Trakhees

Online Services
User Manual – Web – Finance Services

Document Details

Document Information

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Table of Contents

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.

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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

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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.

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

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)

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

- 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.

- Enter Valid Payment Advice and Trakhees Id for QuickPay.

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

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Monday, August 17, 2015 | 12:16 PM

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Help ⓘ | العربية

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

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*	

Service Details

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

Pay

تراخيص
Trakhees

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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.

Monday, August 17, 2015 | 12:18 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

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*   Gtfs.Jone@trk.pcfc.ae

Service Details

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

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ⓘ Transaction Information

Service Provider   : **Ports, Customs and Freezone Corporation**
Service   : **PCFC Online ePayment**
SP Transaction No : **000000000000000000BAT2114**
Amount   : **10.00 AED**

👆 Payment Method

- ⦿ VISA MasterCard JCB — Credit Card
- ◯ EdirhamG2
- ◯ BANK — Direct Debit
- ◯ One — OneClick Pay

Contact Information

Email Address : Gtfs.Jone@trk.pcfc.ae
Mobile Number : 0509838022

☑ لـقـد فــرأت الـتـحـذيـر وفـهـمـت عـواقـبه
I have read the **warning** and understood the consequences

Total Amount: 10.00 AED

Cancel   Pay

للاستعلام اتصل بخدمة "اسأل دبي" على الرقم 0000 6 6005 AskDubai For Inquiries Call
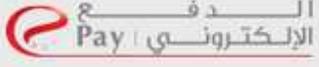
الـــدفـــع
الإلـكـتـرونــي Pay

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

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7. You will receive mail with Payment transaction details.

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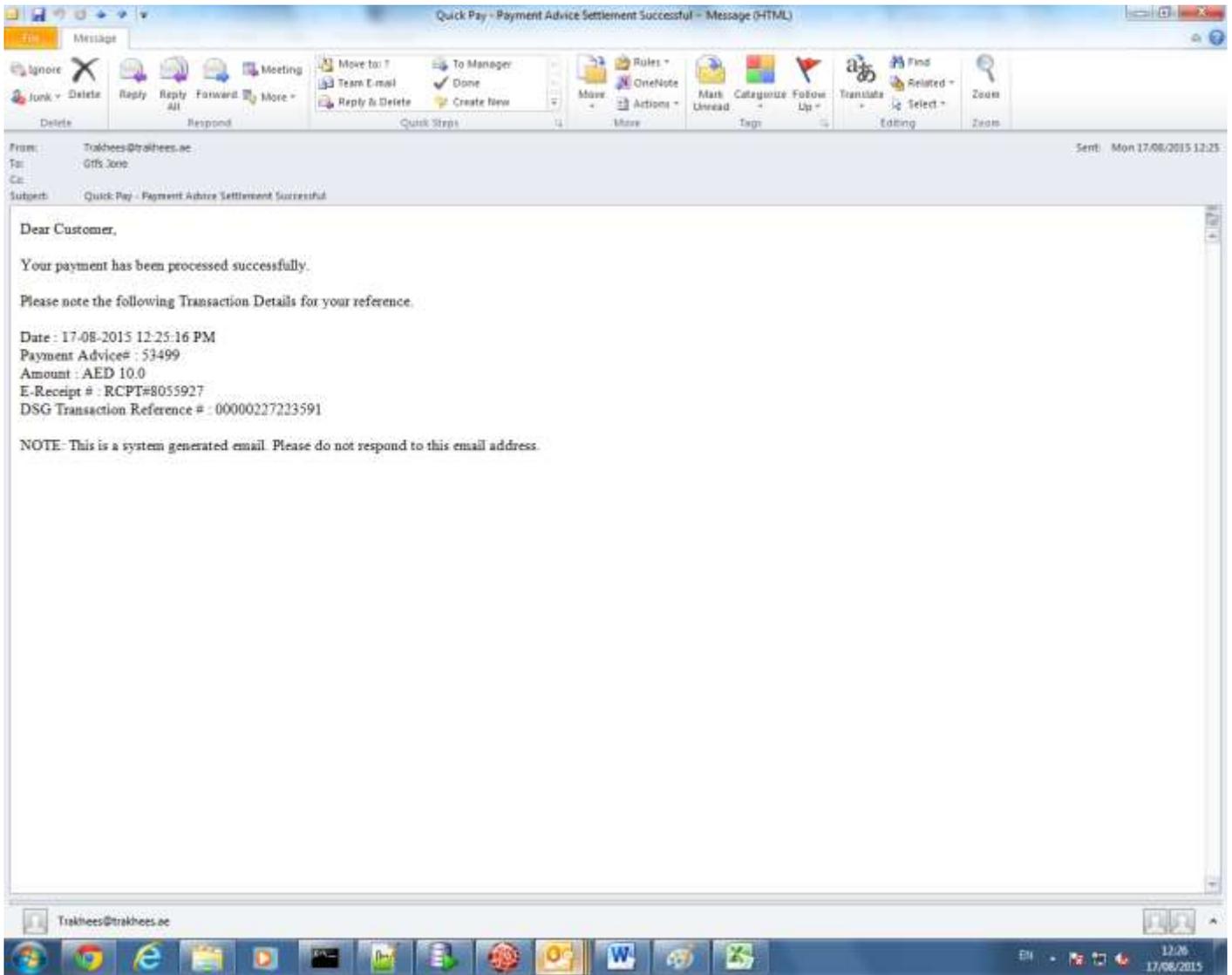
3.1.2 Pre-Paid Top-Up

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.

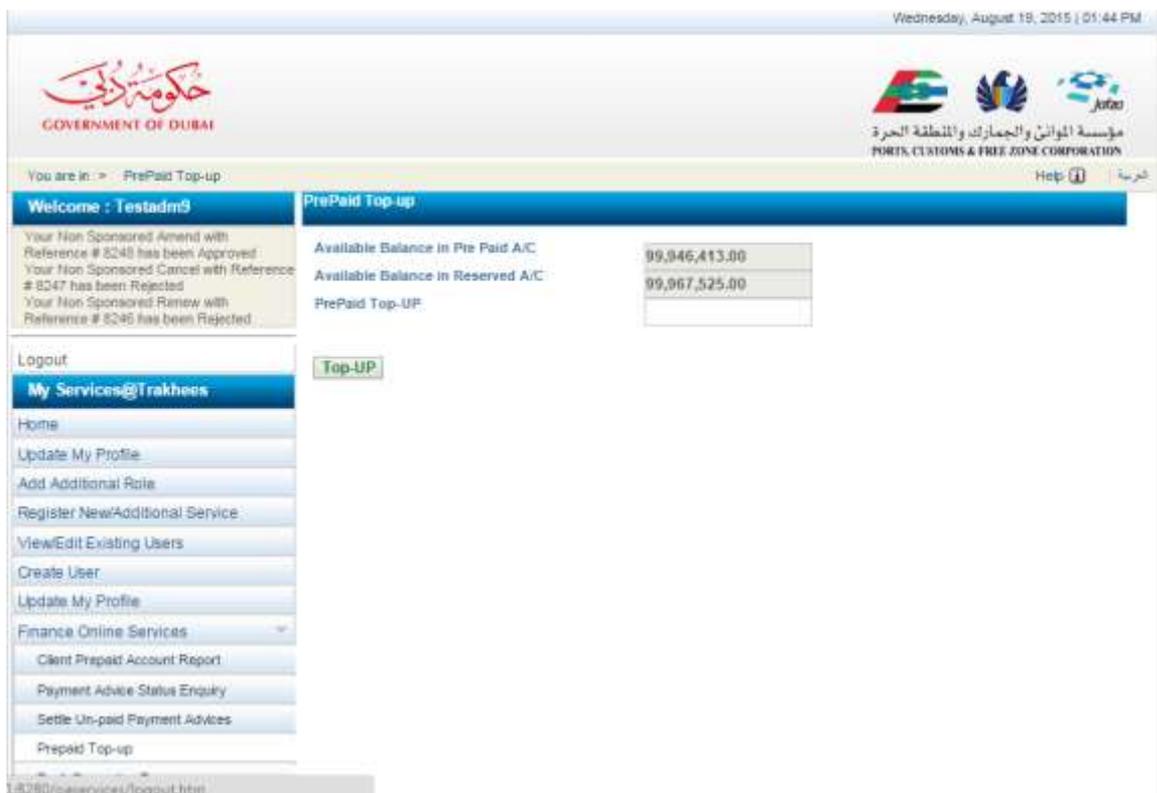1. Click on "Prepaid Top-up" in the new left side menu.

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.

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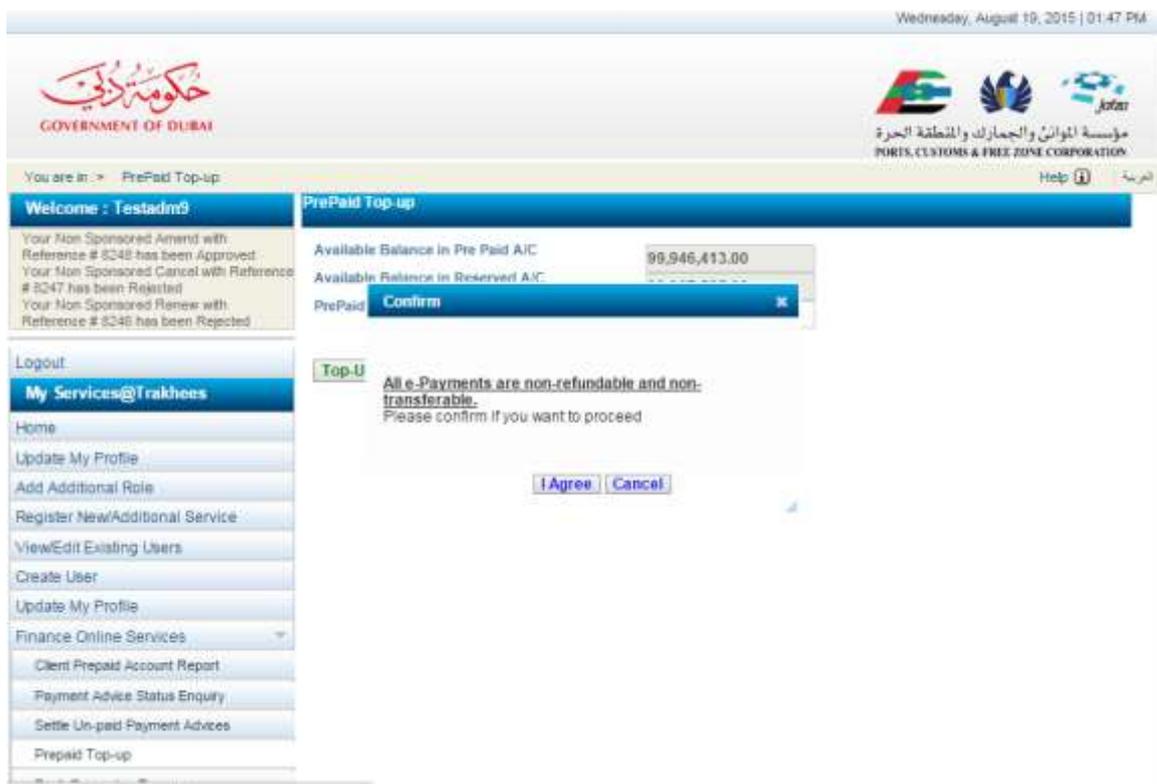
4. Select the Payment Method,fill the details.click on pay button.

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

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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.

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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.

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

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2. To proceed with top- up click on "I Agree"

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

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Sunday, August 23, 2015 | 10:40 AM

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Jafza

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PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in :► Bank Guarantee Top-up   Help ⓘ | العربية

Welcome : C-X-149988	Bank Guarantee Top-up
Logout	
My Services@Trakhees	Employee Visa Guarantee has been topped up.
Home	
Update My Profile	Available Employee Visa Guarantee
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	

Available Employee Visa Guarantee   12000.0

Jafza *Ports Customs & Free Zone Corporation*

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.

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2. Select To and From date in the page.

3. Select a Payment Advice status from All, Open, Cancelled, Blocked and Closed.

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4. Click on Search.

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.

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

Settle unpaid Payment Advices

Client ID	C-0009-774432	Client Name	Dec22
Your Pre-paid Account balance is (AED)	598,795.00	As On	24-Mar-2014

Unpaid Payment Advices

	PA Number ⇕	PA Amount (in AED)	Select To Pay	Amount Selected (in AED)
1	32151	110.00	☐	0.00
2	32150	110.00	☐	0.00
3	32149	110.00	☐	0.00
4	32148 32149	110.00	☐	0.00
5	32147	110.00	☐	0.00
6	32146	110.00	☐	0.00
7	32145	110.00	☐	0.00
8	32144	110.00	☐	0.00
9	32143	110.00	☐	0.00
10	32142	110.00	☐	0.00
	Total unpaid (in AED):	**1,100.00**	**Total selected To Pay (in AED)**	**0.00**

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* PA - Payment Advice

Export to PDF   Export to Excel   Charge To prepaid A/C

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
			Total paid amount(in AED) :	110.00

Page 1 of 1   10   View 1 - 1 of 1

* DN - Debit Note, PA - Payment Advice

Export to PDF   Export to Excel

Trakhees

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

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