

## Portal Lease Renewal Process "e-Lease"



Jafza. Where else?

© Copyrights Jafza. All rights reserved | [www.jafza.ae](http://www.jafza.ae)

# Agenda

- Introduction & Benefits.
- Online Lease Renewal acceptance / rejection Process.
- Online Lease Renewal amendment printing Process.
- Frequently Asked Questions.

# Our Valued Customers (Benefits)

We would like to introduce to you another value added service of processing "e-Lease" on Dubai Trade Portal. This Service will save your time and make it more convenient to process the renewal of your Lease.

Below Mentioned are the major benefits of this service: -

- Automated Lease reminders notifications through Email, Fax .
- Procedures of Lease Renewal & FAQ's available online.
- Effective communication on each step of renewal (RSN-Statuses).
- Quick turnaround time for Lease Amendment e-Copy print at any time during validity.

# Online Lease Renewal Steps acceptance / rejection Process

# Online Lease Renewal Steps

- Step 1 - Login at <http://www.dubaitrade.ae>
- Step 2 - User Name/Password for (Admin User/Sub User)

**Enter User Name & Password**

**SIGN IN**  
Username  
Password  
Sign In  
Forgot Password?  
Modify Registration  
Registration Enquiry  
NEW USER  
Register Now

**WELCOME TO DUBAI TRADE**

- » Jebel Ali Port, Dubai World Security earn top honours
- » Global Industry leader, Essar Steel to open a 250,000 tonnes p.a. Processing Centre in Jebel Ali Free Zone
- » Dubai Institute of Technology sets up R&D Strategy and tools at the Second DIT Strategic Forum
- » Safety first at Downtown Jebel Ali
- » DP World seeks dual listing on London Stock Exchange

**OTHER LINKS**

- » DP World UAE Region
- » Dubai Customs
- » Jebel Ali Free Zone
- » Dubai Multi Commodities Centre
- » Dubai Multi Commodities Centre
- » Emirates Sky Cargo

**NEED HELP?**  
call us now!  
**800 4464**  
+971 4 437 1000  
customer.care@dubaitrade.ae

**DP WORLD**  
As a leader in international marine terminal operations and development, logistics and related services, DP World is committed to providing the best online services for the best of its customers' convenience. Utilize DP World's 100+ online services and give your business the excellence it deserves. [Click here.](#)

**دبي الجمركي DUBAI CUSTOMS**  
The first full-fledged online government department in Dubai and the UAE and one of the leading Customs administrations in the region, Dubai Customs' suite of online services is your indispensable tool for faster, smoother, and more profitable business operation. [Click Here](#) to access a wealth of services designed for your convenience.

**Jafza**  
49 Square Kilometers, 6000+ companies, and 21 years of growth, all come together through the 100+ online services of the Jebel Ali Free Zone Authority. Doing business through Jafza's world-class amenities and unparalleled logistic infrastructure has never been easier. [Click here](#) to get on board today.

**DMCC**  
The commodity market place in Dubai. DMCC provides industry-specific market infrastructure and a full range of facilities for the gold & precious metals, diamonds & colored stones, energy and other commodities industries. [Click Here](#) to learn about the first online Electronic Warehouse Receipt platform in the region, or Login to do business as usual.

# Online Lease Renewal Steps

- Step 3 - Expand Lease Menu..

The screenshot shows the user profile page on the Dubai Trade website. The left sidebar contains a list of services under 'View By Service', with 'Lease' highlighted. A callout bubble points to 'Lease' with the text 'Expand Lease Menu'. The main content area displays a welcome message and a list of features. The right sidebar contains a 'Notice Board' with several items.

**Header:** DUBAI TRADE logo, WE'RE HERE TO HELP! 07:00 AM - 11:00 PM 7 DAYS A WEEK, 800 4464 +971 4 437 1000, Report Your Issues/Feedback.

**User Profile:** Welcome dasf, Date: Jun 17, 2010, Logout button.

**View By Service:** Access and Identity Cards, Attestation, Customer Service, EHS Operations Fitness Certificate, Employee Services, Lease, Legal Services, Letter Request, License, Registration, Service Provider, Summary Information, Visit Visa (VV), eDeposit.

**Features of Dubai Trade:**

- Single login for accessing multiple Services across different Business Units.
- Efficient payment of Invoices through Bank Transfer.
- Company Administrators can create Sub Users and assign Services.
- Email feedback for each service can be sent from the Service page.
- Service sensitive help.

**Notice Board:**

- Mirsal 2 dedicated support line numbers
- Customs Unified Service Charges
- Mirsal 2 User Manuals and FAQ's

# Online Lease Renewal Steps

- Step 4 - Click on "Renew Lease- Approval"

The screenshot shows the Dubai Trade website interface. At the top left is the Dubai Trade logo. A red banner at the top center reads "WE'RE HERE TO HELP! 07:00 AM - 11:00 PM 7 DAYS A WEEK" with the phone number "800 4464" and "+971 4 437 1000" and email "customercare@dubaitrade.ae". A "Report Your Issues/Feedback" button is on the top right. The main content area is titled "USER PROFILE" and shows a welcome message for user "dasf" dated "Jun 17, 2010". A sidebar on the left lists services, with "Lease" expanded to show "Renew Lease - Approval". A callout box points to this option with the text "Click on this option". Below the sidebar is a "FAST • CONVENIENT • SECURE" banner with the Asoom logo. A "Notice Board" on the right lists support information.

USER PROFILE

Welcome dasf

Logout

View By Service

- Access and Identity Cards
- Attestation
- Customer Service
- EHS Operations Fitness Certificate
- Employee Services
- Lease
  - Renew Lease - Approval
- Legal Services
- Letter Request
- License
- Registration
- Service Provider

Welcome : dasf asdfds  
Date : Jun 17, 2010

The aim of Dubai Trade is to become an e-hub by combining all services offered in the current business portals and establishing itself as an eService provider for the trade and transportation industry.

Features of Dubai Trade

- Single login for accessing multiple Services across different Business Units.
- Efficient payment of Invoices through Bank Transfer.
- Company Administrators can create Sub Users and assign Services.
- Email feedback for each service can be sent from the Service page.
- Service sensitive help

FAST • CONVENIENT • SECURE

Asoom

Notice Board

- Mirsal 2 dedicated support line numbers
- Customs Unified Service Charges
- Mirsal 2 User Manuals and FAQ's

# Online Lease Renewal Steps

- **Step 5** - Click on the SR Number or Details button to view Lease info.

Logo: دبي التجارية DUBAI TRADE

WE'RE HERE TO HELP! 07:00 AM - 11:00 PM 7 DAYS A WEEK  
800 4464 +971 4 437 1000 customercare@dubaitrade.ae

About Dubai Trade | Frequently Asked Questions | Sitemap

Report Your Issues/Feedback

USER PROFILE: Welcome dasf 1222-JF Logout

View By Service

- Access and Identity Cards
- Attestation
- Customer Service
- EHS Operations Fitness Certificate
- Employee Services
- Lease
  - Renew Lease - Approval
- Legal Services
- Letter Request
- License
- Registration
- Service Provider
- Summary Information
- Visit Visa (VV)
- eDeposit

Home > Lease > Renew

Renew Lease

Click on the link below to see a list of requests requiring your attention. Use the toolbar below to perform further actions.

Search Requests Cancel Selected Requests Submit to Free Zone

You have 1 request(s) awaiting your approval.

SR Number	Lease Number	Lease Start Date	Lease Expiry Date	On
3141311	JA:1320	01-JUL-1995	30-JAN-2012	17-Jun-2010 Details

Search Requests Cancel Selected Requests Submit to Free Zone

Click on Details button to view Renewal Details

Click on SR Number to view Renewal Details



# Online Lease Renewal Steps

- **Step 6 – Select the Location to Renew.**

Legal Services  
Letter Request  
License  
Registration  
Service Provider  
Summary Information  
Visit Visa (VV)  
eDeposit  
Shortcut To Services

SR Number 3141311  
Client Id  
Name Of Company  
Creation Channel Portal  
Lease Number JA:1320  
Commencement Date 01-JUL-1995  
Lease Expiry Date 30-JAN-2011  
Renewal Expiry Date 30-JAN-2012  
Payment Frequency Annually

Renewal Details  
Rent 747630  
PHL 10000  
Insurance 900

Grand Total 758530

Specify the reason for request / Additional Information for JAFZA

Prepared By  
Last Updated By

Renew Lease

<input type="checkbox"/>	Location Code	Facility Type	Rent	PHL	Insurance	Total Rent
<input type="checkbox"/>	RA08TA07	WAREHOUSE	455369	6091	600	465076
<input type="checkbox"/>		WAREHOUSE	292261	3909	300	298406

Status History

Optionally enter comments

Select the Locations to Renew

# Online Lease Renewal Steps

- Step 7- For Approval, Click on "Submit to Free Zone"

PHL 10000  
Insurance 900  
-----  
Grand Total 758530

Specify the reason for request / Additional Information for JAFZA

Prepared By  
Last Updated By

Renew Lease

<input type="checkbox"/>	Location Code	Facility Type	Rent	PHL	Insurance	Total Rent
<input checked="" type="checkbox"/>	<input type="text"/>	WAREHOUSE	455369	6091	600	465076
<input checked="" type="checkbox"/>	<input type="text"/>	WAREHOUSE	292261	3909	300	298406

Status History

Status	Status Date
Submitted to Approver	17-Jun-2010 15:27:47
Submitted to Free Zone	n-2010 15:27:45
Submitted to Approver	n-2010 15:27:43

Click to save changes

Click to submit the request to Free Zone

# Online Lease Renewal Steps

- **Step 8** - For Acceptation , Click on "Confirm"

View By Service

- Access and Identity Cards
- Attestation
- Customer Service
- EHS Operations Fitness Certificate
- Employee Services
  - Lease
    - Renew Lease - Approval
- Legal Services
- Letter Request
- License
- Registration
- Service Provider
- Summary Information
- Visit Visa (VV)
- eDeposit

Shortcut To Services

Use this page to re-confirm the details entered for a request. Once you have verified the information, you can either :

- Click on the Confirm button to initiate the request processing.
- Click on the Back button to go to Request Overview page.
- For Termination of any leased Facility you are requested to contact Lease Termination Section (Operations Department).
- For printing of the invoice it will take 2 working days from the day of Acceptance for Renewal and the Renewed Lease Amendment can be printed only upon the settlement of Rental Payment.

Confirm Home Back

SR Number	:3141311
Lease No	:JA:1320
Lease Start Date	:01-JUL-1995
New Expiry Date	:30-JAN-2012
Payment Frequency	:Annually
Rent	: 747,630
PHL	: 10,000
Insurance	: 900
Total Charge Amount	: 758,530
Facilities Rejected	:null
Additional Information for JAFZA	:null

Confirm Home Back

Click to accept renewal

Click to Return to Home page

Click to Return to Previous page

# Online Lease Renewal Steps

- **Step 9** - The Renewal Approval will sent to Lease section.

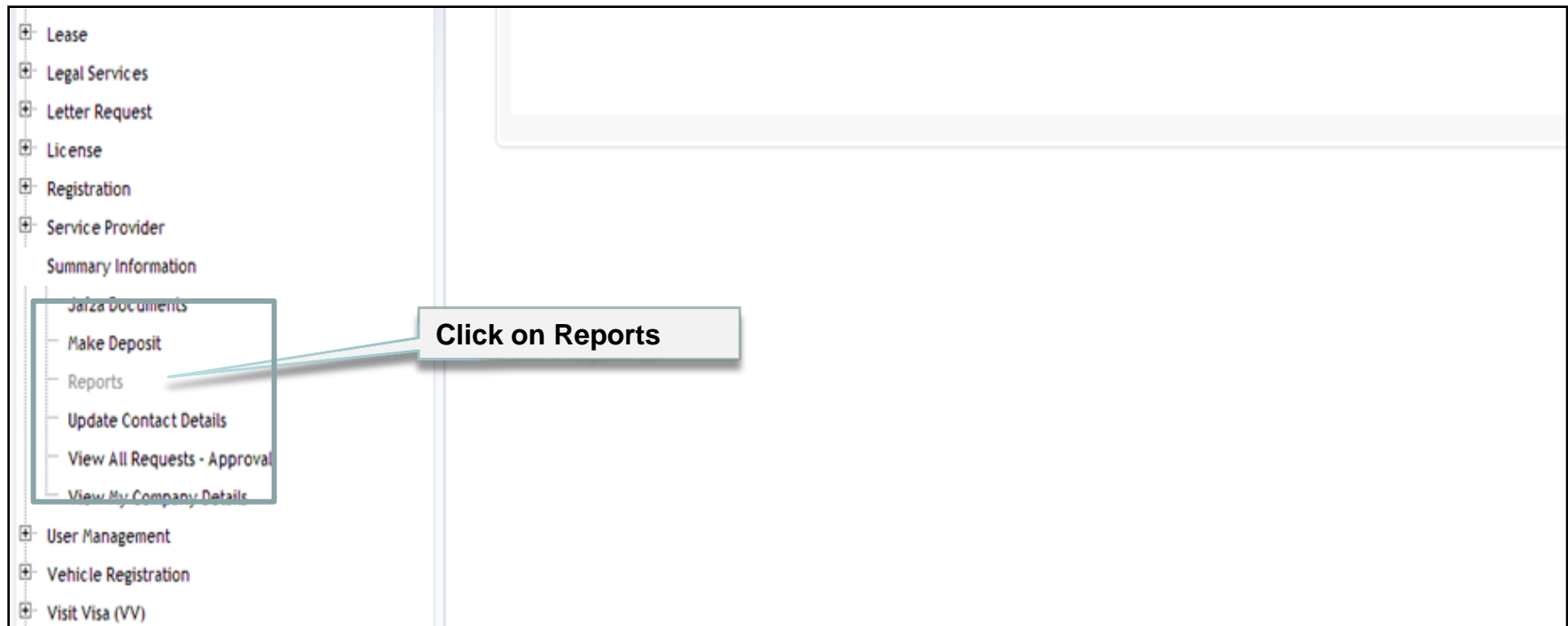
The screenshot displays the 'Renew Lease' page in the Jafza system. The user profile on the left shows 'Welcome dasf 1222-JF' and a 'Logout' button. The main content area features a confirmation message with a green checkmark icon and the text: 'Confirmation Details: Your request (SR Number.3141311) has been forwarded to the Free Zone for processing. For Termination of any leased Facility you are requested to contact Lease Termination Section (Operations Department). For printing of the Invoice it will take 2 working days from the day of Acceptance for Renewal and the Renewed Lease Amendment can be printed only upon the settlement of Rental Payment.' Below the message is a link: 'Click here to see a list of documents required for this service.' At the bottom, a table lists the request details.

Company Name	SR Number	Service Name	Submitted User	Submitted date
	3141311	Jafza Lease Renewal	dasf asdfds <asdf@test.ae>	17-Jun-2010

# Online Lease Renewal amendment printing Process.

# Lease Renewal Amendment Printing

- **Step 1** - Login at <http://www.dubaitrade.ae>
- **Step 2** - User Name/Password for (Admin User/Sub User)
- **Step 3** – Select Summary Information → Reports



# Lease Renewal Amendment Printing

- Step 4 – Click on 'Lease amendment for Renewal'

The screenshot shows the Dubai Trade portal interface. At the top, there is a banner with the text "WE'RE HERE TO HELP! 7 DAYS A WEEK" and the phone number "800 4464 +971 4 437 1000" along with the email "customercare@dubaitrade.ae". To the right, there is a "Report Your Issues/Feedback" button. The user profile section on the left shows "Welcome dasf 1222-JF" and a "Logout" button. The main content area is titled "Reports" and contains a list of available reports. A callout box points to the "Lease amendment for Renewal" option in the table.

**Available Reports**

Description	Status	Request Refresh
<a href="#">Certificate Of Payment For Free Zone Employees</a>	<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Document Expiry Report</a>	<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Employment Contract Agreement</a>	<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Lease amendment for Renewal</a>	<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Lease Invoice</a>	<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Statement of Account (Non Portal)</a>	<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Invoice</a>	<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Services Availed Against Portal Deposit</a>	<a href="#">View status</a>	<a href="#">Request Refresh</a>



# Lease Renewal Amendment Printing

- **Step 5** – Enter the Lease Renewal SR Number and Click on “Refresh Report”

The screenshot displays the Jafza website interface for the 'Lease amendment for Renewal' section. At the top, there is a banner for customer support: 'WE'RE HERE TO HELP! 07:00 AM - 11:00 PM 7 DAYS A WEEK' with the phone number '800 4464' and email 'customercare@dubaitrade.ae'. A 'Report Your Issues/Feedback' button is also visible. The user profile sidebar on the left shows 'Welcome dasf 1222-JF' and a 'Logout' button. The main content area has a breadcrumb trail: 'Home > Lease amendment for Renewal > Request Refresh'. Below this, there is a 'Jafza Lease amendment for Renewal' header and a message: 'This page list the parameters required for running this report. Enter appropriate values and click on Refresh Report to place a request for generating a new report. Fields marked with \* are mandatory.' The form contains the following fields: 'Client Id' (empty), 'Name Of Company' (empty), 'SR Number \*' (containing '3141311'), and 'Prepared By' (containing 'asdf@test.ae'). A callout box with an arrow points to the 'SR Number' field, containing the text 'Enter Lease Renewal SR Number'. Navigation buttons for 'Refresh Report' and 'Home' are located below the form.



# Lease Renewal Amendment Printing

- **Step 6** – You will get the confirmation within 24 hrs

The screenshot displays the Dubai Trade website interface. At the top, there is a navigation bar with the Dubai Trade logo, a customer support banner with the phone number 800 4464 and email customercare@dubaitrade.ae, and a 'Report Your Issues/Feedback' button. The main content area shows a confirmation message: 'Request for refreshing the selected report has been submitted. The request ID is 283,116. Note this down for future reference. The new report will typically be available 24 hours after placing a refresh request.' A callout box points to this message with the text 'Submission confirmation'. The left sidebar contains a 'USER PROFILE' section with a 'Logout' button and a 'View By Service' dropdown menu listing various services like Access and Identity Cards, Attestation, Customer Service, etc.

# Lease Renewal Amendment Printing

- **Step 7** – The Lease Amendment will appear on the Available Reports.
- **Step 8** – Click on “**View Status**” to view the Lease Amendment confirmation.

USER PROFILE: Welcome **dasf** 1222-JF

WE'RE HERE TO HELP! 7 DAYS A WEEK  
**800 4464** +971 4 437 1000  
customercare@dubaitrade.ae

Report Your Issues/Feedback

Home > Reports >

Jafza Reports

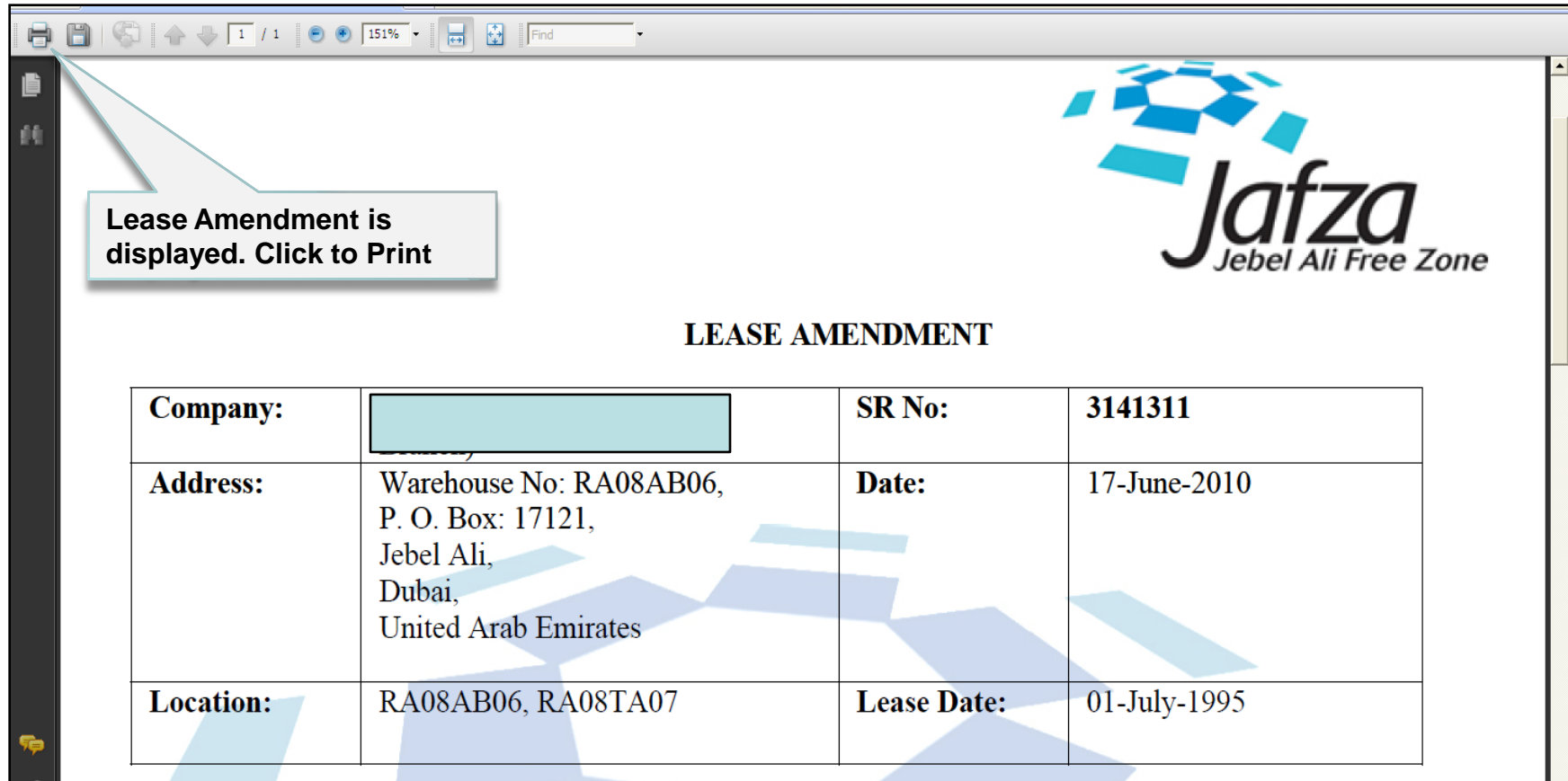
This page list the reports available in this service. You can either:

- Click on the View Status button to view the status of a previously requested report or to view / download the output of a previously requested report (in case the request has been successfully completed).
- Click on Request Refresh to place a request to the Free Zone for re-generating a report. The new report will typically be available 24 hours after placing a refresh request

Description	Generated On	View Status	Request Refresh
<a href="#">Certificate Of Payment For Free Zone Employees</a>	24-FEB-2010 11:00:05	<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Document Expiry Report</a>		<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Employment Contract Agreement</a>		<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Lease amendment for Renewal</a>	17-JUN-2010 15:53:26	<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Lease Invoice</a>		<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Statement of Account (Non Portal)</a>	25-MAY-2009 10:30:06	<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Invoice</a>	26-MAY-2009 12:30:13	<a href="#">View status</a>	<a href="#">Request Refresh</a>
<a href="#">Services Availed Against Portal Deposit</a>	01-JUL-2008 10:44:17	<a href="#">View status</a>	<a href="#">Request Refresh</a>

# Lease Renewal Amendment Printing

- **Step 9**– Get Lease Amendment copy



Lease Amendment is displayed. Click to Print

**Jafza**  
Jebel Ali Free Zone

**LEASE AMENDMENT**

<b>Company:</b>		<b>SR No:</b>	<b>3141311</b>
<b>Address:</b>	Warehouse No: RA08AB06, P. O. Box: 17121, Jebel Ali, Dubai, United Arab Emirates	<b>Date:</b>	17-June-2010
<b>Location:</b>	RA08AB06, RA08TA07	<b>Lease Date:</b>	01-July-1995

# Frequently Asked Questions

# Frequently Asked Questions

Q1. How can I access Lease Renewal" Online?

Ans. Go to Admin approver user.

Q2. What Shall I do if I face "Open Request "?

Ans. Contact JAFZA Portal Team to close the open SR.

Q3. Due to Sanction I cannot make the Acceptance for Lease Renewal? What can I do?

Ans. Submit &/or comply the required document/action for which the sanction is applied and then proceed with the Renewal. For more details, if required, please contact Call Center – 800-JAFZA.

Q4. How do I reject renewal of all facilities?

Ans. Only facilities selected for renewal would be renewed. If decision is taken not to renew any facility then do not select any facility. Contact Termination Section with an application to terminate the Lease.

Q5. When can I Print Lease Amendment?

Ans. Lease Amendment can be printed 2 days from the date of Lease Renewal Payment. Please note that the Lease Renewal Notification, signed by the License holder and stamped needs to be submitted to Lease section.

Q6. Lease amendment displays a blank page?

Ans. Please contact Call Center – 800-JAFZA.

# Frequently Asked Questions

Q7. I do not see any SR numbers under Lease Renewal service?

Ans. Lease Renewal may not have been initiated for the lease. Please contact Call Center – 800-JAFZA.

Q8. I do not see Lease Menu in my portal account?

Ans. Please contact your User with Administrator Access to assign 'Lease Renewal – Approver role' to your login for processing Lease Renewal.

Q9. Administrator user does not see 'Lease Renewal – Approver Role'?

Ans Please contact Dubai Trade on 8004464 or mail to [customercare@dubaitrade.ae](mailto:customercare@dubaitrade.ae)

Q10. When can I start the Lease Renewal online?

Ans . The Lease Renewal can only be initiated after receiving the Renewal Notification letter from Jafza through e-mail and relevant SR number is visible under Lease Renewal Service.

Q11. When and Where can I get Statement of Account & Invoice after confirmation of Lease Renewal?

Ans .After 2 working days from portal confirmation, the Statement of Account & Invoice can be printed from portal itself under Reports –Non Portal Statement.

# Frequently Asked Questions

**Q17. Can I Renew only some of the Facilities/Units under the Lease which is due for Renewal?**

**Ans.** Yes, you can Accept only the Facility(s) or Unit(s) which you are intending to renew, but the Renewal & Amendment process can be completed only upon submitting the Termination letter & completion of formalities with the Lease termination section for the facilities/unit(s) you are intending to vacate, since all the units are under one Lease Agreement.

**Q18. Should I sign the Lease Renewal Notification received for Lease renewal and submit it back to Jafza after Accepting through portal?**

**Ans.** Yes. The Renewal Notification is still required to be signed by the License holder, stamped & submitted back to Jafza , before you can print the Lease Renewal Amendment.

**Q19. When can I print the Lease Amendment ?**

**Ans.** After settlement of Rental payment the Lease Amendment can be printed after one working day. Since this Lease Amendment is Electronically generated it is valid without the Authority's Authorized Signature.

**Q20. Should I sign the Lease Amendment and submit it back to Jafza?**

**Ans.** No. Once the Lease Renewal Amendment is printed through portal, it need not be signed & returned to Jafza.

# Frequently Asked Questions

**Q21. How can I make the Rental Payment after the Statement&/or Invoice is printed?**

**Ans.** The Rental can be paid at the Cash Counter located at LB14, Ground Floor or if the same to be transferred by a Bank Transfer, then the Transfer can be made to the details given below:-

<b>Account Name:</b>	Jebel Ali Free Zone Authority
<b>Bank Name:</b>	HSBC Bank Middle East
<b>A/c No:</b>	020-179008-001
<b>Currency</b>	AED
<b>P.O. Box:</b>	66
<b>City</b>	Dubai
<b>Location:</b>	Dubai Main Branch
<b>Swift:</b>	BBMEAEAD
<b>Country:</b>	United Arab Emirates

Upon transfer, please send email to "[receivables@jafza.ae](mailto:receivables@jafza.ae)" mentioning the details of payment and attaching copy of transfer



# Thank You