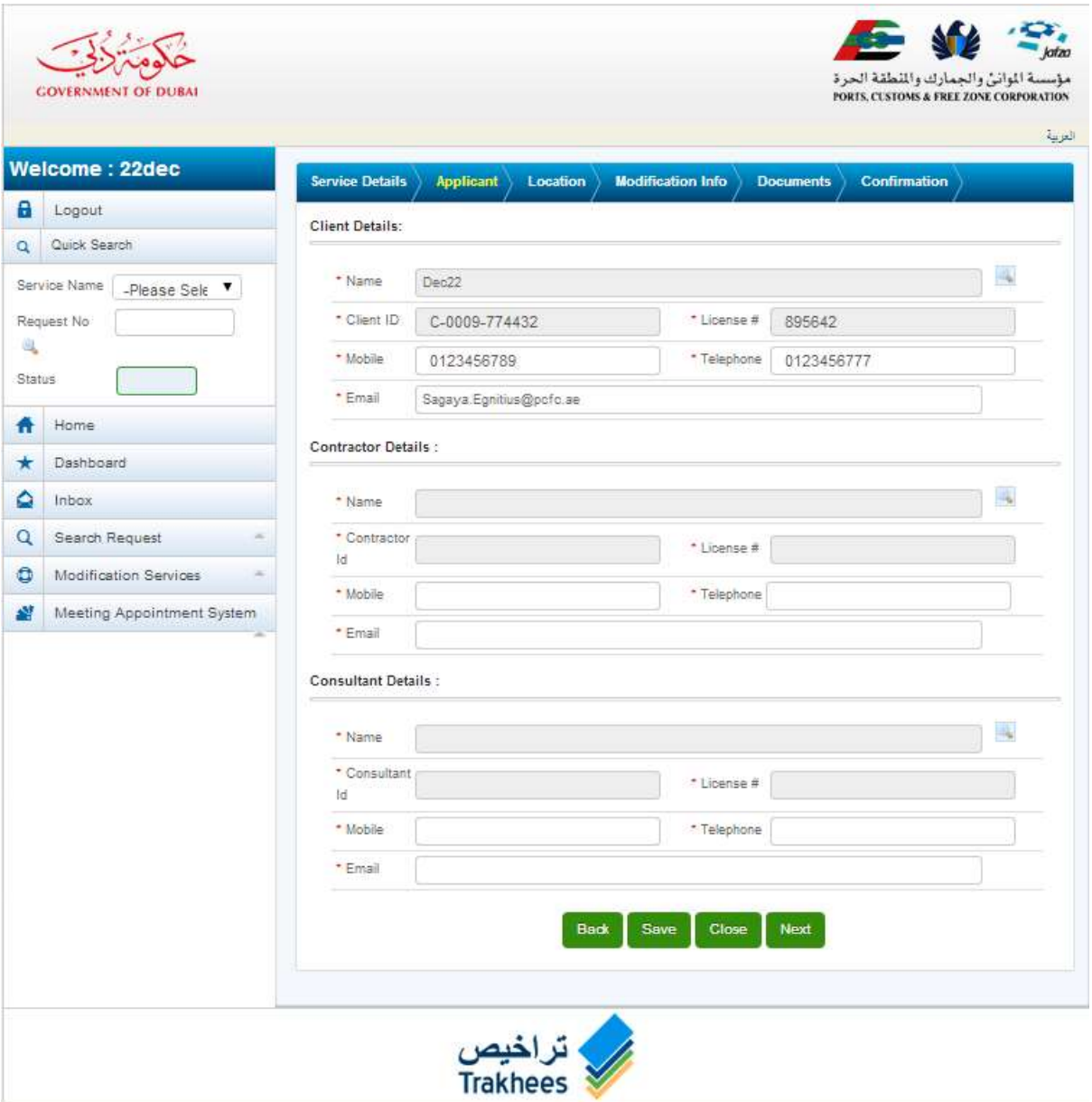
This will open that new modification permit page which is divided into six tabs. By default the page will open into the first tab called 'service details'

3.1.2.1.1 Service Details

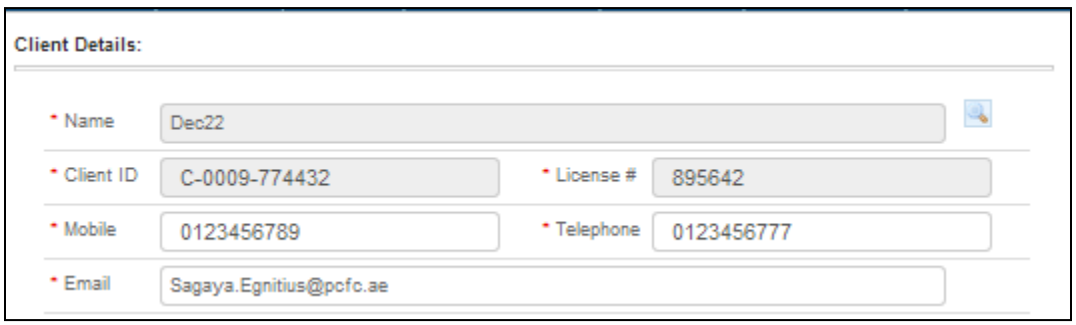
1. This page contains a brief description of the modification permit service from Trakhees.
2. User can access that service catalogue of the civil engineering Department in PDF format by clicking on the 'SERVICE CATALOGUE' link.
3. The user can start the New Modification Permit request process by clicking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

3.1.2.1.2 Applicant

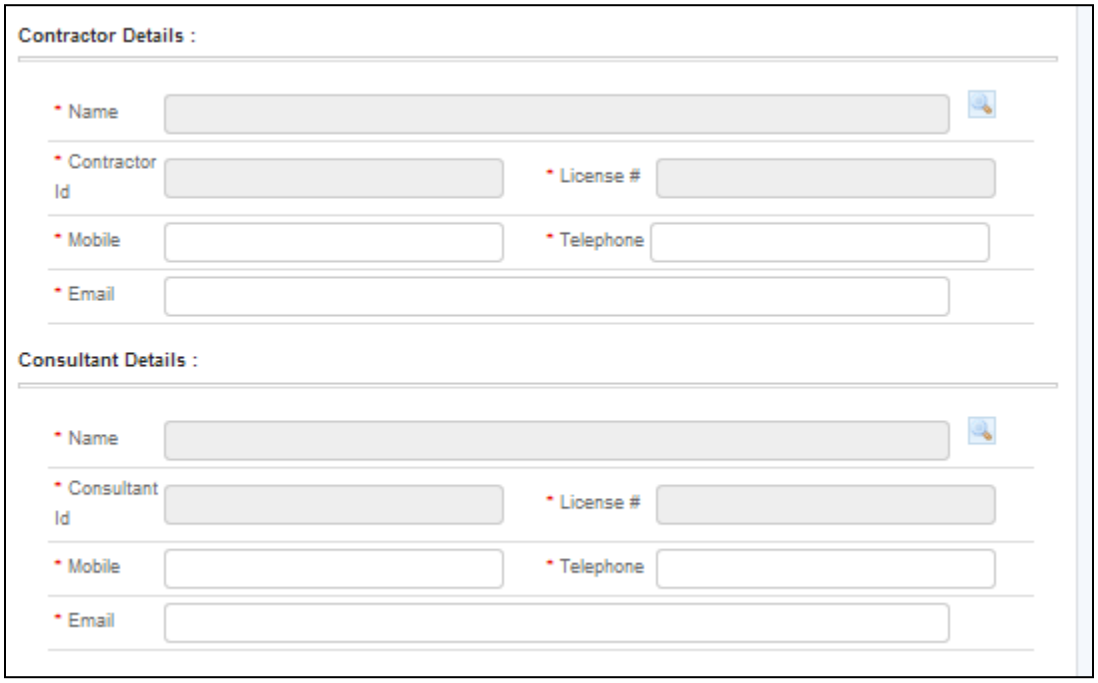
Once the user clicks on the INITIATE button in the service details, he will be redirected to the next tab 'APPLICANT'.



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.



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



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

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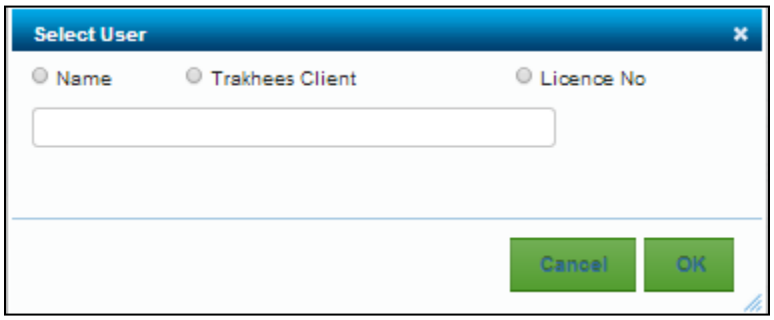
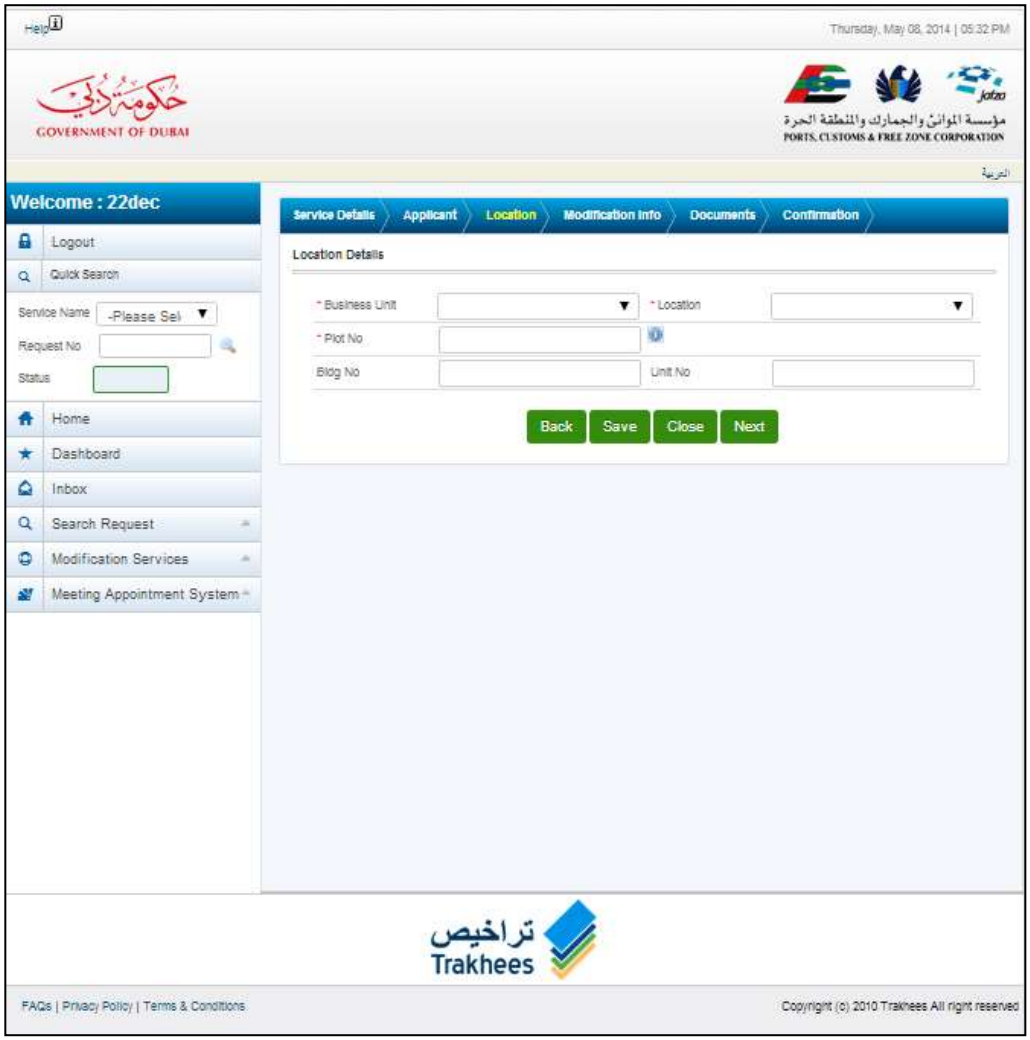
3. The user can enter this information by searching the Trakhees database by clicking on the Search option [ ] next to the Name.
4. Clicking the search option opens a new pop-up window. This search window has three fields. The user can search for a contractor or consultant by their name or the Trakhees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



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**

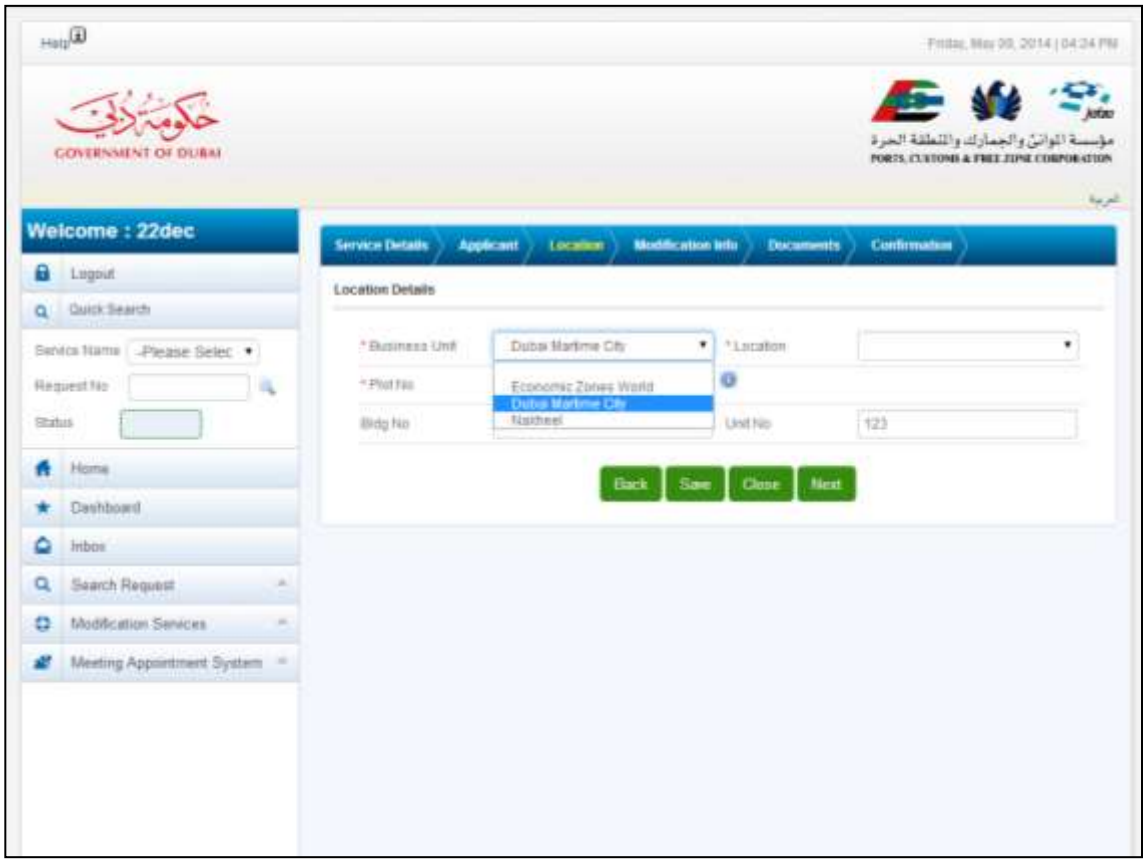


1. The User needs to enter the location details of the building that needs Modification Permit in this page. Available Fields are

Business Unit:

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

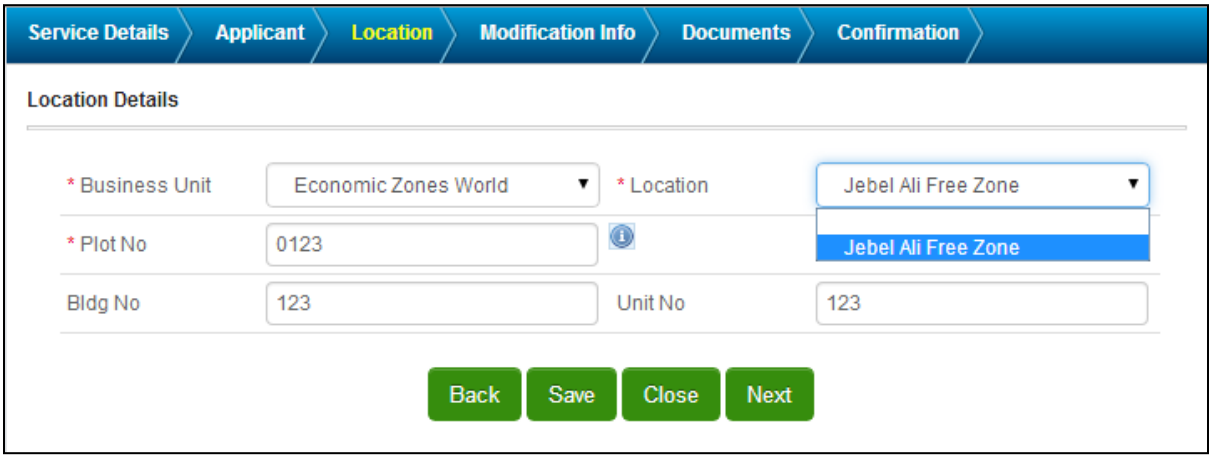
1. Economic Zones World
2. Dubai Maritime city
3. Nakheel



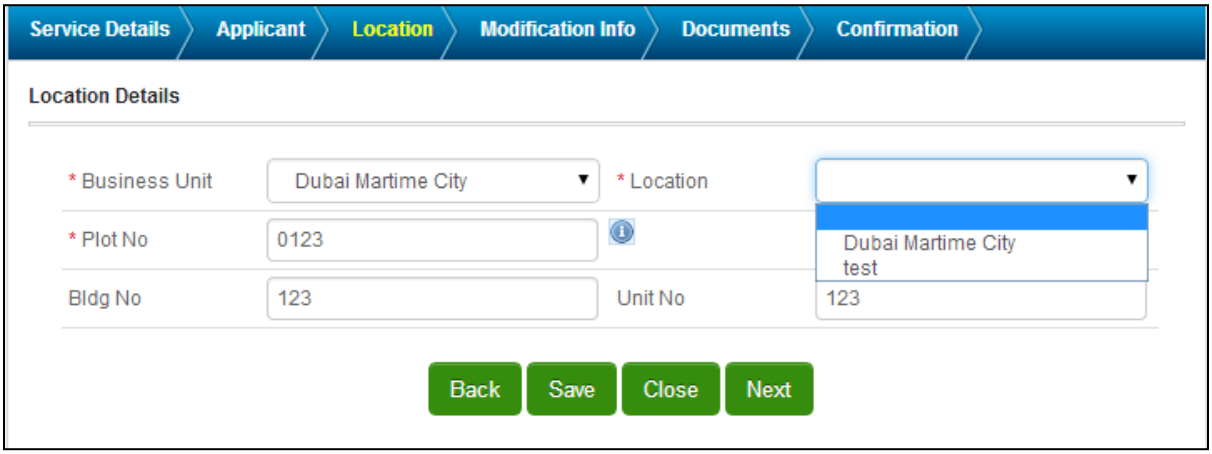
After selecting the business unit user will have to select the corresponding business location from the next tab.

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

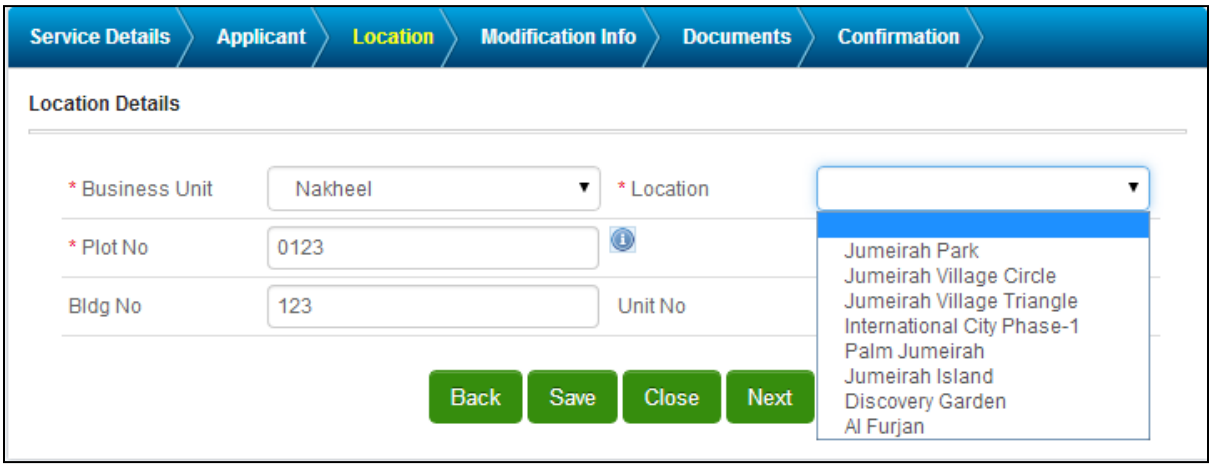
a. Economic Zones World



b. Dubai Maritime city



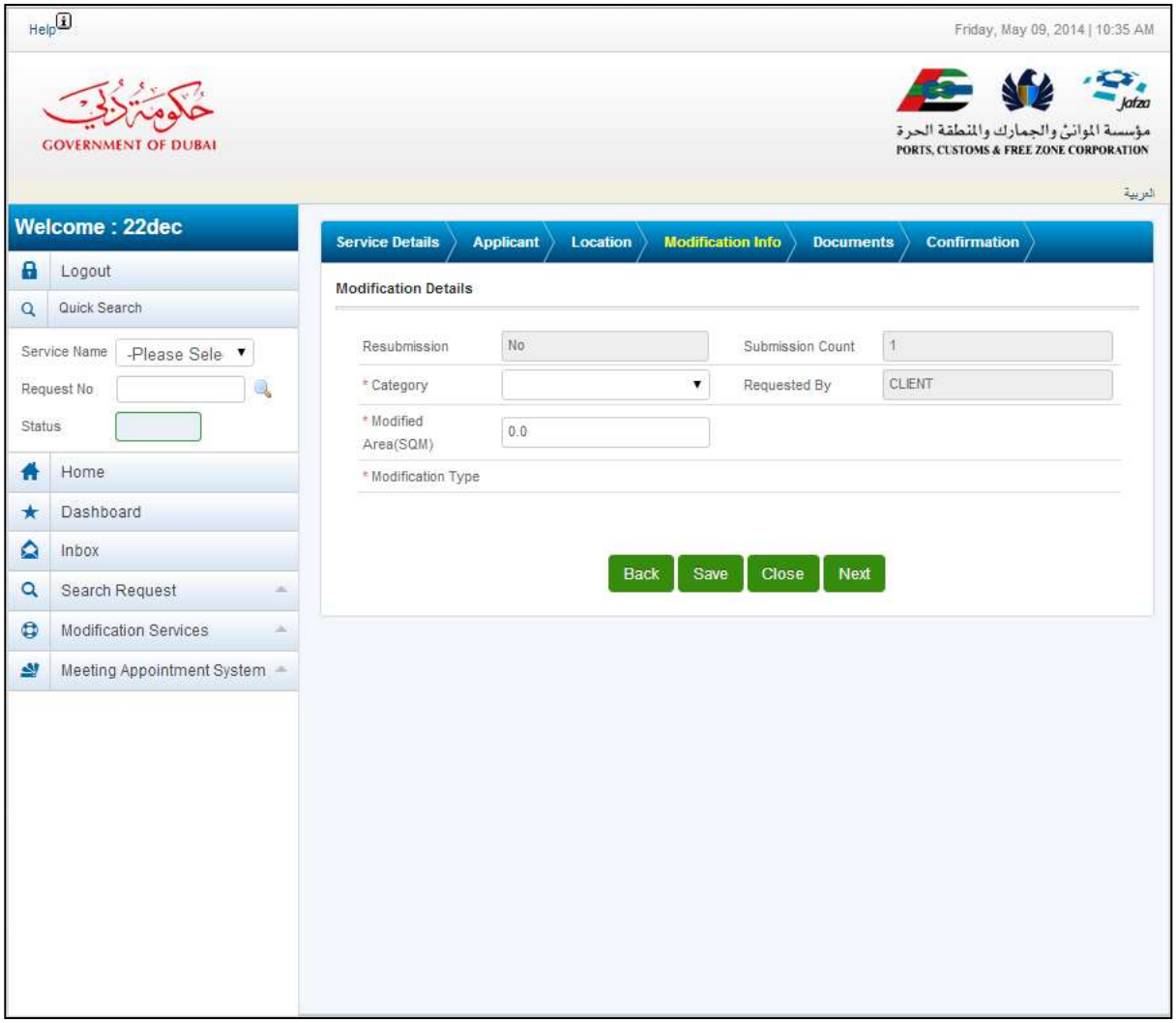
c. Nakheel



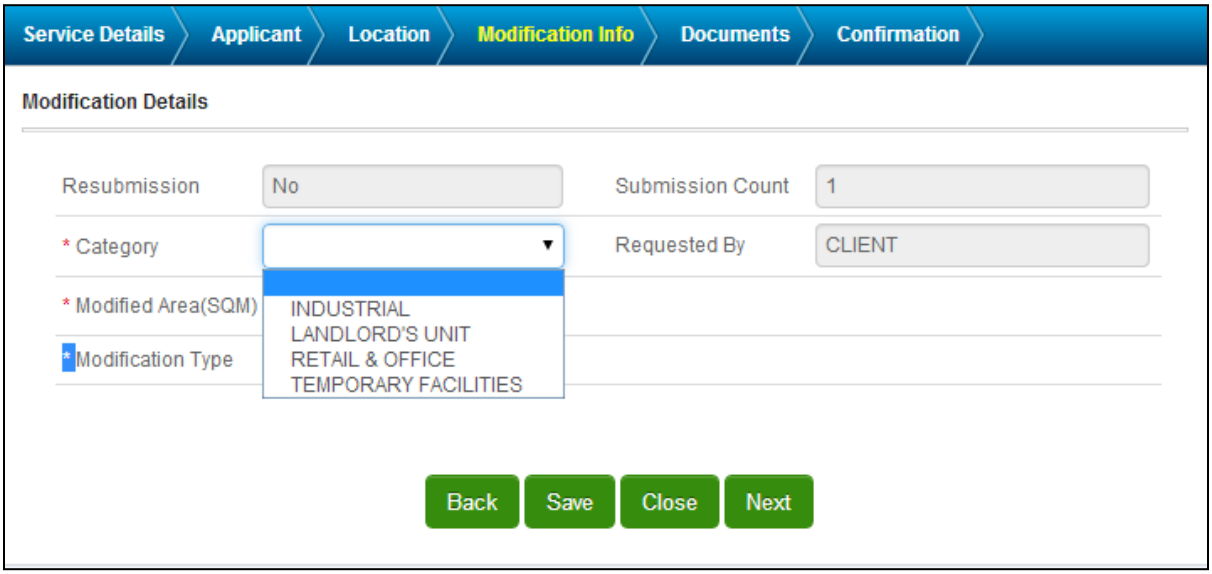
- After Selecting the business unit and its corresponding location, user will have to enter the Plot no, building number (bldg No), and Unit no manually
- Once all the fields are completed, user can go to the next tab by clicking on the NEXT button

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'.



- 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:

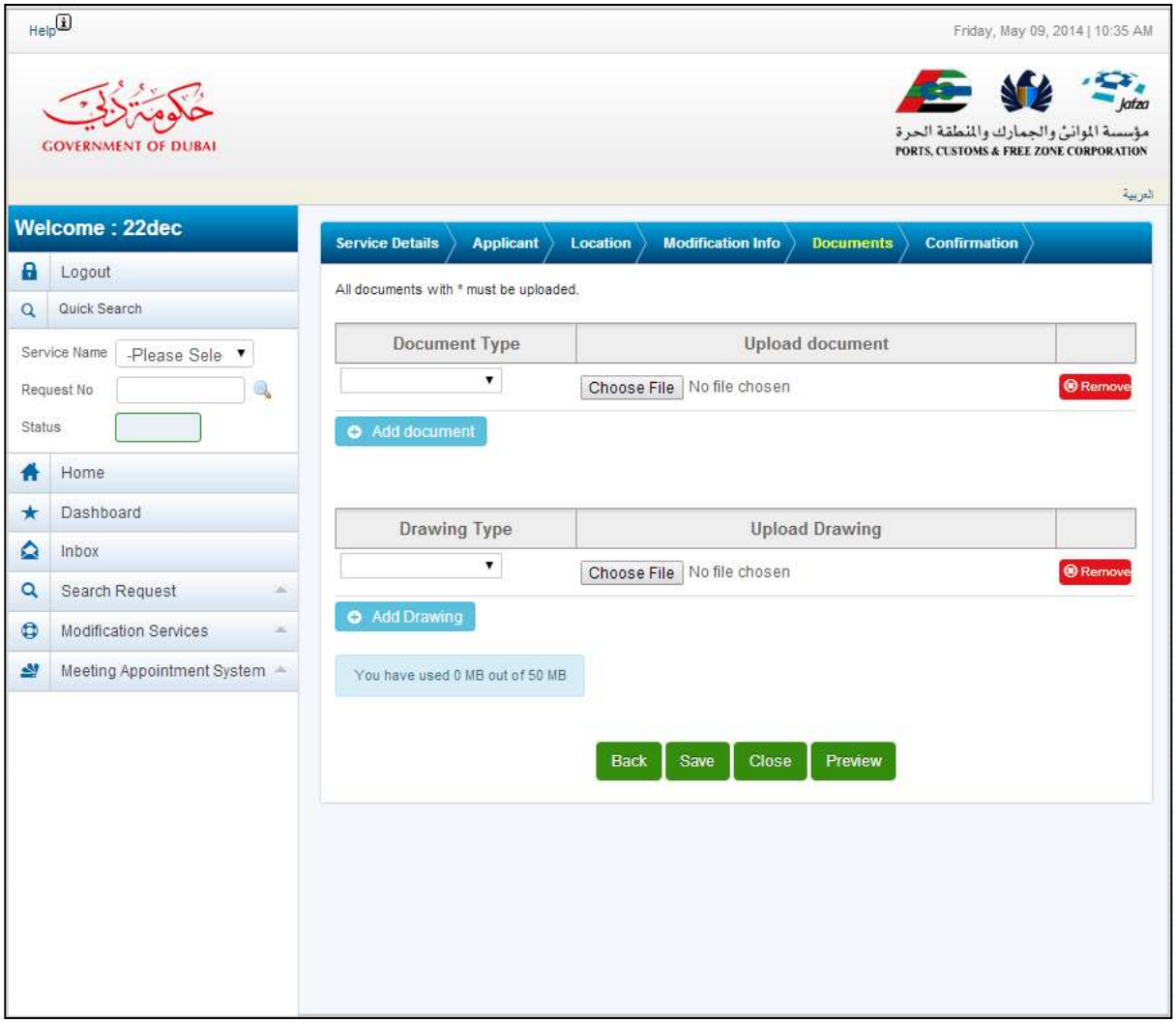


- The 'Modification area' (in Square meter) and the 'Modification Type' fields are mandatory.
- Category and corresponding Modification types are shown in the table below:

Category	Modification Type
Industrial	☐ 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



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.

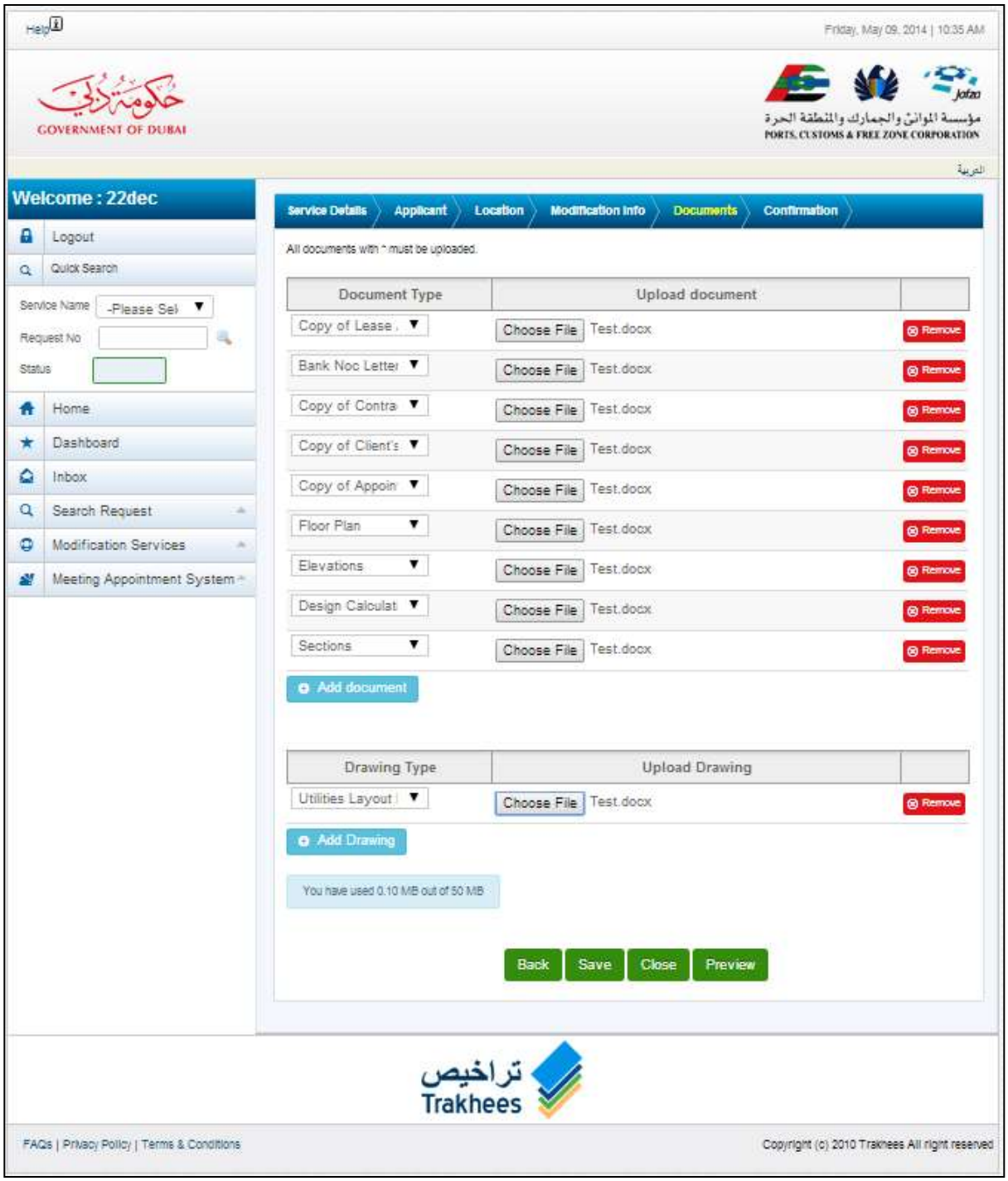
To remove a document once uploaded, click on the Red colour '**REMOVE**' button to the right side.

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



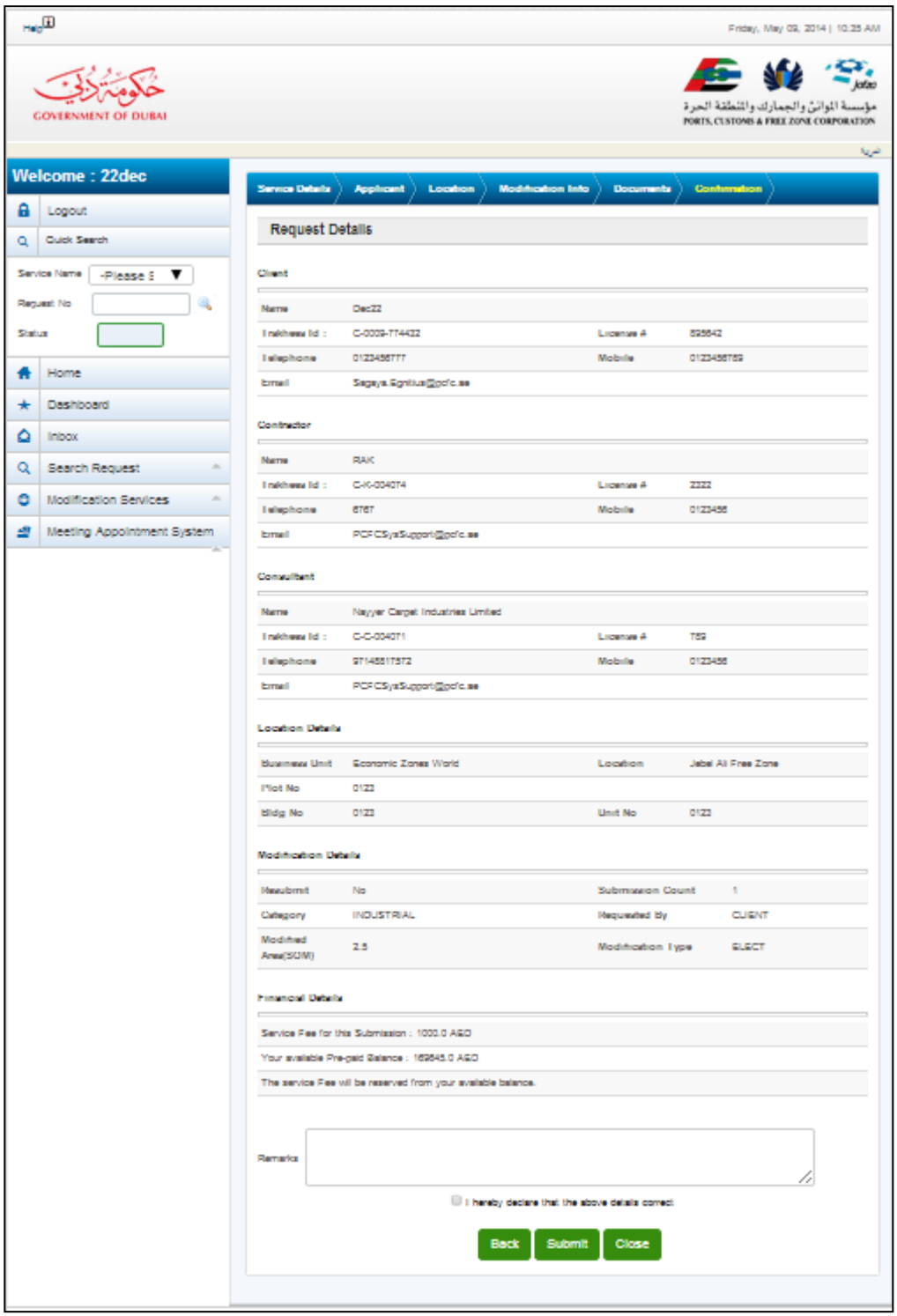
NOTES

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.



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

Financial Details

Service Fee for this Submission : 1000.0 AED

Your available Pre-paid Balance : 169645.0 AED

The service Fee will be reserved from your available balance.

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

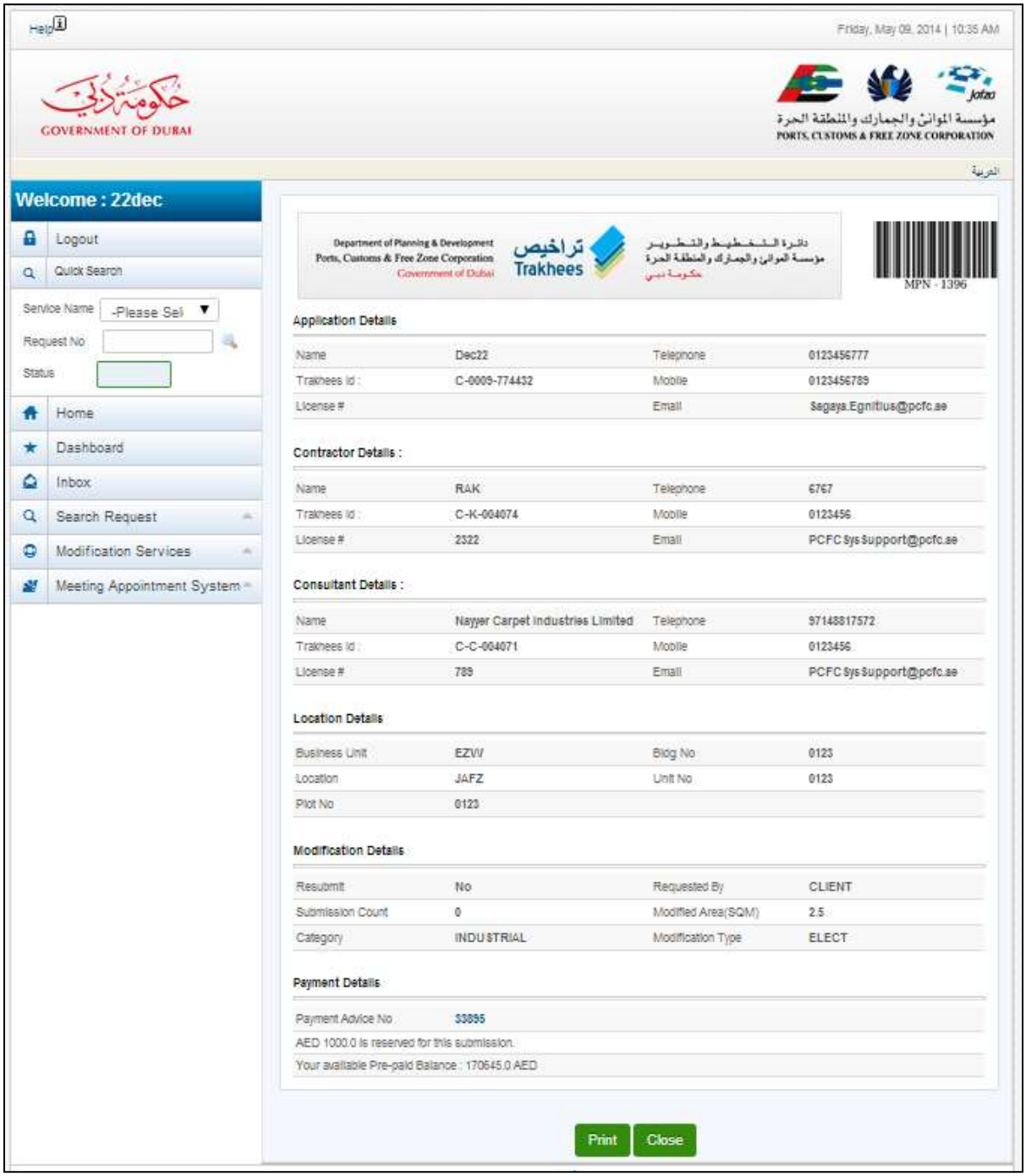
Remarks

☐ 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.



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 Details

Payment Advice No	33895

AED 1000.0 is reserved for this submission.

Your available Pre-paid Balance : 170645.0 AED

3.1.2.1.8 Payment Advice

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

GOVERNMENT OF DUBAI

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

PAYMENT ADVICE

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

Client Name: Dec22 Dec22 :اسم العميل

Client ID: C-0009-774432 License # :

Departmental Remarks:

NOTICE:
It is Mandatory for Customers to mention the correct Trakhees Client ID (Eg: C-X - 111111) while depositing money in their Pre- Paid Accounts, at Trakhees Cash Counters. This is to avoid getting funds credited to incorrect Pre- Paid Accounts and mutual

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

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

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

Note: The following modes of payment are accepted.
A) Cash B) Company/Manager's Cheque C) Direct Bank Transfer to:
PCFC-Trakhees - HSBC Bank A/C 020-789384-003
IBAN : AE080200000020789384003

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

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

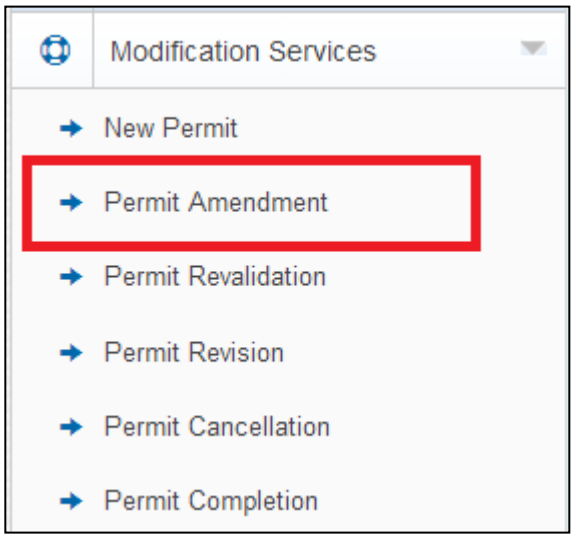
Ports, Customs & Free Zone Corporation
P.O. Box 2001, Dubai, United Arab Emirates
Tel: +971 4 353 6888 • Fax: +971 4 363 5860
Web Site: www.pcfc.ae

تراخيص
Trakhees
دائرة التخطيط والتطوير
Department of Planning & Development

مؤسسة الموانئ والجمارك والمنطقة الحرة
ص.ب ٢٠٠١ دبي الامارات العربية المتحدة
هاتف: ٣٥٣ ٦٨٨٨ ٤ ٩٧١ • فاكس: ٣٦٣ ٦٨٦٠ ٤ ٩٧١
الموقع الإلكتروني: www.pcfc.ae

3.1.2.2 PERMIT AMENDMENT

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

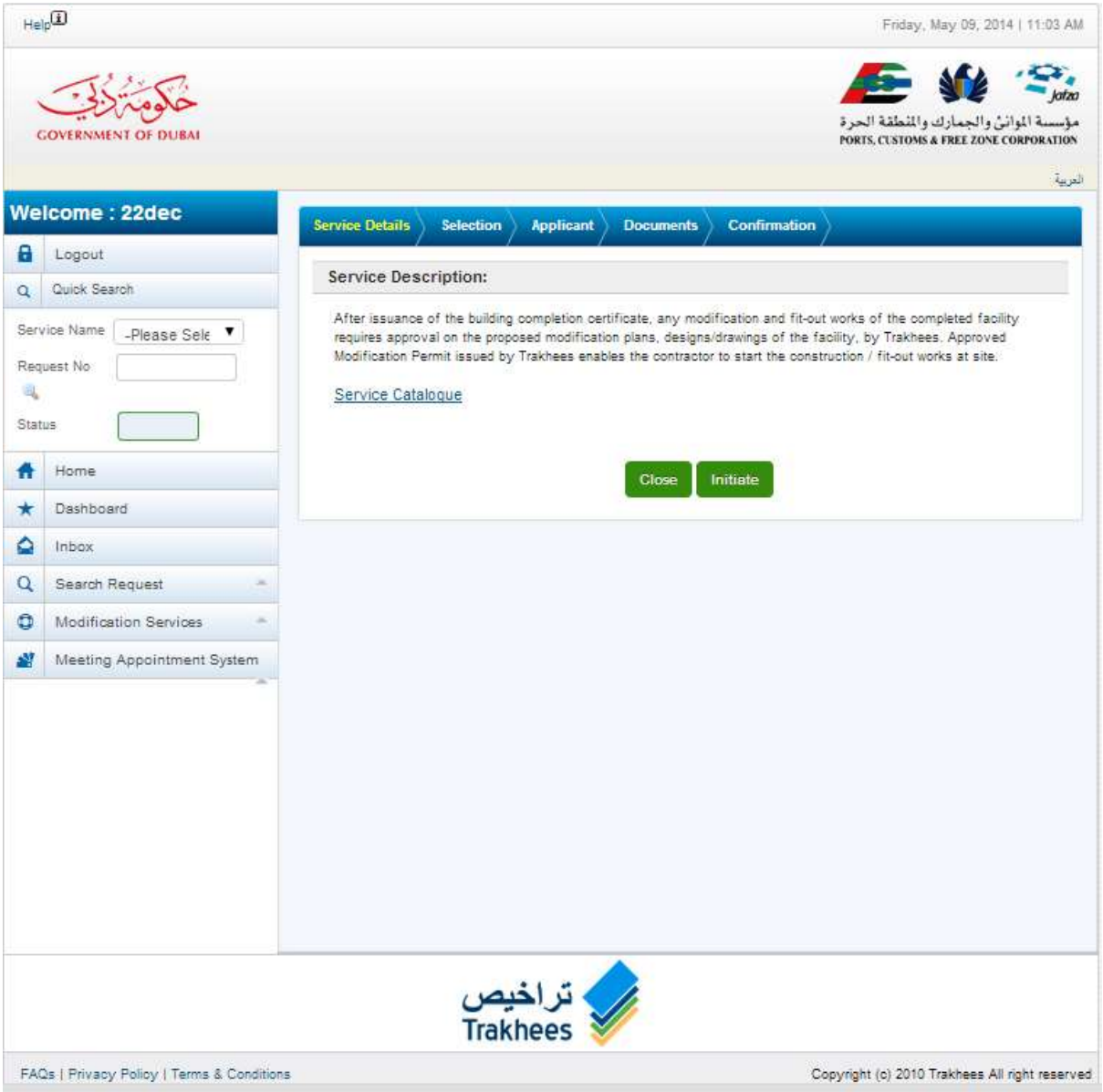


3.1.2.2.1 Service Details

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

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

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

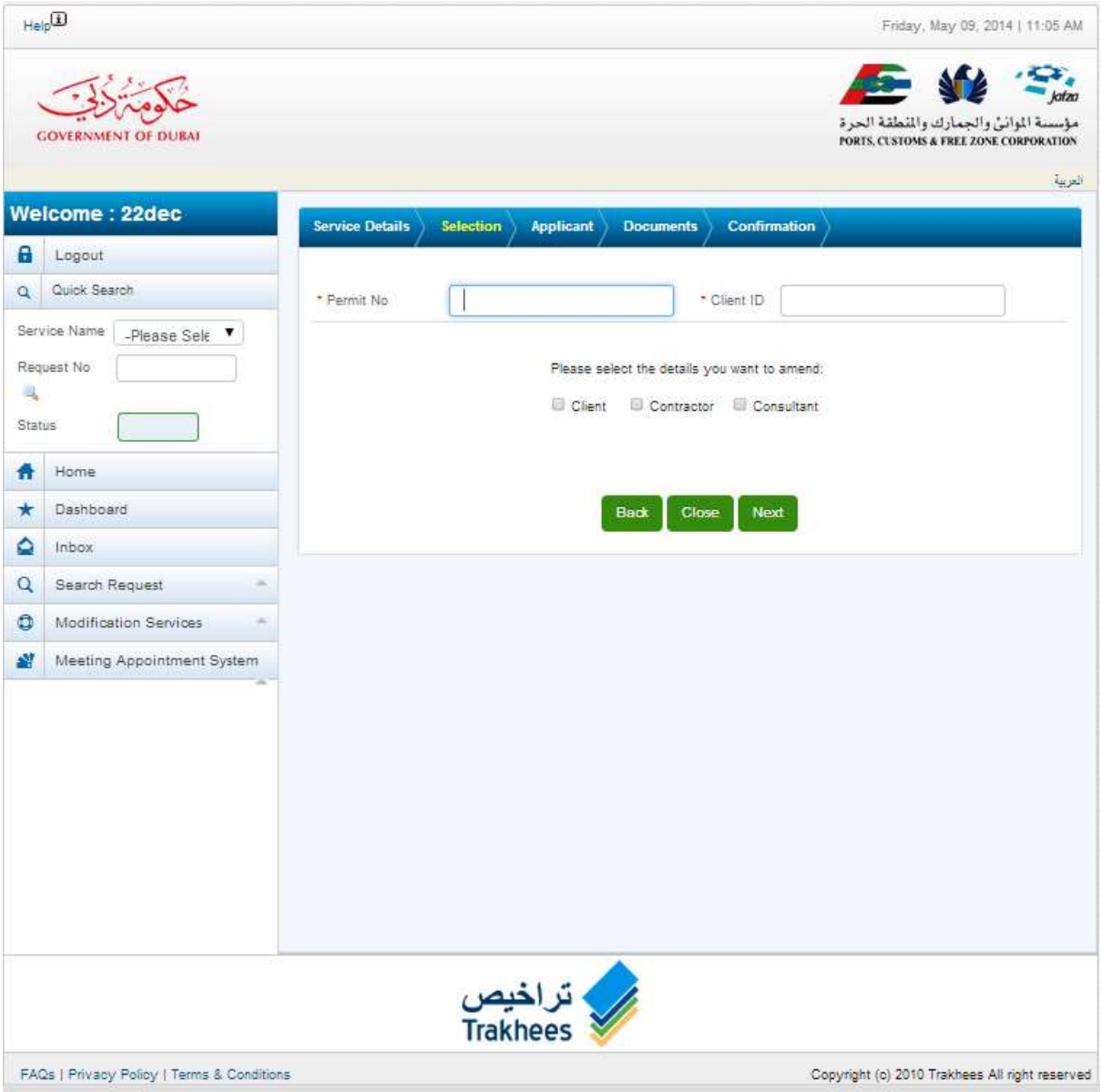


3.1.2.2.2 Selection

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

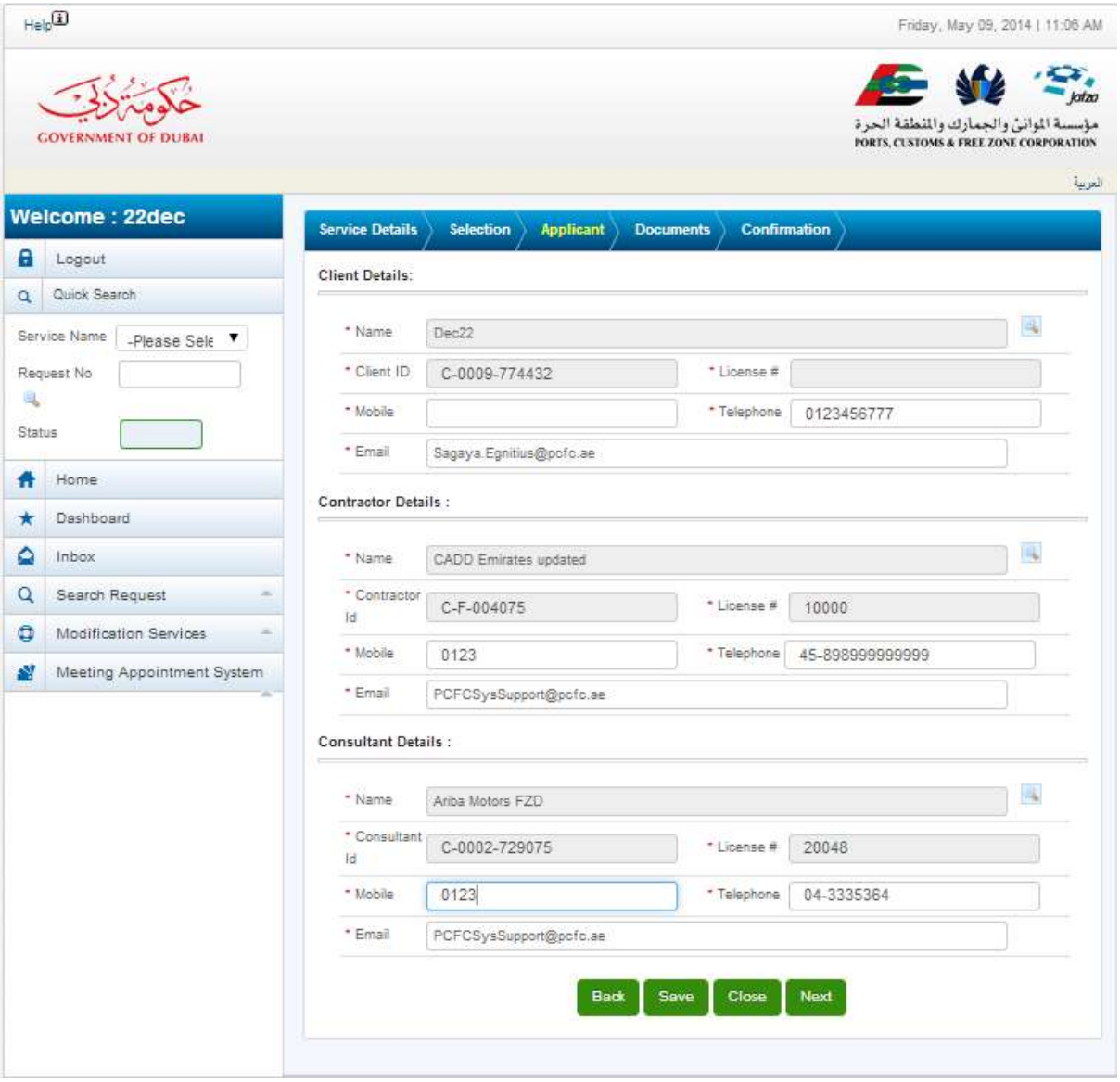
The user needs to enter the relevant permit number and the client ID in their respective fields. Please note that both fields are mandatory.

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'.

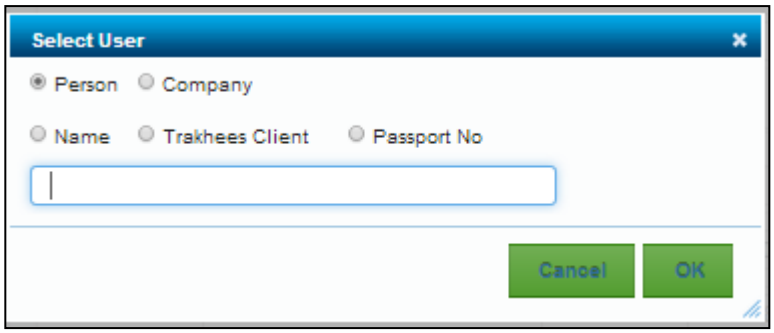


3.1.2.2.3 Applicant

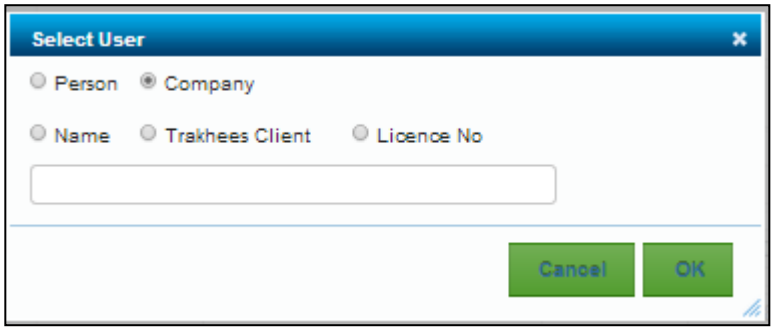
The user can change the client details contractor details or consultant details in this page. Note that the customer will be able to edit only particular detail or details that he has selected in the previous step. For example, if the user has selected only client in the previous step, he will be able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



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.



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



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

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

3.1.2.2.4 Documents

Adding Documents

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

Please note that all documents are mandatory.

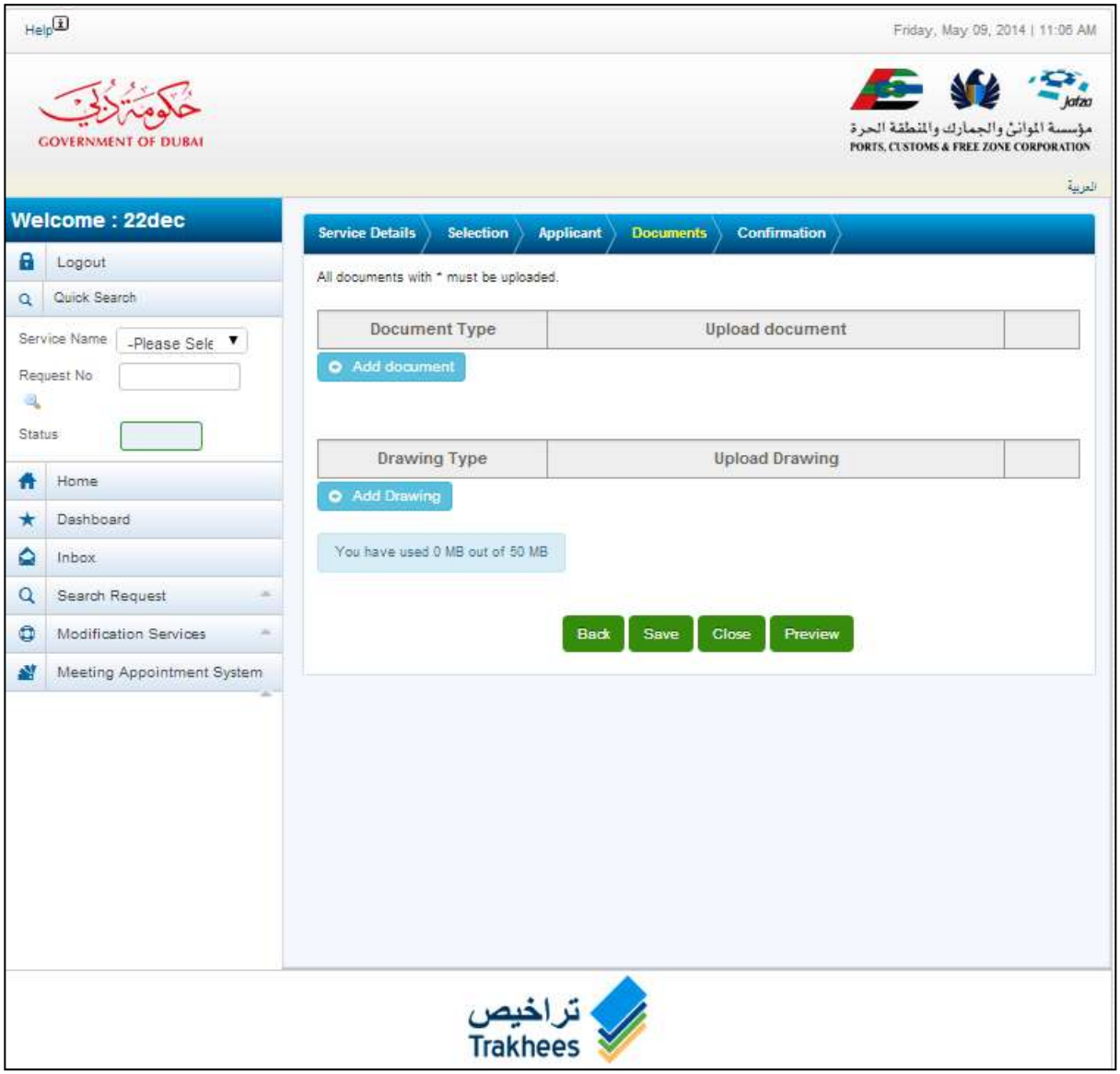
To remove a document once uploaded, click on the Red colour '**REMOVE**' button to the right side.

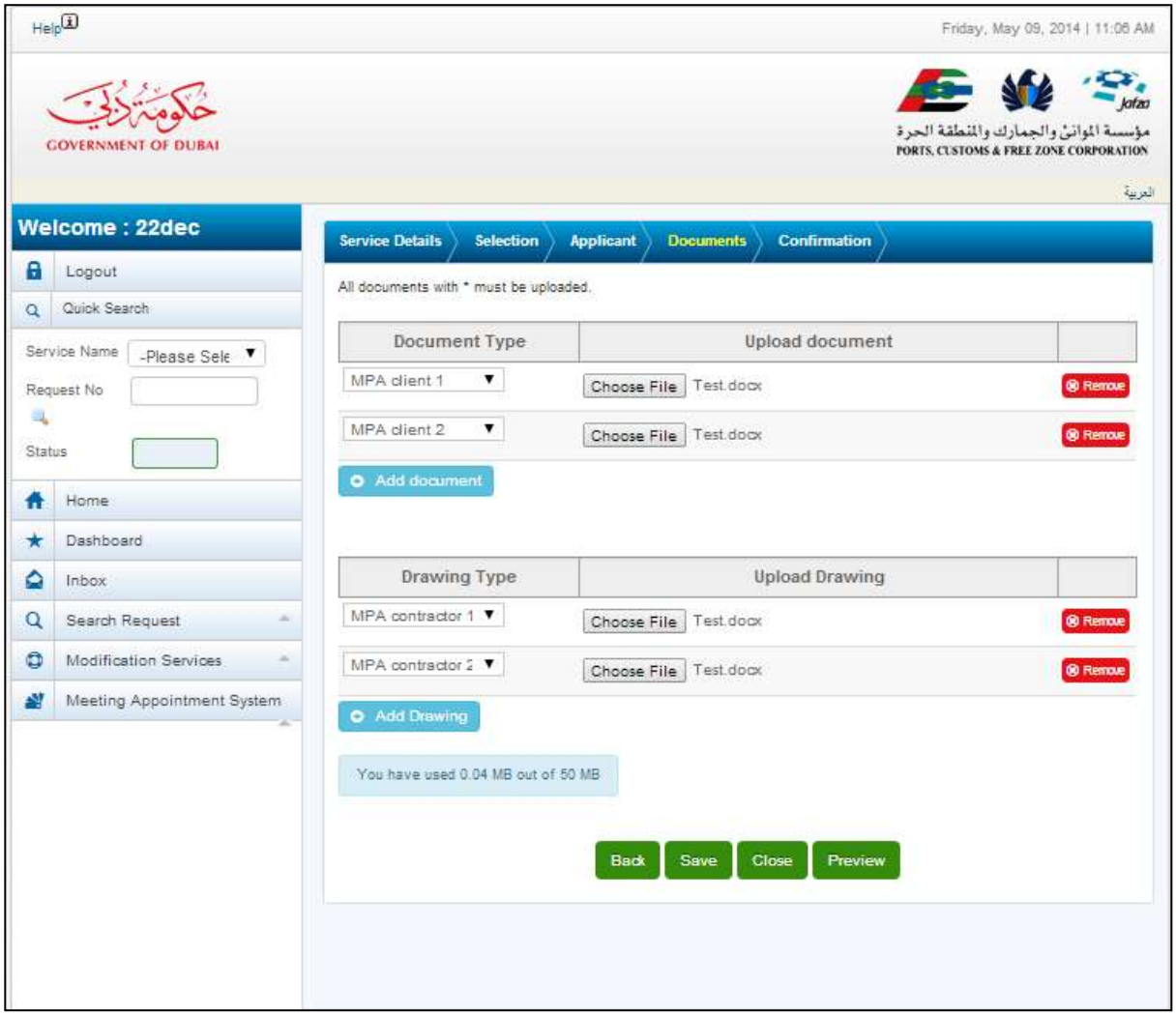
Adding Drawings

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

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

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


Help
Friday, May 09, 2014 | 11:06 AM
GOVERNMENT OF DUBAI
مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION
العربية
Welcome : 22dec
Logout
Quick Search
Service Name
-Please Sele
Request No
Status
Home
Dashboard
Inbox
Search Request
Modification Services
Meeting Appointment System
Service Details
Selection
Applicant
Documents
Confirmation
All documents with * must be uploaded.
Document Type
Upload document
Add document
Drawing Type
Upload Drawing
Add Drawing
You have used 0 MB out of 50 MB
Back
Save
Close
Preview
تراخيص
Trakhees



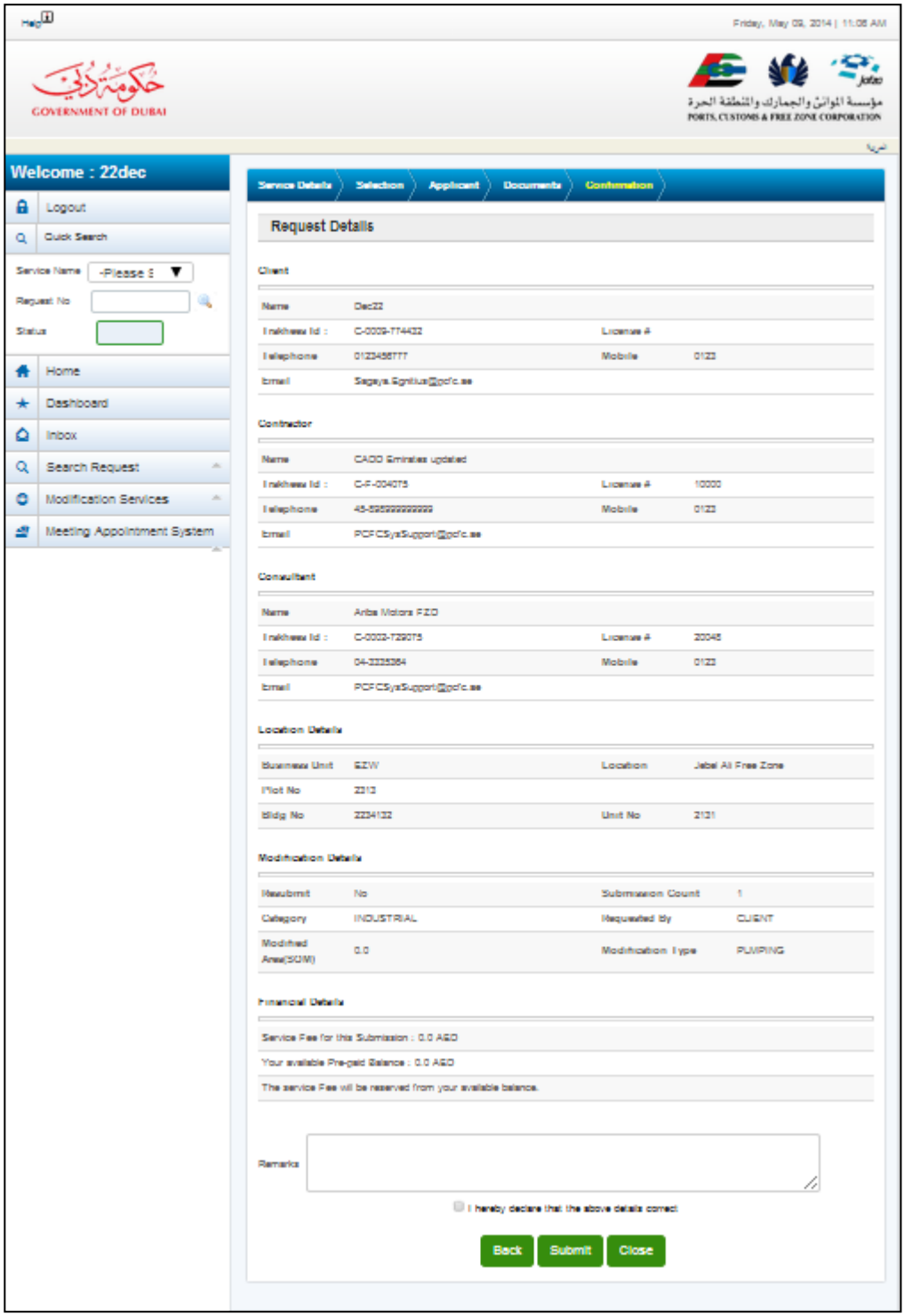
NOTES

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.

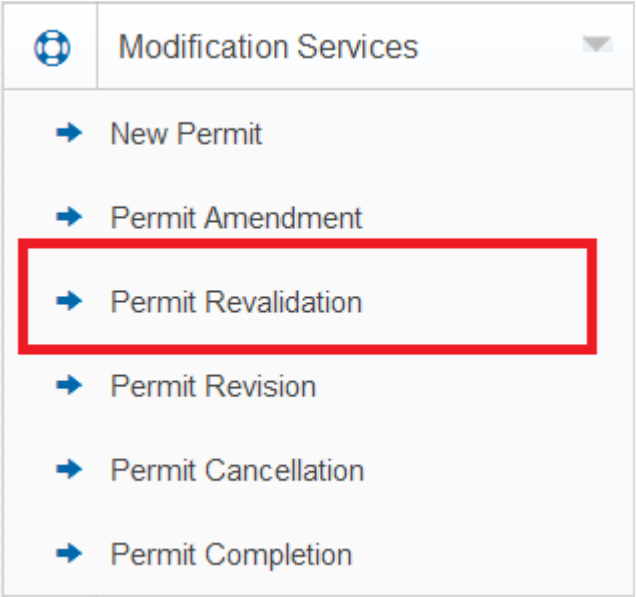


Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he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



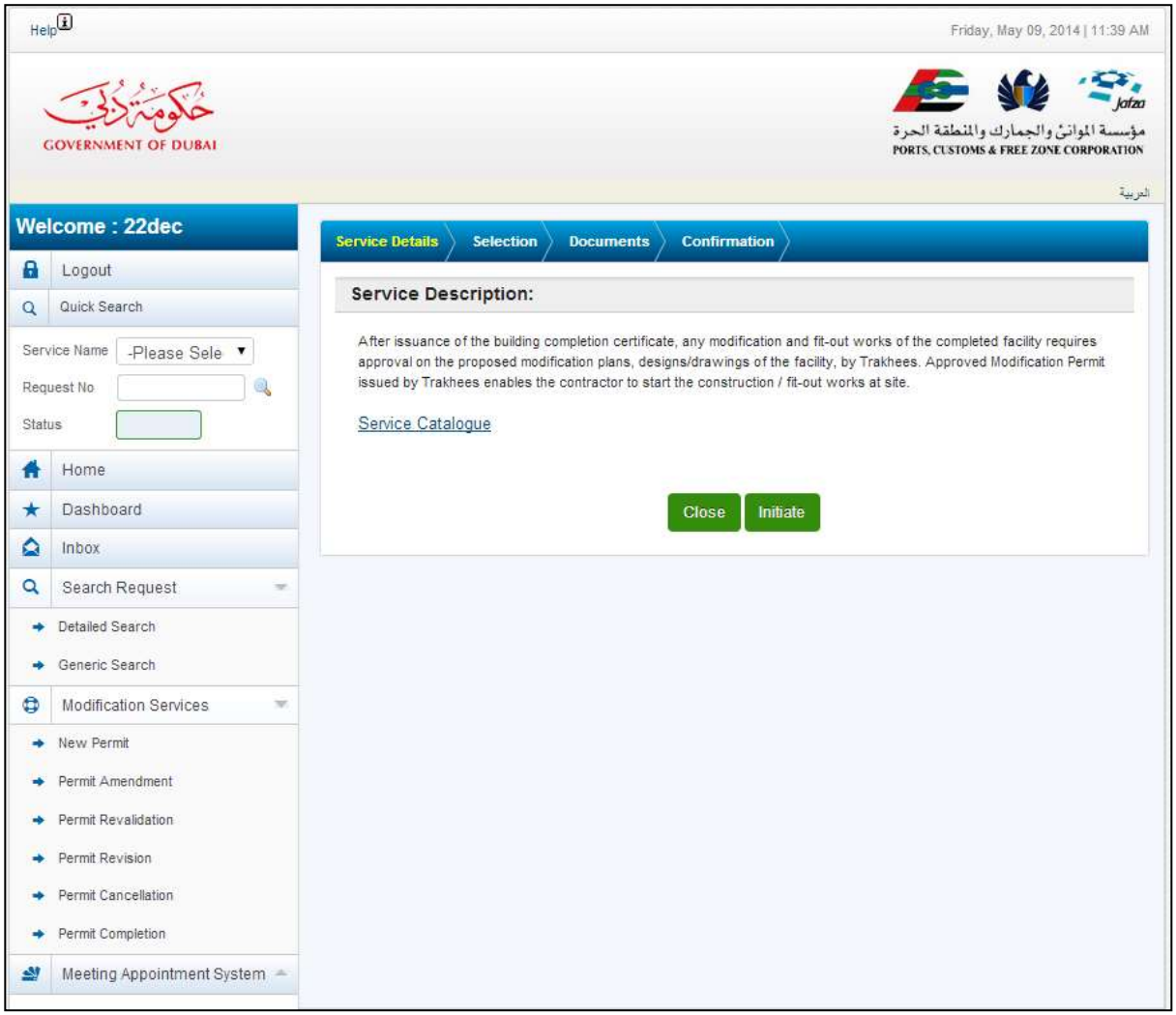
3.1.2.3.1 Service Details

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.

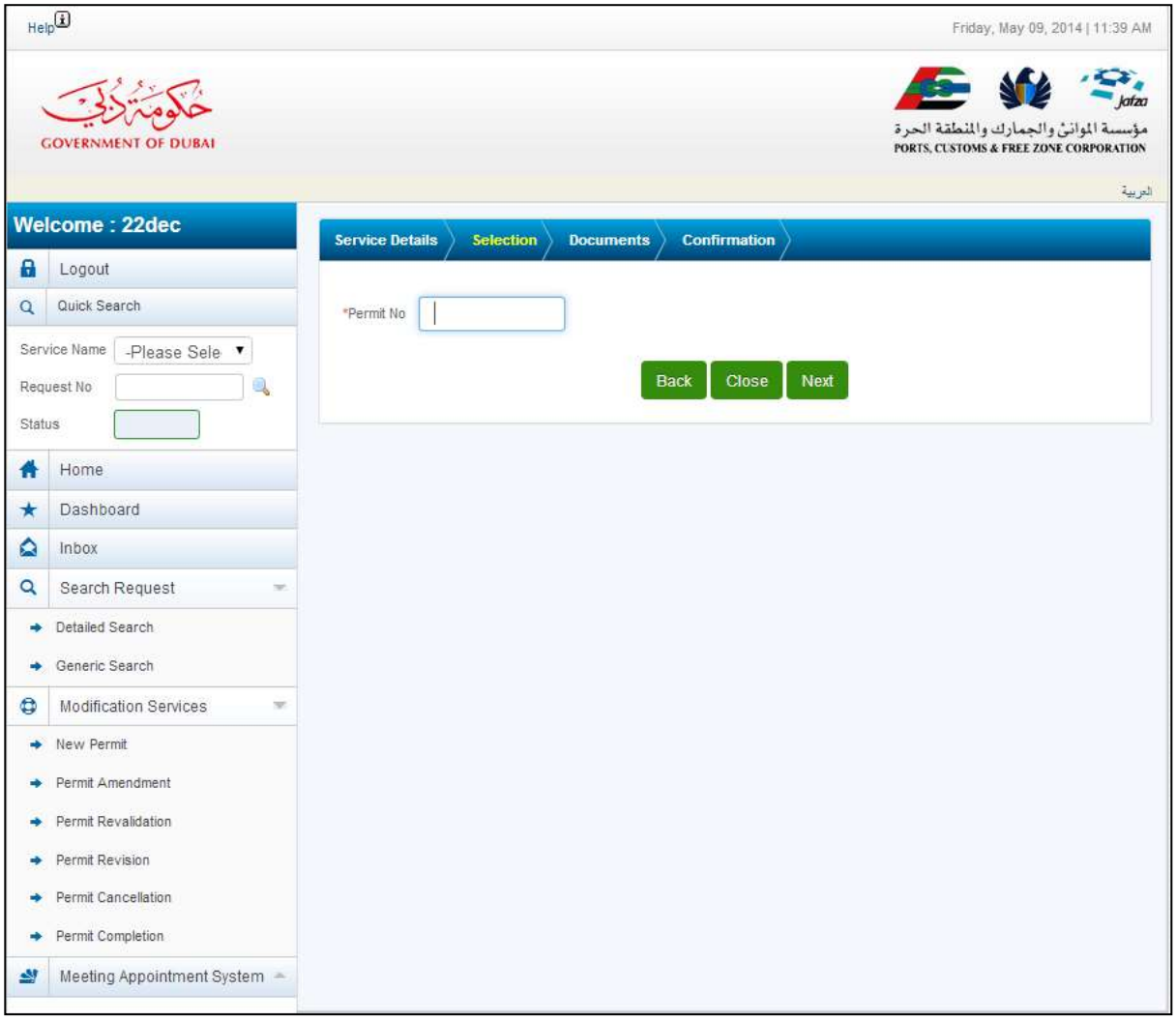
User can access the service catalogue of the civil engineering Department in PDF format by clicking on the 'SERVICE CATALOGUE' link. The user can start the modification permit Revalidation process by clicking on the 'INITIATE' button.

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



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'.



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.

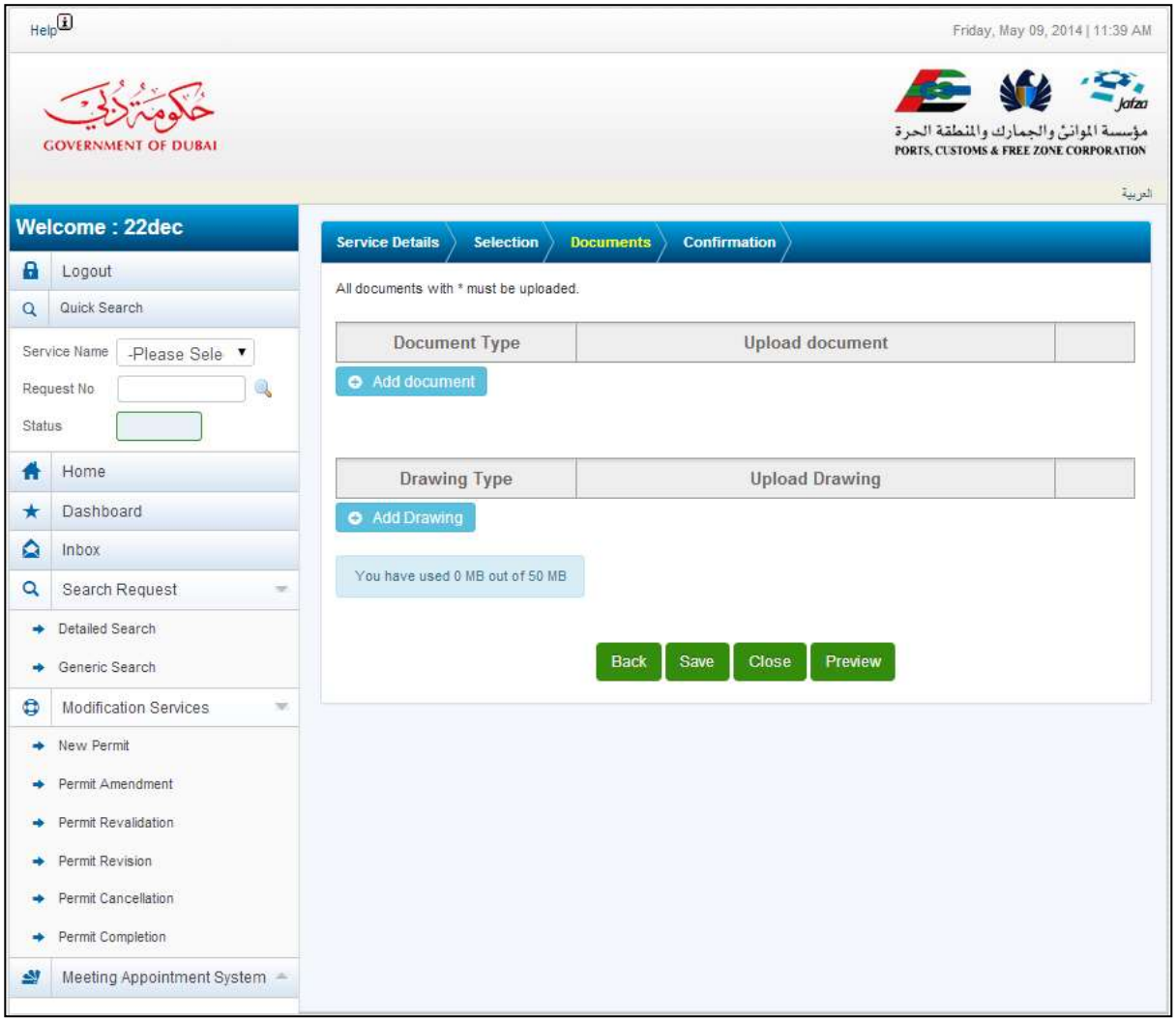
To remove a document once uploaded, click on the Red colour **'REMOVE'** button to the right side.

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.

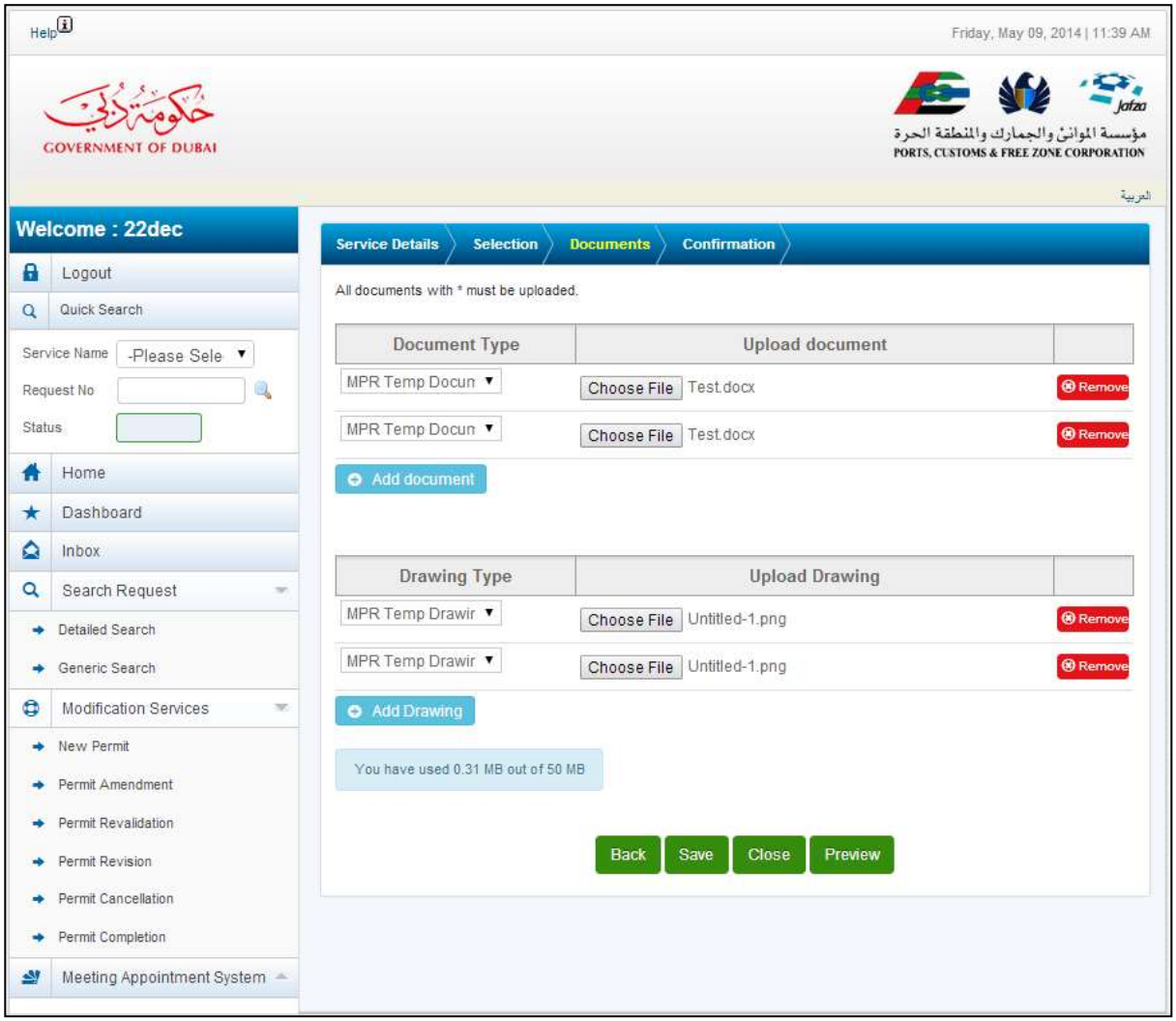
To remove a drawing once uploaded, click on the red colour **'REMOVE'** button to the right side.

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



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



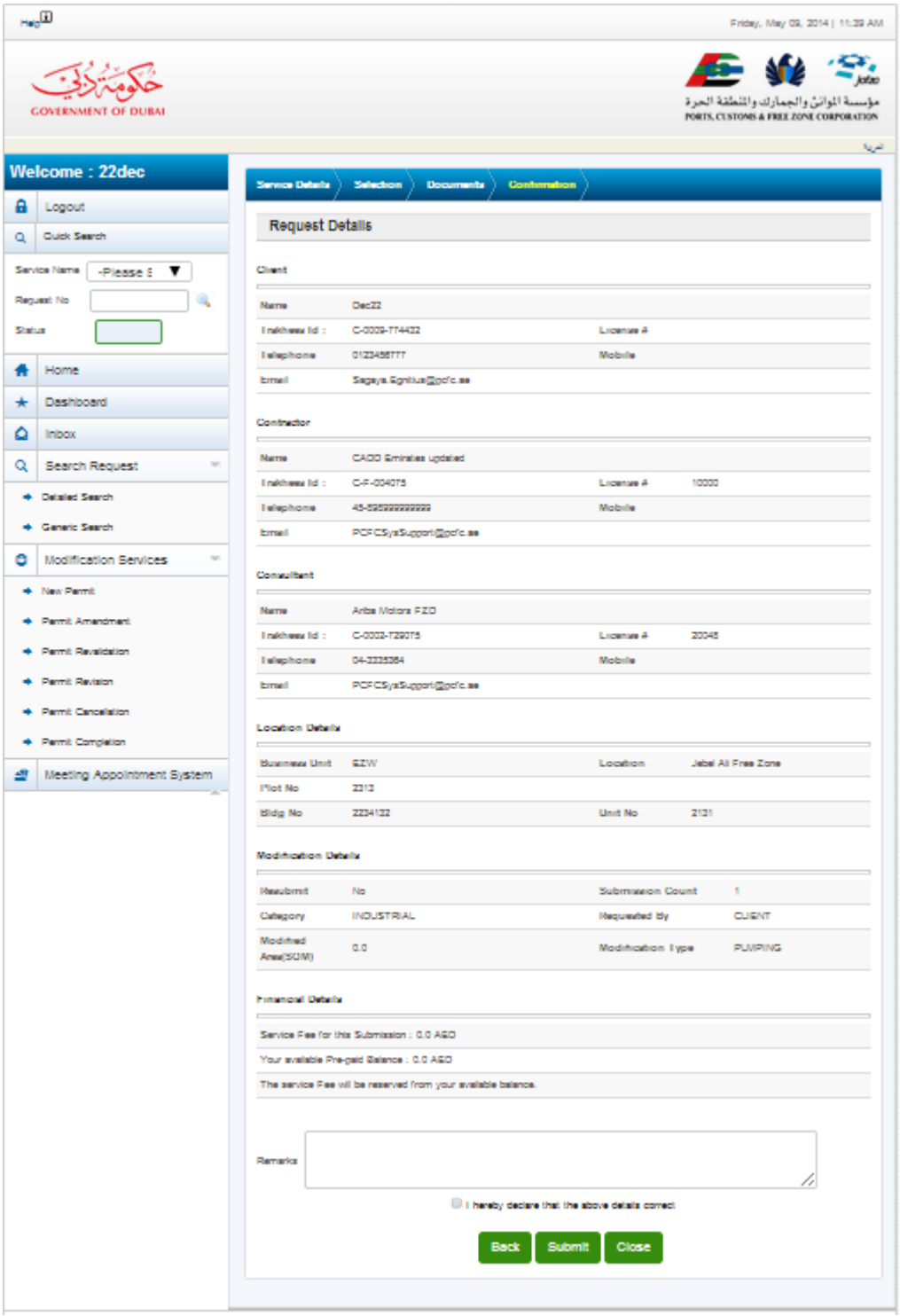
NOTES

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.

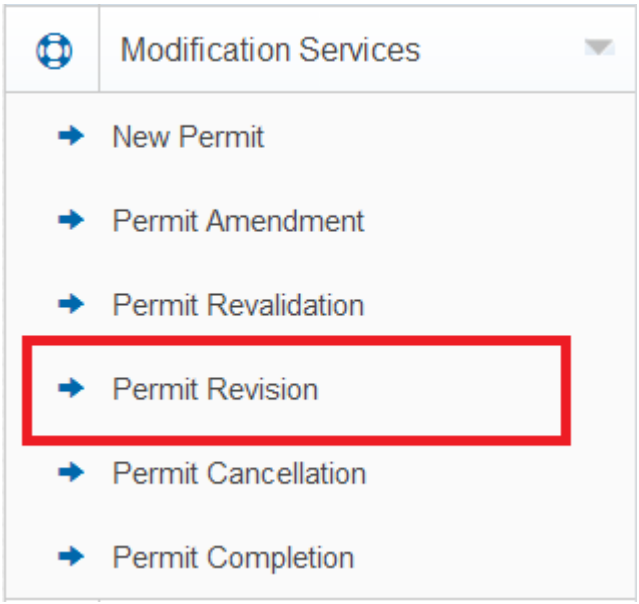


Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he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

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

3.1.2.4 PERMIT REVISION

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

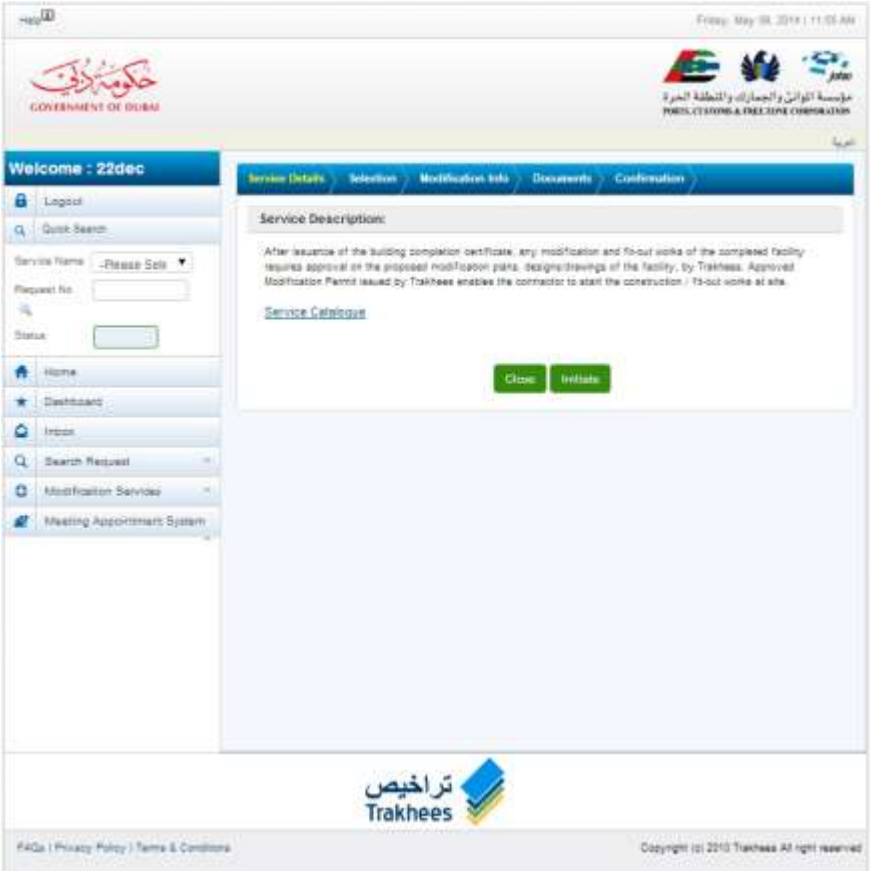


3.1.2.4.1 Service Details

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

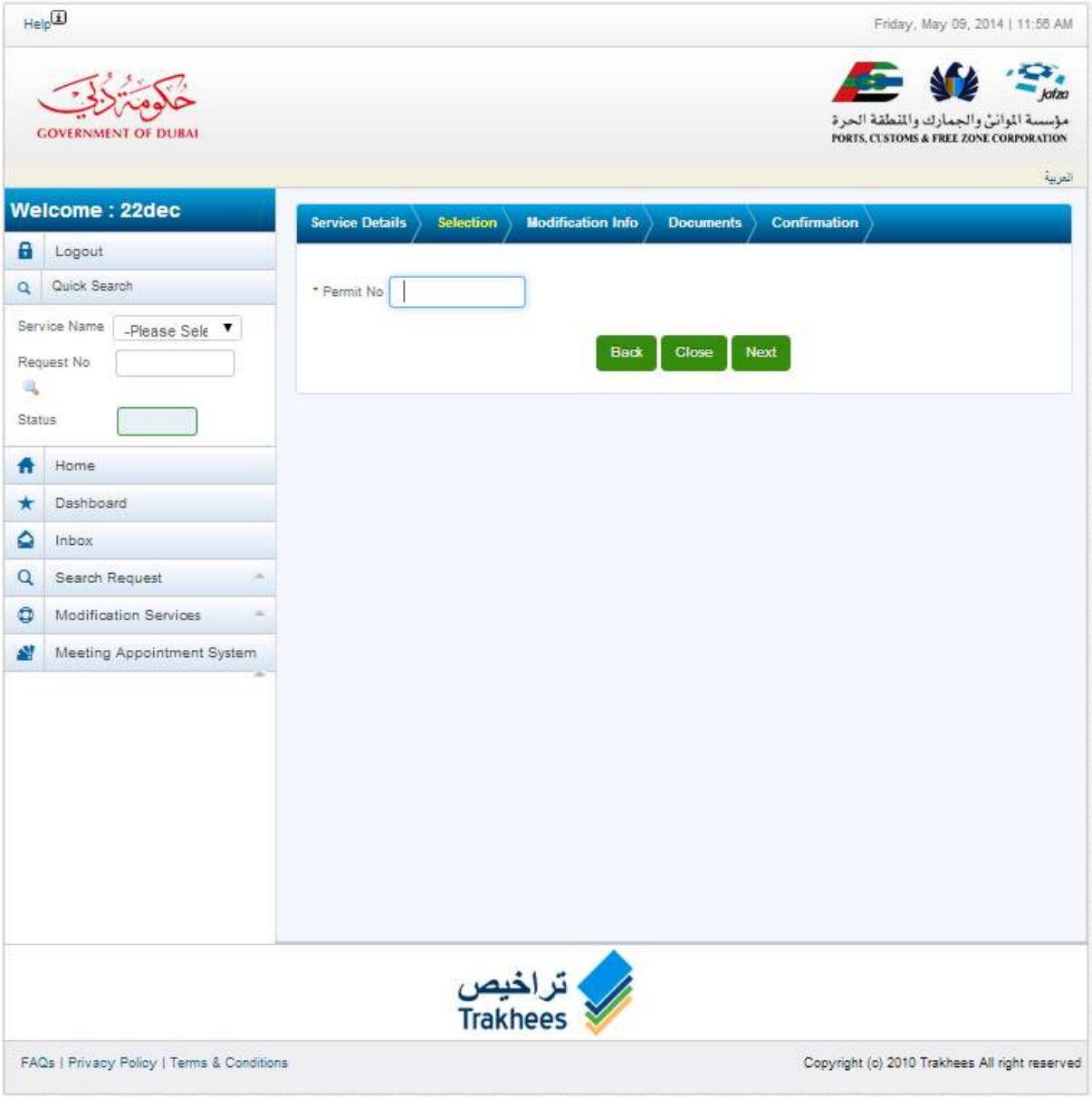
This page displays a brief description of the services offered by the Civil Engineering Department . The user can also view the service catalogue PDF document by clicking on the 'Service Catalogue' link.

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



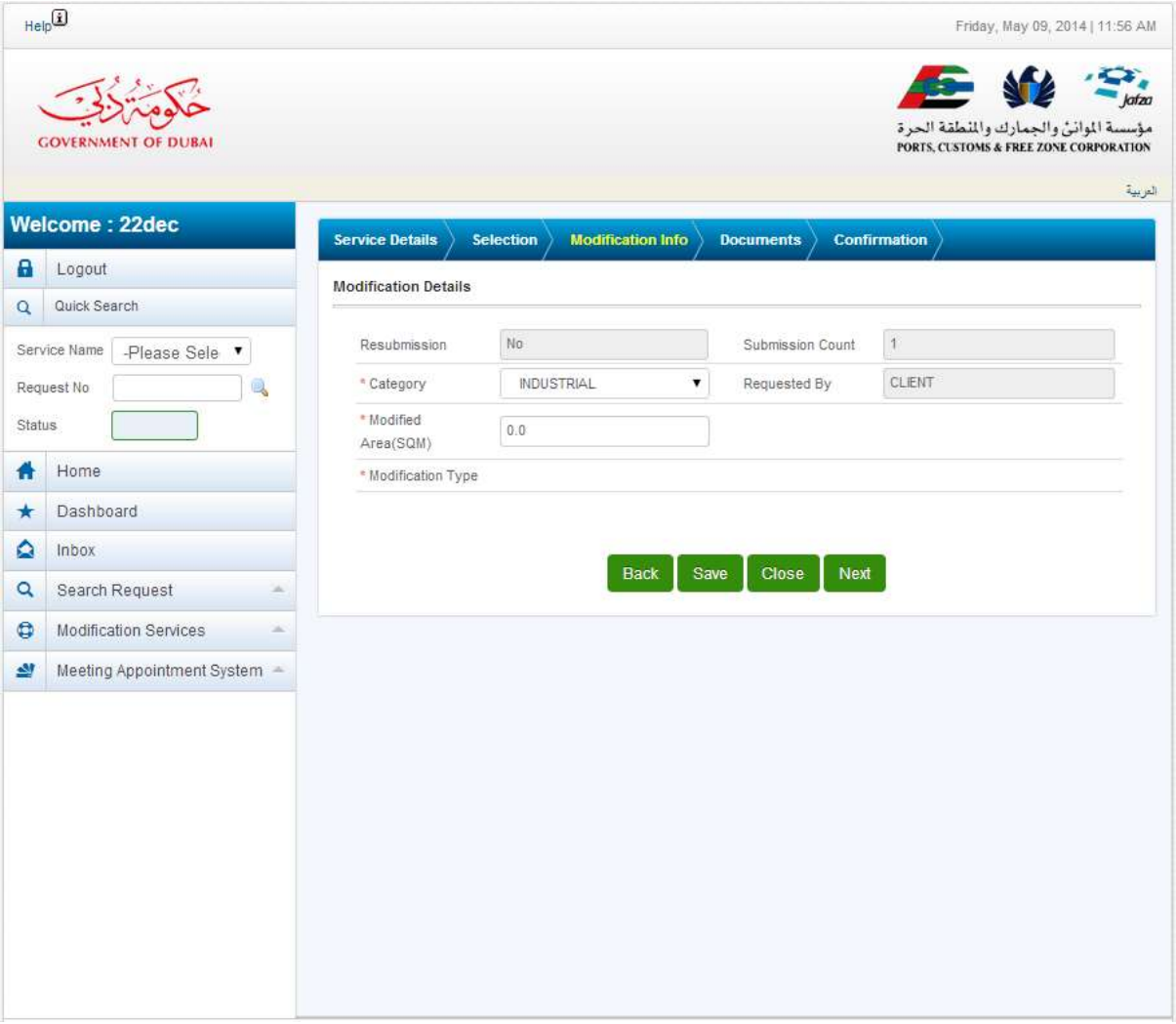
3.1.2.4.2 Selection

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



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.



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

Enter the modified area manually in square meters.

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

Category	Modification Type
Industrial	Gypsum Tile Ceiling
	Plumping
	Electrical
	HVAC

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

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

3.1.2.4.4 Documents

Adding Documents

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

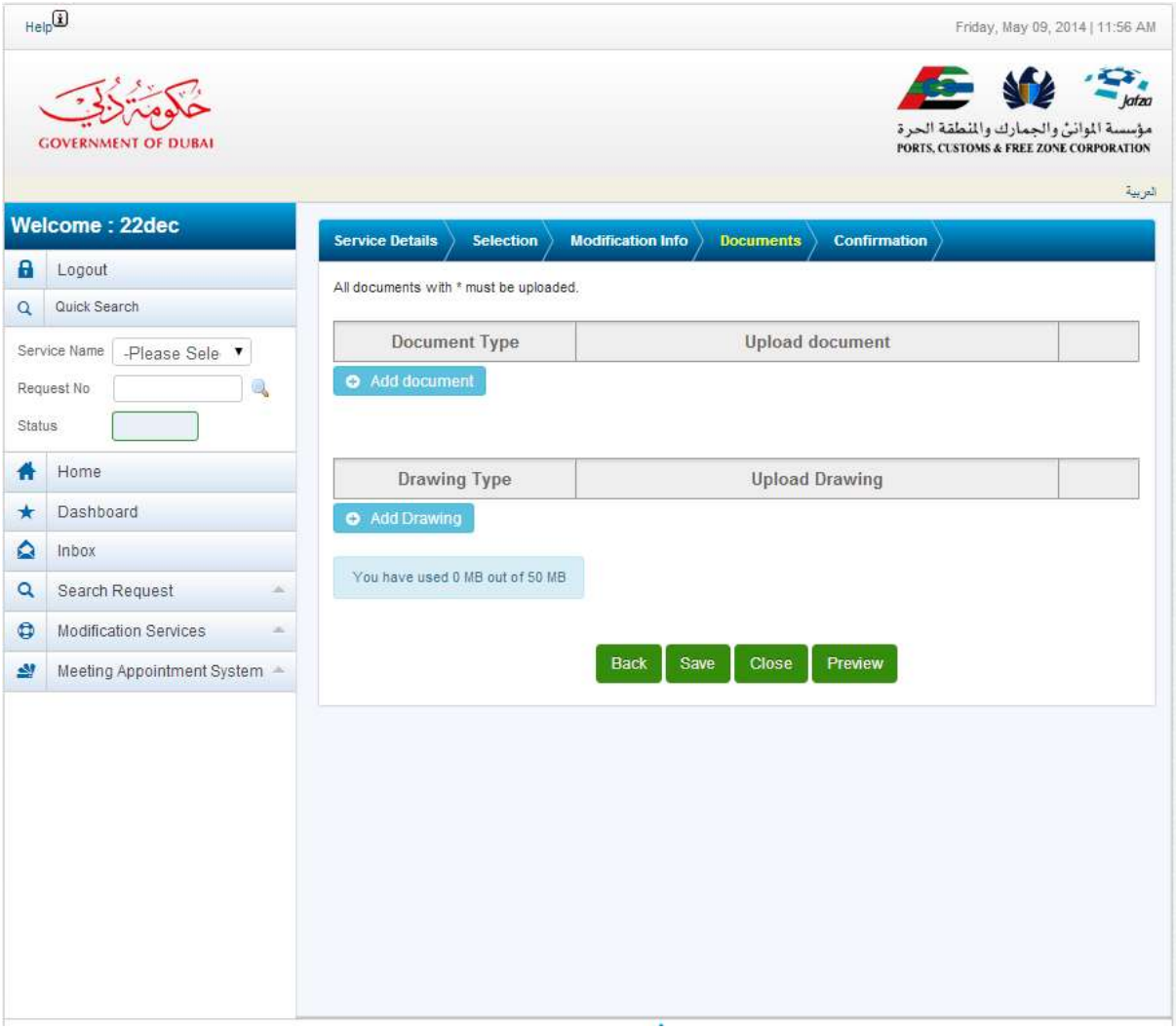
please note that all documents are mandatory.

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

Adding Drawings

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

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



NOTES

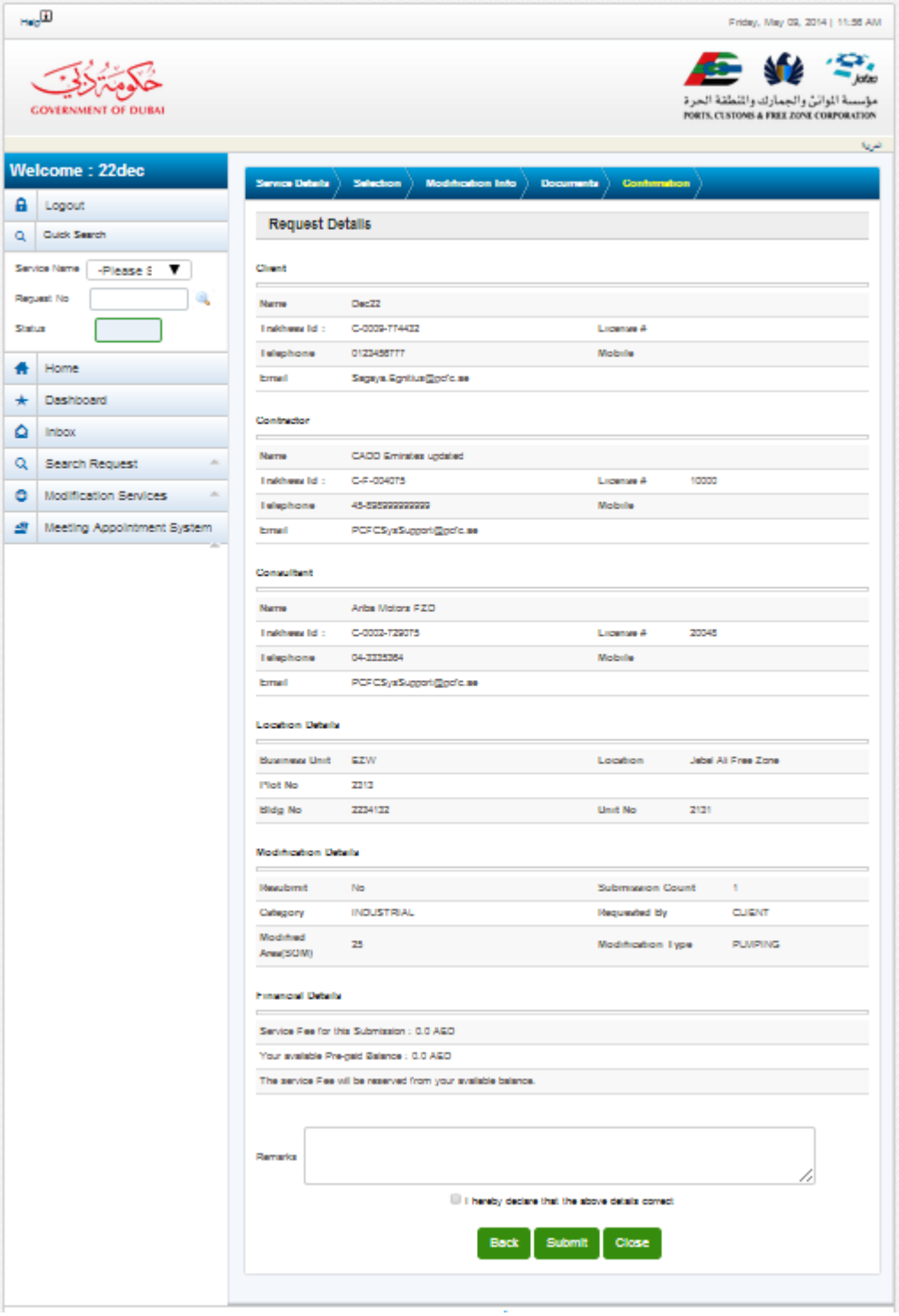
1. User can upload documents and drawings of a maximum size of up to 150 MB.
2. All documents with * are mandatory uploads.

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.

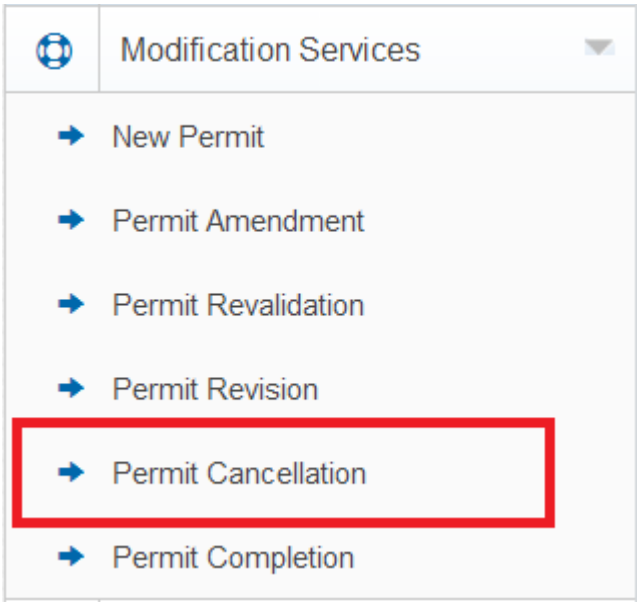


Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he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

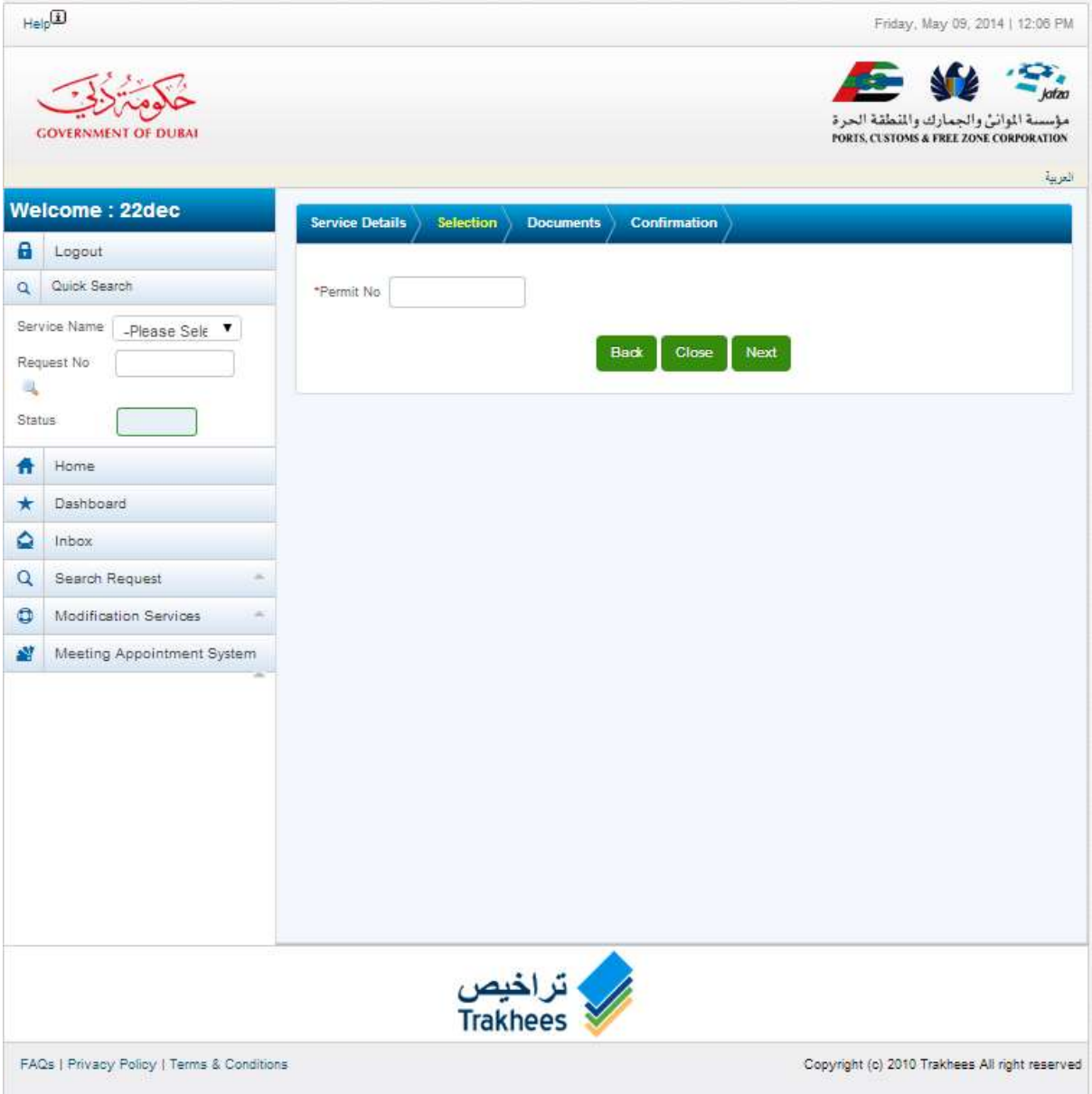
When a user clicks on the Permit Cancellation link, it will open the Service Details tab by default.

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'.



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.

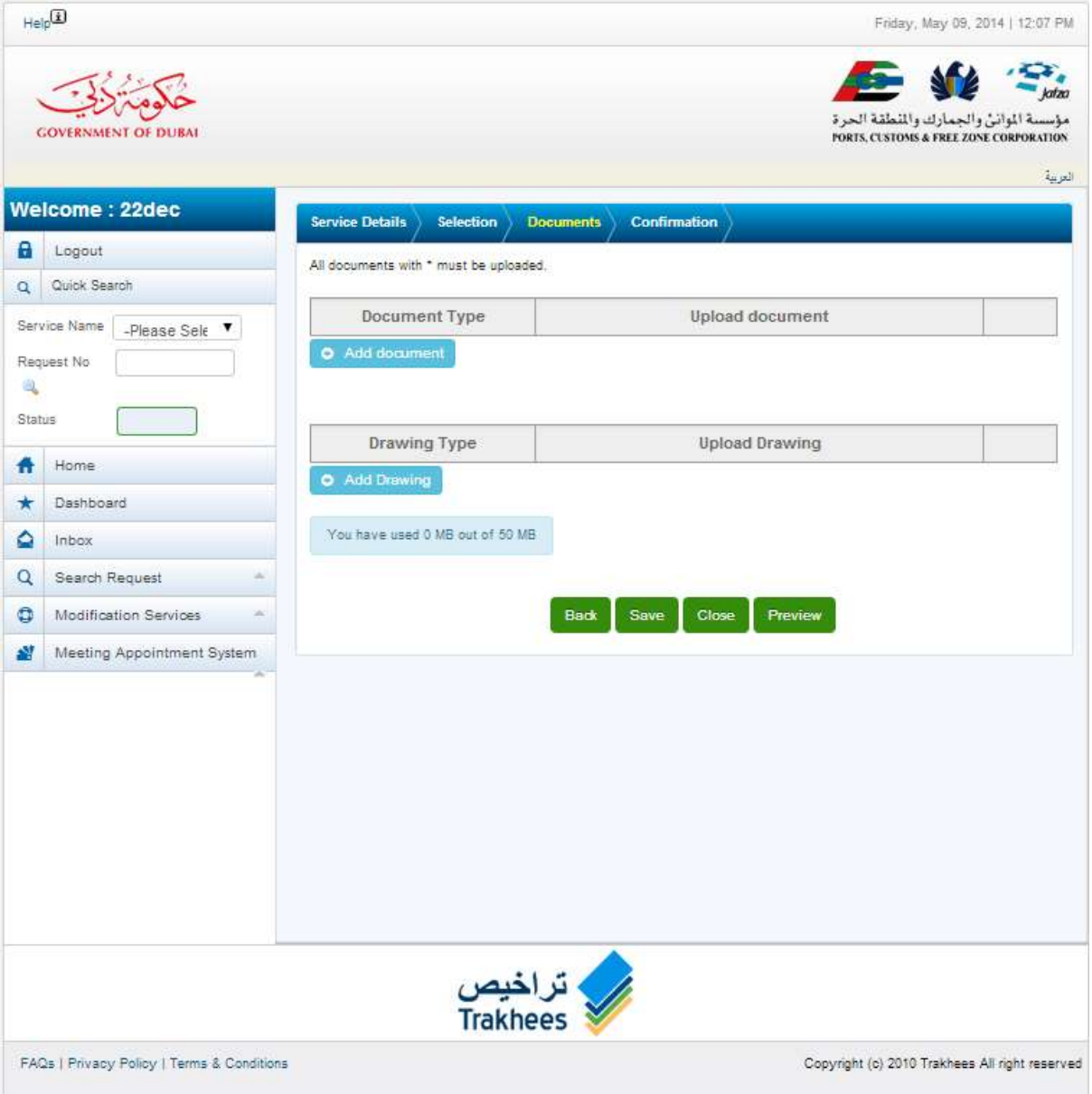
To remove a document once uploaded, click on the Red colour '**REMOVE**' button to the right side.

Adding Drawings

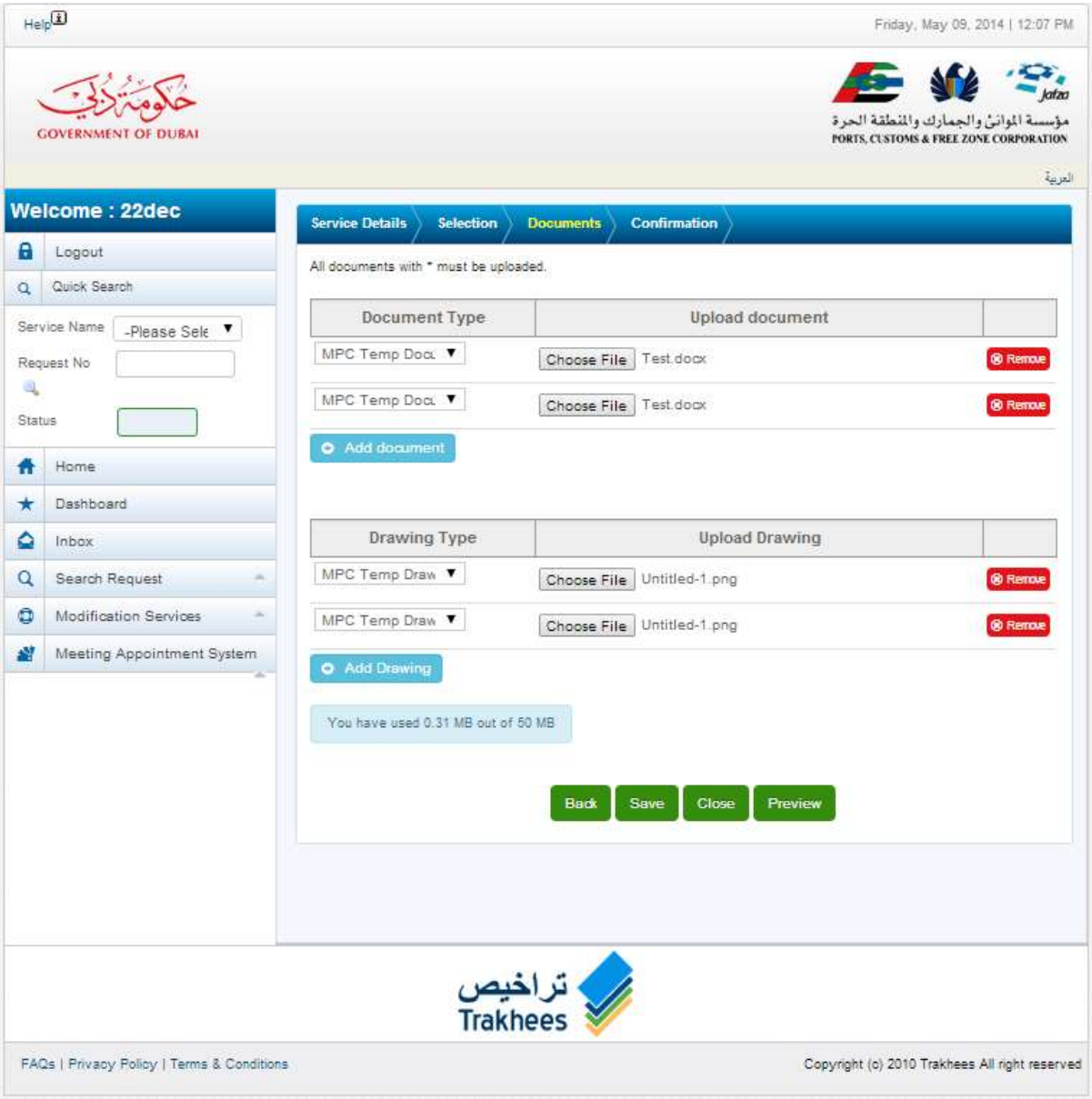
Click on the 'Add Drawings' button to upload the drawing is relevant to the modification plan. Mandatory drawing type to be uploaded is the Utilities Layout Plan. Once the drawing type the selected, click on the choose file button to browse your computer and select the appropriate drawing file.

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



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



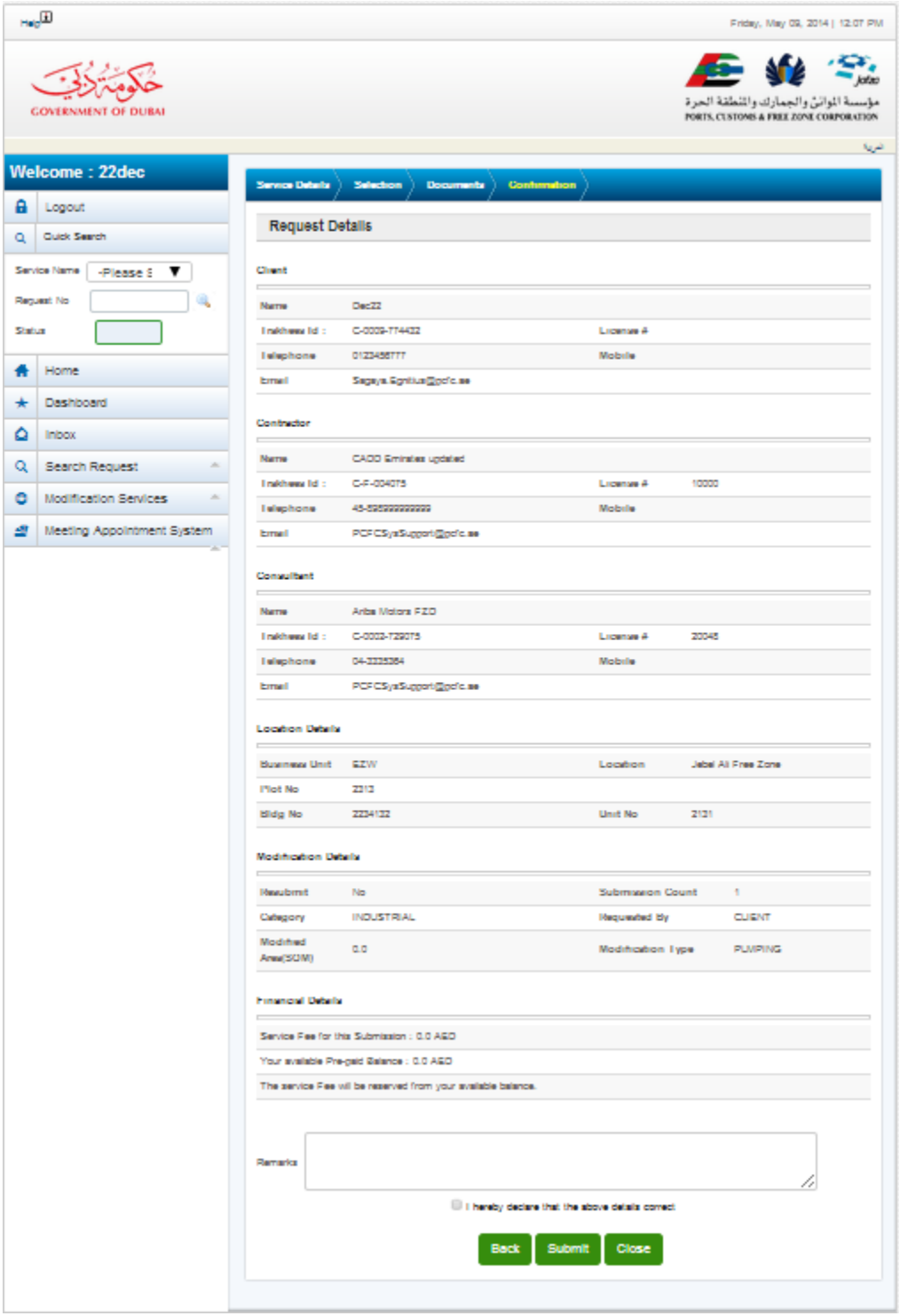
NOTES

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.

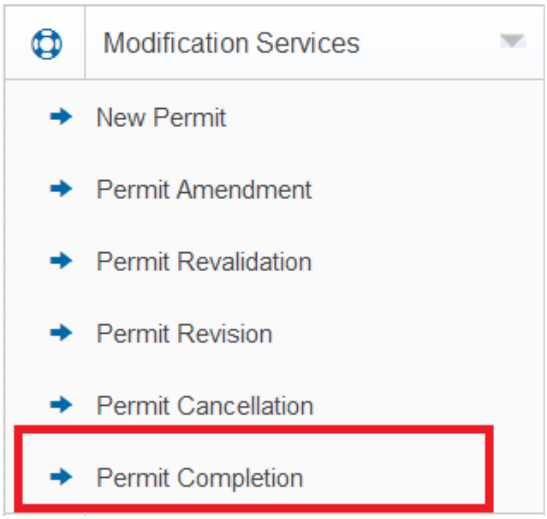


Towards the bottom of the page, there is a Remarks field where the user can enter any notes that is relevant to the request that he is making. To submit the request the user need to click on the checkbox next to the declaration. By checking this box the user declares that all the information that he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

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

3.1.2.6 PERMIT COMPLETION

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



3.1.2.6.1 Service Details

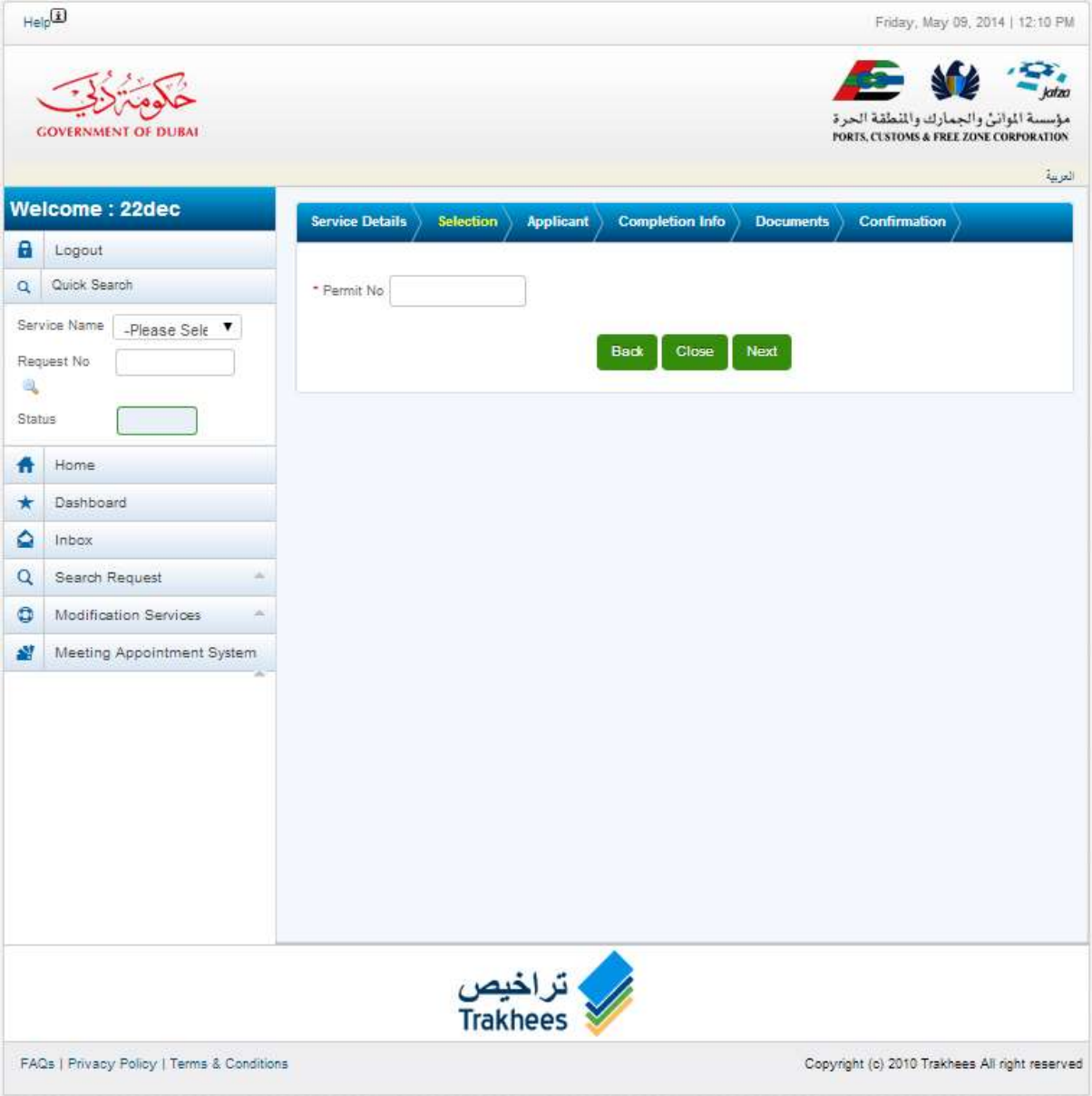
When a user clicks on the Permit Completion link, it will open the Service Details tab by default.

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

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

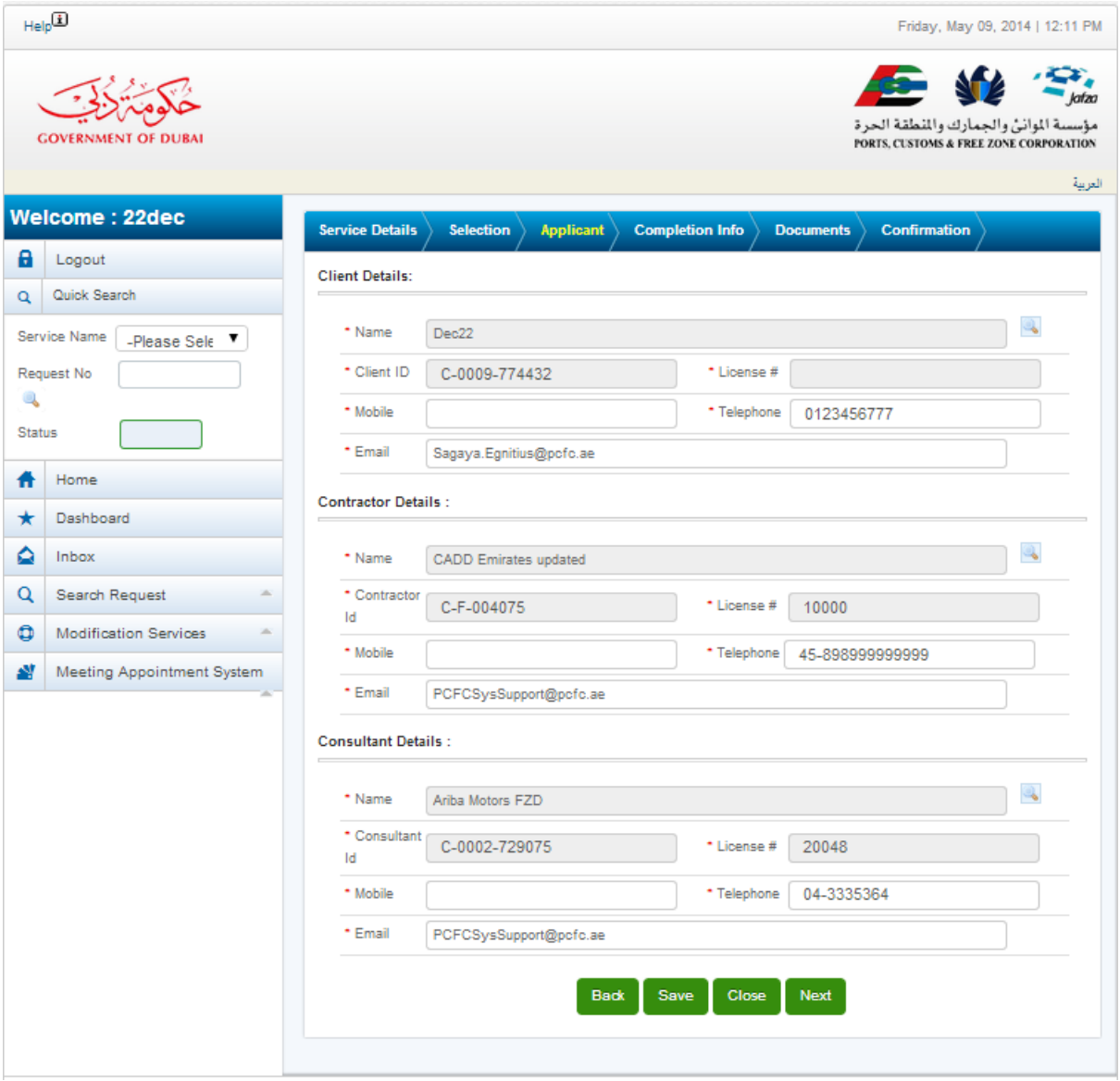
3.1.2.6.2 Selection

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

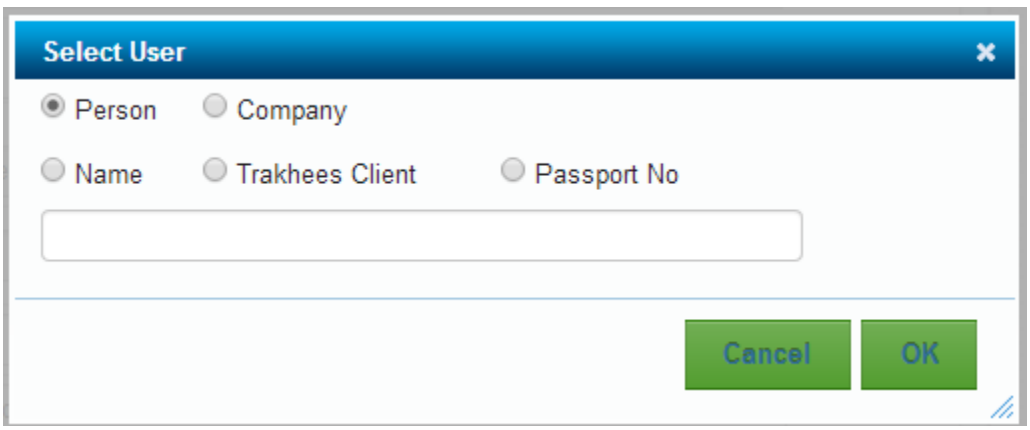


3.1.2.6.3 Applicant

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

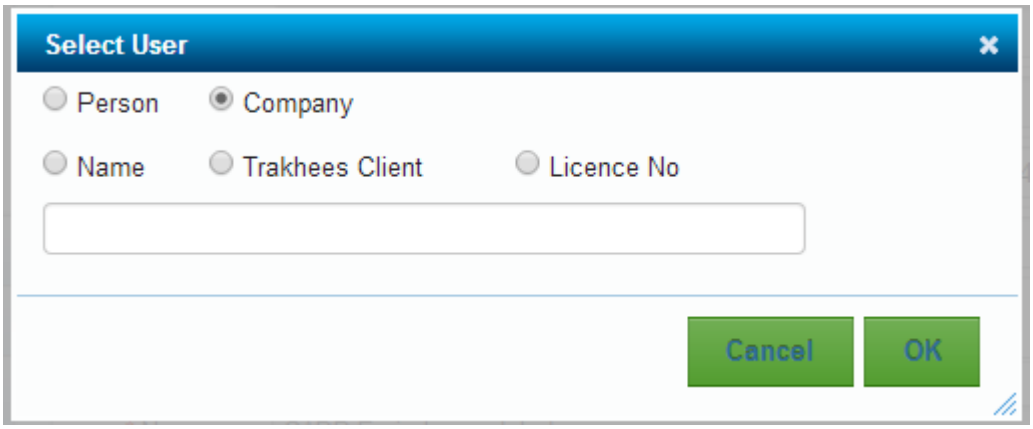


To change a client details click on the search icon next to the name field under section client details this will open the Select User dialogue box. User can search for a person or a company in this dialogue box. If person is selected, then the available search criteria are Name, Trakhees client ID and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



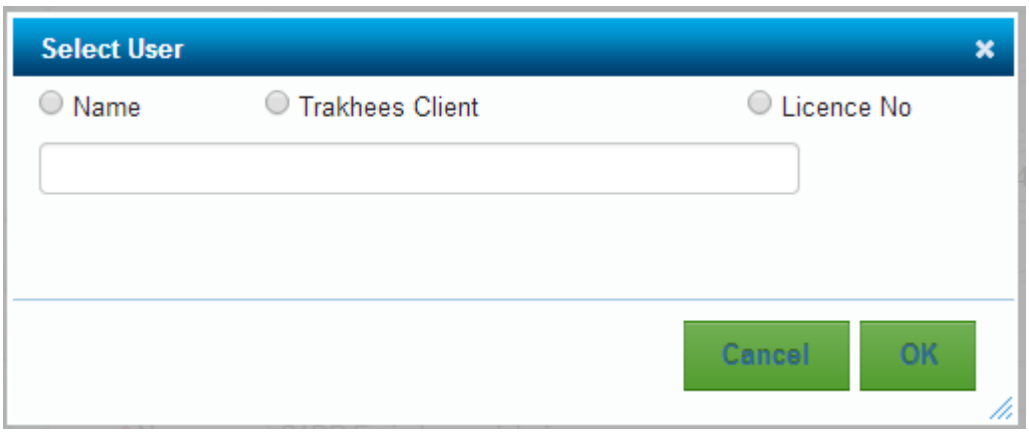
3.1.2.6.3.1 Choose Client

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



3.1.2.6.3.2 Choose Consultant/Contractor

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



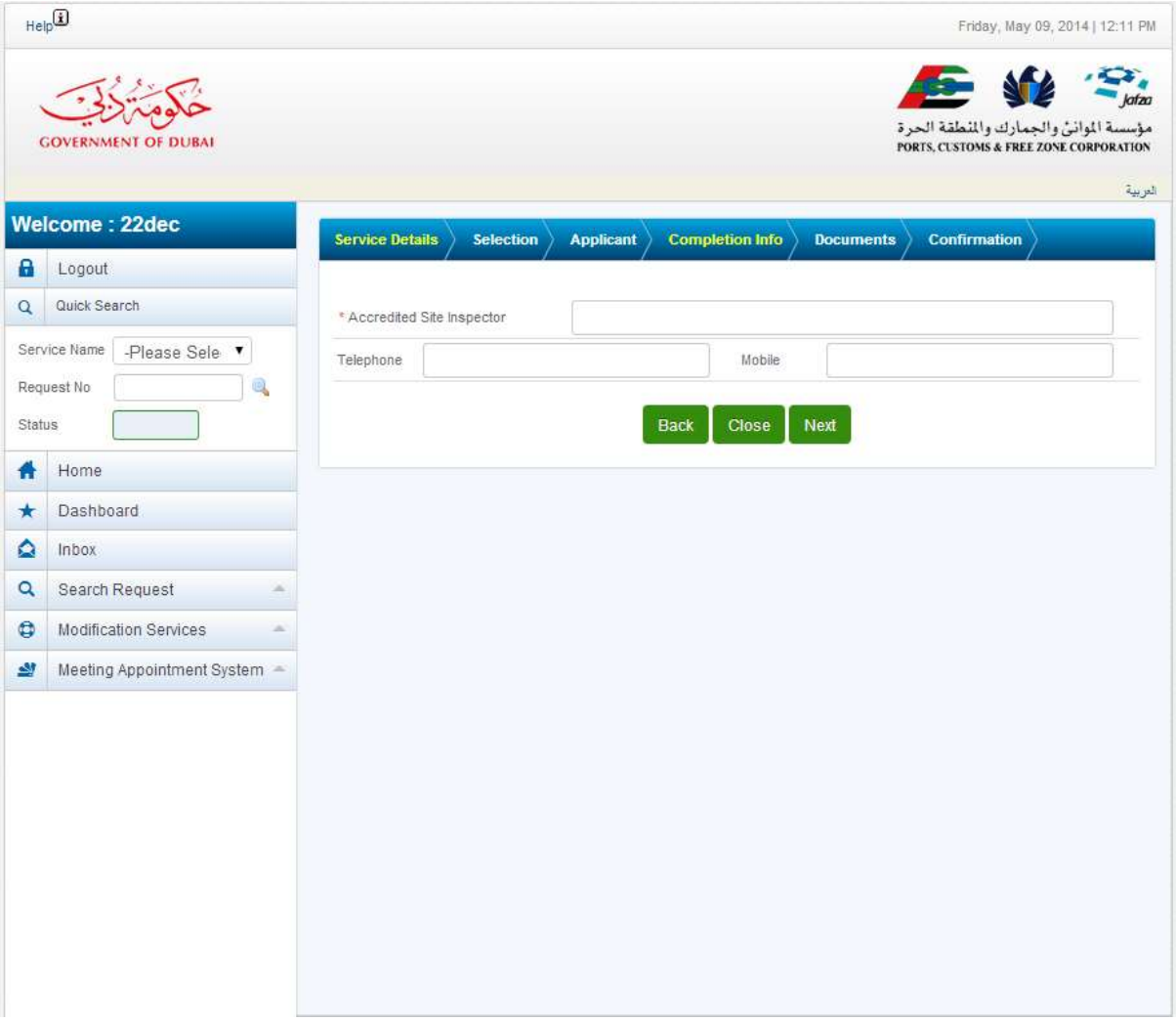
Note that the user can have to enter the mobile phone number, telephone number and e-mail ID manually.

Once all the required changes are made in the Applicant tab, click on the NEXT button to go to the next tab.

3.1.2.6.4 Completion Info

The Fields in this page are:

Accredited Site Inspector, telephone number and mobile phone number.



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.

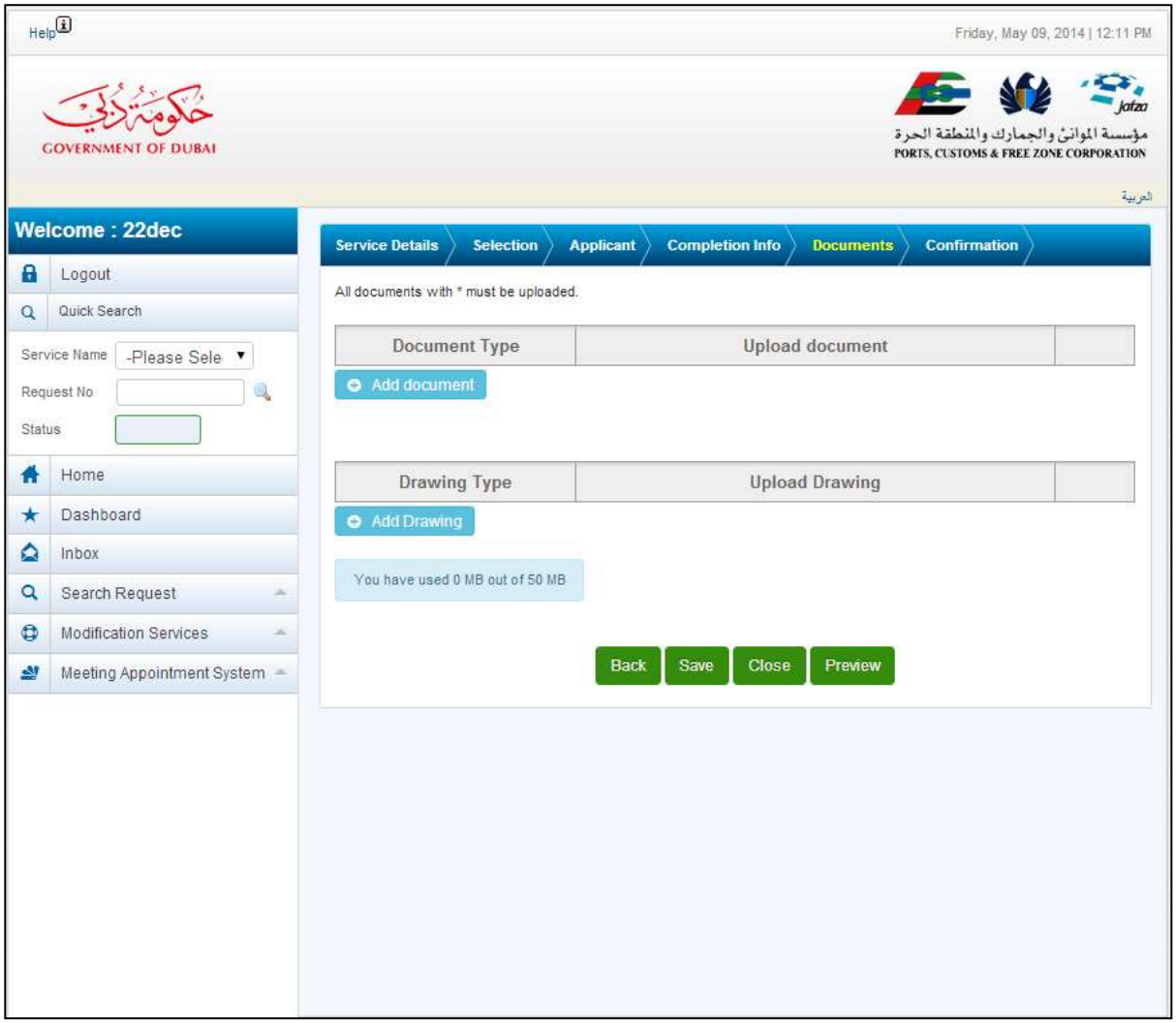
To remove a document once uploaded, click on the Red colour '**REMOVE**' button to the right side.

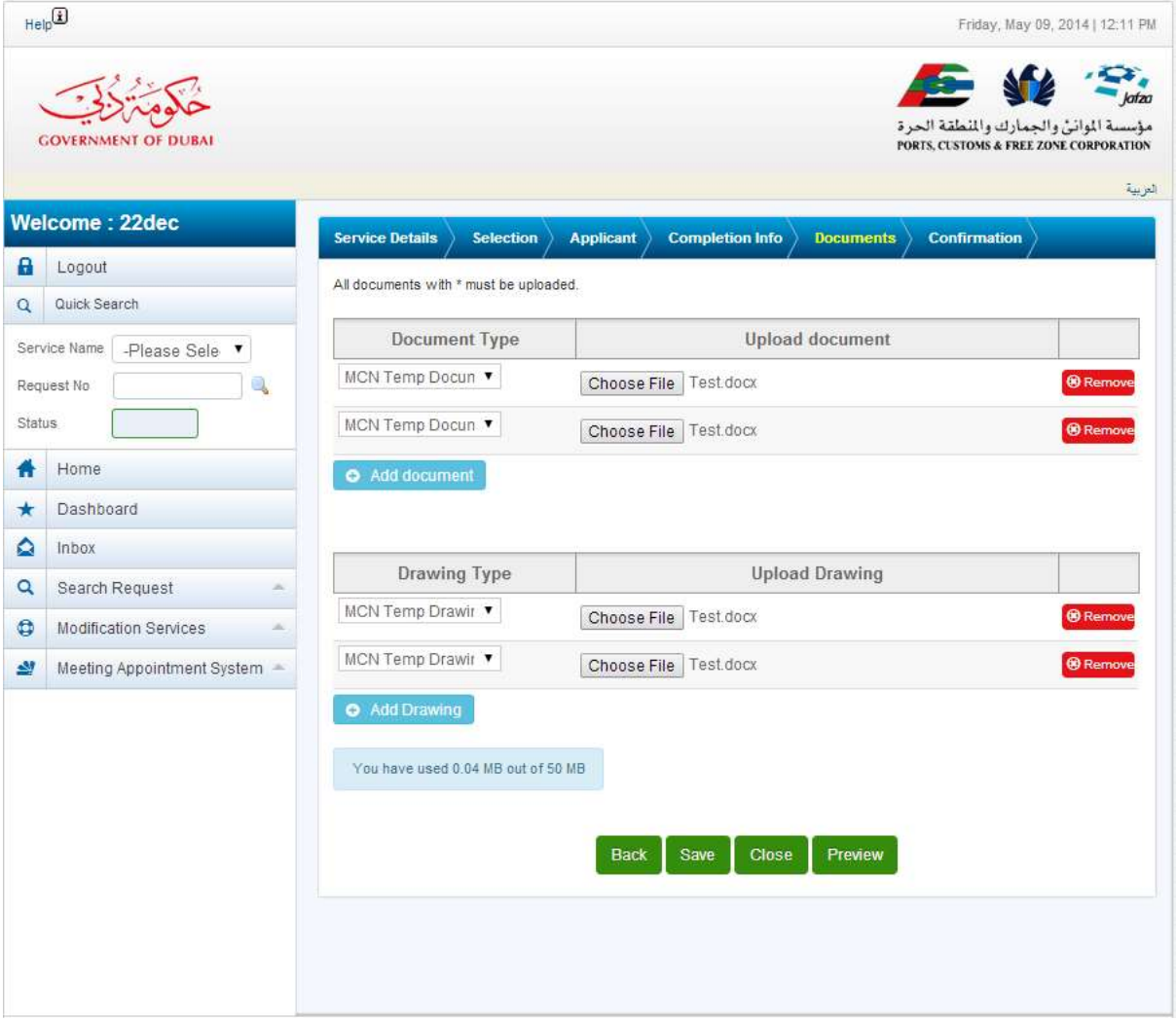
Adding Drawings

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


Help
Friday, May 09, 2014 | 12:11 PM
GOVERNMENT OF DUBAI
مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION
العربية
Welcome : 22dec
Logout
Quick Search
Service Name
-Please Sele
Request No
Status
Home
Dashboard
Inbox
Search Request
Modification Services
Meeting Appointment System
Service Details
Selection
Applicant
Completion Info
Documents
Confirmation
All documents with * must be uploaded.
Document Type
Upload document
Add document
Drawing Type
Upload Drawing
Add Drawing
You have used 0 MB out of 50 MB
Back
Save
Close
Preview



NOTES

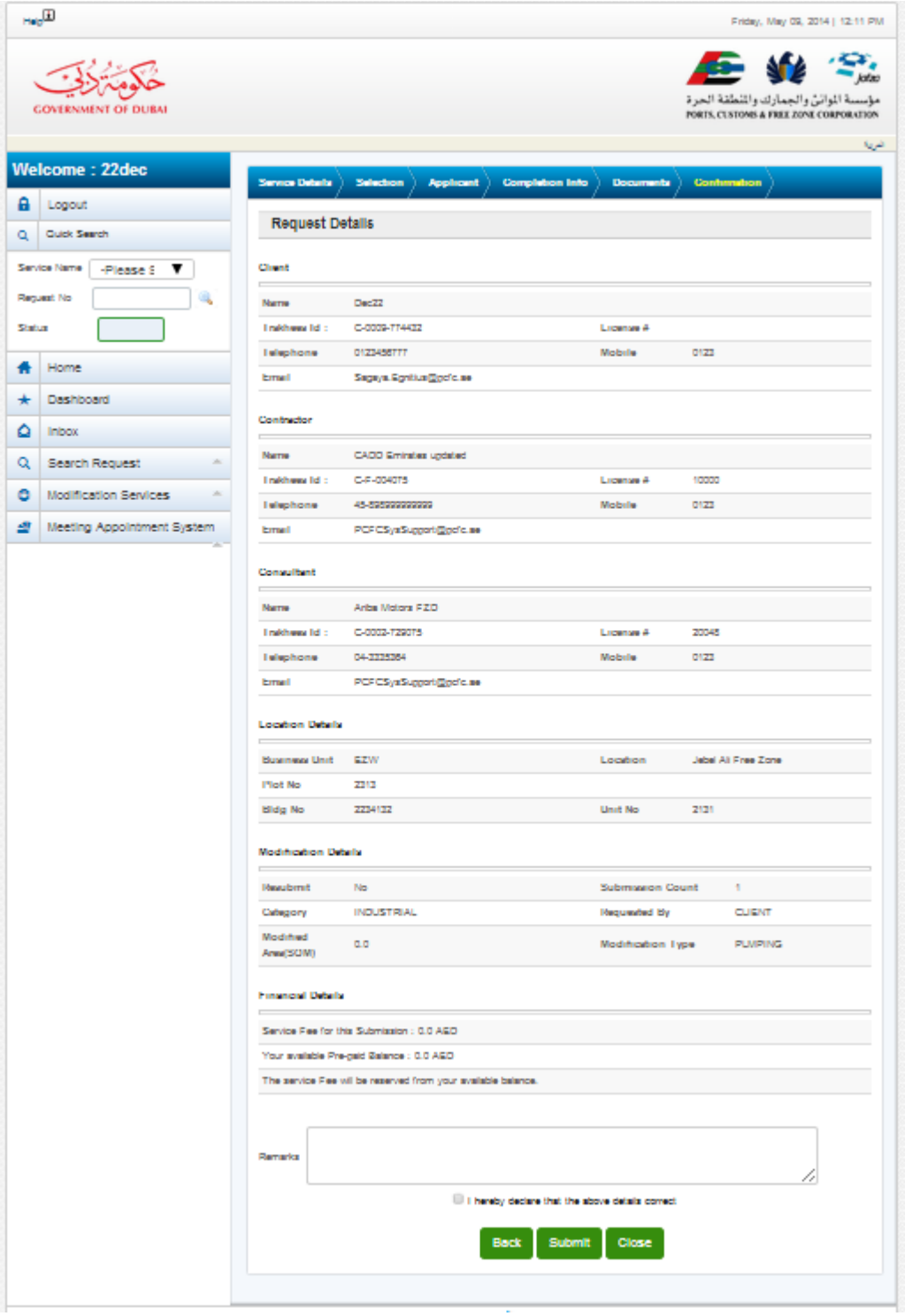
1. User can upload documents and drawings of a maximum size of up to 150 MB.
2. All documents with * are mandatory uploads.

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

3.1.2.6.6 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.



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

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

3.1.2.7 Common Features of all Modification Services Pages

3.1.2.7.1 Navigation

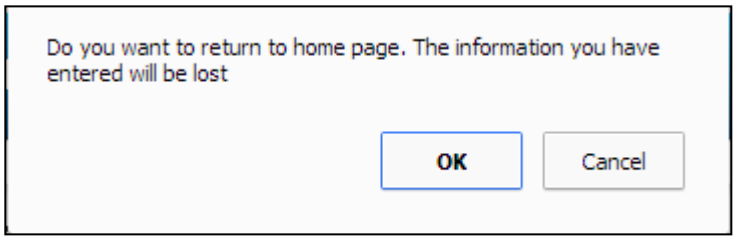
1. A User can go back to the previous tab in any Modification Services page by:

(i) By clicking on the Back button

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

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

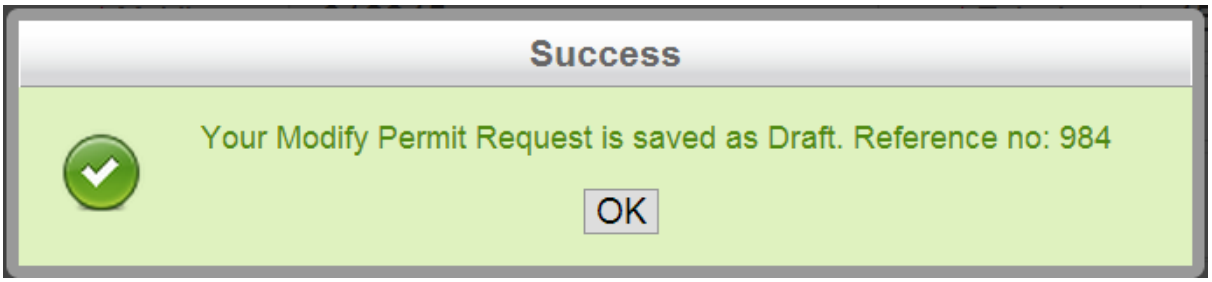
3. A User can terminate the current process at any time by clicking on the Close button. On clicking the Close button, user will be prompted to confirm the action (Please see the image below).



3.1.2.7.2 Save as Draft

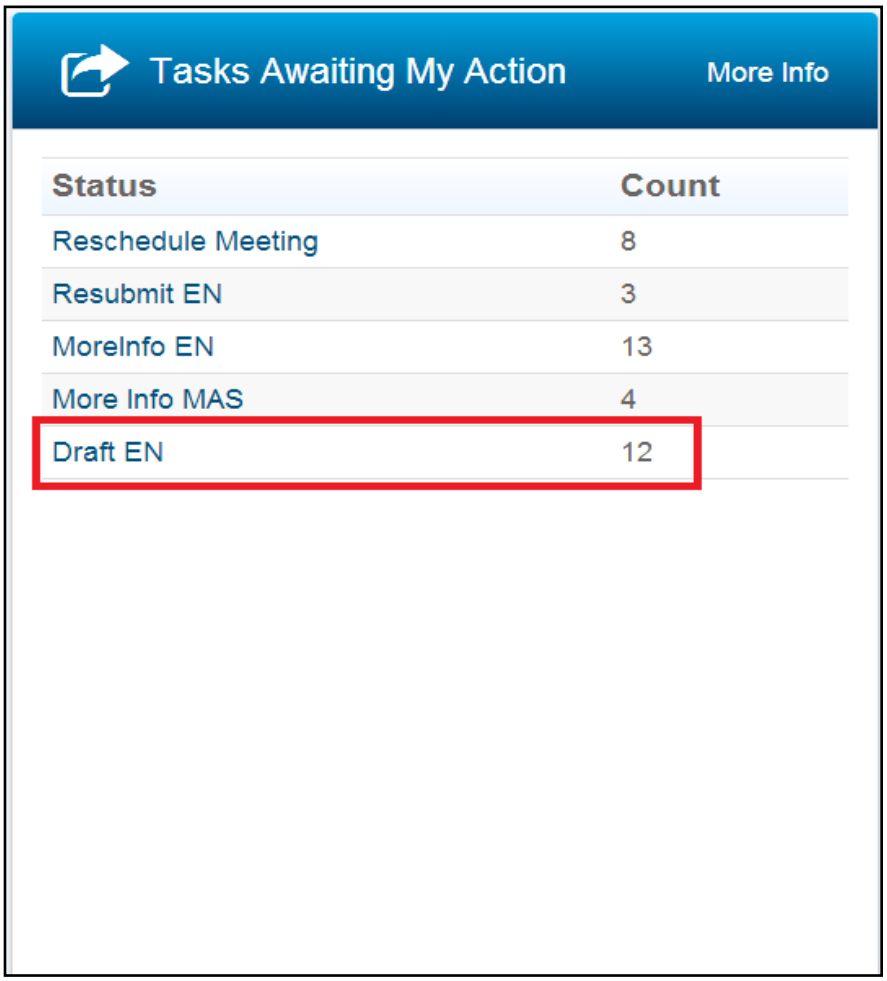
A user can save his/her current Modification Services Request at any point by clicking on the Save button. This will save the current request as a Draft so that they can review and complete the request at a later time.

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

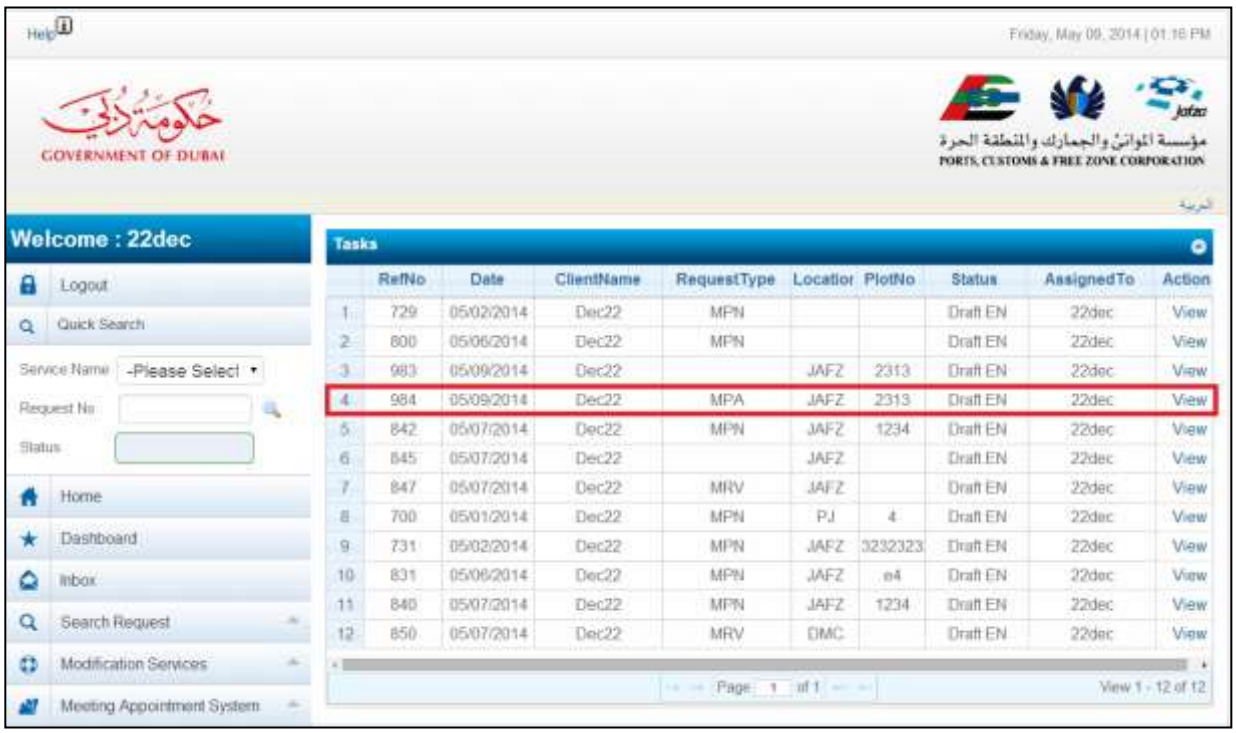


3.1.2.7.3 Accessing a Saved Draft

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



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



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

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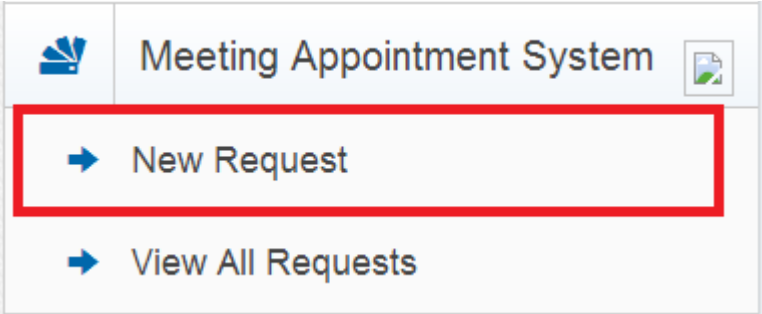
1. The saved Draft will be opened directly to the tab (Applicant, Documents etc.) where the user saved it the last time.
2. User can save the same Request any number of times.
3. If there are a large number of Drafts saved, the Tasks table might have several pages. User can go to the next page by clicking 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

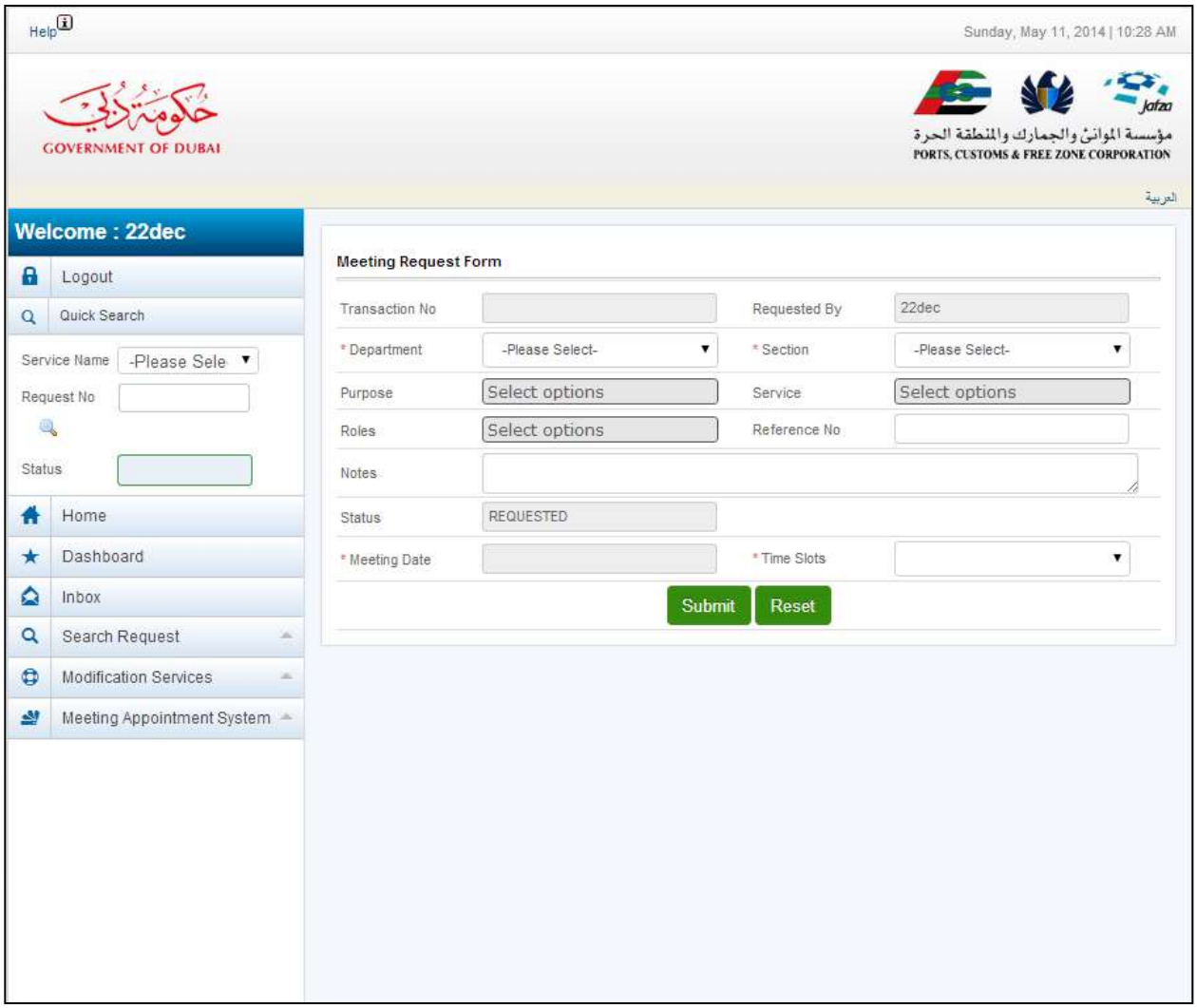
A User can schedule a meeting with the CED staff using the Meeting Appointment System. A user can also reschedule or cancel an already scheduled meeting using this system.

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).



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

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

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

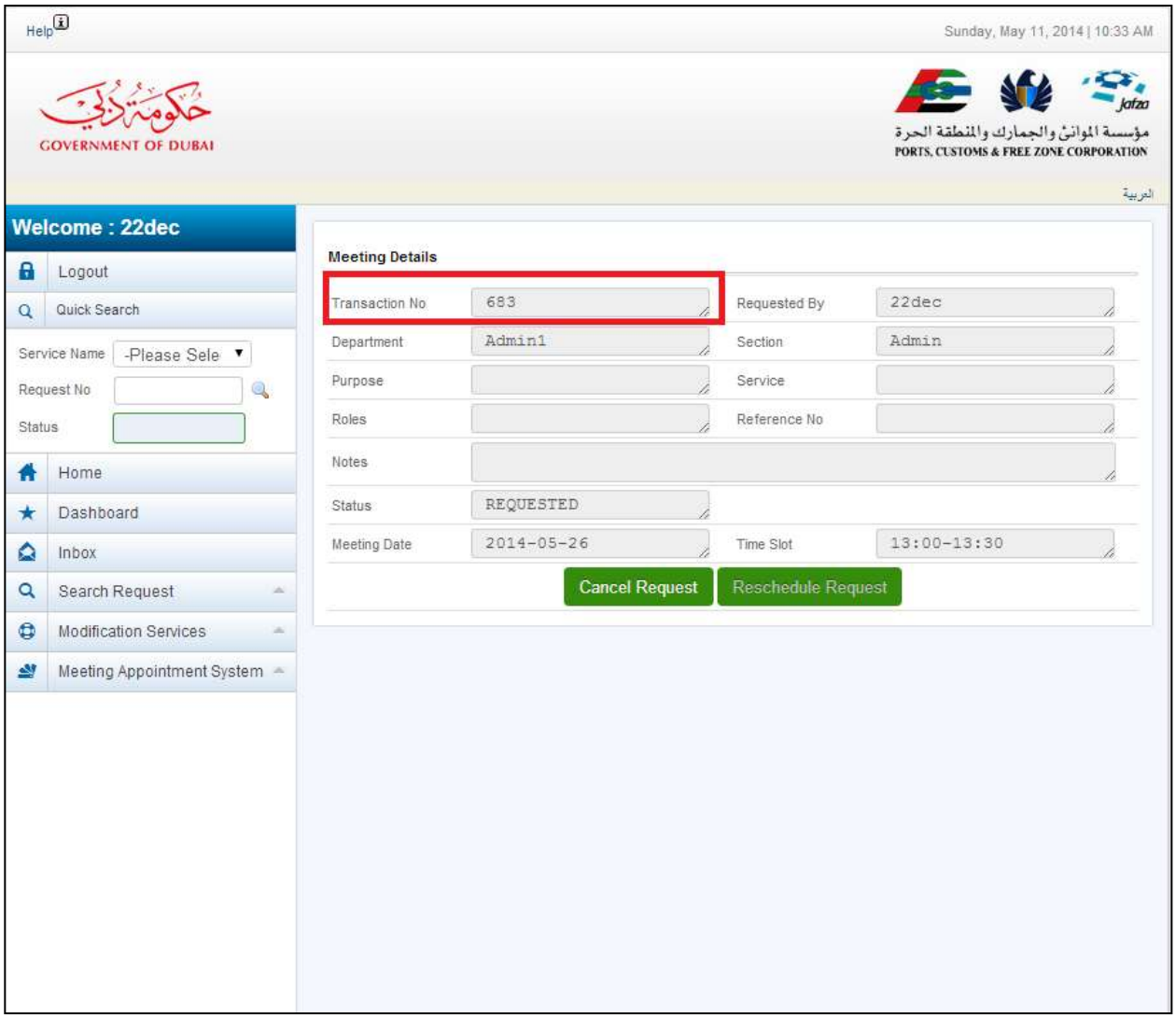
Note 2: If a time slot is NOT taken up by another meeting appointment request (not selected by any meeting in Requested/Approved/Reschedule/More info status), it is said to be available.

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

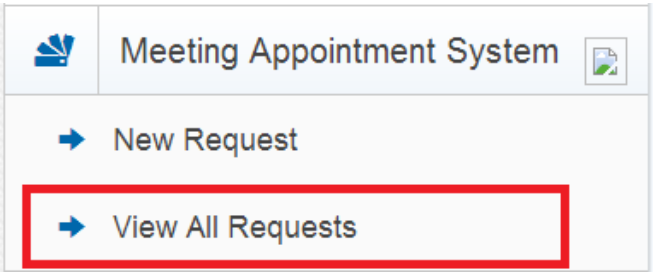
NOTE: All fields marked (*) are mandatory.

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

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

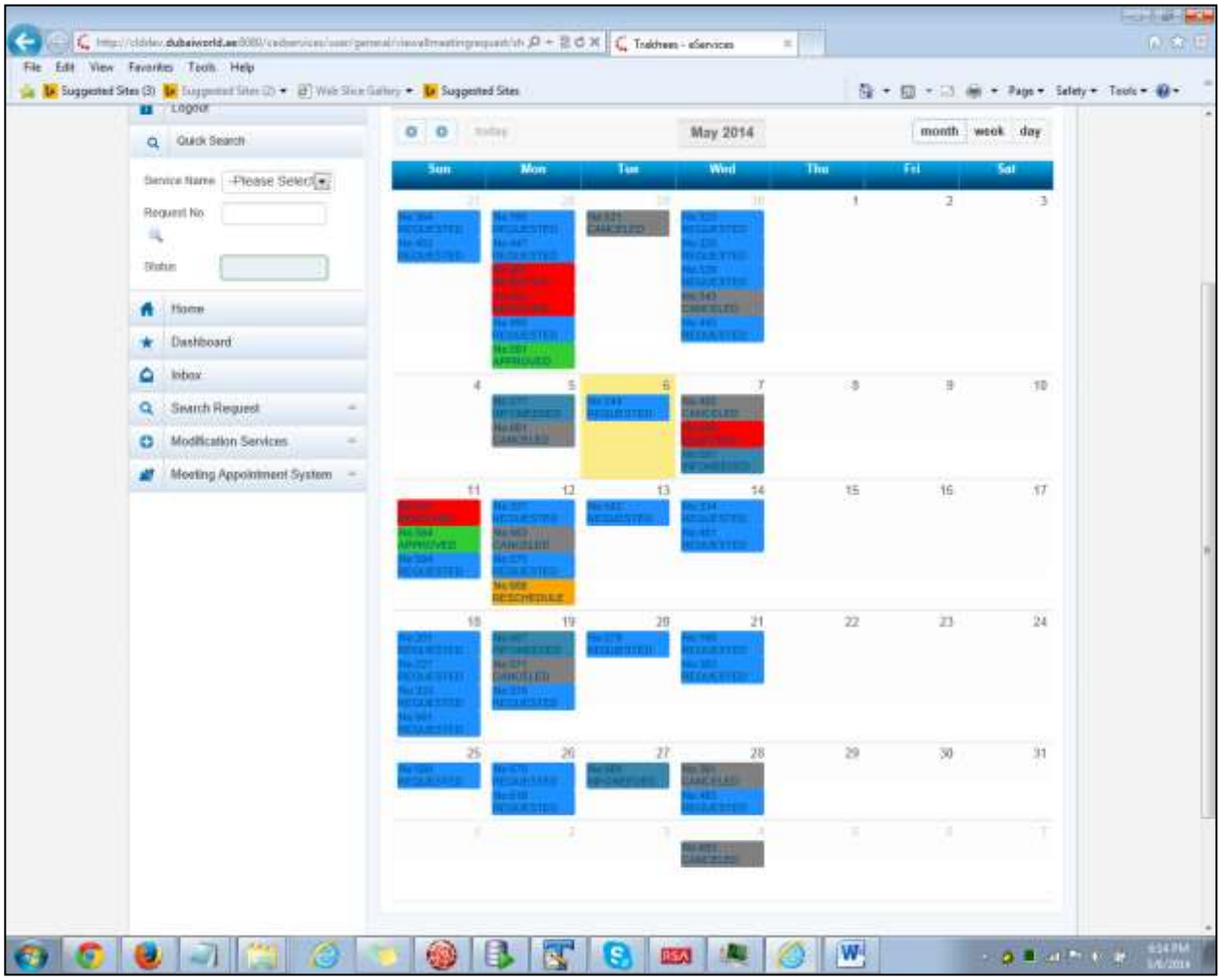


3.1.3.2 Cancel Meeting



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

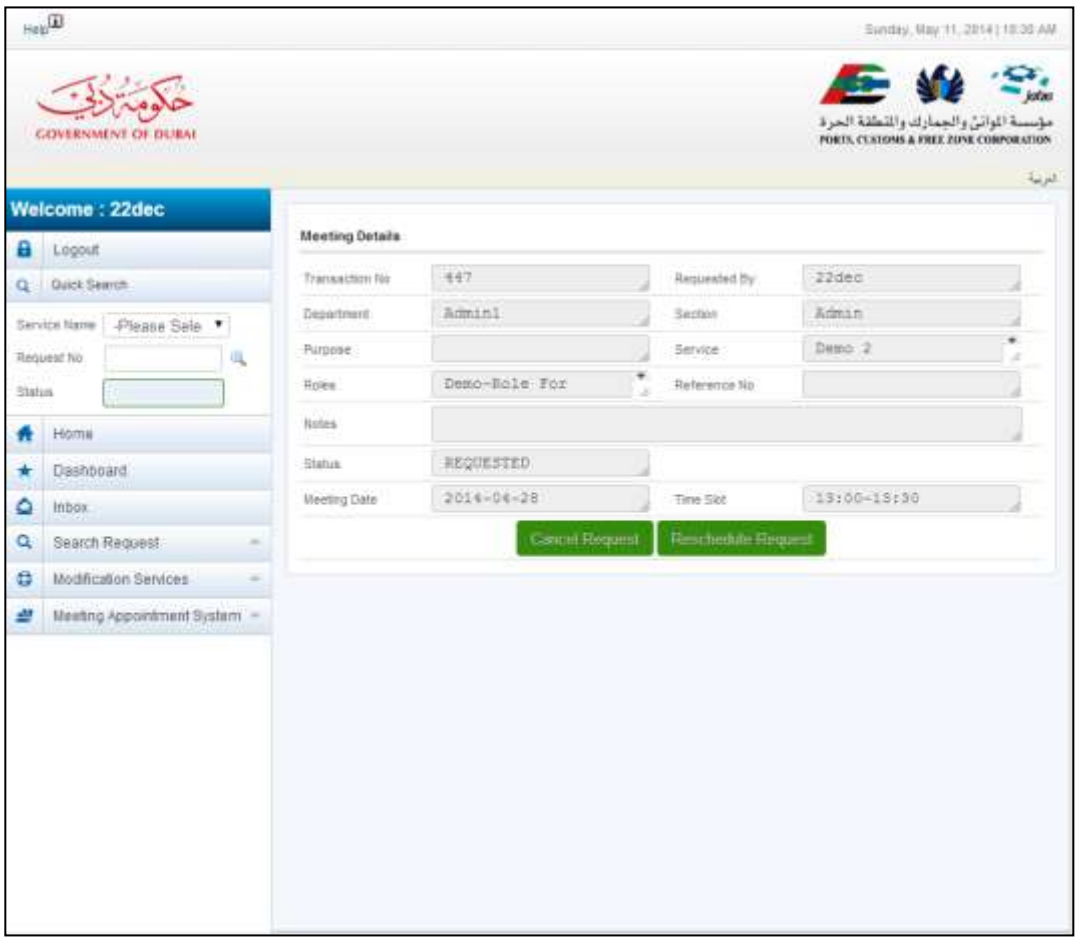
This will open all meetings scheduled by the online user in a calendar view. (Please see the image below).



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)



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:

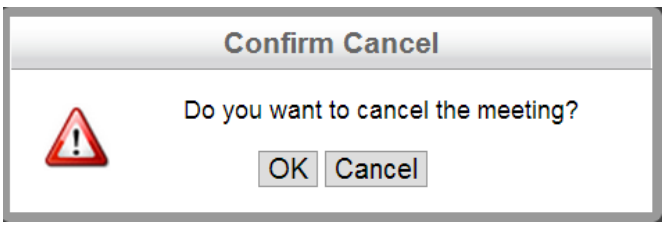
Meeting is at least 2 days later than today.

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).



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

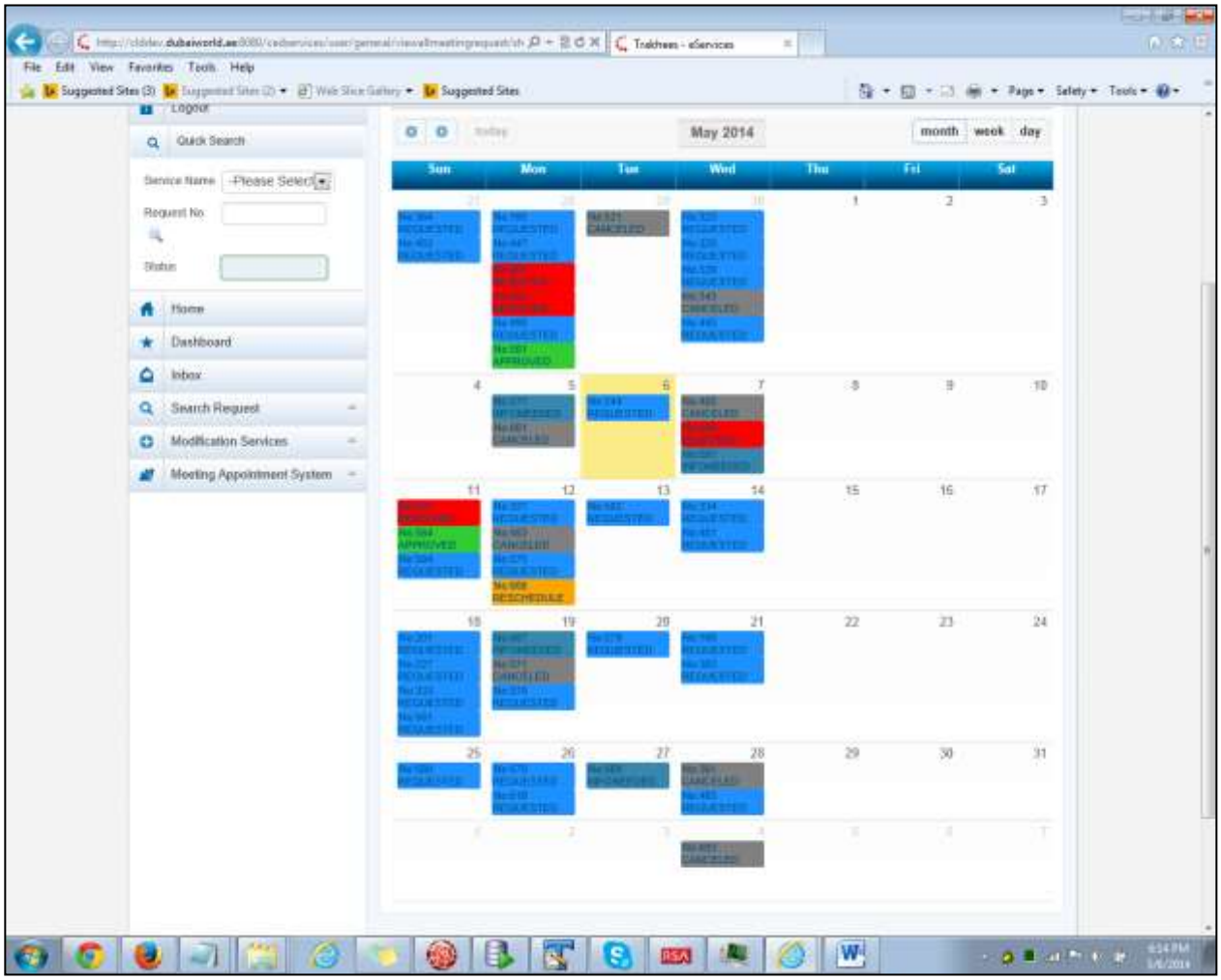
The status is changed from "Requested" to "Cancelled". Details are shown to the user on the screen.

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).

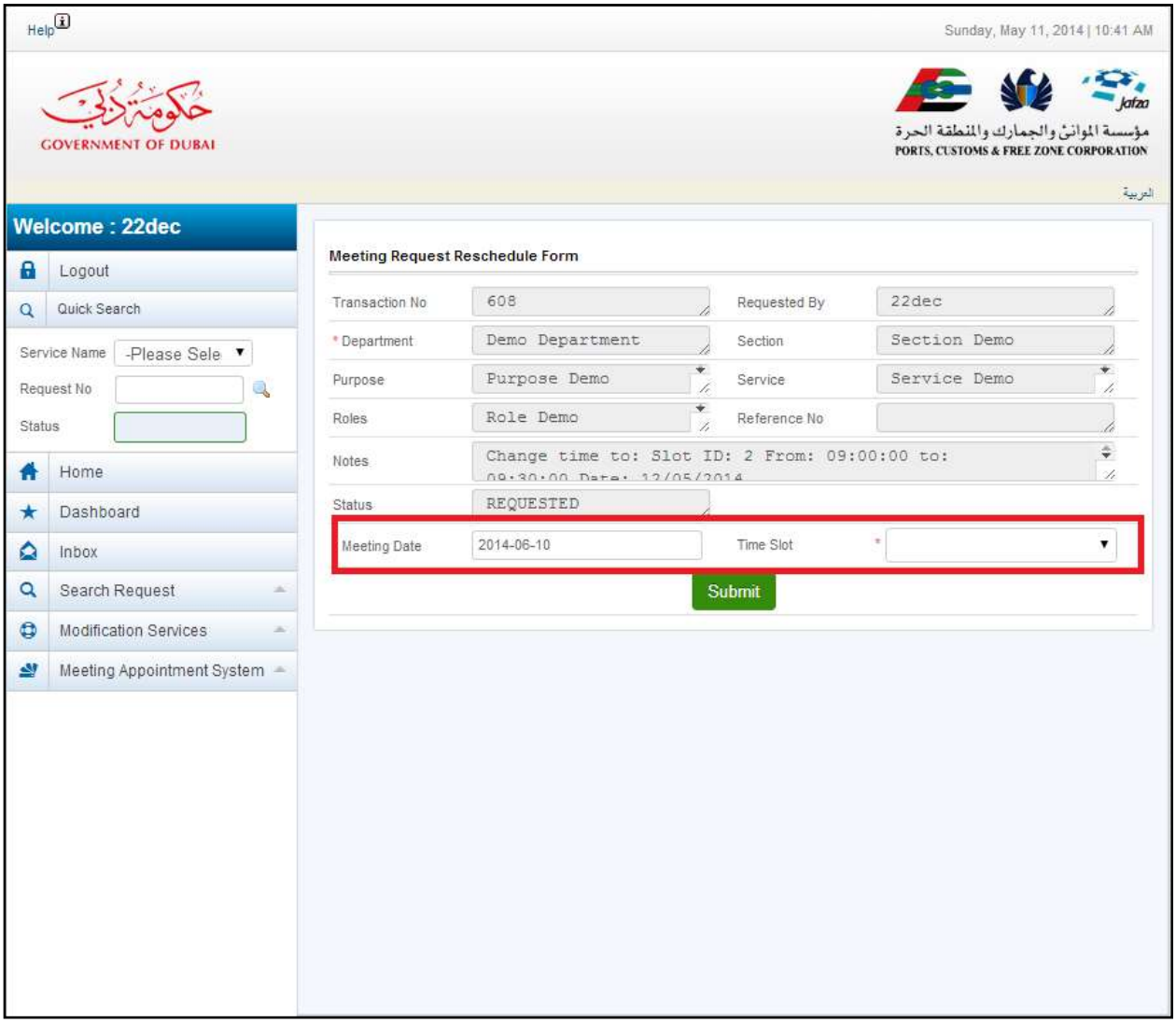


All the meetings will be displayed following colour code:

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

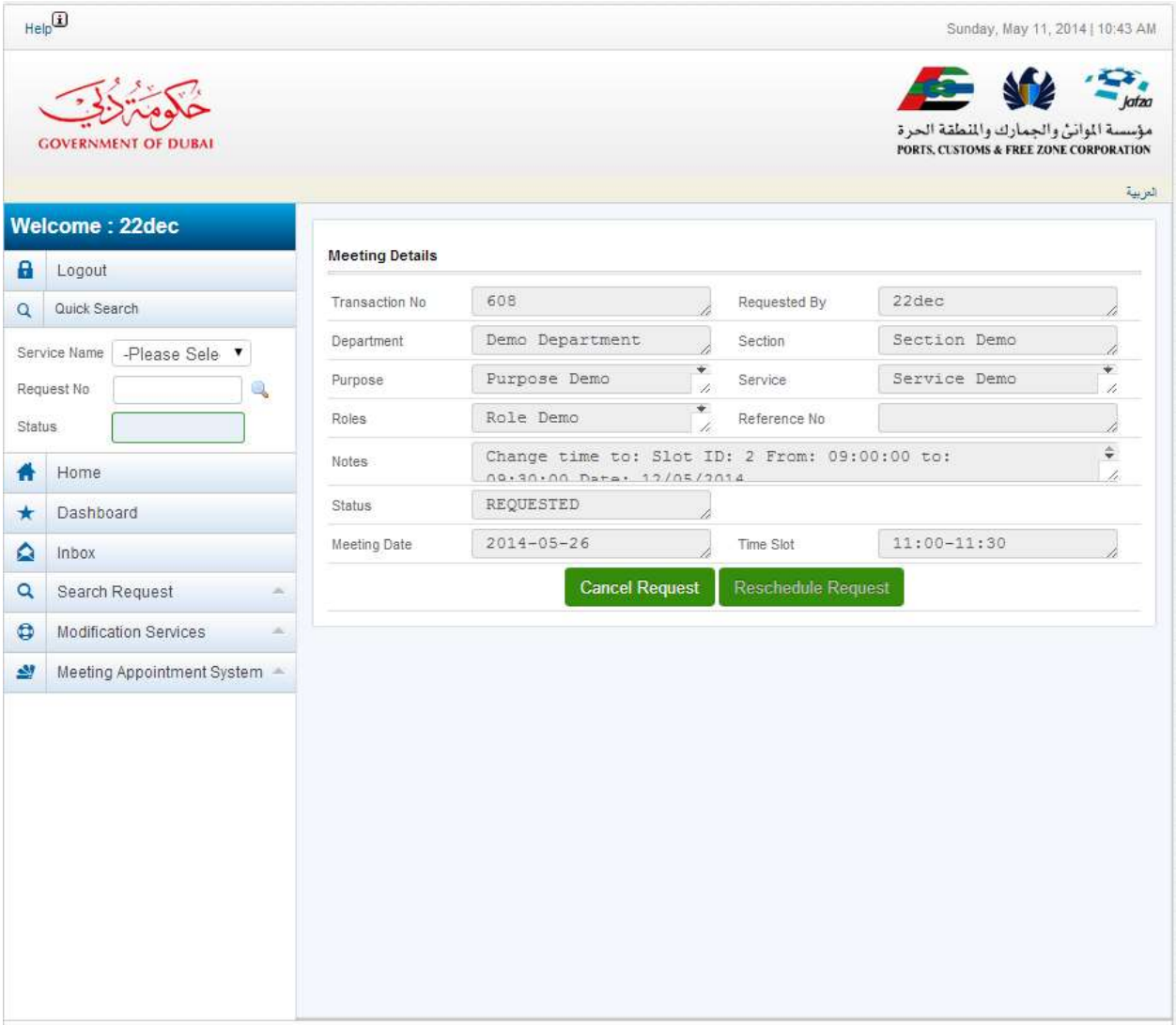
When user clicks on any of the meetings, the respective meeting details will be displayed on the screen. (Please see the image below)

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)



The user will be able to edit only the Meeting Date and Timeslot fields. All other fields are non-editable.

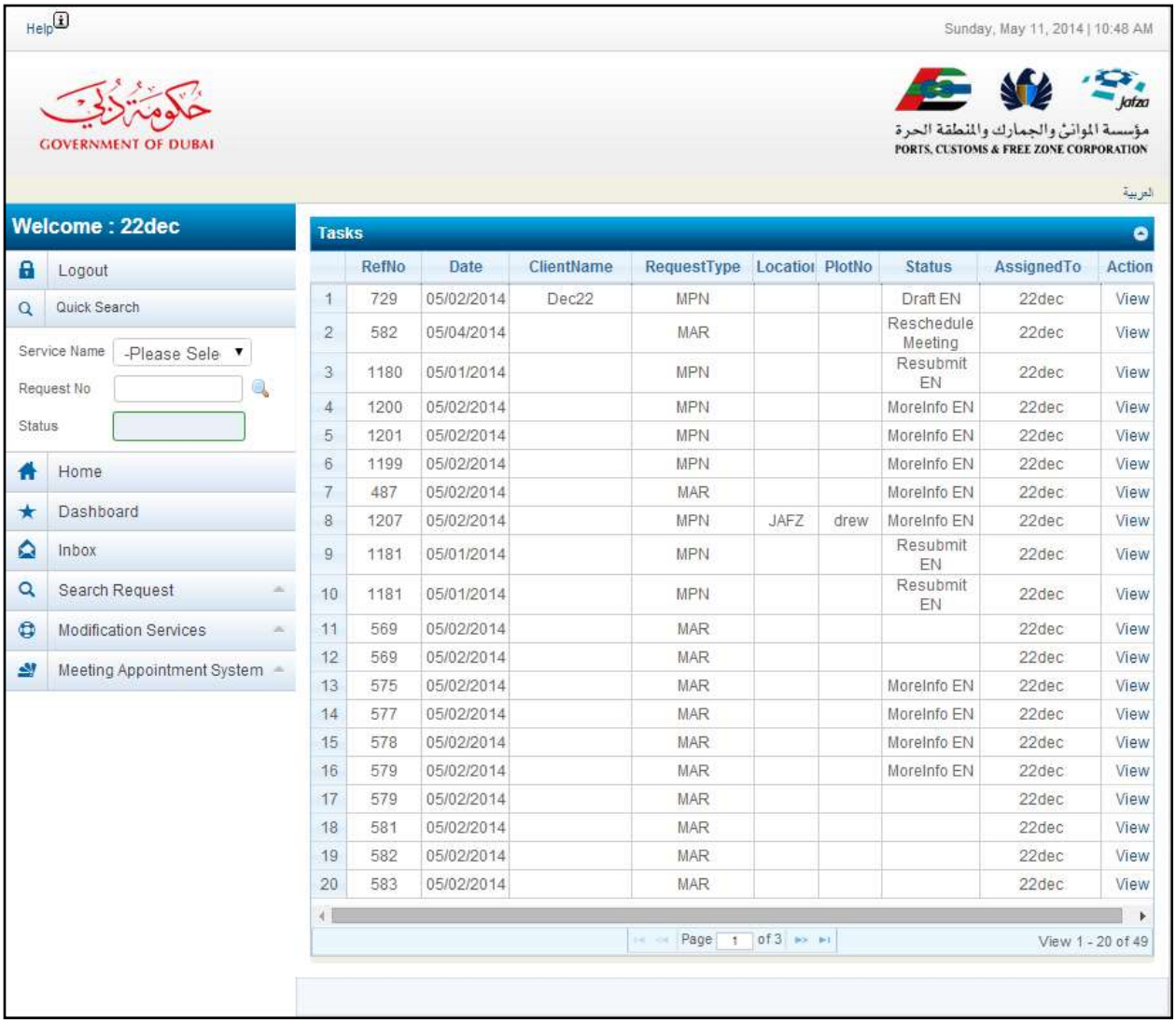
Select the new Meeting Date and the new Timeslot for the meeting and click on the Submit button to submit the Reschedule Meeting Request to the back office and the confirmation screen will be displayed to the online user. (Please see the image below)



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)

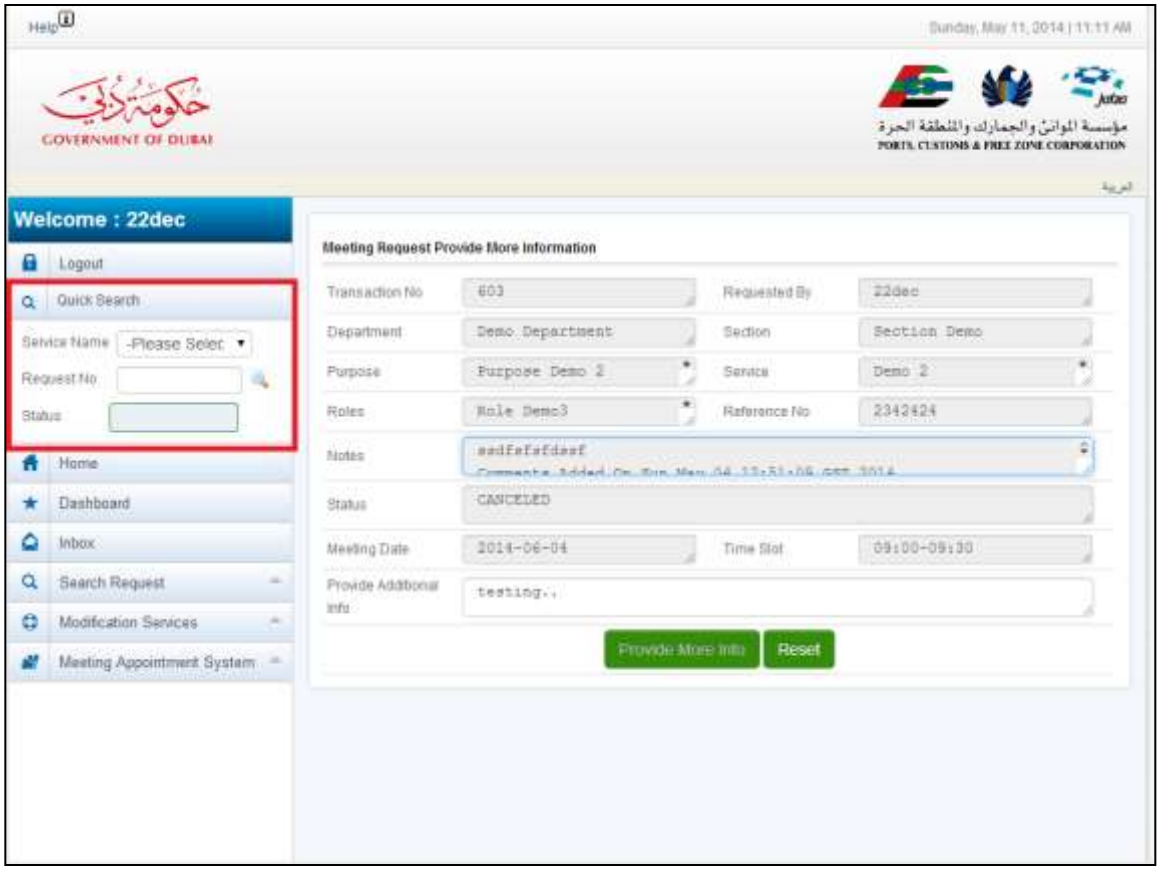


User can view the details of any request by simply clicking on the corresponding 'View' link towards the right side.

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).

3.1.5 Quick Search

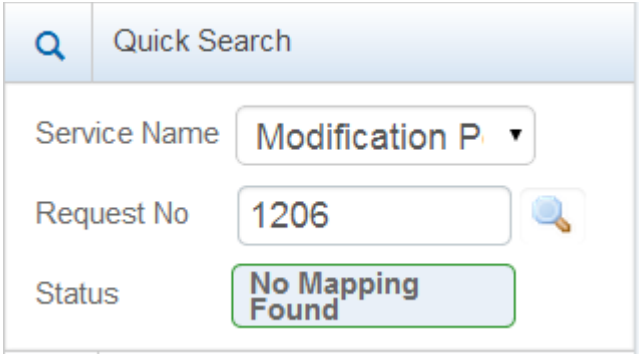
User can access the status of any Request easily through the Quick Search function. It can be accessed from the Quick Search link on the left sidebar. (Please see the image below)



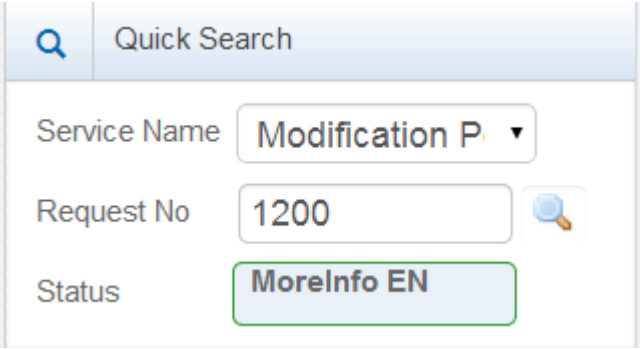
User can select service type from the “Service Name” select box under Quick Search in the menu. User can enter the transaction number in the “Request No” text box and then hit the Search icon to search for the status.

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

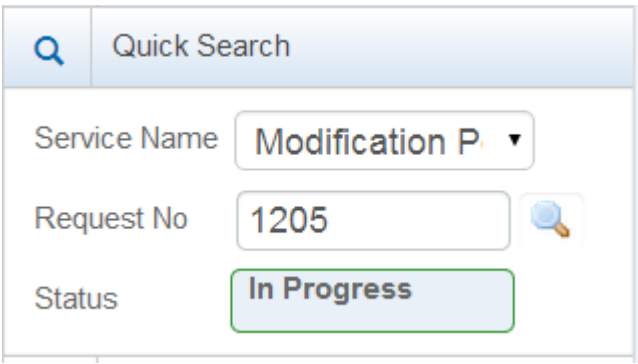
Example 1: Invalid Request No/Service Name



Example 2: Modification Permit Request in More Info status

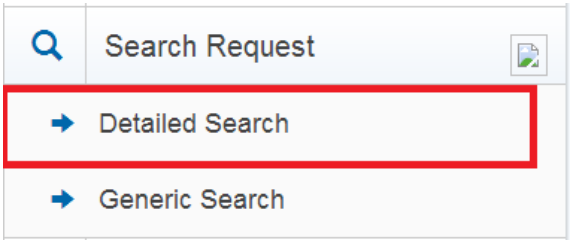


Example 3: Modification Permit Request in 'In Progress' status

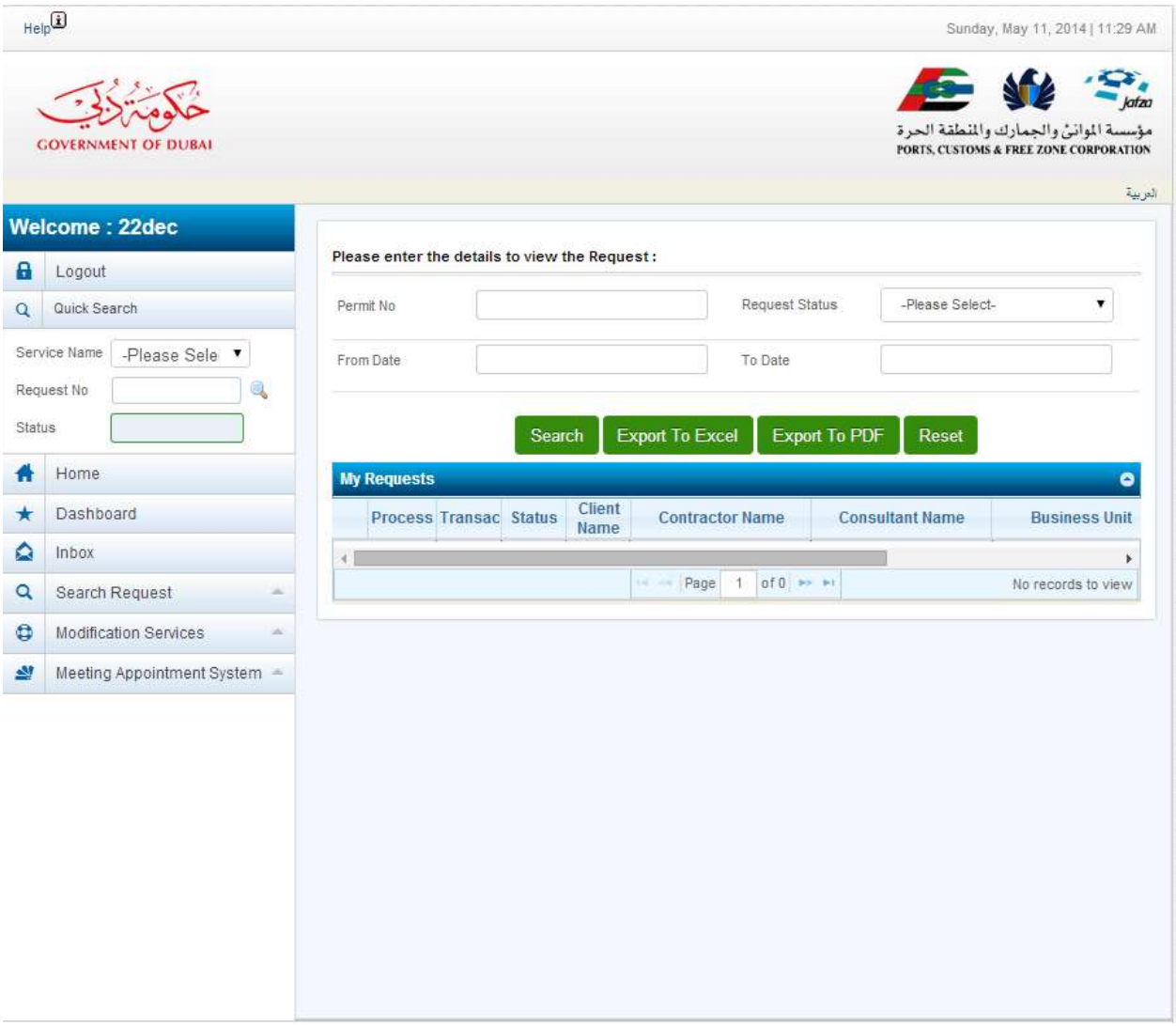


3.1.6 Detailed Search

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.

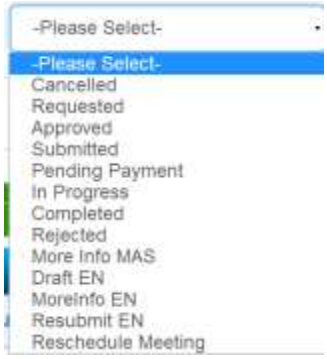


The user is provided with the form to enter search criteria.



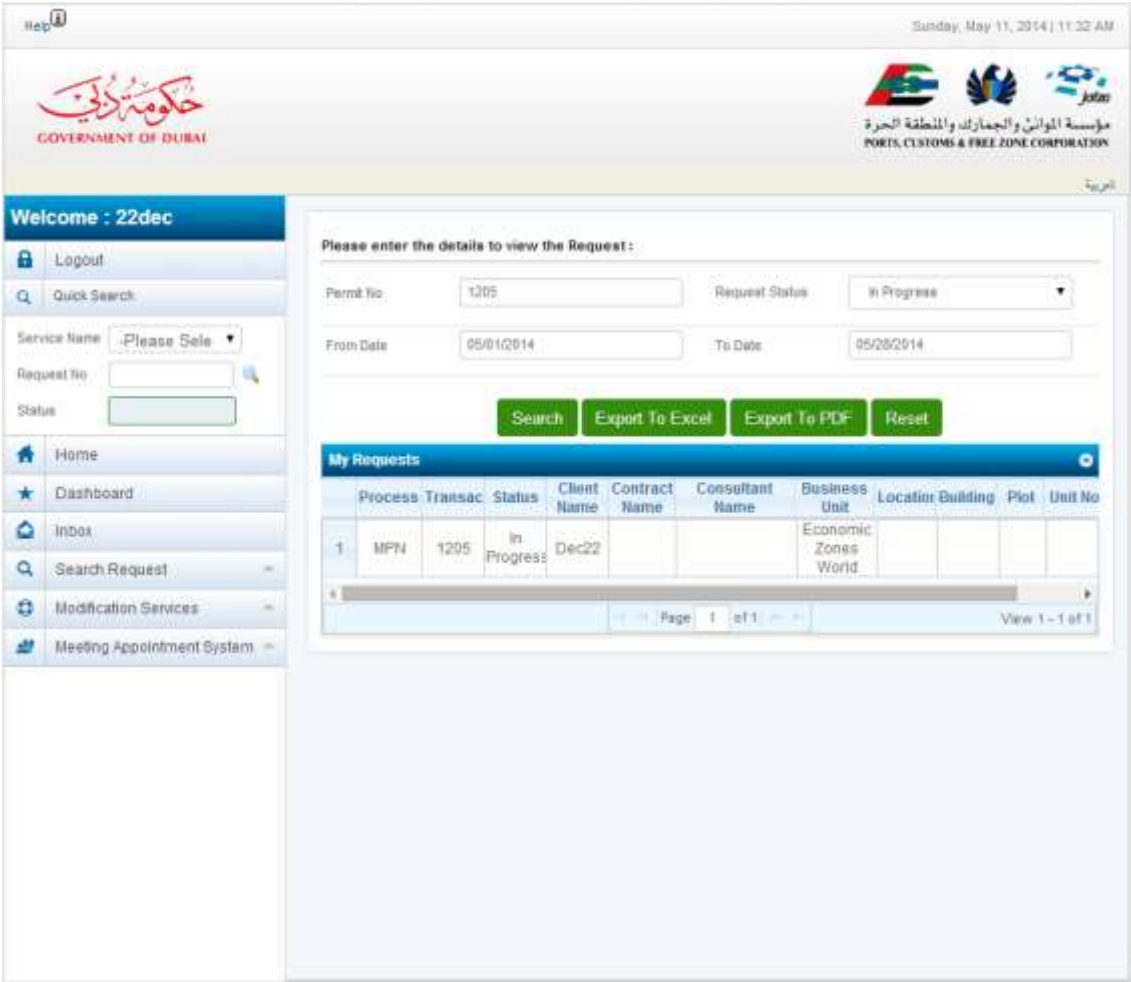
There are 4 Filters available in the Search form. They are

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



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

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



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.

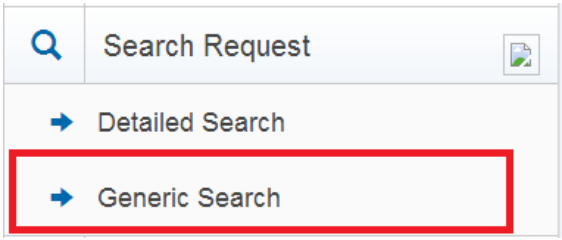
Note1: User can hit Export To Excel button and the search results will be exported to excel report.

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

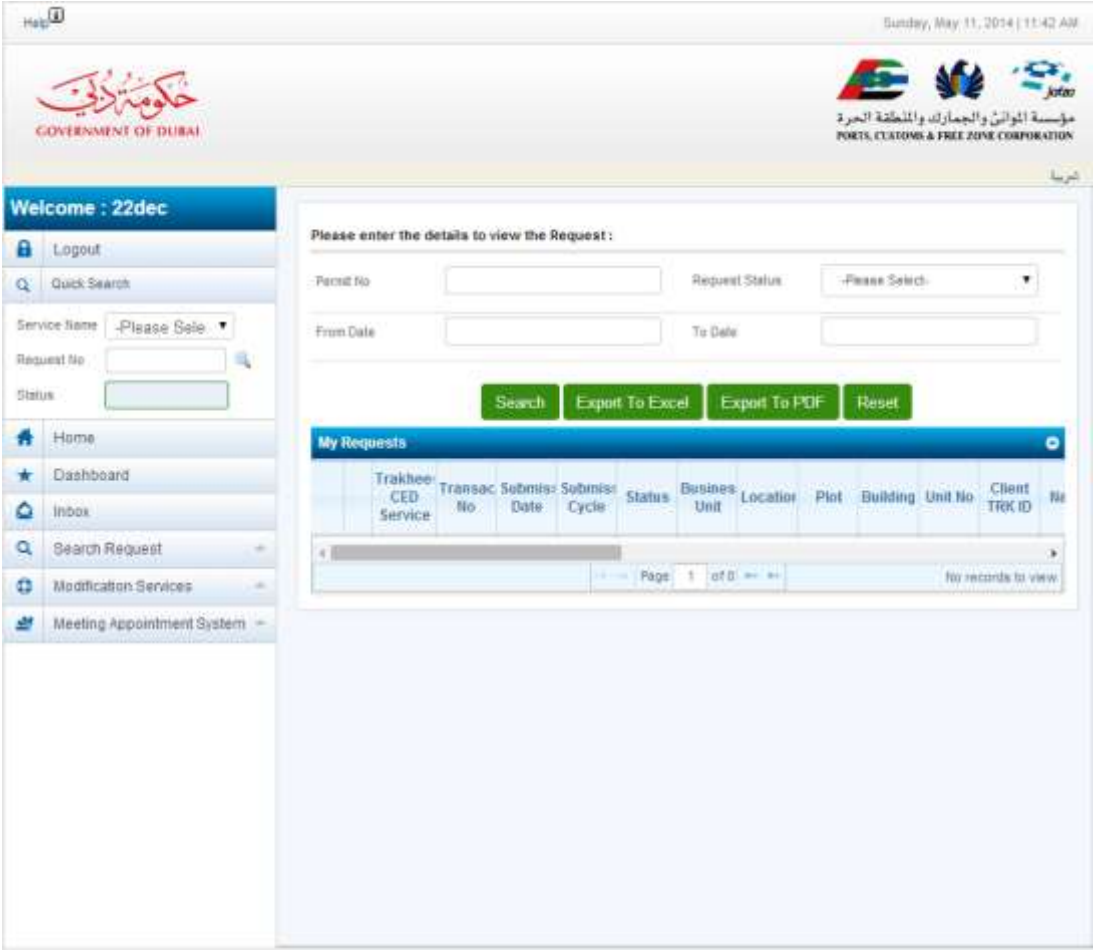
Note 3: User can hit Reset button and the filters on the form will be cleared off.

3.1.7 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.

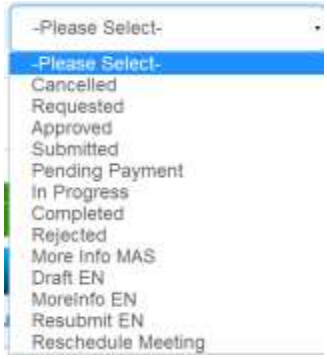


The user is provided with the form to enter search criteria.



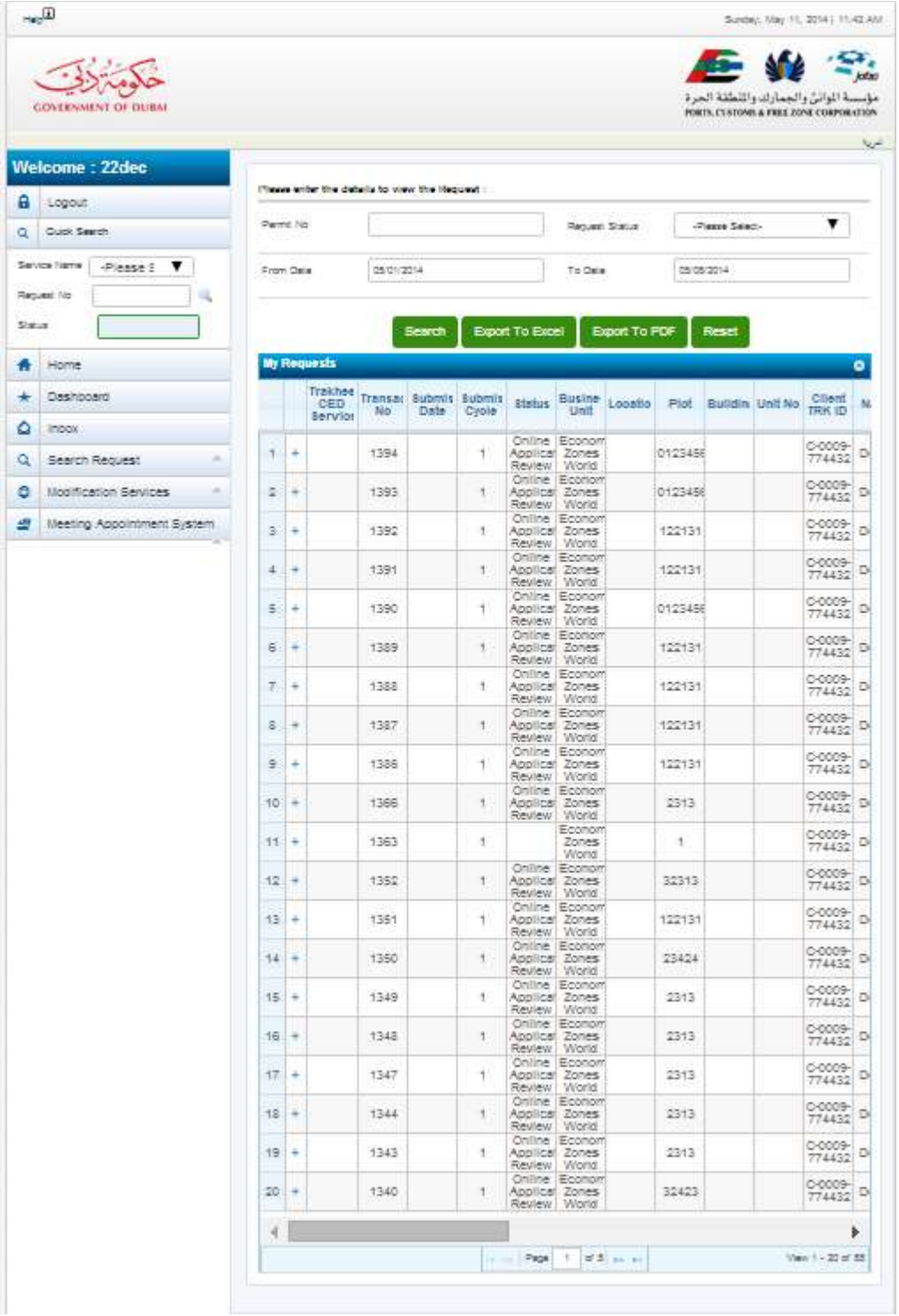
There are 4 Filters available in the Search form. They are

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



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

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



User can perform the following operations on the search results:

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

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

My Requests

		Trakhees CED Service	Transac No	Submiss Date	Submiss 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
		Type	PA No	Amount									
		SRV	33887	1000									
2	+		1393		1	Online Applicati Review	Economi Zones World		0123456			C-0009-774432	De
3	+		1392		1	Online Applicati Review	Economi Zones World		122131			C-0009-774432	De
4	+		1391		1	Online Applicati Review	Economi Zones World		122131			C-0009-774432	De
5	+		1390		1	Online Applicati Review	Economi Zones World		0123456			C-0009-774432	De
6	+		1389		1	Online Applicati Review	Economi Zones World		122131			C-0009-774432	De
7	+		1388		1	Online Applicati Review	Economi Zones World		122131			C-0009-774432	De
8	+		1387		1	Online Applicati Review	Economi Zones World		122131			C-0009-774432	De

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

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

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

3.1.8 CPR Services

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

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

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

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

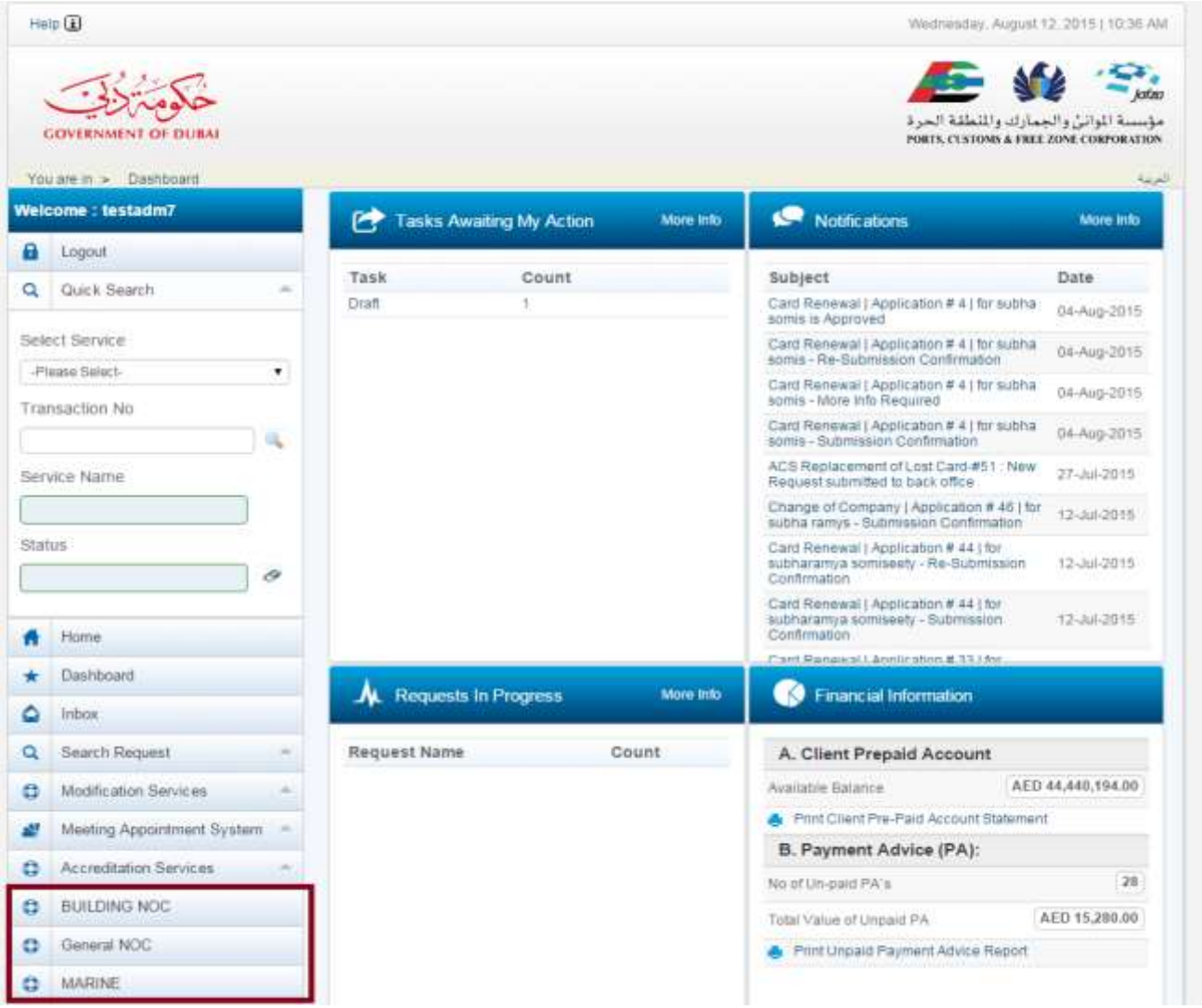
- Landscaping-Amendment
- Building Permit-Amendment
- Building Permit-Architectural Revision
- Post Tension-Revision
- Pole-Amendment
- Storage Tanks-Revision
- Machinery Foundations-Revision
- Retaining Wall-Amendment
- Piling-New
- Soil Improvement-New
- Dewatering-New
- Preliminary Test Pile-New
-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

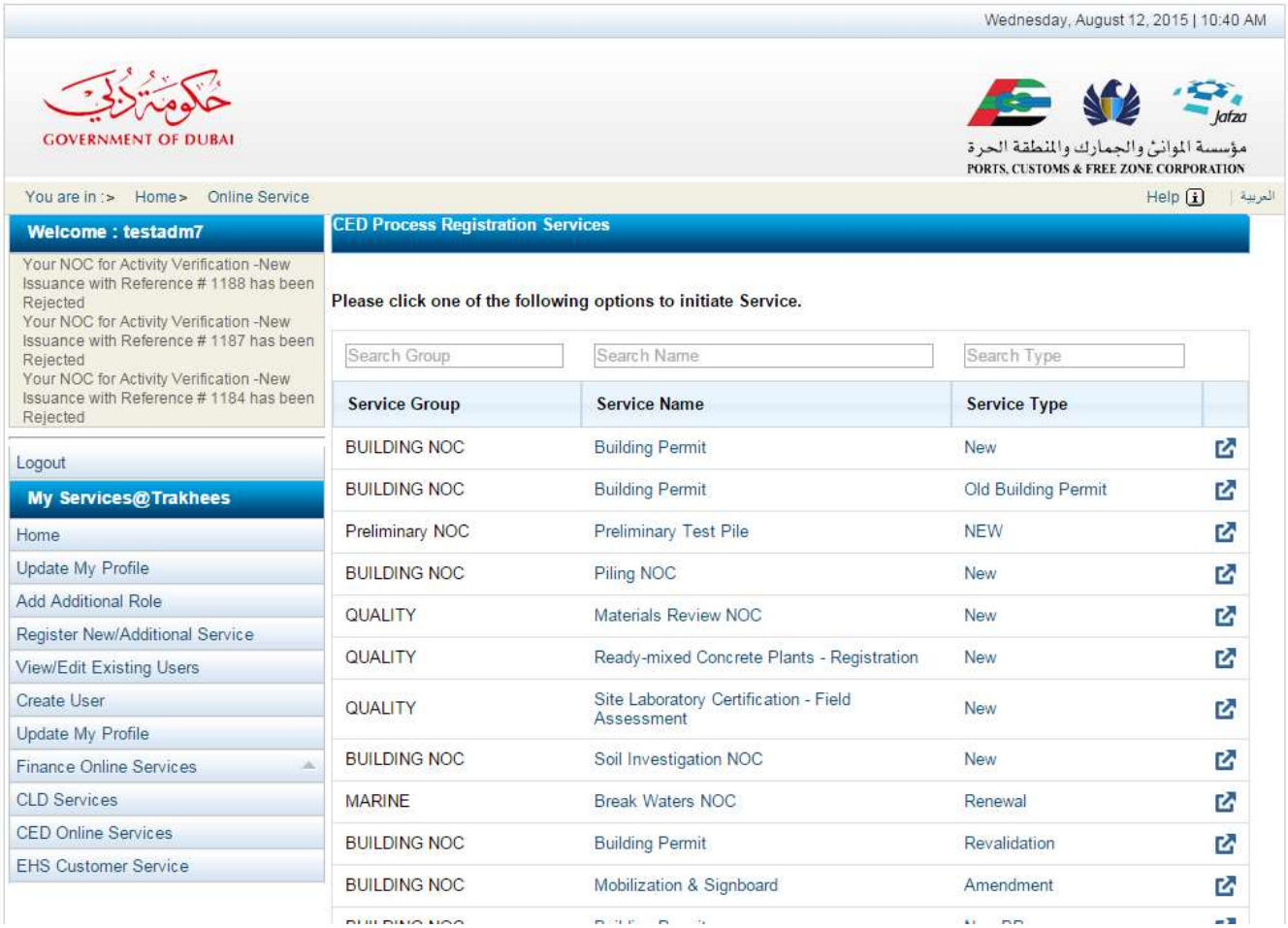
3.1.8.1 Accessing CPR Services

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.



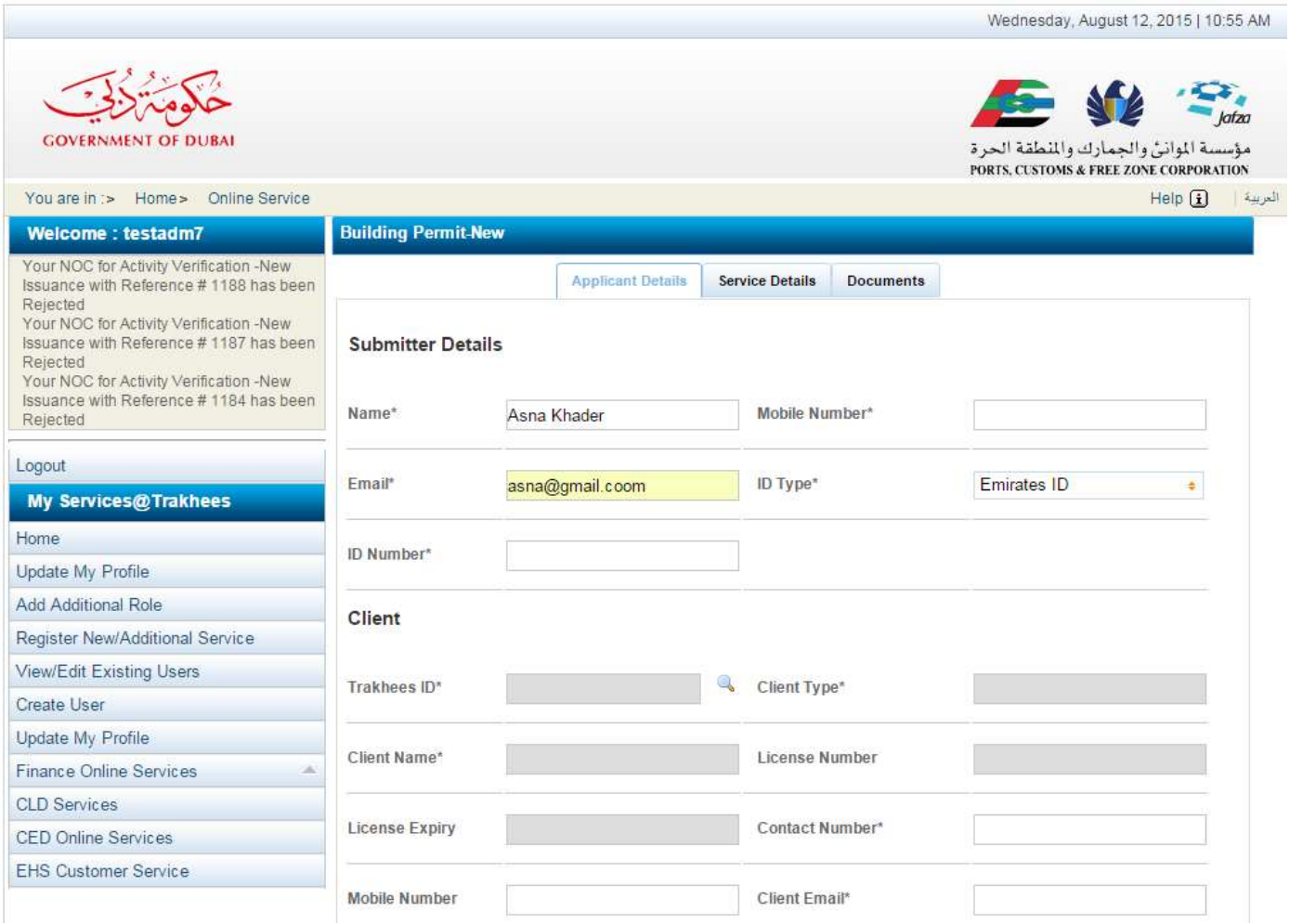
- Click on any one of the service categories.
- A menu page where all the CPR services are listed will appear.

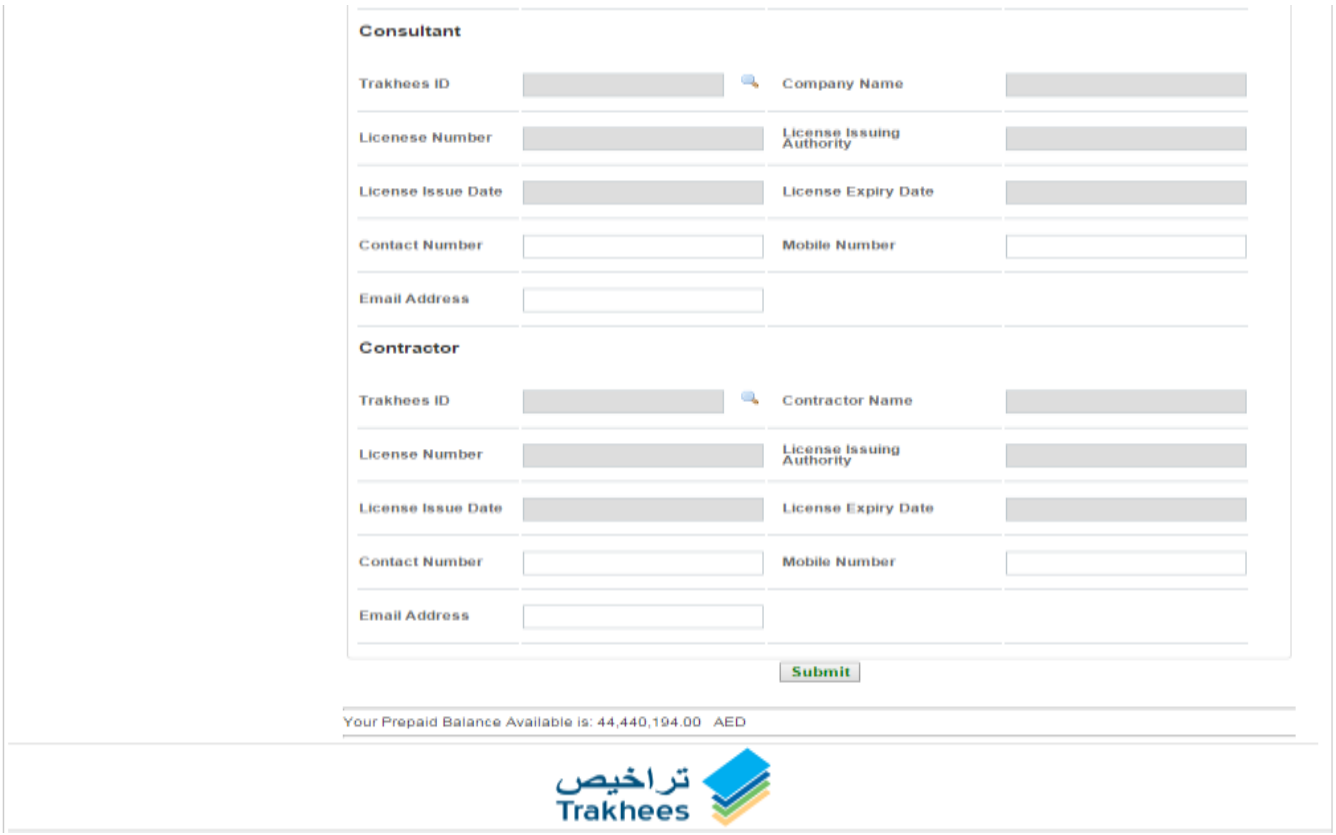


- User can filter based on service group, name or type.
- Click on the arrow icon on the right side of each service to access that service.

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.





- 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

GOVERNMENT OF DUBAI

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

You are in :> Home> Online Service

Help | العربية

Welcome : testadm7

Your NOC for Activity Verification -New Issuance with Reference # 1188 has been Rejected
Your NOC for Activity Verification -New Issuance with Reference # 1187 has been Rejected
Your NOC for Activity Verification -New Issuance with Reference # 1184 has been Rejected

Logout

My Services@Trakhees

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

Building Permit-New

Applicant Details | Service Details | Documents

Request Details

Requested By*	Consultant

Property Details

Business Unit*	Economic Zone World	Project Area*	JAFZA South
Community Name*	JABAL ALI INDUSTRIAL 2	Community #*	518
Facility Type*	Plot	Facility ID*	ESZR03
Unit Number	-- Select --	Sub Unit Number	Select options

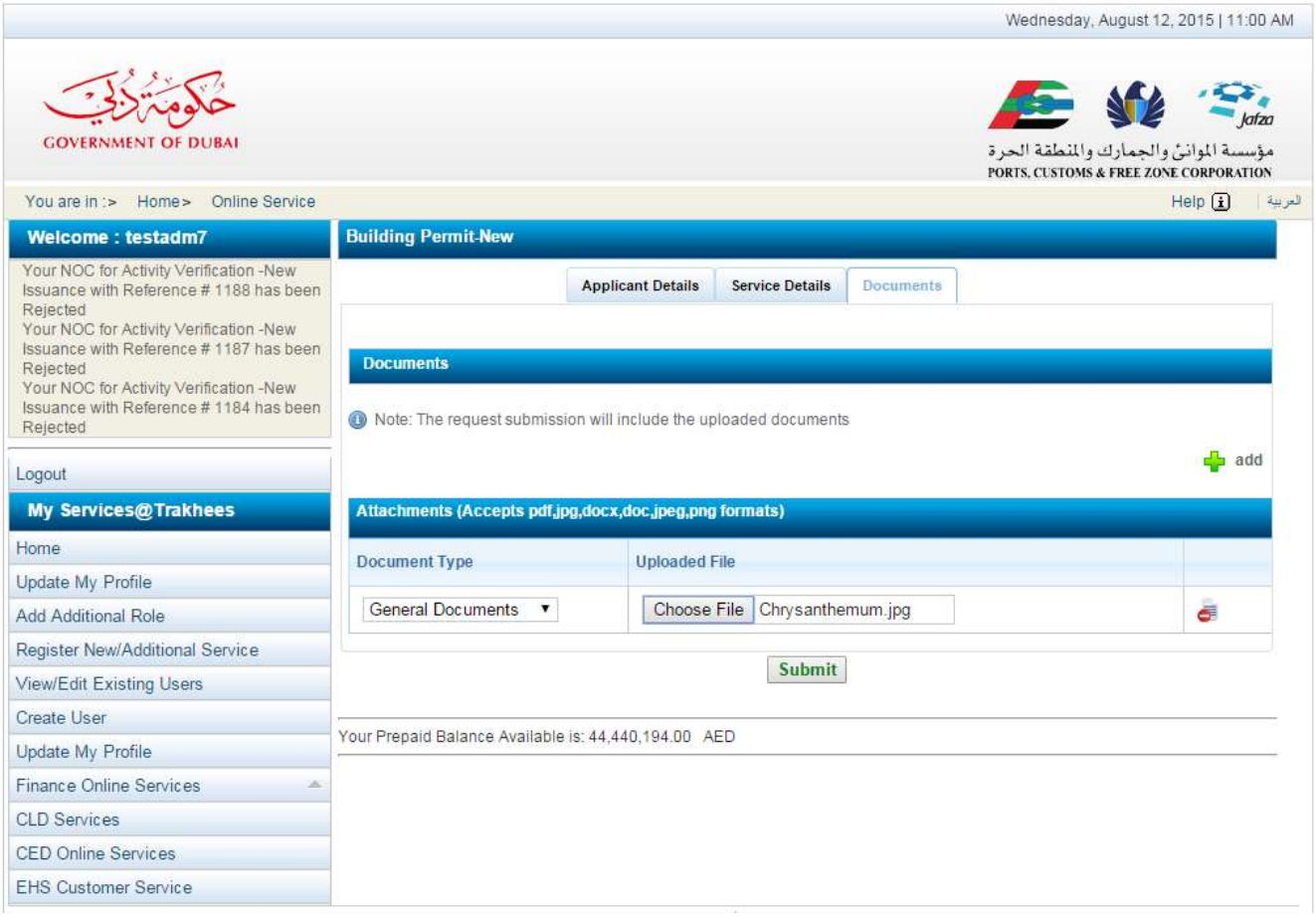
Additional Details

DEWA A/C		TKS CED Project ID	

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.



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

Wednesday, August 12, 2015 | 11:01 AM
GOVERNMENT OF DUBAI
مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION
You are in :> Home> Online Service
Help
العربية
Welcome : testadm7
Logout
My Services@Trakhees
Home
Update My Profile
Add Additional Role
Register New/Additional Service
View/Edit Existing Users
Create User
Update My Profile
Finance Online Services
CLD Services
CED Online Services
EHS Customer Service
Submission Confirmation
Service Request Saved Successfully With ID: CEDPR-05053
تراخيص
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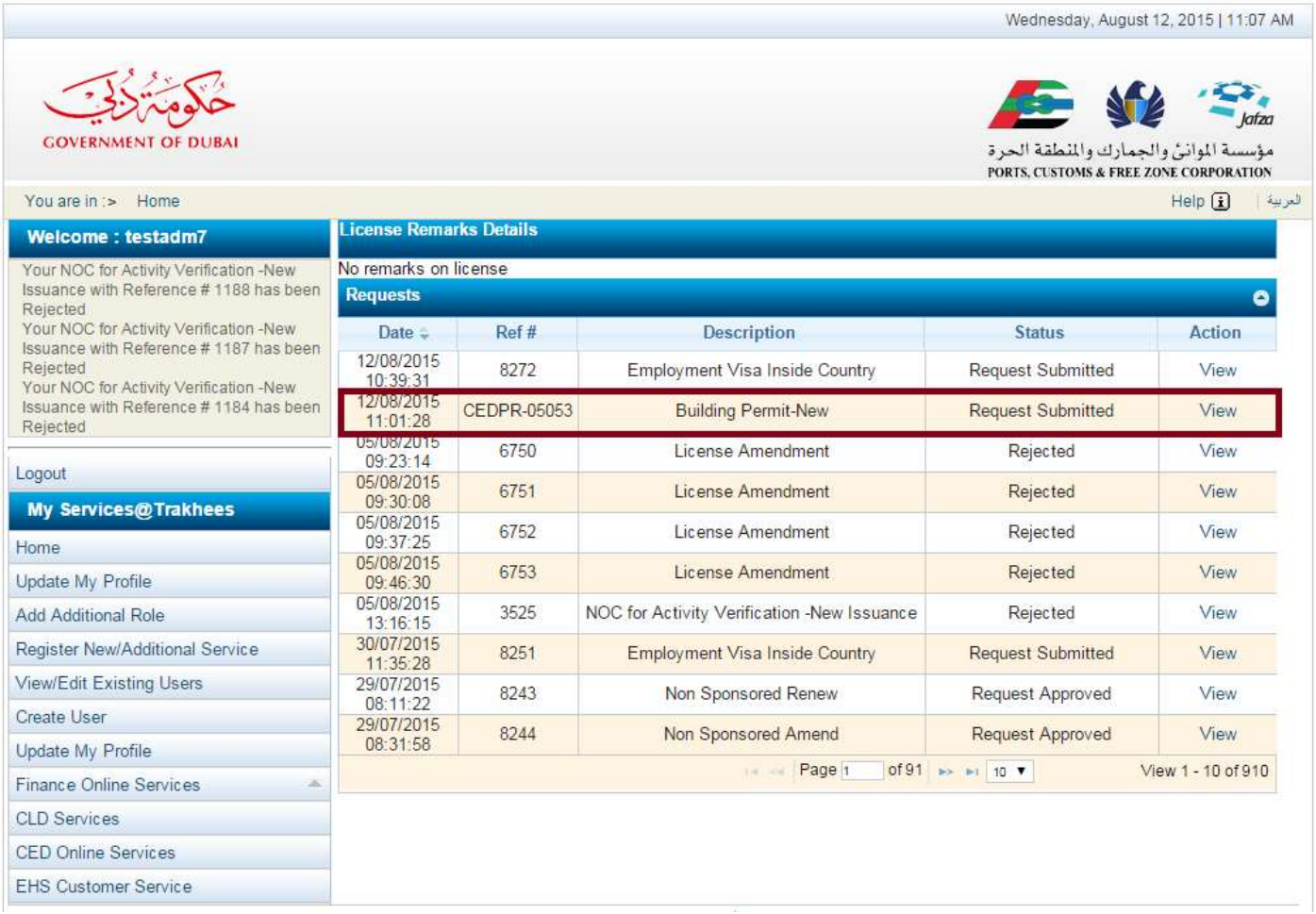
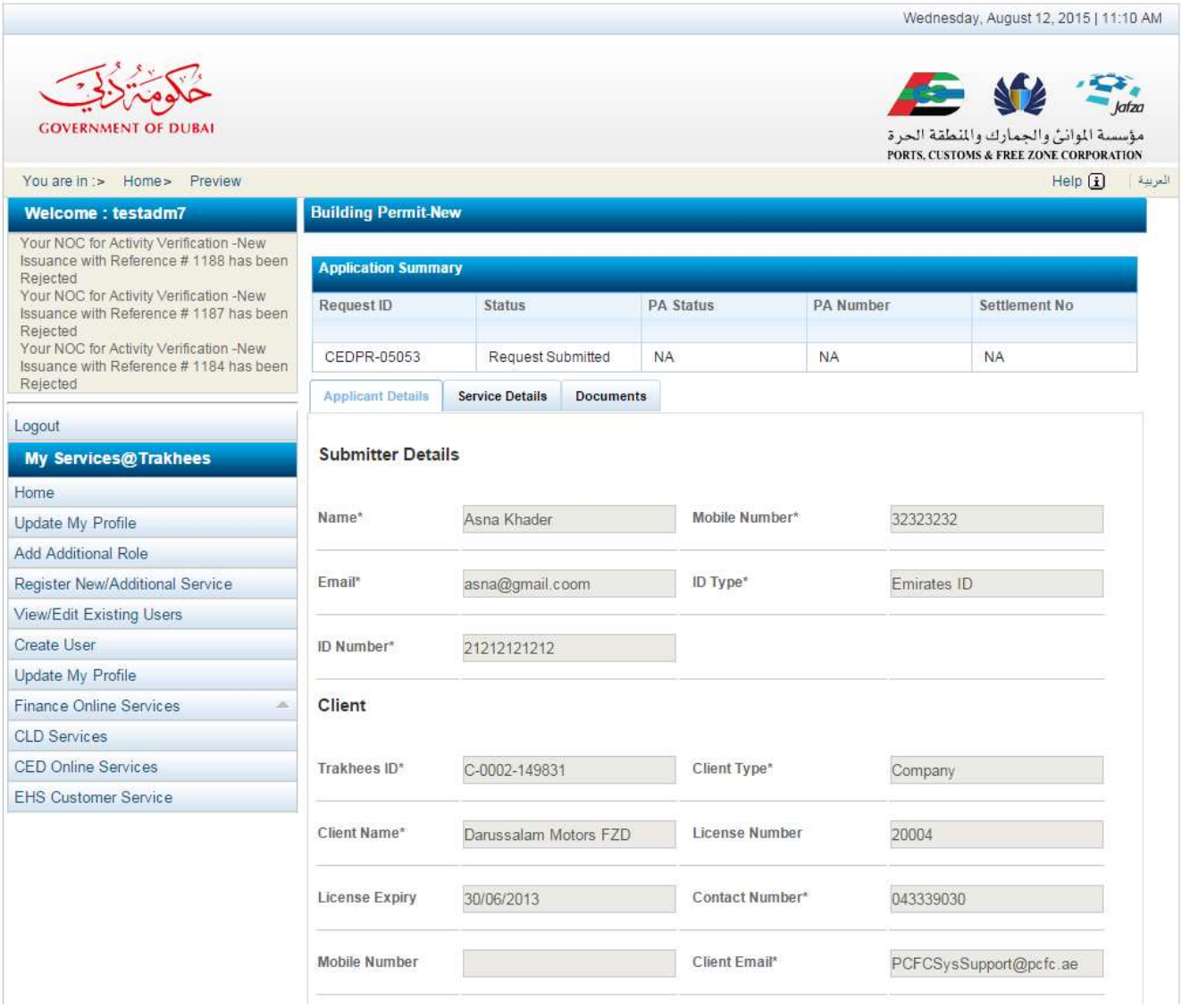
3.1.8.3 Displaying Submitted Requests

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



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.



3.1.8.5 Modifying Submitted Requests

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