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دائرة التخطيط والتطوير
مؤسسة الموانئ والجمارك والمنطقة الحرة
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Trakhees

Prequalification - PORTS
Online Services
User Manual - Web

Document Details

Document Information

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Table of Contents

1	Introduction.....	4
1.1	Purpose of the Document.....	4
1.2	Intended Audience.....	4
2	List of Prequalification for Ports Operations	5
3	Prequalification (Ports) - NEW	6
3.1	Initiate Request	6
3.2	Provide More-info details	11
3.3	Download List of required Trainings	12
3.4	Provide Training Details.....	13
3.5	Provide Bunker road tanker and bunker barge details.....	14
3.6	Download Certificate of Approval (COA)	16
4	Prequalification (Ports) - AMENDMENT.....	18
4.1	Introduction	18
4.2	Initiate Request	18
4.3	Provide More-info details	19
4.4	Provide Training and Permit details.....	19
4.5	Download Certificate of Approval (COA)	20
5.	Prequalification (Ports) - RENEWAL	21
5.1	Prequalification (Renewal)	21
5.2	Initiate Request	21
5.3	Provide More-info details	21
5.4	Download Certificate of Approval (COA)	21

1 Introduction

Trakhees Ports operations department issues Prequalification certifications.

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 Ports Prequalification Online Services.

1.2 Intended Audience

Intended audiences are Trakhees Clients.

2 List of Prequalification for Ports Operations

Trakhees Ports operations issues prequalification for following categories

- Commercial Diving Company
- Ship Repair Company
- Ship Survey Company
- Ship Specialised Service Company
- Ship Agent Company
- Hazmat Operation Company
- Bunker Supply Company
- Shipchandler Company

3 Prequalification (Ports) - NEW

The Prequalification request consists of following high level steps.

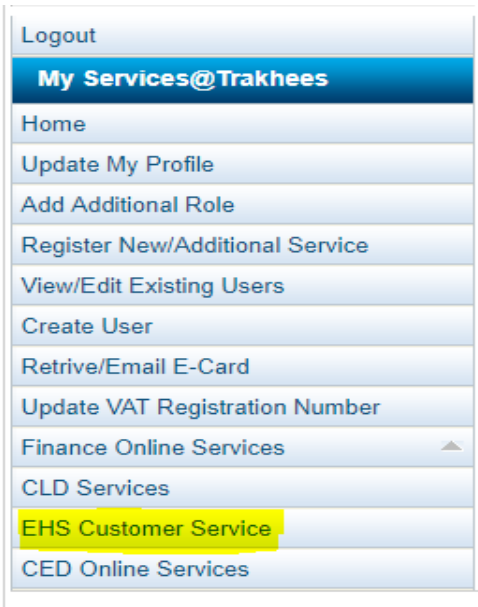
1. Client initiates application from Trakhees online Services (<https://online.trakhees.ae>)
2. Trakhees officer will review the request and if required will ask for more information.
3. If all the submission details are fine, Trakhees will accept the request and recommend the trainings
4. Client will download training details from online
5. After taking the trainings , client will submit the training details in online
6. Trakhees will review the provided trainings and issue the Certificate.

3.1 Initiate Request

1. Login to Trakhees online Service

The screenshot shows the Trakhees online service interface. On the left, there is a 'Site Map' menu with the following items: Login, Register Online Company Admin, Register Online Person Access, Register Company, Register Person, Forgot Username, Forgot Password, Recall Trakhees PIN, Inquire Request Status, Enquire License Activity, Quick Pay, Quick Prepaid Topup, License Cost Calculator, Government Service Cost Calculator, Labour Dispute for Employee, and NOC Verification. The main content area is titled 'Login' and contains the following text: 'If you have already registered with us, you can login using the form below. If you are a new user Click here ?'. Below this text are two input fields: '*Enter UserName' and '* Enter Password', followed by a green 'Submit' button. The Trakhees logo is visible at the bottom right of the page.


2. Open EHS Customer Services Menu



















3. Click on Prequalification / Third Party Prequalification menu



Prequalification Menu

Please search the service and click on service name or  icon to initiate Service.

Prequalification Name	Prequalification Section	
Environment Consultants	ENVIRONMENT	
Non-hazardous Recyclable Materials Collection and Transport Companies	ENVIRONMENT	
Non-hazardous Recyclable Materials Waste Processing Facilities	ENVIRONMENT	
Risk Assessment Consultants	RA	
First Aid Training & Certification	FZIO	
Testing & Certification of Lifting Equipment	FZIO	
Testing & Certification of Pressure Vessel	FZIO	
Testing & Certification of Lifting Equipment & Pressure Vessel	FZIO	
Commercial Diving Company	PORTS	
Ship Repair Company	PORTS	
Ship Survey Company	PORTS	
Ship Specialised Service Company	PORTS	
Ship Agent Company	PORTS	
Hazmat Operation Company	PORTS	
Bunker Supply Company	PORTS	
Shipchandler Company	PORTS	

- Once the client is on the prequalification menu, they need to select the type of request.

Prequalification Menu

Selected Prequalification Service: **Bunker Supply Company**

Please Select Type

New
 Amend
 Renewal

[Previous](#) [Next](#)

- In some cases, the user may be asked to specify details, as in Bunker Supply Company the client will be asked to choose the type of supply chosen.

Bunker Supply Company

Selected Prequalification Service: **Bunker Supply Company**

Please Select Type

Bunker Road Tanker
 Bunker Barge
 Both (Bunker Road Tanker & Bunker Barge)

[Previous](#) [Next](#)

6. The next screen has multiple tabs,

Prequalification - Commercial Diving Company - New

Service Information | Application Details | Comments/Review | Documents | Confirm and Submit

Service Information

Next

Your available Prepaid Account Balance is: 0.00 AED

تراخيص
Trakhees

FAQs | Privacy Policy | Terms & Conditions

- **Service Information** - contains the general information related to this prequalification category
- **Application details** - client needs to provide the request details here
- **Comment/Review** - client can provide some remarks
- **Documents** - The required document are in bold face and marked with *. For document details, client can click the info icon next to document. Note that info icon is not available against every document.
- **Confirm and Submit** - This page has payment details and disclaimer. To submit the request, please click the submit button after accepting the disclaimer.

For all prequalification requests, client needs to have sufficient balance in Trakhees prepaid account, please refer to <https://trakhees.ae/en/Documents/Smart%20Services%20User%20Manual.pdf> for more details on Trakhees prepaid account. The required amount will be displayed to client in online. If client doesn't have sufficient balance, client can save the request as draft. After prepaid account top-up, client can open the draft and complete the submission. The saved draft can be open from following menu item,



3.2 Provide More-info details

Client will receive an email if Trakhees has requested for more information. The submission which needs more info will be available with “More-info required” status. The submission awaiting more-info can be located in the “Requests Awaiting Client’s response’ menu



Alternatively, the submission will also be available in Main inbox

Requests				
Date	Ref #	Description	Status	Action
22/10/2018 09:38	PQ-PORTS-1440-02-2411	Hazmat Operation Company - New	More Info Required	View
22/10/2018 08:03	PQ-PORTS-2018-10-2286	Shipchandler Company - New	Certificate Issued	View
22/10/2018 07:53	PQ-PORTS-2018-10-2233	Ship Survey Company (Category A) - Amend	Reinitiated Request	View
22/10/2018 07:50	PQ-PORTS-1440-02-2407	Ship Survey Company (Category B) - New	Reinitiated Request	View
16/10/2018 08:01	PQ-ENV-1440-02-2323	Prequalification of Environment Consultants - New	More-info Required	View
16/10/2018 07:28	PQ-PORTS-1440-02-2321	Prequalification - Commercial Diving Company - New	Rejected	View
14/10/2018 15:13	PQ-PORTS-2018-10-2264	Shipchandler Company - New	Rejected	View
11/10/2018 15:01	PQ-PORTS-2018-10-2232	Ship Survey Company (Category A) - New	Certificate Issued	View
11/10/2018 11:19	PQ-PORTS-2018-10-2223	Ship Repair Company - Amend	Certificate Issued	View
11/10/2018 10:46	PQ-PORTS-2018-10-2222	Ship Repair Company - New	Certificate Issued	View

Search Page 1 of 2 10 View 1 - 10 of 11

3.3 Download List of required Trainings

After the request has been reviewed and accept by Trakhees. Trakhees will request for staff trainings. Client needs to take these trainings from Trakhees. The training details can be downloaded as below.

1. Login to Trakhees online Service

2. Open the request with status “Training Details Required”

Requests				
Date	Ref #	Description	Status	Action
22/10/2018 12:04	PQ-PORTS-1440-02-2411	Hazmat Operation Company - New	Awaiting Training Details	View
22/10/2018 08:03	PQ-PORTS-2018-10-2286	Shipchandler Company - New	Certificate Issued	View
22/10/2018 07:53	PQ-PORTS-2018-10-2233	Ship Survey Company (Category A) - Amend	Reinitiated Request	View
22/10/2018 07:50	PQ-PORTS-1440-02-2407	Ship Survey Company (Category B) - New	Reinitiated Request	View
16/10/2018 08:01	PQ-ENV-1440-02-2323	Prequalification of Environment Consultants - New	More-info Required	View
16/10/2018 07:28	PQ-PORTS-1440-02-2321	Prequalification - Commercial Diving Company - New	Rejected	View
14/10/2018 15:13	PQ-PORTS-2018-10-2264	Shipchandler Company - New	Rejected	View
11/10/2018 15:01	PQ-PORTS-2018-10-2232	Ship Survey Company (Category A) - New	Certificate Issued	View
11/10/2018 11:19	PQ-PORTS-2018-10-2223	Ship Repair Company - Amend	Certificate Issued	View
11/10/2018 10:46	PQ-PORTS-2018-10-2222	Ship Repair Company - New	Certificate Issued	View

Search Page 1 of 2 10 View 1 - 10 of 11

3.4 Provide Training Details

1. Client will receive an email when Trakhees has assigned the training details for the list of staff.
2. The client can then download the training details from online screen by opening the request from the online screen mentioned in 3.3(2).

Application Summary				
Request ID	Status	PA Status	PA Number	Training Details
PQ-PORTS-1440-02-2411	Awaiting Training Details	RESERVED	80536	Download training List

3. Once training has been completed for all the employees, the client can attach the training details for each individual.

SI No:	First Name	Designation	Details	Training attached
1	NameA	Hazmat Operator	Provide Training Details	
2	NameB	Hazmat Operator	Provide Training Details	

Training Details

Required Training* Training Card no*

Card Expiration Date*

dd/mm/yyyy

Attach Here (Supported file formats -)		
Document To Upload	Upload File	Status
Training Card *	<input type="button" value="Browse & Upload"/>	Uploaded
Document Uploaded	Uploaded File	Deselect
Training Card	TrainingCard.jpg	

4. Once the training has been attached, the user can see the uploaded status on the main form.

1	NameA	Hazmat Operator	Provide Training Details		
---	-------	-----------------	--	--	--

- On submission of the main form the user can see the status of the application as “Training Details Submitted”.

3.5 Provide Bunker road tanker and bunker barge details

For bunker supply Prequalification, the client needs to submit the Pass details for Bunker Road Tanker/ Bunker Barge as below.

- Client can enter the permits for road tanker and bunker barge along with the training details for staffs.

Requests				
Date	Ref #	Description	Status	Action
22/10/2018 13:11	PQ-PORTS- 1440-02-2423	Bunker Supply Company - New	Awaiting Training/Permit Details	View
22/10/2018 12:04	PQ-PORTS- 1440-02-2411	Hazmat Operation Company - New	Awaiting Training Details	View
22/10/2018 08:03	PQ-PORTS- 2018-10-2286	Shipchandler Company - New	Certificate Issued	View
22/10/2018 07:53	PQ-PORTS- 2018-10-2233	Ship Survey Company (Category A) - Amend	Reinitiated Request	View
22/10/2018 07:50	PQ-PORTS- 1440-02-2407	Ship Survey Company (Category B) - New	Reinitiated Request	View
16/10/2018 08:01	PQ-ENV-1440- 02-2323	Prequalification of Environment Consultants - New	More-info Required	View
16/10/2018 07:28	PQ-PORTS- 1440-02-2321	Prequalification - Commercial Diving Company - New	Rejected	View
14/10/2018 15:13	PQ-PORTS- 2018-10-2264	Shipchandler Company - New	Rejected	View
11/10/2018 15:01	PQ-PORTS- 2018-10-2232	Ship Survey Company (Category A) - New	Certificate Issued	View
11/10/2018 11:19	PQ-PORTS- 2018-10-2223	Ship Repair Company - Amend	Certificate Issued	View

Search Page 1 of 2 10 View 1 - 10 of 12

- Client can then enter the permit details against each entry.

List of Bunker Barge(s)

SI No:	Bunker Barge Name	Details	Permit attached
1	Barge A	Provide Permit Details	

List of Bunker Road Tanker(s)

SI No:	Bunker Road Tanker Front Unit Registration Number	Issued From	Details	Permit attached
1	Road Tanker A	Ajman	Provide Permit Details	



Permit Details

Certificate No	<input type="text" value="2333"/>	Trakhees Certificate Issuance Date	<input type="text" value="21/10/2026"/> dd/mm/yyyy
Trakhees Certificate Expiry Date	<input type="text" value="30/10/2025"/> dd/mm/yyyy		



Attach Here (Supported file formats -)		
Document To Upload	Upload File	Status
Bunker Barge Trakhees Certificate *	<input type="button" value="Browse & Upload"/>	Uploaded
Document Uploaded	Uploaded File	Deselect
Bunker Barge Trakhees Certificate	BunkerBarge.jpg	

- Once the user has entered the permit details, the user is notified about it on the main screen.

List of Bunker Barge(s)

SI No:	Bunker Barge Name	Details	Permit attached	
1	Barge A	Provide Permit Details		

List of Bunker Road Tanker(s)

SI No:	Bunker Road Tanker Front Unit Registration Number	Issued From	Details	Permit attached	
1	Road Tanker A	Ajman	Provide Permit Details		



- On submission of the main form the user can see the status of the application as “Training/Permit Details Submitted”.



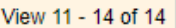
3.6 Download Certificate of Approval (COA)

After the request has been approved by Trakhees. The COA along with attachments will be send to client via an email. Client can also download the COA from online as below.

- Once the certificate has been issued the client can view the request with the status changed to “Certificate Issued”.

Requests				
Date	Ref #	Description	Status	Action
11/10/2018 15:01	PQ-PORTS-2018-10-2232	Ship Survey Company (Category A) - New	Certificate Issued	View
11/10/2018 11:19	PQ-PORTS-2018-10-2223	Ship Repair Company - Amend	Certificate Issued	View
11/10/2018 10:46	PQ-PORTS-2018-10-2222	Ship Repair Company - New	Certificate Issued	View
11/10/2018 09:09	PQ-PORTS-2018-10-2221	Ship Agent Company - New	Under Review	View

 Search 

 Page 2 of 2  10  View 11 - 14 of 14

- The user can then view the certificate and download it using the link given in the “Application summary” section.

Application Summary				
Request ID	Status	PA Status	PA Number	Download Link
PQ-PORTS-2018-10-2232	Certificate Issued	PAYMENT SETTLED	80349	Download Certificate

4 Prequalification (Ports) - AMENDMENT

4.1 Introduction

Client needs to apply for Amendment If any update is required in COA. Example of updates include,

1. Add/remove Staff
2. Add/remove Equipment
3. Add/ remove vehicle

The Prequalification request consists of following high level steps.

1. Client initiates application from Trakhees online Services (<https://online.trakhees.ae>)
2. Trakhees officer will review the request and if required will ask for more information.
3. If all the submission details are fine, Trakhees will accept the request and recommend the trainings
4. Client will download training details from online
5. After taking the trainings , client will submit the training details in online
6. Trakhees will review the provided trainings and issue the Certificate.

4.2 Initiate Request

1. Client repeats the steps mention in 3.1.
2. Then the client chooses Amend option on the second screen of prequalification menu.

Prequalification Menu

Selected Prequalification Service: **Shiphandler Company**

Please Select Type

New

Amend

Renewal

Previous **Next**

3. If the client has a valid prequalification request the user will be redirected to a prepopulated page. This prepopulated page will contain information of the previous certificate issued.
4. The client can add, edit or remove equipment, staff and vehicle(depending on the type of prequalification).
5. For staff, the client can add a staff:


List of Staff**Add**

SI No:	First Name	Designation	Details
1	1	Ship Repair ?Supervisor.	Edit / Delete
2	2	Ship Repair ?Supervisor.	Edit / Delete
3	3	Ship Specialised Services ? Supervisor	Edit / Delete
4	New staff	Ship Specialised Services ? Supervisor	Edit / Delete

- On edit the client can only edit training details or attach a new document

Training Details

Required Training* **Training Card no***

Card Expiration Date* 
dd/mm/yyyy







4.3 Provide More-info details

Refer to steps in 3.2

4.4 Provide Training and Permit details

- The client needs to provide training details only for the newly added staffs.

List of Staff

SI No:	First Name	Designation	Details	Training attached	
1	1	Ship Repair ?Supervisor.	View		
2	2	Ship Repair ?Supervisor.	View		
3	3	Ship Specialised Services ? Supervisor	View		
4	New staff	Ship Specialised Services ? Supervisor	Provide Training Details		

- Refer to all the remaining steps in section 3.4 and 3.5.

4.5 Download Certificate of Approval (COA)

Refer to section 3.6.

5. Prequalification (Ports) - RENEWAL

5.1 Prequalification (Renewal)

The client is given the option for renewal when:

1. The client has a valid certificate with valid expiry date.
2. The client doesn't have any changes in the staff, equipment and vehicles of the already acquired prequalification certificate.

5.2 Initiate Request

1. Client repeats the steps mention in 3.1.
2. Then the client chooses Renew option on the second screen of prequalification menu.

Selected Prequalification Service: **Ship Specialised Service Company**

Please Select Type

- New
 Amend
 Renewal
-

[Previous](#) [Next](#)

3. If the client has a valid prequalification request the user will be redirected to a prepopulated page. This prepopulated page will contain information of the previous certificate issued.

5.3 Provide More-info details

Refer to steps in 3.2

5.4 Download Certificate of Approval (COA)

Refer to section 3.6.

