

Service Name	Description	Relationship Type	Service Delivery Time	Service Delivery Channel	Target Category	Service Delivery Procedure	Required Documents	Terms and Conditions	Service Fees
Register a new Client	Through this service, the customer can be registered and approved to practice customs procedures	From Government to Business	Available around the clock	1. Website 2. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive an email with the company registration and the customs code	1. Trade license Copy		100
Renew Client Registration	Through this service, the customer registration will be renewed	From Government to Business	Available around the clock	1. Website 2. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive an email with the company renewed customs code	1. Trade license Copy		25
Amend Client Registration	Through this service, the customer can amend his registration details	From Government to Business	Available around the clock	1. Website 2. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive an email with the company amendment confirmation	1. Trade license Copy		No fees is required unless there is a request for adding a new business type for which AED 100.00 .shall be charged
Issue Broker Card	Through this service, a Broker card is issued to enable the customer to represent his company at Fujairah Customs	From Government to Business	working Days	1. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive the customs Broker card	1. Passport copy of the representative with visa page 2. Emirates ID Copy 3. Photo to be uploaded		150
Renew Broker Card	Through this service, the Company request renew Broker card for their customer	From Government to Business	working Days	1. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive the renewed customs Broker card	1. Passport copy of the representative with visa page 2. Emirates ID Copy 3. Photo to be uploaded	A fine of AED 50 will be charged for each month of delay in renewing the representative card	150
Amend Broker Card	Through this service, the Company request amend Broker card details for their customer	From Government to Business	working Days	1. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive the amended customs Broker card	All arrears have to be paid		100
Cancel Broker Card	Through this service, the Company request cancel Broker card for their customer	From Government to Business	working Days	1. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Receive a notification of cancelation	All arrears have to be paid		0
Trade Agency Recording	Through this service, the commercial agency is registered with Fujairah Customs, which allows the customer to file a complaint in the event of importation by another unauthorized party.	From Government to Business	working Days	1. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive the certificate	1. a valid copy of the trade agency registration certificate issued by the Ministry of Economy 2. Trade license Copy		200
Trade Mark Recording	Through this service, the trademark is registered at Fujairah Customs, which allows the customer to file a complaint in the event of importation by another unauthorized party.	1. From Government to Business 2. From Government to Individuals	working Days	1. Customer Happiness Center	Companies Individuals	1. Submit the request through all available channels 2. Pay service fees 3. Receive the certificate	1. a valid copy of the trademark registration certificate issued by the Ministry of Economy 2. a duly authenticated and translated copy of the Power of Attorney		200
Request Trademark/Intellectual Property Complaint	Through this service, the trademark owner can submit a request to inspect goods suspected of violating intellectual or commercial property rights	From Government to Business	Available around the clock	1. Website 2. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive a notification of accomplishment	1. Complaint Letter 2. registration certificate at the Ministry of Economy	1. A Security Deposit shall be paid in case the complaint is submitted by the Customer 2. Security Deposit is refundable if the complaint is valid	2000 .1 5000 (تأمين) .2 500 (في حالة الطلب عاجل) .3 1000 (في حالة تقديم الطلب خلال العطل) .4
Issue Customs Declaration	Through this service, the customer completes a customs declaration to transfer his goods (import/export/re-export/transit/temporary entry/deposit)	From Government to Business	Available around the clock	1. Website	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive notification of approval on accomplishing the declaration	1. Invoice 2. Packing list 3. Certificate of Origin 4. Permit from restriction entities		

Amend Customs Declaration	Through this service, the customer can request amend Customs Declaration	From Government to Business	Available around the clock	1. Website 2. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive notification of approval on amending the declaration	Customs declaration of which the information is being amended (e.g. If invoice information is amended, then invoice needs to be provided)		for each field 25
Cancel Customs Declaration	Through this service, the customer can request cancel Customs Declaration	From Government to Business	Available around the clock	1. Website 2. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive notification of approval on cancelling the declaration	Customs declaration requiring cancellation (documents may vary based on reason of cancellation)		25
Request Customs Inspection	Through this service, the customer requests a customs inspection of the goods	From Government to Business	Available around the clock	1. Website 2. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive notification of the time and section concerned for the inspection			150
Amend Customs Inspection Request	Through this service, the customer can request amend Inspection Request Details	From Government to Business	Available around the clock	1. Website 2. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Receive notification of the amended time			
Cancel Customs Inspection Request	Through this service, the customer can request cancel Inspection Request	From Government to Business	Available around the clock	1. Website 2. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Receive notification of cancellation			
Extend Temporary Admission Period	Through this service, the customer requests to extend the period of Temporary Admission of goods	From Government to Business	working Days	1. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Receive a notification of accomplishment	Evidence of the need for an additional period	The request must be submitted before the expiry of the period	100
Request HS Code (Goods Classification)	Through this service, the customer requests the classification of a commodity according to the customs tariff	1. From Government to Business 2. From Government to Individuals	working Days	1. Customer Happiness Center	Companies Individuals	1. Submit the request through all available channels 2. Pay service fees 3. Receive notification with the ticket number which will be dealt with by Fujairah Customs for the classification			25 for each HS Code
Payments	Through this service, the customer can pay the Amounts due	1. From Government to Business 2. From Government to Individuals	Available around the clock	1. Website 2. Customer Happiness Center	Companies Individuals	1. Submit the request through all available channels 2. Pay the required amounts 3. Receive a notification of payment			
Claim Submission	Through this service, the customer submits a claim to refund the deposit Amount or release the bank guarantee	1. From Government to Business 2. From Government to Individuals	working Days	1. Customer Happiness Center	Companies Individuals	1. Submit the request through all available channels 2. Pay service fees 3. Receive notification of accomplishing the service	Proof of export for goods as the following: - By Sea: Exit/Entry certificate, Copy of Export Declaration, Copy of Manifest, or Copy of Bill of Lading - By Air: Exit/Entry certificate, Copy of Export Declaration, or Copy of Airway Bill - By Land: Exit/Entry certificate, Copy of Export Declaration or Copy of Manifest		50
Amend Claim Submission	Through this service, the customer submits an amendment request to deposit/guarantee claim	1. From Government to Business 2. From Government to Individuals	working Days	1. Customer Happiness Center	Companies Individuals	1. Submit the request through all available channels 2. Receive notification of accomplishing the service			
Cancel Claim Submission	Through this service, the customer submits a cancelation request to deposit/guarantee claim	1. From Government to Business 2. From Government to Individuals	working Days	1. Customer Happiness Center	Companies Individuals	1. Submit the request through all available channels 2. Receive notification of accomplishing the service			

Request Non objection letter to cancel a company	Through this service, the customer submits a clearance certificate due to the company's Closing	From Government to Business	working Days	1. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive the certificate		AED 3,000 will be added in case customs audit is required (customs transaction available)	100
Issue Vehicle Clearance Certificate	Through this service, the customer submits a request for a vehicle clearance certificate to be submitted to the Ministry of Interior to register the vehicle	1. From Government to Business 2. From Government to Individuals	working Days	1. Customer Happiness Center	Companies Individuals	1. Submit the request through all available channels 2. Pay service fees 3. Receive the certificate	Vehicle Documents		30
Issue Duplicate Vehicle Clearance Certificate	Through this service, the customer submits a request to issue a duplicate vehicle clearance certificate	1. From Government to Business 2. From Government to Individuals	working Days	1. Customer Happiness Center	Companies Individuals	1. Submit the request through all available channels 2. Pay service fees 3. Receive the certificate	1. Police report case copy 2. No Objection Letter from the Roads and Transport Authority 3. Card Copy of (Customer / Delegate / Person's)		100
Cancel Vehicle Clearance Certificate	Through this service, the customer submits a request to cancel a vehicle clearance certificate	1. From Government to Business 2. From Government to Individuals	working Days	1. Customer Happiness Center	Companies Individuals	1. Submit the request through all available channels 2. Receive Vehicle Clearance Certificate Cancellation	1. The original certificate of the vehicle		
Request No objection for issuing clearing agent license	Through this service, the customer submits a request for a no-objection certificate to get a clearing agent license	From Government to Business	working Days	1. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive the certificate	Municipal letter addressed to customs		New: 700 AED Amend: 250 AED to add partner 700 AED to open new branch 250 AED to change local owner Cancel: No Fees
Request a registration certificate for the Federal Tax Authority	Through this service, the customer submits a request for a letter from customs to register with the Federal Tax Authority	From Government to Business	working Days	1. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive the VAT registration letter			100
Request customs transactions statistics	Through this service, the customer submits a request for a report on their customs transactions	From Government to Business	working Days	1. Customer Happiness Center	Companies	1. Submit the request through all available channels 2. Pay service fees 3. Receive the report.			50 درهم عن كل شهر