



- ✓ Online Customs Declarations
- ✓ Instant Risk Assessment
- ✓ Immediate Clearance Approval
- ✓ Proactive Approval Notification



# TRADE.CLICK.RELAX.

○ The future of  
Dubai Customs  
has arrived.

| Client guide Mirsal 2 |



حكومة دبي  
GOVERNMENT OF DUBAI

إمارة دبي  
DUBAI CUSTOMS

# Introducing Mirsal 2

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## MIRSAL 2

(ELECTRONIC CUSTOMS CLEARANCE SYSTEM)

**THE PAPERLESS SYSTEM MIRSAL 2 ALLOWS THE ELECTRONIC CLEARANCE OF SIMPLE DECLARATIONS THROUGH THE INTERNET WITHIN LESS THAN TWO MINUTES, WITHOUT THE NEED TO SUBMIT ANY PAPERS BEFORE THE ARRIVAL OF GOODS. THIS HELPS DUBAI CUSTOMS CLIENTS TO SAVE TIME, EFFORT AND MONEY.**

Mirsal 2 is a combination of IT services and Dubai Customs processes and procedures provided through an electronic environment in an automated and paperless way. The system works as an engine which manages all operations including collecting Customs duties. Mirsal 2 also manages the risk management cycle, hence helps in serving and protecting the society from restricted and prohibited goods. Mirsal 2 also connects other administrations in the Dubai trade supply chain, providing electronic messages for inspection and clearance of goods.

Among Mirsal 2 beneficiaries are all divisions and people who complete Customs related operations as well as importers, exporters, Customs consignment and declaration clearing agents. Mirsal 2 gives them the opportunity to manage declarations immediately after they receive notification about the consignments' movement.

Dubai Customs took the initiative of developing this system in order to keep pace with the rapid growth of the Emirate during the last decade, primarily at trade level and out of its commitment to implement the vision outlined by HH Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai to become an international trading hub.

Dubai Customs' vision was to design a system for clearing Customs declarations and managing them efficiently, easily and quickly. It is worth mentioning that Mirsal 2 has been designed inline with the WCO guidelines aiming at facilitating international trade movement through advanced systems that enable fast procedure processing and acceleration of procedures completion, and protect societies at the same time.





Mirsal 2 has been a significant project. The launching of this system required large numbers of funds, energy, time and working hours. There are more than 2000 companies which use the system weekly. This supports Dubai's vision to become an important trade hub keeping up with the growth of transactions via this advanced Customs system.

Initially, when Mirsal 2 was being designed, Dubai Customs contracted external vendors to plan and develop what was required. In order to ensure accuracy and fast processing of declarations, a decision was made to hire a competent internal work force to accomplish the task while resorting at the same time to external expertise when needed. In summary, the system is built from a combination of in-house developed and off the shelf products from suppliers such as Oracle, IBM and Microsoft.

In order to ensure a successful implementation of Mirsal 2, the employees involved underwent training programs with the help of the HR department. In addition to that, the organizational restructuring was completed and the Assessment and Training Section was established. These initiatives have been managed under the supervision of experts in this field so as to facilitate the transition to the new system.

A selection of clients representing all trade sectors has been involved from the very beginning in the development of Mirsal 2 primarily on the design of the system. During the development of Mirsal 2, extensive focus group meetings with clients were conducted to publicize the new procedures. Since the release of Mirsal 2, more than 8,000 clients have been trained on its usage and on how to submit declarations to Dubai Customs.





# Benefits of Mirsal 2

The main uniqueness about the product is that clients are able to electronically sign their declarations by using a digital certificate thus allowing them to pre-declare even before the goods have arrived in Dubai. Added to this, Mirsal 2 is connected with other entities within the trade supply chain within Dubai, meaning that information about the declaration is seamlessly exchanged amongst the entities allowing for faster processing of goods and cargo. The digital signature also provides clients with a secure work environment where counterfeiting is prevented.

Mirsal 2 provides large numbers of benefits to clients, Dubai Customs and other related parties:



## Client Benefits:

- Pre-clearance of goods.
- Electronic document submission which helps Customs focus on inspecting high-risk consignments.
- Paperless declarations available 24/7.
- Time, effort and cost savings of up to 75%.
- Consistency in treatment and risk management.
- Availability of more than one method to process a clearance request whether in the form of one request or different requests through a full-fledged file or different requests electronically by connecting the client's systems to Customs ones directly. This can be very beneficial in case there are many invoices and goods that need to be cleared in one request.





## Dubai Customs Benefits:

- Limit the revenue by minimizing the possibility of revenue leakage through wasting time and efforts.
- Real time risk assessment.
- Lower interdiction rates, allowing for more focused attention on risky consignments.
- Re-organized HR structure to cope with the growth of trade movement in Dubai and hire a competent workforce to carry out Mirsal 2 project.
- Intelligence focused to reduce the need for physical handling of goods.
- Meeting all clients' needs and requirements. The system provides state of the art services by receiving clients' opinions and views and sharing information with them.
- Systematic and documented processes.
- Multiple access channels – will enable multiple access points for clients while maintaining one face of organization to clients.

## Regional Governance

- Sharing intelligence information with strategic partners where access is to be given to the correct persons only.
- Consistent border control- to coordinate with other government departments to limit the movement of restricted and prohibited goods and ensure the correct rules are applied (through the E-Government Dubai Portal).
- Revenue protection inline with WCO and Kyoto Convention and facilitation of legitimate trade.
- Receiving trade statistics and data based on goods classification and documentation and then using these statistics in the strategic planning for the region.



# Mirsal 2 Registration

## Dubai Customs Registered Customs Brokers

To obtain a list of Registered Customs Brokers visit the Dubai Customs website:

<http://www.dubaicustoms.gov.ae/Content/Procedures/ClientRegistration/RegisteredBrokers/>

Customs Registration & Licensing Office:

**Tel: +971 4 302 3799/731/841**

**Fax: +971 4 345 1950**

**Email: [Client.Relations@dubaicustoms.ae](mailto:Client.Relations@dubaicustoms.ae)**

