

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



دائرة التخطيط والتطوير  
مؤسسة الموانئ والجمارك والمنطقة الحرة  
حكومة دبي

دعم للتنمية... Facilitating Growth

# Trakhees

Online Services

User Manual - Web - Finance Services

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## Document Details

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### Document Information

DOCUMENT NAME	TrakheesOnlineServices_UserManual - Web - Finance Services
PROJECT NAME	Trakhees Online Services
AUTHOR(S)	PCFC IT
DATE	26-Aug-15
CURRENT VERSION	1.1



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# 1 Introduction

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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

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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 Finance Services

#### 3.1.1 Quick Pay

Quick Pay is the public service, where the user will be able to settle the Payment Advice in easy steps. To access this service follow the below given steps:

- From the home screen of the application, click on “Quick Pay” from the left menu.

Monday, August 17, 2015 | 12:05 PM







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**Site Map**

- Login
- Register Online Company Admin
- Register Online Person Access
- Register Company
- Register Person
- Forgot Username
- Forgot Password
- Recall Trakhees PIN
- Inquire status
- Enquire License Activity
- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

**Login**

If you have already registered with us, you can login using the form below.If you are a new user [Click here](#) ?

\*Enter UserName

\*Enter Password

[Submit](#)



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1. Clicking on the Quick Pay, user will be navigated to below screen.

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Site Map	Quick Pay
<ul style="list-style-type: none"> <li>Login</li> <li>Register Online Company Admin</li> <li>Register Online Person Access</li> <li>Register Company</li> <li>Register Person</li> <li>Forgot Username</li> <li>Forgot Password</li> <li>Recall Trakhees PIN</li> <li>Inquire status</li> <li>Enquire License Activity</li> <li>Quick Pay</li> <li>License Cost Calculator</li> <li>Labour Dispute for Employee</li> </ul>	<p>Payment advice #* <input style="width: 100%;" type="text"/></p> <p>Trakhees ID* <input style="width: 100%;" type="text"/></p> <p style="text-align: center;"><a href="#" style="background-color: #709247; color: white; padding: 5px 10px; border: 1px solid #709247;">Enquire</a></p>



تراخيص  
Trakhees

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2. Enter following information on screen and click on Enquire button.  
Payment Advice and Trakhees ID (If not provided or combination is invalid, alert box with error is shown)

- Error shown when Payment Advice No and Trakhees ID is not entered.

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Site Map	Quick Pay
Login	Payment advice #* <input type="text"/>
Register Online Company Admin	Trakhees ID* <input type="text"/>
Register Online Person Access	
Register Company	
Register Person	
Forgot Username	
Forgot Password	
Recall Trakhees PIN	
Inquire status	
Enquire License Activity	
Quick Pay	
License Cost Calculator	
Labour Dispute for Employee	

**Error Validating Form**

 This field is required [Payment advice #\*]  
This field is required [Trakhees ID\*]

OK

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Trakhees

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- Error Shown when the Payment Advice is not available to proceed with Quick Pay or the combination of Payment Advice and Trakhees Id is invalid.

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Site Map Quick Pay

Login  
Register Online Company Admin  
Register Online Person Access  
Register Company  
Register Person  
Forgot Username  
Forgot Password  
Recall Trakhees PIN  
Inquire status  
Enquire License Activity  
Quick Pay  
License Cost Calculator  
Labour Dispute for Employee

Payment advice #\* 53499

Trakhees ID\* C-X-00223

Enquire

**Error Validating Form**

No matching Payment Advice found.

OK

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- Enter Valid Payment Advice and Trakhees Id for QuickPay.

Monday, August 17, 2015 | 12:16 PM







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Site Map	Quick Pay	
Login		
Register Online Company Admin	Payment advice #*	<input type="text" value="53499"/>
Register Online Person Access		
Register Company	Trakhees ID*	<input type="text" value="C-X-002235"/>
Register Person		
Forgot Username		<input type="button" value="Enquire"/>
Forgot Password		
Recall Trakhees PIN		
Inquire status		
Enquire License Activity		
Quick Pay		
License Cost Calculator		
Labour Dispute for Employee		



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3. On successful validation, navigated to screen with Payment Advice Details.

Monday, August 17, 2015 | 12:16 PM







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**Site Map**

- Login
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- Forgot Password
- Recall Trakhees PIN
- Inquire status
- Enquire License Activity
- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

**Quick Pay - Details**

**Payment Advice Details**

Payment advice #	53499	
Payable Amount (AED)	10.0	
Client Name (Eng)	China Building Mat. Trading	
Client Name (Arb)	الصين لتجارة معدات البناء	
Trakhees ID	C-X-002235	
Email Address*	<input type="text"/>	

**Service Details**

Service Code	Service Description (Eng)	Service Description (Arb)	Service Amount (AED)
LGGE091	LETTERS AND NOC (ALL)	LETTERS AND NOC (ALL)	10.0



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4. Enter Email Address on the screen and click on Pay. Confirmation popup is opened. Click on "I Agree". Navigated to payment gateway.



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Site Map	Quick Pay - Details								
<a href="#">Login</a> <a href="#">Register Online Company Admin</a> <a href="#">Register Online Person Access</a> <a href="#">Register Company</a> <a href="#">Register Person</a> <a href="#">Forgot Username</a> <a href="#">Forgot Password</a> <a href="#">Recall Trakhees PIN</a> <a href="#">Inquire status</a> <a href="#">Enquire License Activity</a> <a href="#">Quick Pay</a> <a href="#">License Cost Calculator</a> <a href="#">Labour Dispute for Employee</a>	<h3>Payment Advice Details</h3> <p>Payment advice # 53499</p> <p>Payable Amount (AED) 10.0</p> <p>Client Name (Eng) China Building Mat. Trading</p> <p>Client Name (Arb) الصين لتجارة معدات البناء</p> <p>Trakhees ID C-X-002235</p> <p>Email Address* <input type="text" value="Gtfs.Jone@trk.pcfc.ae"/></p> <h3>Service Details</h3> <table border="1"> <thead> <tr> <th>Service Code</th> <th>Service Description (Eng)</th> <th>Service Description (Arb)</th> <th>Service Amount (AED)</th> </tr> </thead> <tbody> <tr> <td>LGGE091</td> <td>LETTERS AND NOC (ALL)</td> <td>LETTERS AND NOC (ALL)</td> <td>10.0</td> </tr> </tbody> </table>	Service Code	Service Description (Eng)	Service Description (Arb)	Service Amount (AED)	LGGE091	LETTERS AND NOC (ALL)	LETTERS AND NOC (ALL)	10.0
Service Code	Service Description (Eng)	Service Description (Arb)	Service Amount (AED)						
LGGE091	LETTERS AND NOC (ALL)	LETTERS AND NOC (ALL)	10.0						

[Pay](#)




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Dubai Smart Gov 

# ePay

MIDDLE EAST  
LEADING GATEWAY

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### Transaction Information

Service Provider : **Ports, Customs and Freezone Corporation**  
 Service : **PCFC Online ePayment**  
 SP Transaction No : **00000000000000000000BAT2114**  
 Amount : **10.00 AED**

### Payment Method

-  Credit Card
-  EdirhamG2
-  Direct Debit
-  OneClick Pay

### Contact Information

Email Address :

Mobile Number :

لقد قرأت **التحذير** وفهمت عواقبه **Total Amount: 10.00 AED**

I have read the **warning** and understood the consequences

5. Choose the Payment method, enter contact information, accept the disclaimer and click on pay. Navigated to payment information page.


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Dubai Smart Gov 

# ePay

MIDDLE EAST  
LEADING GATEWAY

---

### Transaction Information

Service Provider : **Ports, Customs and Freezone Corporation**  
 Service : **PCFC Online ePayment**  
 SP Transaction No : **00000000000000000000BAT2114**  
 Amount : **10.00 AED**

### Payment Method

-  Credit Card
-  EdirhamG2
-  Direct Debit
-  OneClick Pay

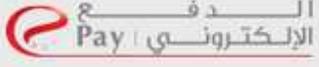
### Contact Information

Email Address :   
 Mobile Number :

لقد قرأت **التحذير** وفهمت عواقبه  
 I have read the **warning** and understood the consequences

**Total Amount: 10.00 AED**

For Inquiries Call AskDubai 6005 6 0000 على الرقم "أسأل دبي" للاستعلام اتصل بخدمة "أسأل دبي"



ePayment by  
**etisalat**

[Page Help](#)

### Payment beneficiary

**Name:** Dubai eGovernment  
**City:** Dubai  
**Country:** United Arab Emirates

### Payment description

**Amount:** Dhs. 10.00  
**Order description:** PCFC-PCFCOP

### Payment information

**Payment instrument:** Payment Card  
**Card brand:** Visa  
**Card number:**  
**Expiry month/year:** January 20  
**Security Code:** CVV2/CVC2/CID

We prefer





6. Enter all the payment information and click on Pay. Navigated to success page with Transaction details.

Monday, August 17, 2015 | 12:25 PM



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- Register Online Person Access
- Register Company
- Register Person
- Forgot Username
- Forgot Password
- Recall Trakhees PIN
- Inquire status
- Enquire License Activity
- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

**Quick Pay - Confirmation**

Your Payment has been processed successfully.

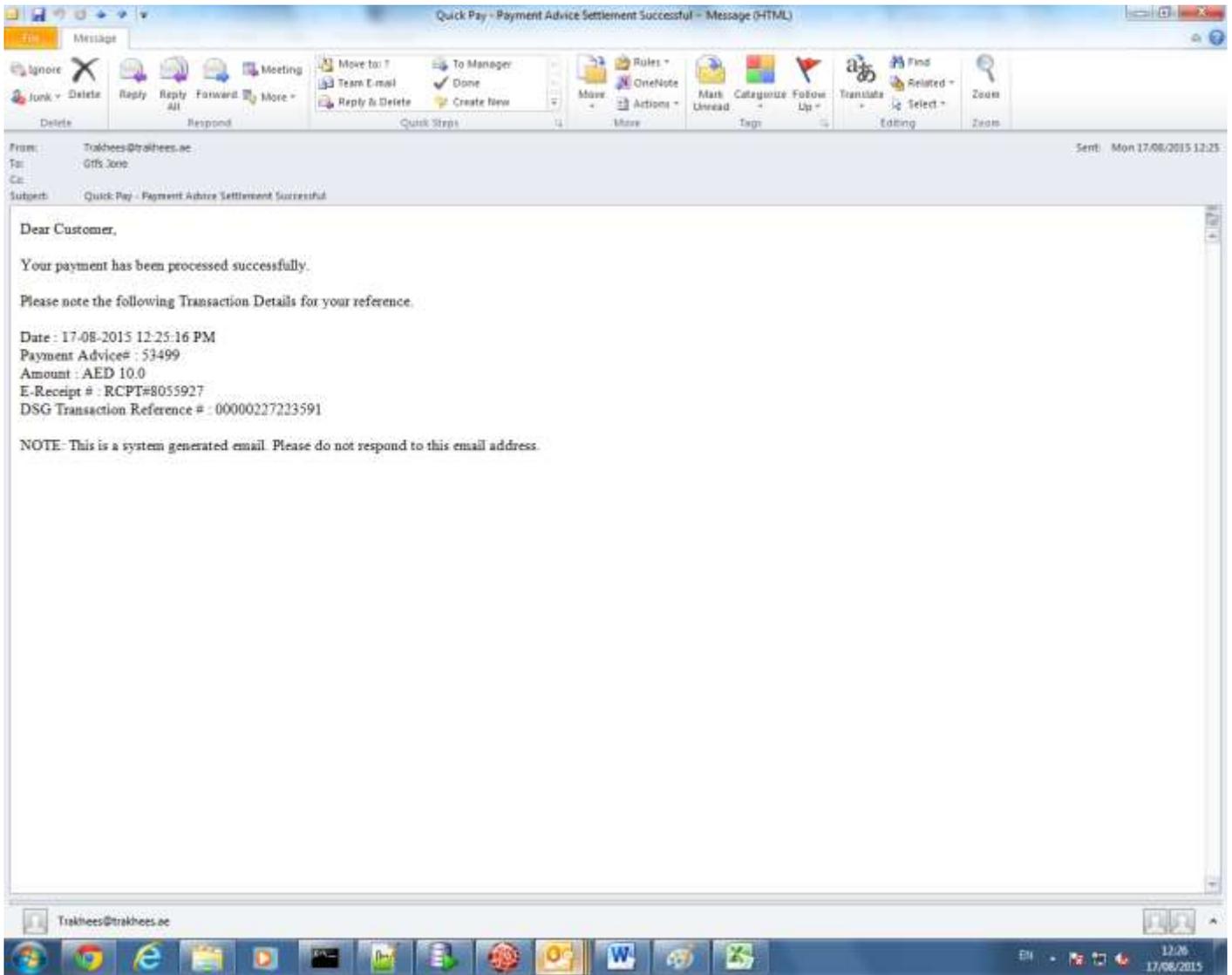
Payment Details	
Payment advice #	53499
Amount - AED	10.0
E-Receipt #	RCPT#8055927
DSG Transaction Reference #	00000227223591
Settlement Date	17-Aug-2015



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7. You will receive mail with Payment transaction details.



### 3.1.2 Pre-Paid Top-Up

For Pre-Paid Top up process, you have to follow below mentioned steps:

To access this service follow the below given steps:

- Login to the application
- From the home screen click on “Finance Online Services” in the left side menu.

1. Click on “Prepaid Top-up” in the new left side menu.

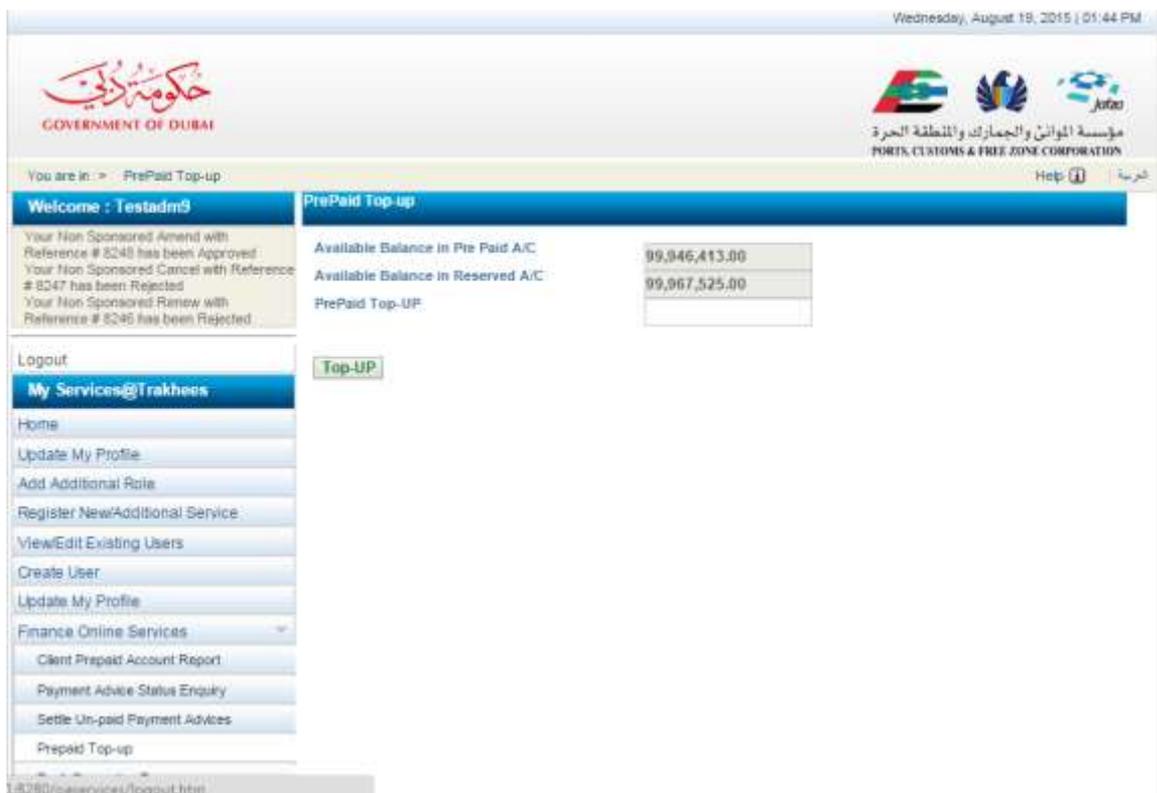


The screenshot displays the Trakhees Online Services interface. The top header includes the Government of Dubai logo and the Jafza logo (Ports, Customs & Free Zone Corporation). The user is logged in as 'Testadm9'. The main content area shows 'License Remarks Details' with a table of requests. The left sidebar menu is expanded, and the 'Prepaid Top-up' option is highlighted with a red circle.

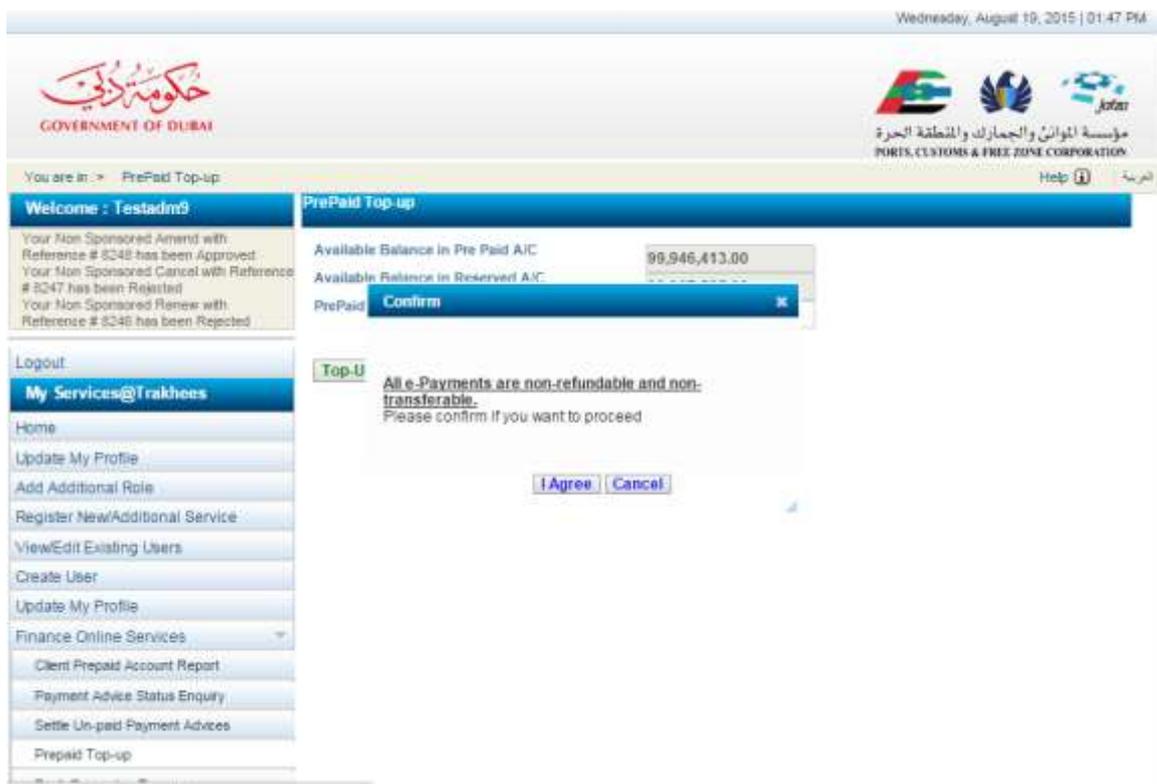
Date	Ref #	Description	Status	Action
19/08/2015 09:10:26	232	COC for Demolition	In-Progress	View
19/08/2015 09:22:48	8477	Visit Visa Cancel	Rejected	View
19/08/2015 09:42:52	8478	Visit Visa Cancel	Request Submitted	View
19/08/2015 09:53:36	8479	Abscond Employee Initiate	Closed	View
19/08/2015 10:10:44	8480	New Visit Visa	Request Submitted	View
19/08/2015 10:12:31	8481	New Visit Visa	Closed	View
19/08/2015 10:17:21	8482	Abscond Employee Complete	Closed	View
19/08/2015 11:04:41	8489	Visit Visa Cancel	Rejected	View
19/08/2015 11:06:51	8490	Visit Visa Cancel	In-Progress	View
19/08/2015 11:10:09	8491	New Visit Visa	Closed	View

Page 1 of 35 | View 1 - 10 of 346

2. A screen will be opened with Prepaid Account balance details.



3. Enter the top-up amount and click on 'Top-Up' button, a confirm pop up will appear, Click on 'I Agree' button if you want to proceed with the top up.



4. Select the Payment Method,fill the details.click on pay button.

**Transaction Information**

Service Provider : Ports, Customs and Freezone Corporation  
 Service : PCFC Online ePayment  
 SP Transaction No : 000000000000000000000000BAT2121  
 Amount : 100.00 AED

**Payment Method**

Credit Card  
 EdirhamG2  
 Direct Debit  
 OneClick Pay

**Contact Information**

Email Address :   
 Mobile Number :

لقد قرأت التحذير وفهميت عواقبه  
 I have read the **warning** and understood the consequences

**Total Amount: 100.00 AED**

For Inquiries Call AskDubai 6005 6 0000 على الرقم "أسأـل دبي" للاستعلام اتصل بـخدمة "أسأـل دبي"

5. Fill the Payment details and verify the payment description,Click on pay button

ePayment by etisalat

Page Help

### Payment beneficiary

**Name:** Dubai eGovernment  
**City:** Dubai  
**Country:** United Arab Emirates

### Payment description

**Amount:** Dhs. 100.00  
**Order description:** PCFC-PCFCOP

### Payment information

**Payment instrument:** Payment Card  
**Card brand:** IPG  
**Card number:** 9990000000000011  
**Expiry month/year:** December 2016  
**Security Code:** 0000

**VERIFIED**  
by VISA  
learn more

**MasterCard.**  
SecureCode



6. Verify the details of prepaid top-up displayed in the screen. You will receive an e-mail confirmation in the email address provided in the contact information with the details of transaction.




You are in >> PrePaid Top-up >> Payment Confirmation Help العربية

Welcome : C-X-149988

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

#### PrePaid Top-UP Confirmation

Client ID:	C-X-149988	Client Name:	Salar FZCO
Payment Type:	e-Payment	Batch No:	BAT_2121
		PCFC Tax No:	00000227225973
		e-Pmt Value(AED):	100.0

#### Details of Top-up

	PA Number	PA Date	Receipt No	Receipt Date	Settled Amount(in AED)
1	62086	23-Aug-2015	RCPT#8055935	23-Aug-2015	100.00
<b>Total paid amount:</b>					<b>100.00</b>

Page 1 of 1 View 1 - 1 of 1

\* DN - Debit Note, PA - Payment Advice

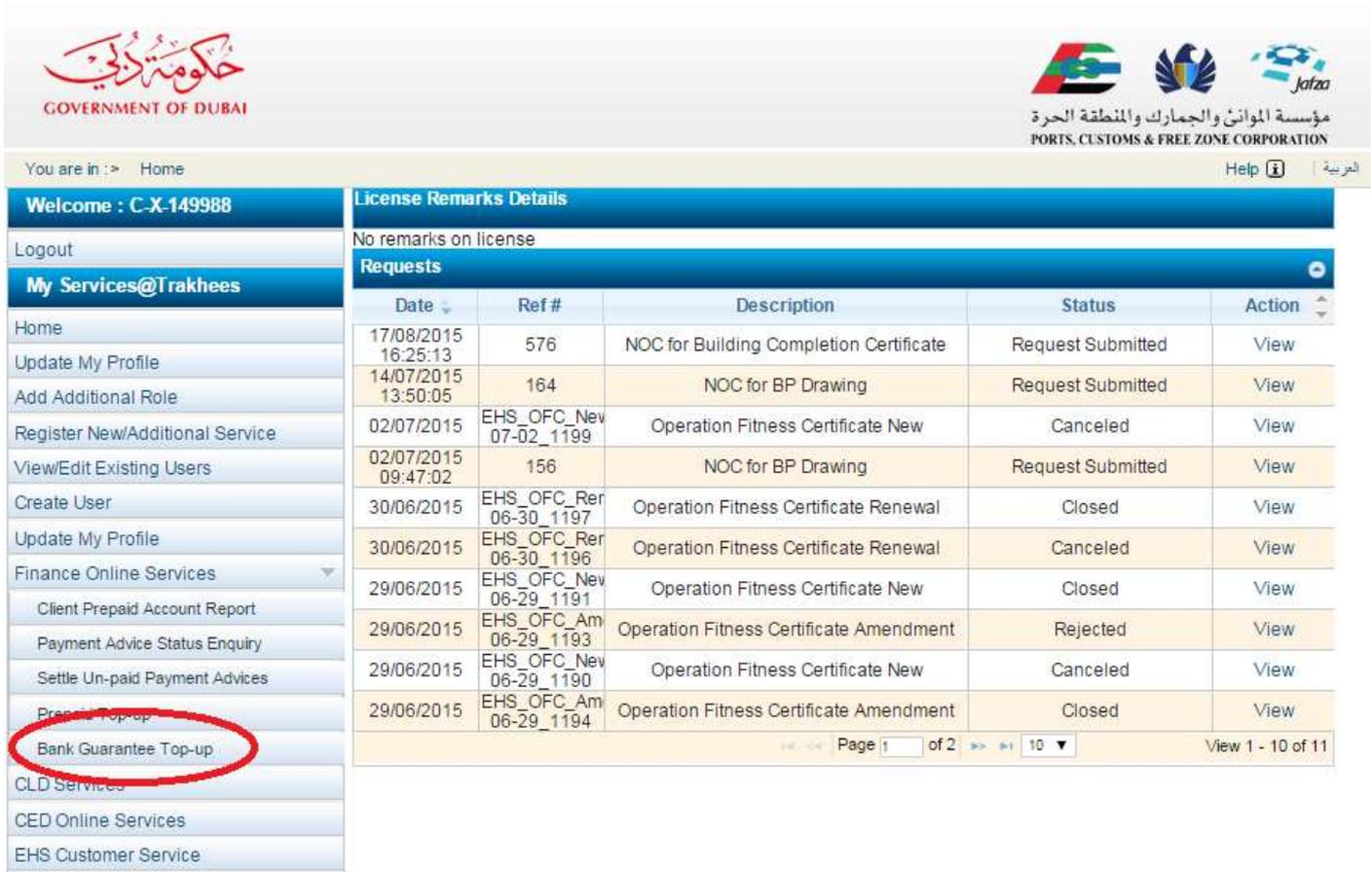


### 3.1.3 Employee Bank Guarantee Top-up

For Employee Bank Guarantee Top-Up, you have to follow below mentioned steps:

To access this service follow the below given steps:

- Login to the application
- From the home screen click on “Finance Online Services” in the left side menu.
- Click on “Bank Guarantee Top-Up” in the new left side menu.



The screenshot shows the Trakhees Online Services interface. The header includes the Government of Dubai logo and the Ports, Customs & Free Zone Corporation logo. The user is logged in as C-X-149988. The left sidebar contains a menu with 'Bank Guarantee Top-up' highlighted. The main content area shows 'License Remarks Details' with a table of requests.

Date	Ref #	Description	Status	Action
17/08/2015 16:25:13	576	NOC for Building Completion Certificate	Request Submitted	View
14/07/2015 13:50:05	164	NOC for BP Drawing	Request Submitted	View
02/07/2015	EHS_OFC_Nev 07-02_1199	Operation Fitness Certificate New	Canceled	View
02/07/2015 09:47:02	156	NOC for BP Drawing	Request Submitted	View
30/06/2015	EHS_OFC_Rer 06-30_1197	Operation Fitness Certificate Renewal	Closed	View
30/06/2015	EHS_OFC_Rer 06-30_1196	Operation Fitness Certificate Renewal	Canceled	View
29/06/2015	EHS_OFC_Nev 06-29_1191	Operation Fitness Certificate New	Closed	View
29/06/2015	EHS_OFC_Am 06-29_1193	Operation Fitness Certificate Amendment	Rejected	View
29/06/2015	EHS_OFC_Nev 06-29_1190	Operation Fitness Certificate New	Canceled	View
29/06/2015	EHS_OFC_Am 06-29_1194	Operation Fitness Certificate Amendment	Closed	View

1. A screen will be opened with Bank guarantee details. Enter the Required count of employees and click on Top-Up

Screenshot of the Trakhees online services portal. The page title is "Bank Guarantee Top-up". The user is logged in as "C-X-149988". The page shows the following information:

Available Employee Visa Guarantee	0.0
Available Prepaid Balance	1.0003729E7
Required Count of Employees	

A "Top-up" button is visible below the table.

- To proceed with top- up click on “I Agree”

Screenshot of the Trakhees online services portal. The page title is "Bank Guarantee Top-up". The user is logged in as "C-X-149988". The page shows the following information:

Available Employee Visa Guarantee	0.0
Available Prepaid Balance	1.0003729E7
Required Count of Employees	4

A "Top-up" button is visible below the table. A confirmation dialog box is displayed over the page, asking "Proceed with Employee Visa Guarantee Top-up?". The dialog box has "I Agree" and "Cancel" buttons.

- If the top up is successful, a confirmation screen displaying the available visa guarantee amount will be shown.

Sunday, August 23, 2015 | 10:40 AM



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You are in: > Bank Guarantee Top-up

**Welcome : C.X.149988**

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

### Bank Guarantee Top-up

Employee Visa Guarantee has been topped up.

Available Employee Visa Guarantee	12000.0
-----------------------------------	---------

### 3.1.4 Payment Advice Status Enquiry

Enables online users to search for Payment Advise Status for a given period of time through web.

- Online user should be able to select a start and end date for a 3 months period window for Payment advises transactions and their statuses.
- Online should be able to select the “Payment Advise Status” for enquiry

Below are the steps to proceed to Payment Advice Status Enquiry

1. Click on Payment Advice Status Enquiry link in the left welcome menu.





## 4. Click on Search.

Monday, March 24, 2014 | 04:45 PM

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You are in : > Payment Advice Status Report >

Welcome : 22dec

Your Service Registration with Reference # S-4507 has been  
Your Client Role Request with Reference # R-4507 has been

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services

EHS Customer Service

Payment Advice Status Enquiry

Client ID: C-0009-774432 Client Name: Dec22

Please enter the period for which the report is required (Please note that the maximum allowed period is 92 days):

Date From: 01/03/2014 Date To: 24/03/2014

Payment Advice Status

Search

Payment Advice Status

	PA Date	PA Number >>	PA Amount (In AED)	Status
1	24-Mar-2014	32151	110.00	OPEN
2	24-Mar-2014	32150	110.00	OPEN
3	24-Mar-2014	32149	110.00	OPEN
4	24-Mar-2014	32148	110.00	OPEN
5	24-Mar-2014	32147	110.00	OPEN
6	24-Mar-2014	32145	110.00	OPEN
7	24-Mar-2014	32145	110.00	OPEN
8	24-Mar-2014	32144	110.00	OPEN
9	24-Mar-2014	32143	110.00	OPEN
Total Amount(In AED):			1,100.00	

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PA - Payment Advice

Export to PDF Export to Excel

5. A list of payment Advice will displayed with different status such as Open, Cancelled, Blocked and Closed.
6. User can click on the specified PA Number to view the details of the Payment Advice. A PDF will be displayed upon clicking on the same.
7. User can export the displayed results to an excel or a PDF document.

### 3.1.5 Settle Payment Advice

Enables online users to settle all open payment advises through mobile.  
Below are the steps to proceed to Payment Advice Status Enquiry

1. Click on Settle Payment Advice link in the left welcome menu.



2. Select any of the open payment advice to pay.

**Settle unpaid Payment Advices**

Client ID:  Client Name:

Your Pre-paid Account balance is (AED):  As On:

**Unpaid Payment Advices**

	PA Number	PA Amount (in AED)	Select To Pay	Amount Selected (in AED)
1	32151	110.00	<input type="checkbox"/>	0.00
2	32150	110.00	<input type="checkbox"/>	0.00
3	32149	110.00	<input type="checkbox"/>	0.00
4	32148 <input type="text" value="32149"/>	110.00	<input type="checkbox"/>	0.00
5	32147	110.00	<input type="checkbox"/>	0.00
6	32146	110.00	<input type="checkbox"/>	0.00
7	32145	110.00	<input type="checkbox"/>	0.00
8	32144	110.00	<input type="checkbox"/>	0.00
9	32143	110.00	<input type="checkbox"/>	0.00
10	32142	110.00	<input type="checkbox"/>	0.00
<b>Total unpaid (in AED):</b>		<b>1,100.00</b>	<b>Total selected To Pay (in AED)</b>	<b>0.00</b>

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\* PA - Payment Advice

3. Click on charge to prepaid A/C
4. User can click on the specified PA Number to view the details of the Payment Advice. A PDF will be displayed upon clicking on the same.
5. Users can export the displayed results to an excel or a PDF document.
6. User should be able to view a payment confirmation page after settling a payment advice by clicking on charge to prepaid A/C.

**Payment Confirmation**

Client ID: C-0009-774432      Client Name: Dec22

Your Pre-paid Account balance is (AED): 598,685.00      As On: 24-Mar-2014

Payment Confirmation				
	DN Date	DN Number	PA Number	PA Amount (in AED)
1	24-Mar-2014	DNPP-2958	32151	110.00
<b>Total paid amount(in AED) :</b>				<b>110.00</b>

Page 1 of 1      View 1 - 1 of 1

\* DN - Debit Note, PA - Payment Advice

Export to PDF

Export to Excel



7. User should be able to view all the settled amount advices and can be can exported to excel or a PDF document.