

Custom Duty Authority Letter

USER
MANUAL



ISSUE DATE

26 Sep 2025

REVISION DATE

26 Sep 2025

VERSION

1.0

Overview

The aim of this tutorial is to learn how to get the Custom Duty Authority Letter.

1 Service features

- Generate the Custom Duty Authority Letter.
- User Manual will be available in the below link

Close X

Consumer	Main Services	Supplier FAQ's
Builder	Support Services	Supplier Enrolment Guides
Partner	Useful Links & Guides	Company Profile Update Guide
Supplier		Update Bank Details Guide
Student		RFX & Quotation Submission for Contracts Section
		RFX & Quotation Submission for Local Purchase Section
Careers		RFX & Quotation Submission for Turnkey Projects
About Us		Purchase Order Review & Acknowledgment
		Online Service Entry
		Gate Pass Submission Guide
		Online Invoice
		DP - FAT Inspection Submission by Supplier
		Shams Dubai Suppliers & Manufacturers

2) Supplier Login Screen

- Access the DEWA portal(<https://www.dewa.gov.ae>) and select **Supplier** from the login options.
- Enter your **Username** and **Password** to sign in.

Welcome to DEWA

I am

Supplier Sign In

Consumer
Builder
Supplier
Government
Job Seeker
Other User

Username

Username

Password

Password

[Forgot Password?](#)

☐ Remember me

Sign In

[Create an Account](#)

3) Navigating to Authority Letter

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

Please update HS code of recent DEWA Pos [Click Here](#)

Main Services

- Open Tender
- Procurement
- Rfx and Auction
- Procurement Rfx
- **Purchase Order Collaboration**
- View Open Purchase Orders
- Gate Pass for Material Delivery
- Track Application

Support Services

- Submission of Generation Projects Documents
- Supplier Support Request/Engagement Request/Complaint/Suggestion

Useful Tools Guides

- Supplier FAQ's
- Supplier Enrolment Guides
- Company Profile Update Guide
- Update Bank Details Guide
- Procurement Rfx
- Rfx and Quotation submission for Contracts Section
- Rfx and Quotation submission for Local Purchase Section

Dashboard Company Profile My Profile Manage Users Smart Supervision

Find

Purchase Orders

All
New
Changed
In Process
Confirmed
Partly Confirmed
Rejected
Canceled by Customer

Shipping Notifications

All
In Process
Sent

Confirmations

All

Invoices and Credit Memos

All

Start Page

Purchase Order

Search

Advanced Search

- 1) Goods receipt pending: Supplier should contact Stores/User Department
- 2) Service Entry (confirmation) not yet approved: Supplier should contact User Department
- 3) Quality inspection pending: Supplier should contact User/Stores Department
- 4) Invoice accepted by customer and Quality inspection is done: Supplier should contact Finance Department after the due date if payment is not received
- 5) In case the required bank details are not available for selection first register the bank details with Finance Department as per the existing procedure and return to create the Invoice only after confirmation from Finance department.



All Purchase Orders

New (2)
In Process (0)
Confirmed



All ASNs

Create



All Confirmations

Accepted
Partially Accepted
Rejected

Dashboard Company Profile My Profile Manage Users Smart Supervision

Find

Purchase Orders

All
New
Changed
In Process
Confirmed
Partly Confirmed
Rejected
Canceled by Customer

Shipping Notifications

All
In Process
Sent

Confirmations

All

Invoices and Credit Memos

All

Start Page > List of Purchase Orders

List of Purchase Orders

Download

External Refe...	Number	Name	Date	Total Value	Status	Total Net Value
3001700053	5000000491	PO	07.08.2025	80,000.00 AED	New	80,000.00
3091700052	5000000490	PO	07.08.2025	60,000.00 AED	New	60,000.00

Find

Purchase Orders

All

New

Changed

In Process

Confirmed

Partly Confirmed

Rejected

Canceled by Customer

Shipping Notifications

All

In Process

Sent

Confirmations

All

Invoices and Credit Memos

All

Start Page > List of Purchase Orders > Display Purchase Order

Purchase Order: 3091700053

Process Display History Display Document Flow Print Download Confirm Payment Document Invoice Status Report Authority Letter

General Information

Basic Data

Purchase Order ID: 3091700053
Number: 6000000491
Name: PO
Date: 07.08.2025
Status: New
Total Net Value: 80,000.00
VAT Amount: 4,000.00
Total Value with VAT: 84,000.00
Follow-On Documents:

Purchase Order Response Confirmation Goods Receipt Invoice

Filter: PO Ack. Cmnts.

Terms of Payment

Payment in Days Discount in %

Terms of Delivery

Incolterm Location
DDP DELIVERY DUTY PAID

4) Request Application Screen for Regular Category Letter

- Click on the **Authority Letter** tab for the selected Purchase Order.
- Click **+ New Request** to initiate a new Authority Letter application.

Authority Letter

Authority Letter Description

+ New Request

PO Number	Request Number	Status	Category	Date	Details
3091700053	1200000081	In Process	Special Letter	18/09/2025	View Details
3091700053	1200000080	Approved	Special Letter	17/09/2025	View Details
3091700053	1200000066	Approved	Regular Letter	15/09/2025	View Details

Authority Letter

Bill of Lading/Air Way Bill No

BILDUBAI#0001

MBL Number

MBLDubai9876

Clearing Agent

M/s Test Cargo LLC

Addressing To

M/s Address Cargo LLC

Category

Regular Letter

Document

Supported File Types: PNG,JPG,PDF(Up to 5 MB)

Upload your File



We declare we shall not hold DEWA responsible/ liable for the use of this letter.
We undertake to indemnify DEWA for any costs/ losses incurred by DEWA
arising out of this Authority Letter.

Back

Submit

6) Submission of Request

- After submission, a confirmation screen will display:
 - Request ID
 - PO Number
 - Submitted Date
- The status of your request will be shown as "Approved" in the Authority Letter list.



Submitted Successfully

Your request has been submitted successfully.

Request ID: 1200000123

PO Number 3091700053

Submitted Date 22-09-2025

What's Next?

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

[Home](#)

7) View & Download Authority Letter

- Once approved, the Authority Letter can be viewed and downloaded from the **Authority Letter** section.
- Click **View Details** next to the approved request to access the letter.
- Download the official Authority Letter PDF for your records and submission to customs.

Authority Letter

Authority Letter Description

[+ New Request](#)

PO Number	Request Number	Status	Category	Date	Details
3091700053	1200000123	Approved	Regular Letter	22/09/2025	View Details

Date: Sep 22, 2025

Ref. : 1200000123

To: Customs Officer,,
M/s Address Cargo LLC
U.A.E.

Authority Letter PO NO. 3091700053

CONSIGNMENT DETAILS:

Bill of Lading/ Airway Bill Number: BILDUBAI#0001

MBL Number: MBLDubai9876

CONSIGNEE : DUBAI ELECTRICITY & WATER AUTHORITY

IMPORTER CODE : AE-1003655 (D0085)

We hereby authorize M/s TOC TEST VENDOR and/ or their clearing agent M/s M/s Test Cargo LLC to collect D/O for the subject shipment on our behalf.

Requisite documents shall be submitted by M/s TOC TEST VENDOR and/ or their clearing agent M/s M/s Test Cargo LLC.

All related costs, charges, duties, deposits, container demurrage charges, etc. (as applicable) shall be to the account of M/s TOC TEST VENDOR and/ or their clearing agent M/s M/s Test Cargo LLC and collected from them directly.

Any scratch/alteration in this letter shall render it invalid.

Electronically issued

DUBAI ELECTRICITY AND WATER AUTHORITY PJSC,



*This is a system generated document and does not require signature.

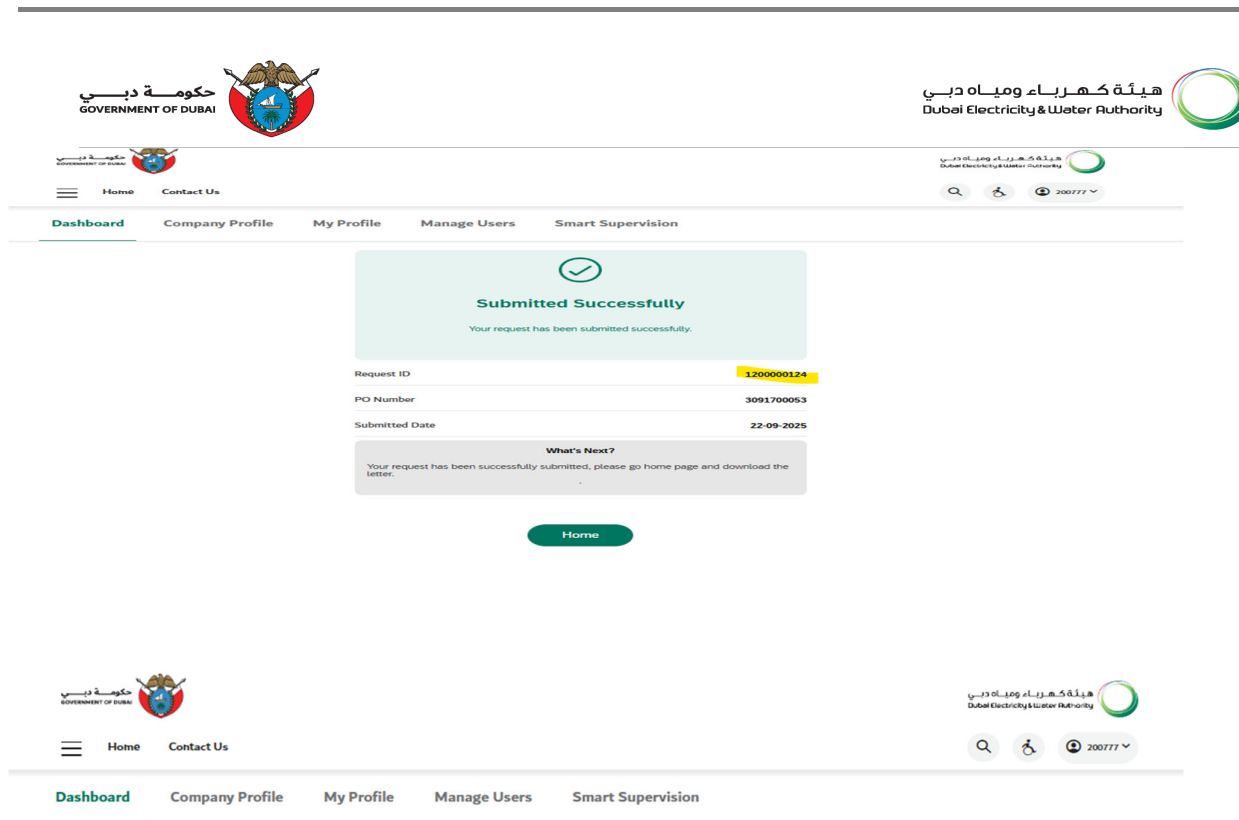
8) Request Application Screen for Special Category Letter

- Click on the **Authority Letter** tab for the selected Purchase Order.
- Click **+ New Request** to initiate a new Authority Letter application.

PO Number	Request Number	Status	Category	Date	Details
3091700053	1200000081	In Process	Special Letter	18/09/2025	View Details
3091700053	1200000080	Approved	Special Letter	17/09/2025	View Details
3091700053	1200000066	Approved	Regular Letter	15/09/2025	View Details

9) Filling the Authority Letter Request

- Enter the following details in the application form:
 - Purchase Order Number** (auto-filled or selected)
 - Bill of Lading/Air Way Bill No**
 - MBL Number**
 - Clearing Agent**
 - Addressing To**
 - Category** (select "Special Letter" for Special requests to change the content of letter)
- Tick the declaration checkbox to confirm understanding of the terms.
- Click **Submit**.



Authority Letter					
Authority Letter Description					
+ New Request					
PO Number	Request Number	Status	Category	Date	Details
3091700053	1200000124	In Process	Special Letter	22/09/2025	View Details
3091700053	1200000123	Approved	Regular Letter	22/09/2025	View Details

11) View & Download Authority Letter

This request will then be reviewed and approved by concern team in DEWA Once they change the status as “Approved” then user is able to to view and download the Authority Letter for Special Category.

- Once approved, the Authority Letter can be viewed and downloaded from the **Authority Letter** section and approval email will be sent to authorized email id for Supplier.
- Click **View Details** next to the approved request to access the letter.
- Download the official Authority Letter PDF for your records and submission to customs.

Authority Letter

Authority Letter Description

+ New Request

PO Number	Request Number	Status	Category	Date	Details
3091700053	1200000124	Approved	Special Letter	22/09/2025	View Details
3091700053	1200000123	Approved	Regular Letter	22/09/2025	View Details

Date: Sep 22, 2025

Ref. : 1200000124

To: Customs Officer,,
M/s Addressing Cargo LLC
U.A.E.

Authority Letter PO NO. 3091700053

CONSIGNMENT DETAILS:

Bill of Lading/ Airway Bill Number:BillDubai#0002

MBL Number:MBLDubai9871

CONSIGNEE : DUBAI ELECTRICITY & WATER AUTHORITY

IMPORTER CODE : AE-1003655 (D0085)

We hereby authorize M/s TOC TEST VENDOR and/ or their clearing agent M/s M/s Clearing Cargo LLC to collect D/O for the subject shipment on our behalf.

Requisite documents shall be submitted by M/s TOC TEST VENDOR and/ or their clearing agent M/s M/s Clearing Cargo LLC.

All related costs, charges, duties, deposits, container demurrage charges, etc. (as applicable) shall be to the account of M/s TOC TEST VENDOR and/ or their clearing agent M/s M/s Clearing Cargo LLC and collected from them directly.



Electronically issued

DUBAI ELECTRICITY AND WATER AUTHORITY PJSC,

*This is a system generated document and does not require signature.

12) View the Rejected Authority Request

Once the change the status as “Rejected” then user is unable to to view and download the Authority Letter for Special Category.

- Once rejected, the Authority Letter cannot be viewed and downloaded from the Authority Letter section and rejection email will be sent to authorized email id for Supplier.

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GOVERNMENT OF DUBAI

Home Contact Us

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

200777

Dashboard Company Profile My Profile Manage Users Smart Supervision

Authority Letter

Bill of Lading/Air Way Bill No

MBL Number

Clearing Agent

Addressing To

Category

Document

Upload your File

test12.pdf

☒ We declare we shall not hold DEWA responsible/ liable for the use of this letter. We undertake to indemnify DEWA for any costs/ losses incurred by DEWA arising out of this Authority Letter.

Back Submit



Submitted Successfully

Your request has been submitted successfully.

Request ID	1200000125
PO Number	3091700053
Submitted Date	22-09-2025

What's Next?

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

Home

Authority Letter

Authority Letter Description

+ New Request

PO Number	Request Number	Status	Category	Date	Details
3091700053	1200000125	Rejected	Special Letter	22/09/2025	View Details
3091700053	1200000124	Approved	Special Letter	22/09/2025	View Details
3091700053	1200000123	Approved	Regular Letter	22/09/2025	View Details