



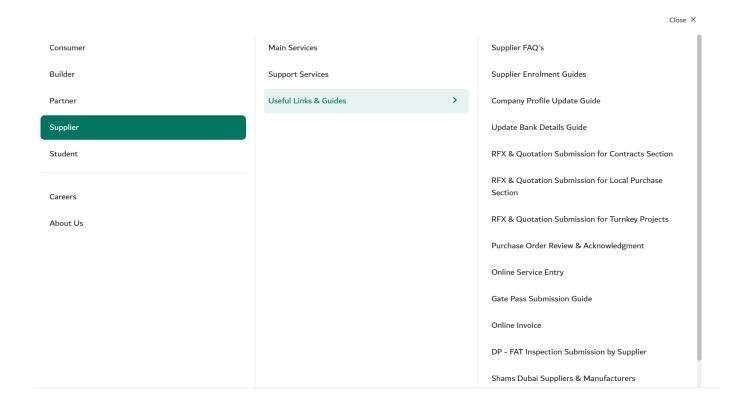


## **Overview**

The aim of this tutorial is to learn how to get the Custom Duty/MOIAT Exemption Process thru Supplier Portal.

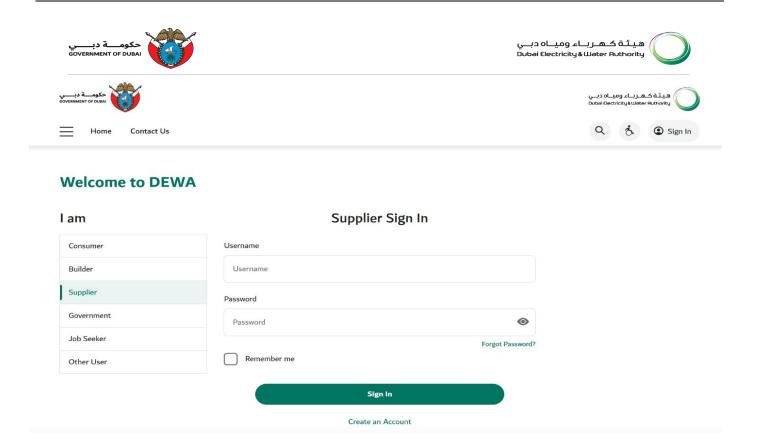
### 1) Service features

- User Manual Will be available in the below link



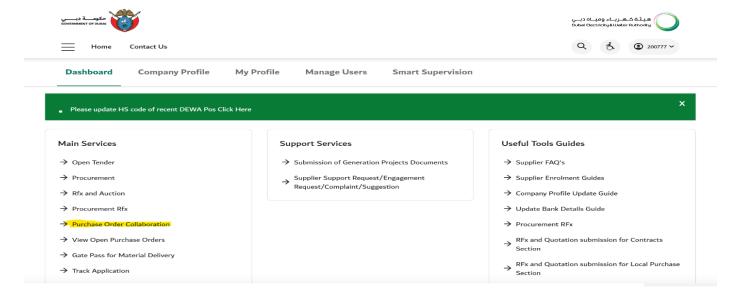
# 2) Supplier Login Screen

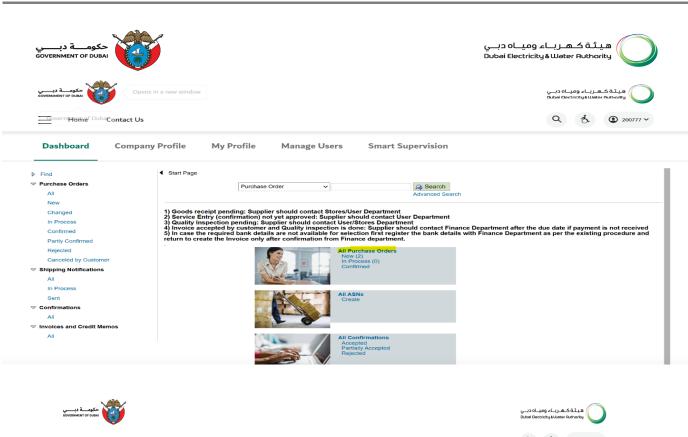
- Access the DEWA portal (<a href="https://www.dew.gov.ae">https://www.dew.gov.ae</a>) and select **Supplier** from the log-in options.
- Enter your **Username** and **Password** to sign in.

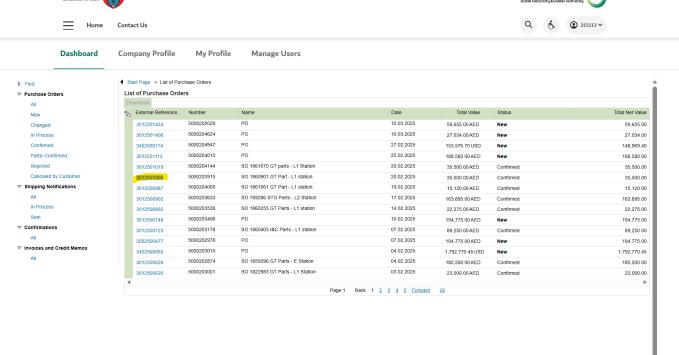


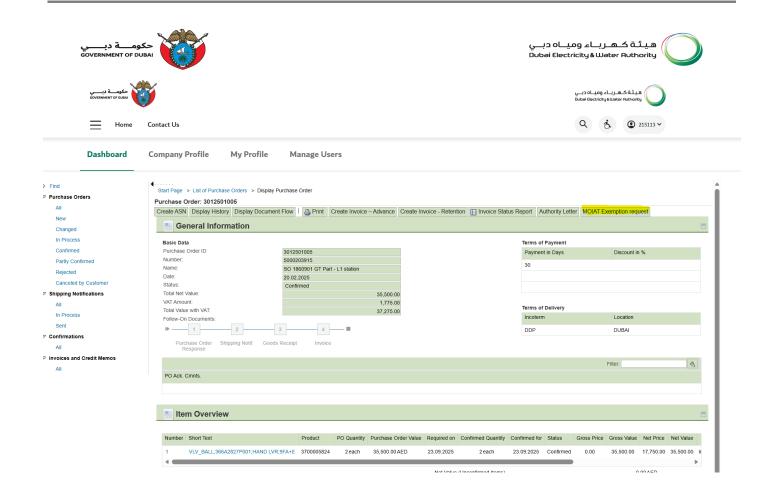
# 3) Navigating to Custom Duty/MOIAT Exemption Process

- After logging in, go to the Dashboard.
- Under Main Services, select Purchase Order.
- Locate your relevant Purchase Order from the list.



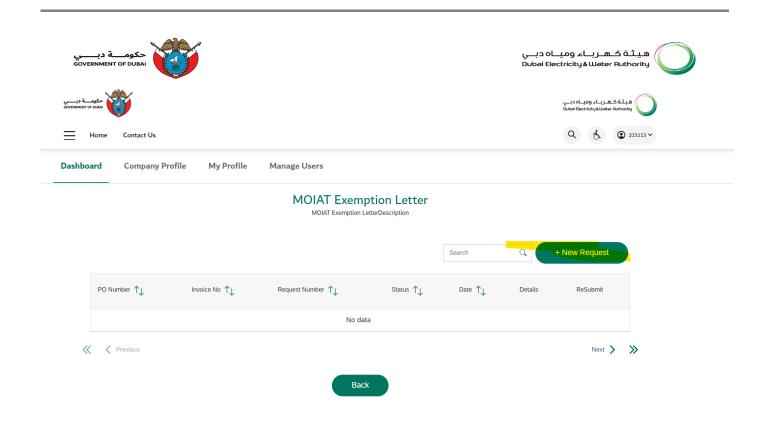






## 4) Request Application Screen for Custom Duty/MOIAT Exemption Process

- Click on the MOIAT Exemption Request tab for the selected Purchase Order.
- Click + New Request to initiate a new Custom Duty/MOIAT Exemption Process.



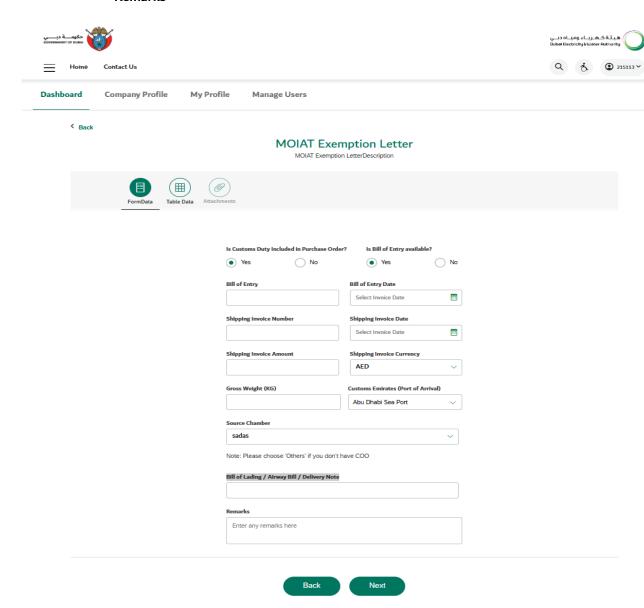
# 5) Filling the Custom Duty/MOIAT Exemption Request

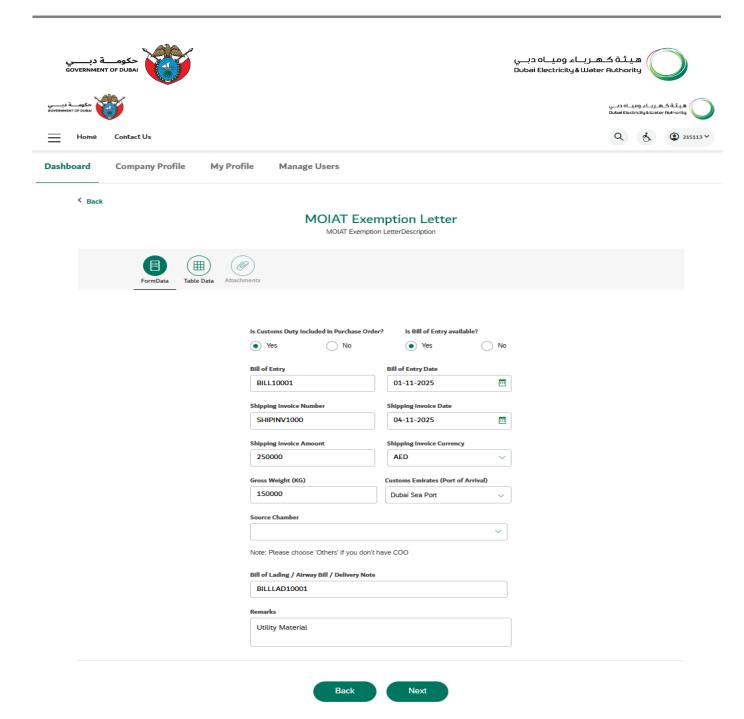
- Enter the following details in the application form (within 2 working days from the date of shipment invoice)
  - Is Customs Duty Included in Purchase Order?
  - Is Bill of Entry available?
  - Bill of Entry
  - Bill of Entry Date
  - Shipping Invoice Number
  - Shipping Invoice Date
  - Shipping Invoice Amount
  - Shipping Invoice Currency
  - Gross Weight (kg)
  - Customs Emirates (Port of Arrival)





- Source Chamber
- Bill of Lading/Airway Bill/Delivery Note
- Remarks





- Click NEXT
- It will show the PO Item details with regards to PO selected.
- Fill the application with regards to Custom Duty by clicking ADD Row



**Company Profile** 









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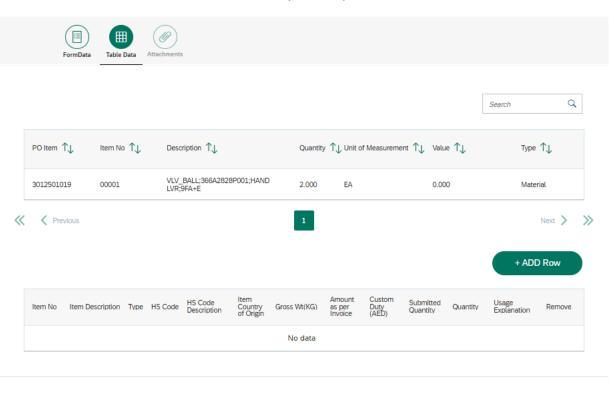
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Dashboard

### **MOIAT Exemption Letter**

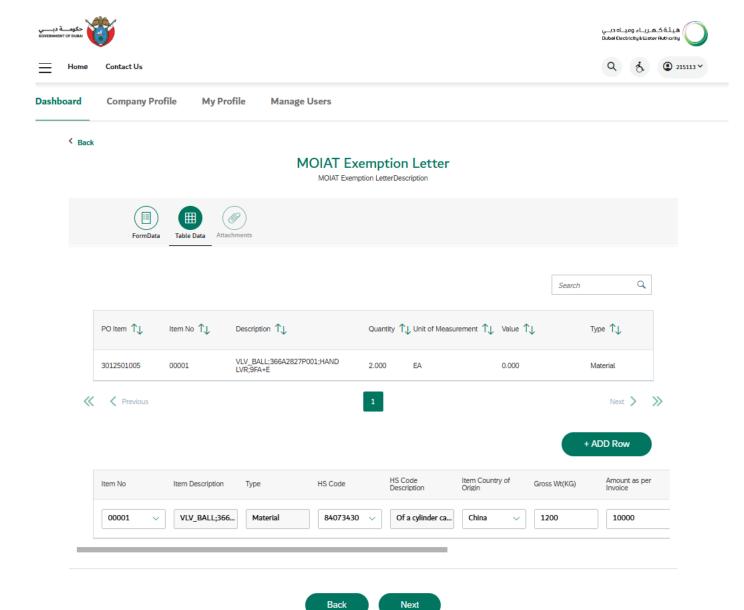
MOIAT Exemption LetterDescription

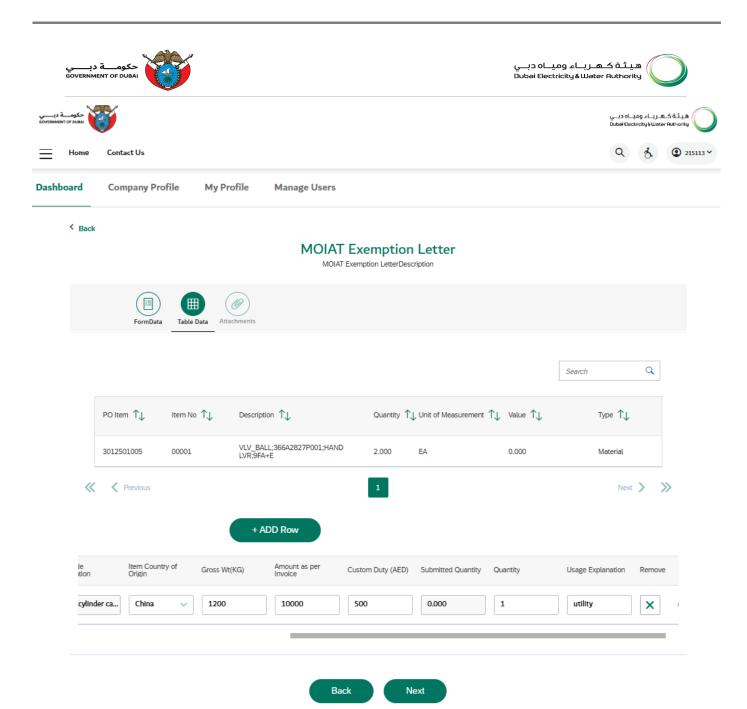


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- To attach the required documents (Only PDF file format)
  - Shipping Invoice
  - Bill of Lading/Airway Bill/Delivery Note (Optional)
  - Packing List
  - Bill of Entry
  - Certificate of Origin (Sea Shipments Only) Optional
  - Item Photo/Catalogue Optional



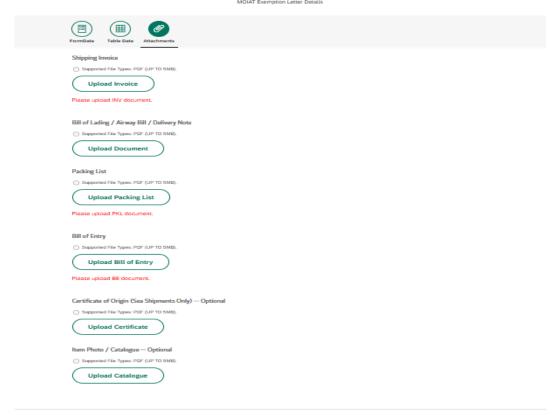




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#### MOIAT Exemption Letter











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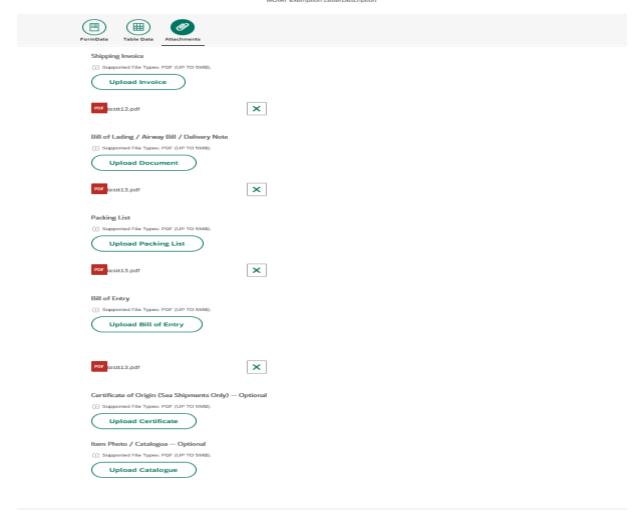


Dashboard Company Profile

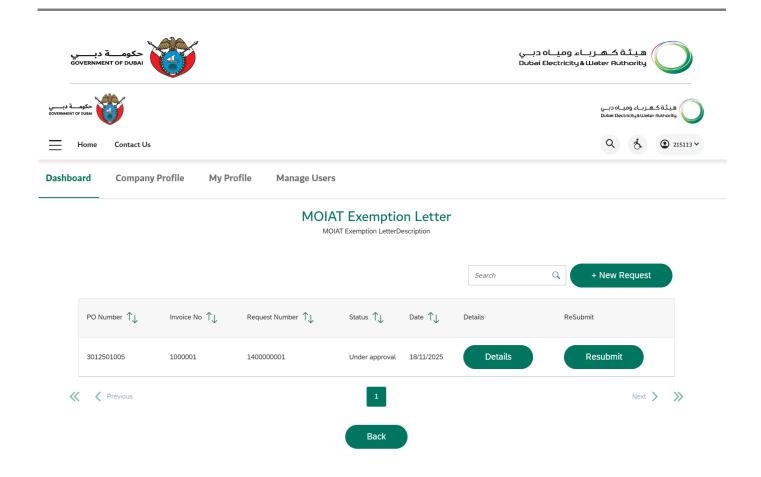
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## MOIAT Exemption Letter

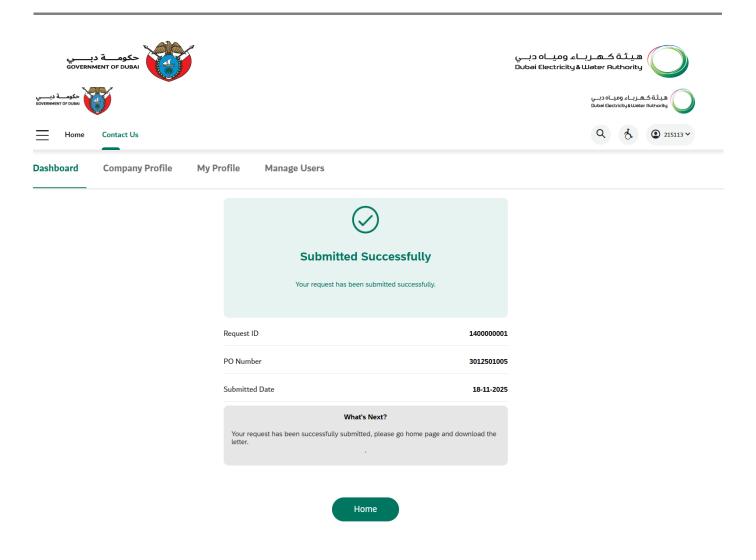


Back Submit

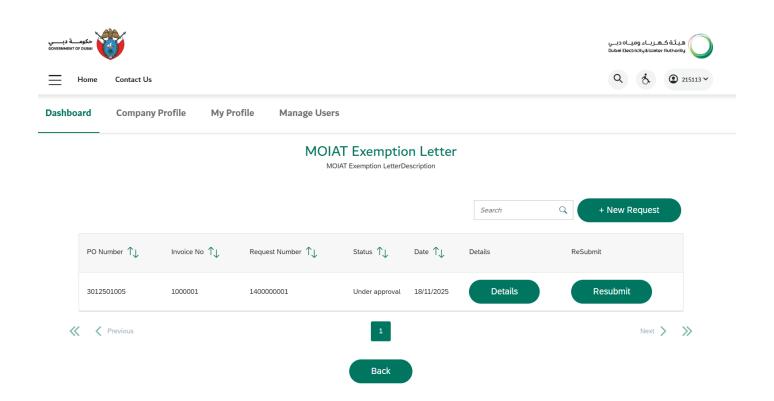


# 6) Submission of Request and view the submitted request

- After submission, a confirmation screen will display:
  - Request ID
  - PO Number
  - Submitted Date
- The status of your request will be shown as below.



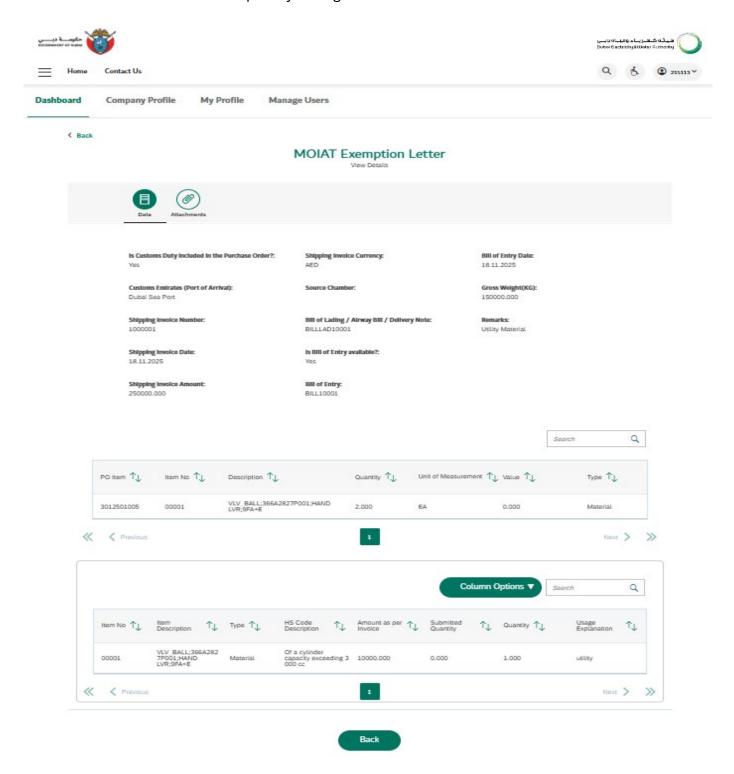
The status of your request will be shown as below. Please go to Home page

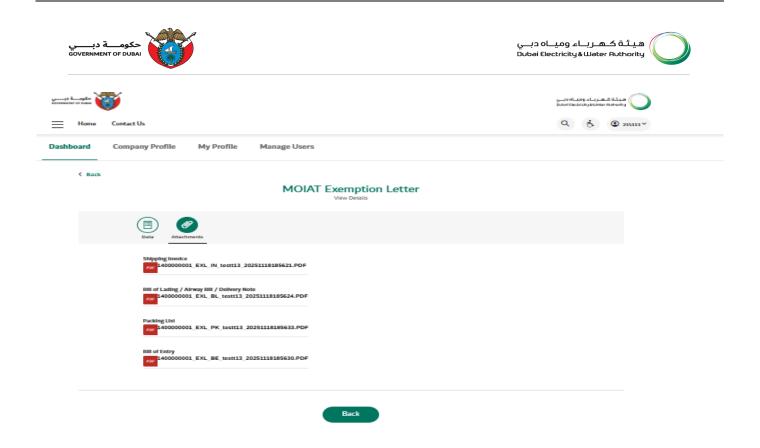




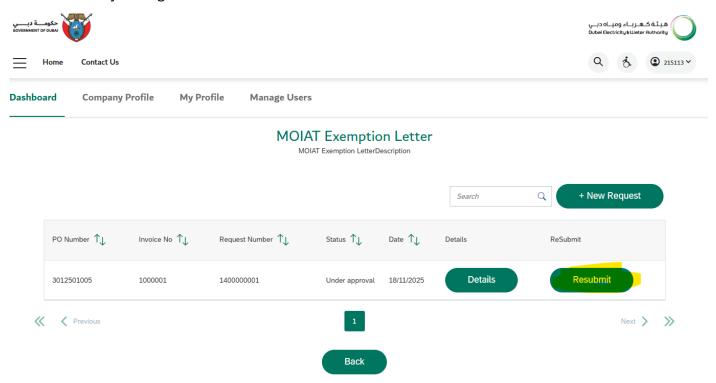


• Able to view the submitted request by clicking on Details button.





- Able to resubmit the remarks and able to attach new document as PDF format, while request status as under approval.
  - By clicking the resubmit button



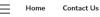






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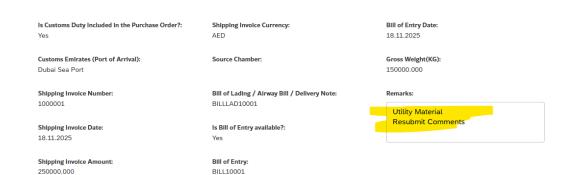
#### **MOIAT Exemption Letter**

Resubmission

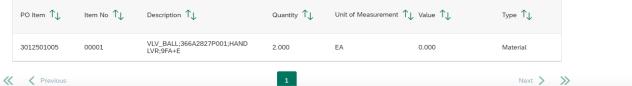


**Company Profile** 





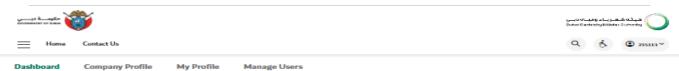




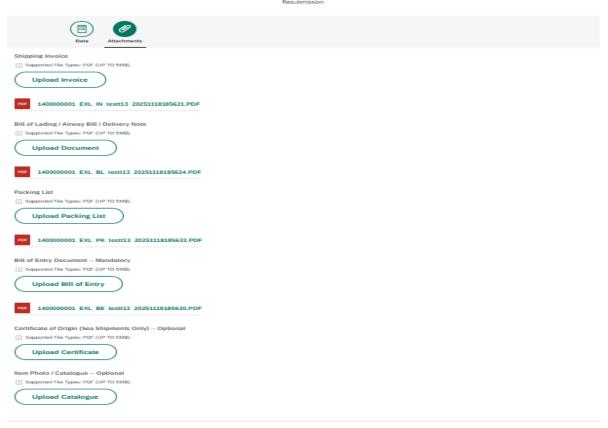


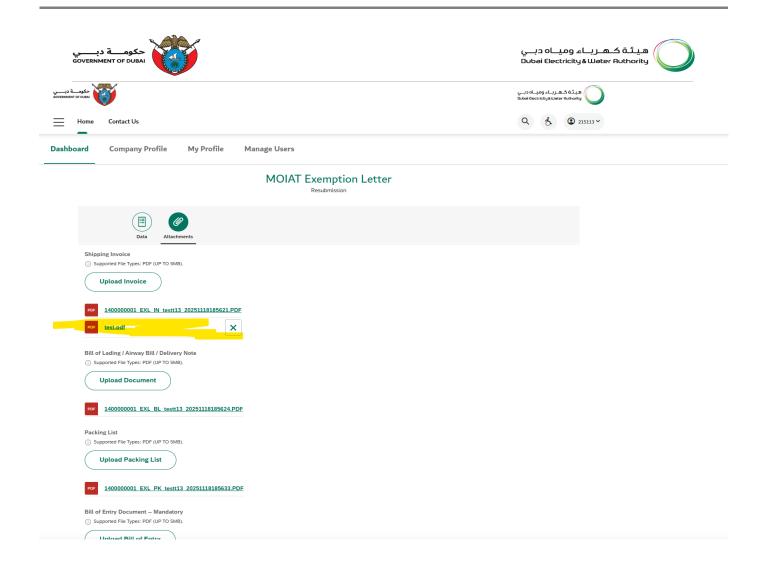






#### **MOIAT Exemption Letter**



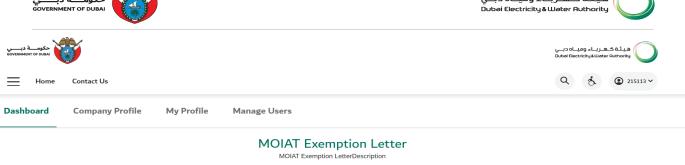


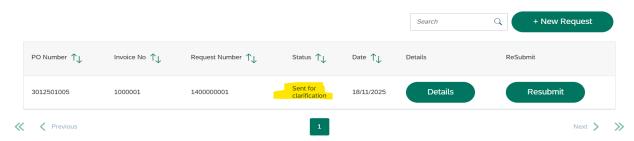
# 7) Resubmit the request for Send for Clarification by DEWA

- Once the request is sent for clarification by DEWA to the supplier, the supplier has to take action
  immediately based on the comments. The supplier will receive an email containing detailed comments under
  the 'Send for Clarification' status.
- The request status will show as 'Send for Clarification' as below:
  - Remarks can be added in the 'Remarks' column.
  - New PDF document will be attached based on comments from DEWA.





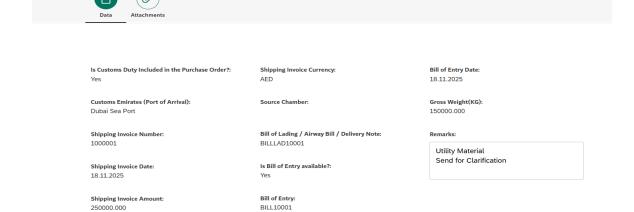








#### **MOIAT Exemption Letter**

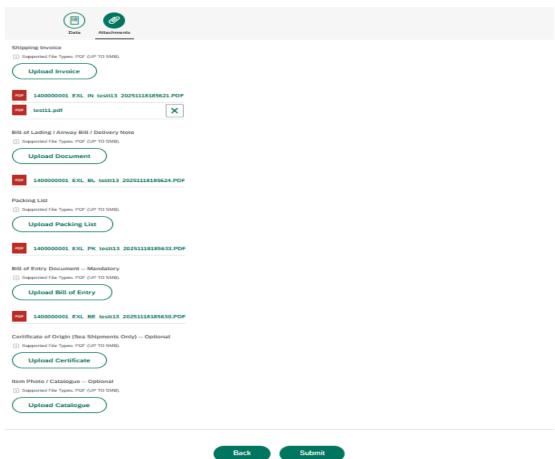


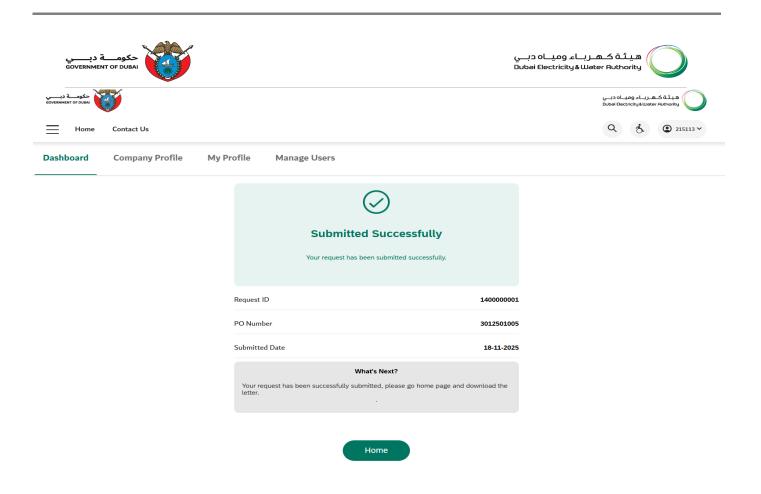




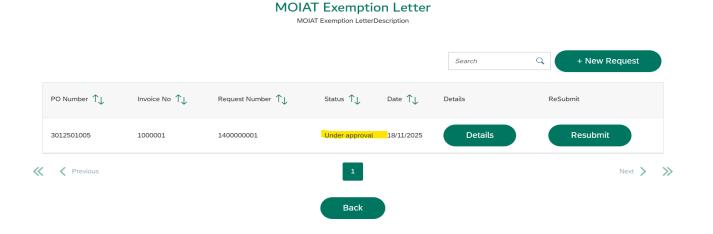


#### **MOIAT Exemption Letter**





• Once the request is resubmitted, its status will change to 'Under approval'. The request then moves to DEWA for their internal process.

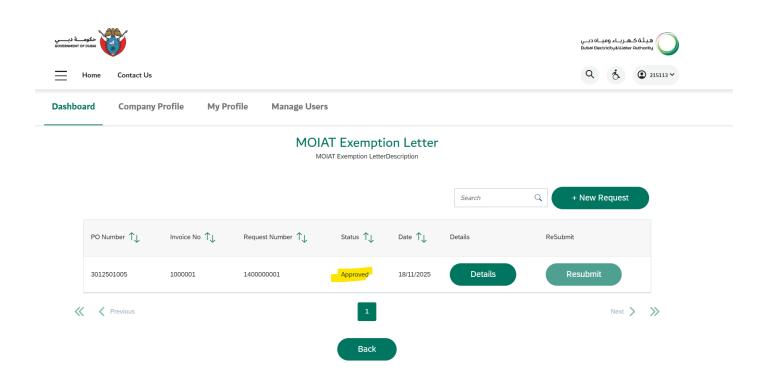




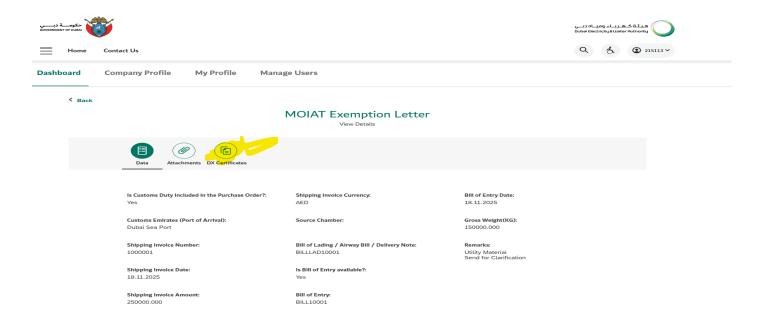


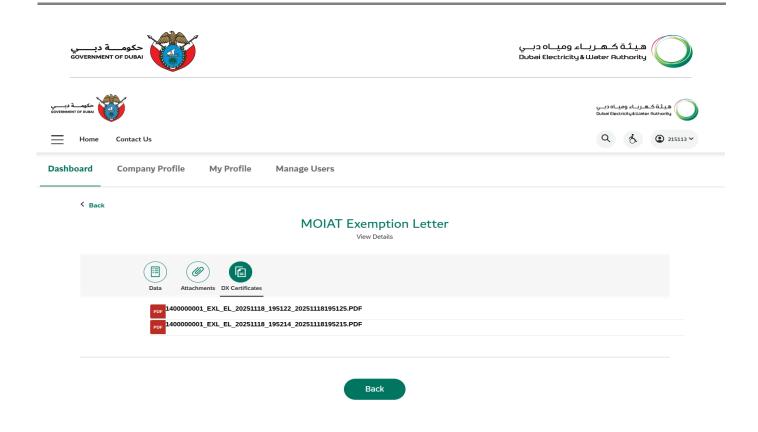
## 8) Download the Customs Duty/MOIAT Exemption Letter

 Once the request is approved, the supplier will be able to download the Customs Duty/MOIAT Exemption letter.



- By clicking on the 'Details' button
  - A new Tab will be activated for the 'Exemption Certificate'.





The supplier will be able to download the 'Exemption Certificate' by clicking on the document name.

## 9) View the Rejected Request

Once the request is rejected by DEWA, the supplier is able view the status of the request.

• Note: Rejection email will be sent to the supplier's authorised email ID.





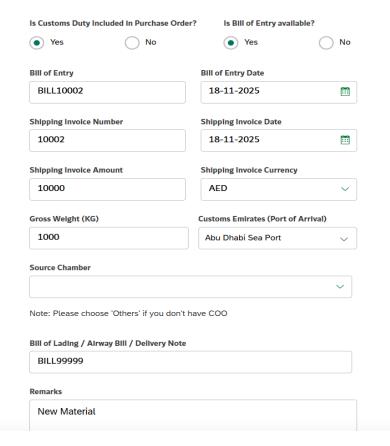
### **MOIAT Exemption Letter**

MOIAT Exemption LetterDescription









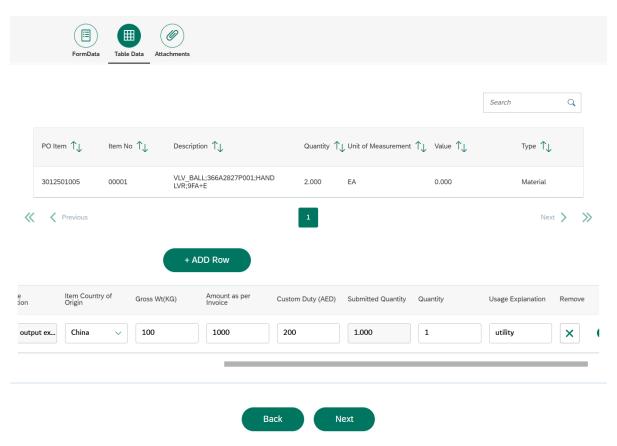


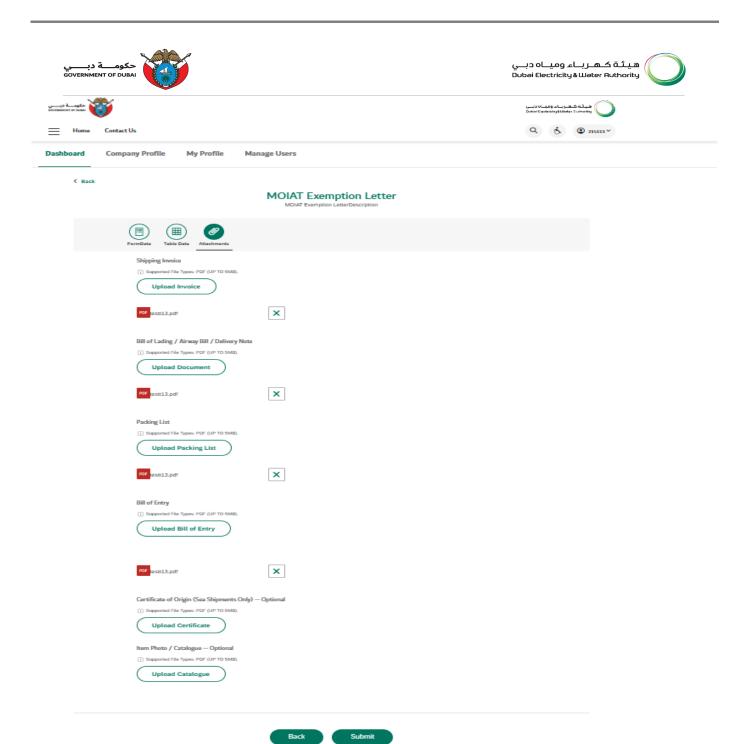


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### **MOIAT Exemption Letter**

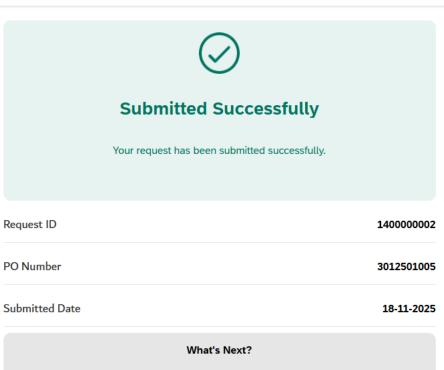
MOIAT Exemption LetterDescription











Your request has been successfully submitted, please go home page and download the letter.

Home

## **MOIAT Exemption Letter**

MOIAT Exemption LetterDescription

