

Client Procedure (CP) for Unified Digital Trading Permit Services

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Table of Contents

1. Purpose and Objective	3
2. Scope	3
3. Definitions and Abbreviations	4
4. Procedure	4
5. Service Completion Time.....	10
6. Service Fees.....	10
7. Related Documents and Forms	13
8. Applicable References and Regulations.....	13
9. Process Workflow	14

1. Purpose and Objective

The purpose of this procedure is to facilitate information to Trakhees clients regarding the process of issuance/extension of Unified Digital Trading Permit Services

2. Scope

This procedure covers all companies operating within Trakhees jurisdiction who needed to apply for Unified Digital Trading Permit Services including permit for:

- 2.1 KIOSK
- 2.2 Counter
- 2.3 Automated teller machine
- 2.4 Vending Machine
- 2.5 Touch Screen
- 2.6 Additional Signe Board
- 2.7 Sale
- 2.8 Clearance
- 2.9 Promotional Campaign
- 2.10 Extra Working Hours
- 2.11 Leaflet
- 2.12 Commercial Tent
- 2.13 Food Delivery During Ramadan
- 2.14 Instant Prizes
- 2.15 Additional Offices
- 2.16 Composite Activity
- 2.17 Public Parking
- 2.18 Draw
- 2.19 Executive Desk
- 2.20 Car Advertisement
- 2.21 Trade mark Sign Board
- 2.22 Temporary canvas paintings

3. Definitions and Abbreviations

- 3.1 ATM - Automated Teller Machine
- 3.2 Vending Machine - Machines that dispense items for sale.
- 3.3 Sign Board - Displaying boards of private shops for trade name or trademark identification.
- 3.4 Sale - Offers and discounts on merchandise displayed in different proportions during festivals and seasonal event.
- 3.5 Leaflet - Print publications or brochures that inform and promote products to the public

4. Procedure

4.1 Online submission

4.1.1 Client should ensure the availability of sufficient amount in the prepaid account prior applying for Unified Digital Trading Permit Services.

4.1.2 Client can apply online and attach the below required documents to our service Portals as below link:

Sr	Our Service Portals	Link
01	PCFC Trakhees	https://online.trakhees.ae/oaservices/login/form.htm
02	Dubai Trade	https://www.dubaitrade.ae/en/open-services-landing

Note:

- The client can access to account through login with user name/password or use UAE Pass.

Table (1): Documents required for Permit applications.

Requested Permit	Required Documents
Clearance	<ul style="list-style-type: none"> - Letter from the company - NOC from the mall management for clearance/ change activity (in case operating in a mall). - Price list 90% <p>Note: The clearance only for shops, not allowed for KIOSK.</p>
ATM (Automated Teller Machine)	<ul style="list-style-type: none"> - Trade license Copy - NOC from Central Bank - Request letter from the Bank and mention the ATM machine number - Lease Contract copy - NOC Letter from developer.
KIOSK	<ul style="list-style-type: none"> - Trade license copy - Lease contract copy - External approval as per the activity referring to Activity List sheet.
Counter	<ul style="list-style-type: none"> - External approval as per the activity referring to Activity List sheet. - Trade license copy - Lease contract copy
Commercial Tent	<ul style="list-style-type: none"> - NOC letter from the owner or lease contract - Trade License copy - Approval From Civil defence - Approval from Trakhees- Civil Engineering Department. - Approval from Dubai Municipality for food facility and Retail and commercial for non-food facility - not requirement – its process)
Display Goods	<ul style="list-style-type: none"> - NOC letter from Mall Management - Nakheel approval (in case project is owned by Nakheel developer). - Letter from the company with the space by square feet
Extended Clearance	<ul style="list-style-type: none"> - NOC letter from Mall Management.



Extended Sale	- NOC letter from Mall Management.
Extra Sign Board	- NOC letter from the mall management in case the sign board is to be added in a mall. - License copy - Constructing license copy - Drawing of the sign board with the size in Foot Square
Extra Working Hours	- License copy
Food Delivery During Ramadan	- NOC Letter from the mall management (in case operating in a mall)
Vending Machine	- Trade license copy - Lease Contract - NOC Letter from Dubai Municipality or other entity as per the activity referring to Activity List sheet. - NOC from Nakheel (in case project is owned by Nakheel developer).
Instant prizes (One Shop or all branches)	- NOC letter from the developer - NOC letter from owner of the shop - Letter from company with all details
Leaflet (Paper and booklet advertisement)	- Trade License copy - Leaflet (Paper or Booklet advertisement) copy (must be in Arabic and English). - Nakheel approval if outside the shop
Promotional Campaign	(Simple/Medium/Big/Draw) Promotional Campaign: - Copy of the Campaign description - NOC from the mall management (in case operating in a mall). - Nakheel approval (in case project is owned by Nakheel developer). - Letter from the company with all details
Sale	- NOC letter from Mall Management. - Lease contract/Ejari Copy.

	- Price list
Special Offer	- NOC letter from Mall Management. - Lease contract/Ejari Copy. - Price list
Sewing Machine	- NOC letter from Mall Management
Touch Screen	- Number of added screens - Trade License copy for the company provided the touch screens
Trade mark	- Trademark Registration certificate from Ministry of Economy - Trade Mark Photo copy - Drawing of the trade mark with the size in Foot Square - Constructing license copy
Composite Activity	- Provide external approval for activity if require
Public Parking	- NOC from Developer (Nakheel)
Executive Desk	- NOC letter from Developer
Car Advertisement	- NOC letter from Developer
Temporary canvas paintings	- NOC from Developer / Owner - Trade License copy for the company who prepare canvas paintings - External approval as per the activity referring to Activity List sheet.
Warehouse	- Trade License copy - Lease contract/Ejari Copy or NOC letter from Developer - External approval as per the activity referring to Activity List sheet.

4.1.3 Trakhees Service Centre will review the application and accordingly Trakhees Service Centre will:

4.1.3.1 Approve: in case the submission comply with the requirements, Trakhees Service Centre will accept the request and the related fees will be automatically deducted from the client pre-paid account and the requested permit will be sent through register email to the client with remarks as per Table (2).

Table (2): Remarks and Conditions of the Commercial Permits

	Requested Permit	Permit Remarks
1	Counter, ATM, Vending Machine, Touch Screen, Additional signs board, Promotional campaign, Commercial Tent, Instant prizes, Additional Offices, Composite Activity, Public Parking, Executive Desk, Car Advertisement, Trade mark Sign Board, Temporary canvas paintings, KIOSK.	- Expiry date is the same expiry date of the license or the lease contract (earlier expiry)
2	Clearance	- Expiry date is for 30 days from the date of permit issuance. Sale must be for 90%
3	Extended Clearance, Extended Sale	- The Permit valid to one week
4	Extra Working Hours	- As per Dubai Rules, the closing time for the retail shop/ commercial to be closed at 12:00 A.M unless other approval submitted by the client.
5	Sale	- The sale Permit valid to 30 days from issuing date. - Mention the Sale's percentage in the shop interface. - List of sales items should be available in shop
6	Leaflet	- Cannot distribute on car parking, residential area, put outside the shops and distribute to the customers



		<ul style="list-style-type: none"> - Customer can give them to the mall management, or retails shops who will distribute it. - It should contain meaningful words in English and Arabic, should be clear
7	Special Offer	<ul style="list-style-type: none"> - % Special offers on selected items - the permit valid for 15 days only from issue date of permit - Please mention the special offer percentage in the shop - List of sales items should be available in shop
8	Food Delivery During Ramadan	<ul style="list-style-type: none"> - Permit Expiry is for 1 month or till the end of Ramadan.

4.1.3.2 Reject: in case the request is not complying with requirement, Trakhees staff will reject the submission and state the reason for rejection.

4.1.3.3 More information: in case missing of any of the required documents or not enough money in the client pre-paid account. Trakhees staff will state the missing information and client should update the requirements.

4.2 Manual submission:

4.2.1 Customer should approach Trakhees offices located in Dragon Mart1.

4.2.2 Trakhees Service Centre will request the customer to share the required documents through email.

4.2.3 Customer should send the digital copies of the required documents mention in table (1) to the common Email: Trakhees.licensing@Pcfc.ae

4.2.4 Trakhees Service centre will review the sent documents and accordingly:

- Approve: : in case the submission comply with the requirements, Trakhees Service Centre will issue a payment advice related to the requested permit.



- Reject: in case the request is not complying with requirement, Trakhees Service Centre will reject the submission and explain to customer the reason for rejection.
- More information: in case missing of any of the required documents, Trakhees Service Centre will state the missing information and customer. Customer should update the requirements.

4.2.3 Client should settle the payment through:

- Trakhees Online Portal
- DIB ATM
- AL ANSARI Exchange

4.2.5 Trakhees Service Centre will generate and attest the permit (SGS-F09a) and sent it to the client by Email as per remarks and condition in Table (2).

5. Service Completion Time

No.	Process	Target
5.1	Submission review and update theonline submission status (from the date of submission)	2 WD
5.2	Permit issuance for online applications (from the date of approving the submission)	1 WD
5.3	Submission review and update the submission status in Trakhees Service centre (from the date of submission day until generating the payment advice)	1 WD
5.4	Permit issuance for the applications in Trakhees service centre (from the date of submission day until generating the payment advice)	1 WD

6. Service Fees

	Requested Permit	Fees (AED)
6.1.	Clearance	2,500
6.2.	ATM (Automated Teller Machine)	1,000 AED per Machine
6.3.	KIOSK	421 AED per month
6.4.	Counter	125 AED per month

6.5.	Commercial Tent	10 for each sq.ft not less than the fee AED 5,000/- . Not more than the fee AED 15,000/-
6.6.	Display Goods	600 AED
6.7.	Extended Clearance	1500 AED
6.8.	Extended Sale	<ul style="list-style-type: none"> - 600 AED if shop size between 0 to 2000 sq.ft - 800 AED if shop size between 2001 to 4000 sq.ft - 1,700 AED AED if shop size between 4001 to 6000 sq.ft - 2,800 AED if shop size more than 6000 sq.ft
6.9.	Extra Sign Board	10 AED for each sq.ft (not less than 250 AED)
6.10.	Extra Working Hours	<ul style="list-style-type: none"> - Permit (Limited Hours) 166.67 AED per month and per location. - Permit 24 hours 250 AED per month and per location
6.11.	Food Delivery During Ramadan	5,000 AED
6.12.	Vending Machine	300 AED per Machine
6.13.	Instant prizes (One Shop or all branches)	<ul style="list-style-type: none"> - Permit Fees for one shop AED (2,300/-) - Permit Fees for all the branches, as the following: <ul style="list-style-type: none"> o If the prizes value is less than AED (500/-) permit fees AED (10,000/-) o If the prizes value is more than AED (500/-) permit fees AED (15,000/-)
6.14.	Leaflet (Paper and booklet advertisement)	<p>Paper advertisement = 300 AED</p> <p>Booklet advertisement = 550 AED per month</p>

6.15.	Promotional Campaign	<p>Simple Promotional Campaign = 1,100 AED per location.</p> <p>Medium Promotional Campaign= 1,600 AED per location.</p> <p>Big Promotional Campaign = 2,600 AED per location.</p> <p>Draw Promotional Campaign:</p> <ul style="list-style-type: none"> ○ First Draw to fifth Draw, Fees AED 1,000/- per Draw ○ Draw after fifth, Fees AED 100/- per draw
6.16.	Sale	<ul style="list-style-type: none"> - 2,800 AED if shop size between 0 to 2000 sq.ft - 3,800 AED if shop size between 2001 to 4000 sq.ft - 8,800 AED if shop size between 4001 to 6000 sq.ft - 13,800 AED if shop size more than 6000 sq.ft
6.17.	Special Offer	2,800 AED
6.18.	Sewing Machine	300 AED per Machine
6.19.	Touch Screen	300 AED per Machine
6.20.	Trade mark	500 AED
6.21.	Composite Activity	1,000 AED
6.22.	Public Parking	450 AED
6.23.	Executive Desk	450 AED
6.24.	Car Advertisement	500 AED
6.25.	Public Parking	450 AED
6.26.	Temporary canvas paintings	1,500 AED
6.27.	Warehouse	700 AED
6.28.	Manual submission fee	100

* 10 AED Innovation fees and 10 AED for knowledge fees are to be added for each service.

7. Related Documents and Forms

N/A

8. Applicable References and Regulations

Trakhees Regulation and rules.

9. Process Workflow



