

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



دائرة التخطيط والتطوير
مؤسسة الموانئ والجمارك والمنطقة الحرة
حكومة دبي

Facilitating Growth... دعم للتنمية²⁰

Trakhees

Bunker Road Tanker User Manual - Web

Document Details

Document Information

| | |
|------------------------|---|
| DOCUMENT NAME | TrakheesOnlineServices_UserManual - Web |
| PROJECT NAME | Trakhees Online Services |
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1 Introduction

Trakhees Ports operations department issues Permits for Bunker Road Tankers.

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 Bunker Road Tanker Permit Service.

1.2 Intended Audience

Intended audiences are Trakhees Clients.

2 Bunker Road Tanker Permit

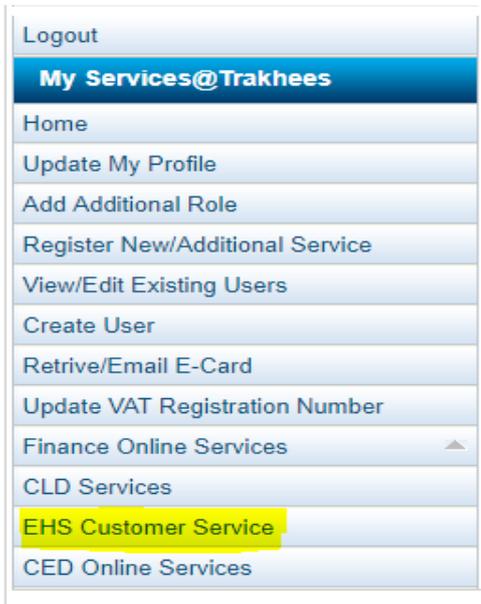
The Bunker Road Tanker Permit request consists of following high level steps.

1. Client initiates application from Trakhees online Services (<https://online.trakhees.ae>)
2. Trakhees officer will review the request and if required will ask for more information.
3. If all the submission details are fine, Trakhees Officer can either decide to Issue Permit or Create Inspection. If the Officer creates Inspection, Email notification will be sent to client that vehicle should be brought in for inspection on specified date and time at mentioned location
4. After Inspection, Officer can decide either to approve or reject the request or send Non-compliance Comments to the client, and wait for client Response.
5. Client will receive Email Notification along with Inspection Report, to respond to the Non - Compliance Comments. Client has to Login to Trakhees Online and respond to the Non Compliance Comments.
6. Trakhees Officer will review the request again and Issue the Permit, or Create Re-Inspection and the Process of Inspection follows again.
7. Client will be charged for each time the Inspection is created.
8. Once the Permit is issued, Permit along with inspection report will be sent to client along with payment details in email. Client can also download Permit from online.

2.1 Initiate Request

1. Login to Trakhees online Service

2. Open EHS Customer Services Menu



3. Click on Bunker Road Tanker Permit - Apply for Permit



4. The screen has multiple tabs:

Bunker Road Tanker Permit

Service Information
Application Details
Comments/Review
Documents
Confirm and Submit

The Service is provided to Approved Bunker Supply Companies from Ports and Maritime Section which intend to approve their Bunker Road Tankers to provide services within Dubai Ports & Maritime Areas under PCFC- Trakhees Jurisdiction.

For more information visit [Trakhees](#) , Refer to Client Procedure ID-CPM-P01

Next

Your available Prepaid Account Balance is: 69,760.00 AED



[FAQs](#) | [Privacy Policy](#) | [Terms & Conditions](#)

- **Service Information** - contains the general information related to the Bunker Road Tanker Permit
- **Application details** - client needs to provide the request details here
- **Comment/Review** - client can provide some remarks
- **Documents** - The required document are in bold face and marked with *. For document details, client can click the info icon next to document. Note that info icon is not available against every document.
- **Confirm and Submit** - This page has payment details and disclaimer. To submit the request, please click the submit button after accepting the disclaimer.

For all requests, client needs to have sufficient balance in Trakhees prepaid account, please refer to <https://trakhees.ae/en/Documents/Smart%20Services%20User%20Manual.pdf> for more details on Trakhees prepaid account. The required amount will be displayed to client in online. If client doesn't have sufficient balance, client can save the request as

draft. After prepaid account top-up, client can open the draft and complete the submission. The saved draft can be open from following menu item,



2.2 Provide More-info details

Client will receive an email if Trakhees has requested for more information. The submission which needs more info will be available with “More-info required” status. The submission awaiting more-info can be located in the “Requests Awaiting Client’s response’ menu



Alternatively, the submission will also be available in Main inbox

| Requests | | | | |
|---------------------|---------------------------|---|--------------------|--------|
| Date | Ref # | Description | Status | Action |
| 15/01/2019 14:45 | RTP-2019-3400 | Road Tanker Permit | More Info Required | View |
| 10/01/2019 10:55 | CEDPR-07060 | Compound Wall-New | Request Submitted | View |
| 09/01/2019 11:15 | EHS_OFC_Nev 01-09_1390 | Operation Fitness Certificate New | Submitted | View |
| 09/12/2018 12:03 | PQ-PORTS- 1440-04-3125 | Bunker Supply Company - Renew | Certificate Issued | View |
| 09/12/2018 12:00 | PQ-PORTS- 1440-04-3124 | Bunker Supply Company - Amend | Certificate Issued | View |
| 09/12/2018 11:53 | PQ-PORTS- 1440-04-3123 | Bunker Supply Company - New | Certificate Issued | View |
| 09/12/2018 11:47 | PQ-FZIO- 2018-12-3122 | First Aid Training & Certification - New | Cancelled | View |
| 09/12/2018 11:42 | PQ-PORTS- 1440-04-3121 | Prequalification - Commercial Diving Company - Amend | Certificate Issued | View |
| 09/12/2018 11:34 | PQ-PORTS- 1440-04-3120 | Prequalification - Commercial Diving Company - Amend | Cancelled | View |
| 06/12/2018 14:11 | PQ-PORTS- 1440-03-3080 | Ship Survey Company (Category A) - Renewal | Under Review | View |

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Client needs to submit the request again with more details that were requested by Trakhees.

2.3 Respond to Non - Compliance Comments of Inspection

- After the request has been reviewed and accepted by Trakhees, Trakhees will create Inspection, if required, or can decide to Issue Permit.
- Email notification will be sent to client that vehicle should be brought in for inspection on specified date and time at mentioned location.
- After Inspection, Trakhees will either decide to Issue Permit or send the non-compliance comments to Client for their feedback.
- If NC Comments were sent by Trakhees, Client will receive email notification. Client has to login to Trakhees Online Services, open the request, read the Comments, provide feedback and submit the request again.
- Inspection Report will be available for Client to View.

1. Login to Trakhees online Service

The screenshot shows the Trakhees online service login interface. On the left is a 'Site Map' menu with various service options. The main area is titled 'Login' and contains a form with two input fields: '*Enter UserName' and '* Enter Password'. A green 'Submit' button is located below the password field. A message above the form states: 'If you have already registered with us, you can login using the form below.If you are a new user Click here ?'. The Trakhees logo is displayed at the bottom center of the page.

2. Open the request with status “NC Comments Awaiting client’s response”

| Requests | | | | |
|---------------------|---------------------------|--|--|--------|
| Date | Ref # | Description | Status | Action |
| 15/01/2019 14:51 | RTP-2019-3400 | Road Tanker Permit | NC Comments Awaiting client's response | View |
| 10/01/2019 10:55 | CEDPR-07060 | Compound Wall-New | Request Submitted | View |
| 09/01/2019 11:15 | EHS_OFC_New 01-09_1390 | Operation Fitness Certificate New | Submitted | View |
| 09/12/2018 12:03 | PQ-PORTS- 1440-04-3125 | Bunker Supply Company - Renew | Certificate Issued | View |
| 09/12/2018 12:00 | PQ-PORTS- 1440-04-3124 | Bunker Supply Company - Amend | Certificate Issued | View |
| 09/12/2018 11:53 | PQ-PORTS- 1440-04-3123 | Bunker Supply Company - New | Certificate Issued | View |
| 09/12/2018 11:47 | PQ-FZIO- 2018-12-3122 | First Aid Training & Certification - New | Cancelled | View |
| 09/12/2018 11:42 | PQ-PORTS- 1440-04-3121 | Prequalification - Commercial Diving Company - Amend | Certificate Issued | View |
| 09/12/2018 11:34 | PQ-PORTS- 1440-04-3120 | Prequalification - Commercial Diving Company - Amend | Cancelled | View |
| 06/12/2018 14:11 | PQ-PORTS- 1440-03-3080 | Ship Survey Company (Category A) - Renewal | Under Review | View |

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- Client can download the Inspection report.

Bunker Road Tanker Permit

Application Summary

| Request ID | Status | PA Status | PA Number | Download Link |
|---------------|--|-----------|--------------|--|
| RTP-2019-3400 | NC Comments Awaiting client's response | RESERVED | <u>82443</u> | Download Inspection Report |

[Application Details](#)
[Comments/Review](#)
[Non Compliance](#)
[Documents](#)

Company Information

| | | | |
|-----------------|--------------------------|----------------------------|----------------------------|
| Company Name* | Tahera Restaurant | License Issuing Authority* | TRAKHEES |
| License No* | 75 | License Expiry Date* | 29/01/2020 |
| PO BOX | 69879 | Phone No* | 04123123512155 |
| Fax No | 042343514916 | Manager Name* | fas |
| Company Email * | Samar.Mahmoud@trk.pfc.ae | Online Admin Email* | ismail.mohideen@trk.pfc.ae |

- Client has to Click on the Non Compliance tab, and provide feedback for all the Comments and can also attach the documents, by clicking on the document icon against each comment.

Bunker Road Tanker Permit

Application Summary

| Request ID | Status | PA Status | PA Number | Download Link |
|---------------|---|-----------|-----------------------|--|
| RTP-2019-3400 | NC Comments Awaiting client's response | RESERVED | 82443 | Download Inspection Report |

Application Details
Comments/Review
Non Compliance
Documents

Inspection Date : 15 Jan 2019
Inspection No.:1

| Sr No | Severity | Comment | Feedback | |
|-------|----------|---|----------|--|
| 1 | LOW | Tyres in Bad Condition | | |
| 2 | MEDIUM | Warning Lights not in working condition | | |

Previous
Submit
Next

2.4 Download Permit

After the request has been approved by Trakhees, Permit along with inspection report will be sent to client along with payment details in email. Client can also download the Permit from online as below.

- Once the Permit has been issued the client can view the request with the status changed to "Permit Issued".

| Requests | | | | |
|---------------------|---------------------------|---|--------------------|--------|
| Date | Ref # | Description | Status | Action |
| 15/01/2019 15:13 | RTP-2019-3400 | Road Tanker Permit | Permit Issued | View |
| 10/01/2019 10:55 | CEDPR-07060 | Compound Wall-New | Request Submitted | View |
| 09/01/2019 11:15 | EHS_OFC_New 01-09_1390 | Operation Fitness Certificate New | Submitted | View |
| 09/12/2018 12:03 | PQ-PORTS- 1440-04-3125 | Bunker Supply Company - Renew | Certificate Issued | View |
| 09/12/2018 12:00 | PQ-PORTS- 1440-04-3124 | Bunker Supply Company - Amend | Certificate Issued | View |
| 09/12/2018 11:53 | PQ-PORTS- 1440-04-3123 | Bunker Supply Company - New | Certificate Issued | View |
| 09/12/2018 11:47 | PQ-FZIO- 2018-12-3122 | First Aid Training & Certification - New | Cancelled | View |
| 09/12/2018 11:42 | PQ-PORTS- 1440-04-3121 | Prequalification - Commercial Diving Company - Amend | Certificate Issued | View |
| 09/12/2018 11:34 | PQ-PORTS- 1440-04-3120 | Prequalification - Commercial Diving Company - Amend | Cancelled | View |
| 06/12/2018 14:11 | PQ-PORTS- 1440-03-3080 | Ship Survey Company (Category A) - Renewal | Under Review | View |

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- The Client can then view the Permit and download it using the link given in the “Application summary” section.

Bunker Road Tanker Permit

Application Summary

| Request ID | Status | PA Status | PA Number | Download Link |
|---------------|---------------|-----------------|-----------------------|---|
| RTP-2019-3400 | Permit Issued | PAYMENT SETTLED | 82443 | Download Permit Download Inspection Report |

[Application Details](#)[Comments/Review](#)[Non Compliance](#)[Documents](#)

Company Information

| | | | |
|-----------------|---------------------------|----------------------------|-----------------------------|
| Company Name* | Tahera Restaurant | License Issuing Authority* | TRAKHEES |
| License No* | 75 | License Expiry Date* | 29/01/2020 |
| PO BOX | 69879 | Phone No* | 04123123512155 |
| Fax No | 042343514916 | Manager Name* | fas |
| Company Email * | Samar.Mahmoud@trk.pcfc.ae | Online Admin Email* | ismail.mohideen@trk.pcfc.ae |