

Service Request Manual

Licensing Services - Request for Additional License

Purpose

This document is designed to define and illustrate the online process related to 'Request for Additional License'. This document will brief you on how to apply for this service request and what to expect at the different stages in terms of the online interface, the notification emails and text messages as well as the expected output.

Relevant Documents

The Request for 'Additional license' operates in conjunction with but not limited to the below stated policies and guidelines:

- [Additional License Guidelines;](#)
- DMCC Company Regulations; and
- Free Zone Rules & Regulations

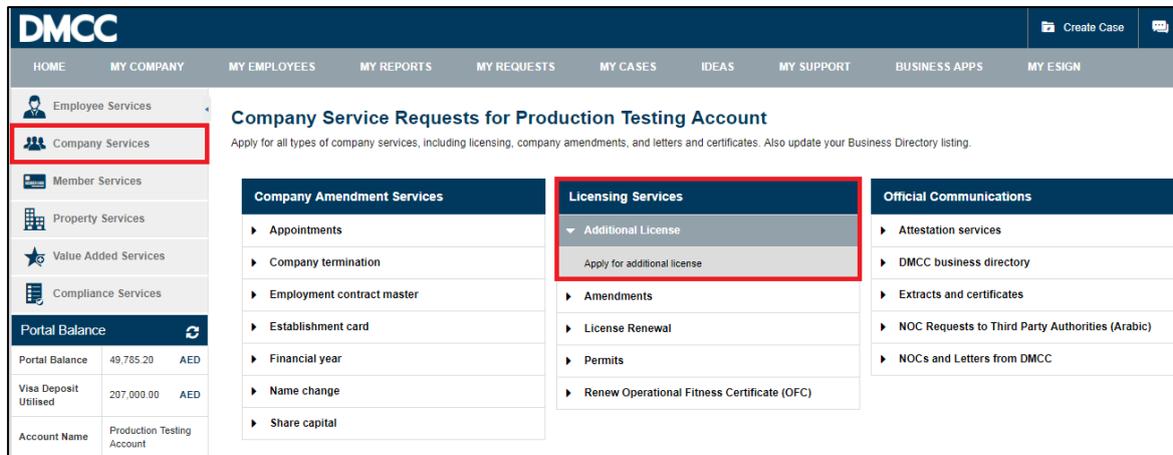
Applicability

This document will be applicable to all DMCC member companies with active licenses or companies changing the type of the existing license.

Important Notes

- A DMCC licensed company cannot apply for additional license if the existing license is expired unless there is a submitted request to terminate the existing license.
- In case the company will operate from a new address (physical office space or retail shop), then, the fit-out for the new premises must be completed.
- The company must ensure that their license activity / activities can be carried out on the new / existing property type; where as a retail activity cannot be carried out in an office or a flexi desk.
- Some activities (Single family office, real estate, DGCX, and professional traders) are standalone activities and cannot be carried out with any other activities even if they fall under the same license category.
- Each license should have a separate flexi desk lease. Multiple licenses cannot be carried out under one flexi desk lease.
- DMCC members operating from a physical office can hold more than one license under the same unit.
- DMCC Authority reserves the right to request any additional documents at any stage of the process.

1. Complete the application form to apply for 'Licensing Services - Additional License - Apply for Additional License'.



The screenshot shows the DMCC portal interface. The main heading is 'Company Service Requests for Production Testing Account'. Under the 'Licensing Services' section, the option 'Apply for additional license' is highlighted with a red box. Other sections include 'Company Amendment Services' and 'Official Communications'.

2. Fill in the mandatory requirements of 'New License Details' such as:

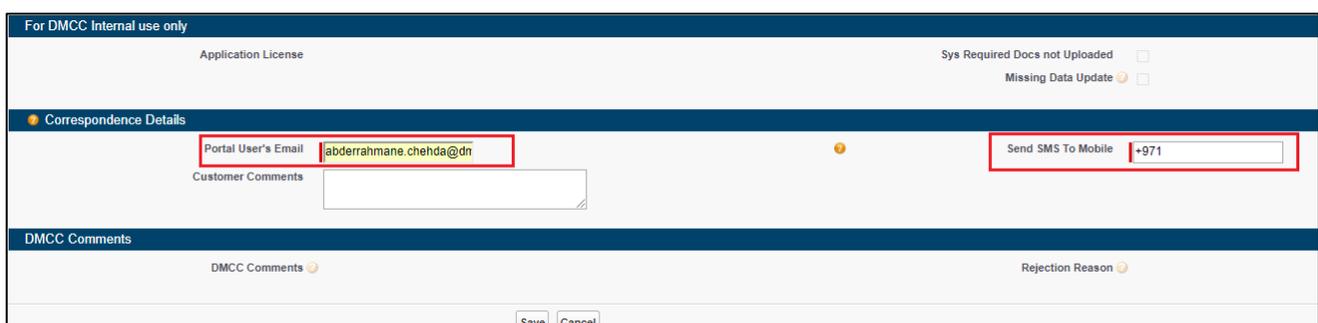
- License Type
- (New License/Renewal) Term (Years) - Please note that the license renewal term will be for one year only.
- Apply for new address on this license - Select 'Yes' if the company would like to operate from a different address and 'No' if they wish to operate from the same address.
- Please specify your primary address of the additional license.
- Apply for Concordia NOC - Select 'No' if the company has already submitted a service request for 'NOC for additional license (Concordia)' or else select 'Yes'.



The 'New License Details' form contains the following fields:

- License Type: Trading
- Apply for new address on this license: No
- (New License/Renewal) Term -(Years): 1
- Please specify your license primary unit: Almas-19-C
- Apply for Concordia NOC: No
- Remarks: Remarks(Arabic)

3. Mention the portal user details and mobile number to receive the status update notifications from DMCC in the 'Correspondence Details'. Then, click 'Save' to receive the service request number.



The 'Correspondence Details' section of the form includes:

- Portal User's Email: abderrahmane.chehda@dn
- Send SMS To Mobile: +971
- Customer Comments: (Empty text area)
- DMCC Comments: (Empty text area)
- Rejection Reason: (Empty text area)

Buttons for 'Save' and 'Cancel' are located at the bottom of the form.

4. Click 'Review/Amend Activities'.

Apply for additional license
2267590

Service Request has been updated.

[Sub Service Requests](#) | [Notes & Attachments](#) | [SR Price Items \(Service Request\)](#) | [Amendments](#)

Service Request Detail Edit **02-Review/Amend Activities** 03-Review/Amend Address 04-View Draft License 05-Finalise License Submit Cancel SR

Service Request Details - Internal

SR No	2267590	SR Menu Text	Apply for additional license
Record Type	253-Apply for additional license	Submitted Date	
Created By	Mohammed Adlan 1, 03/10/2017 10:29	Last Modified By	Mohammed Adlan
Status	Draft	Owner	DMCC

5. Scroll down to find 'Search to Add Activities'. You can either select the group from the drop down menu 'Group' or search by entering Activity Name or Activity Code from the search tab 'Keyword'.
Select the activities to be added under the new license, then, click 'Add License Activity' and then, click 'Save'.

Search to Add Activities

Group: 50-Sale, maintenance and repair of motor vehicles and motorcycles; retail sale of automotive fuel

Keyword: Search

(search by entering Activity Name or Activity Code)

Search Results Add License Activity

Action	Code	Activity Name	Activity Description	License Type	Custom Price
<input type="checkbox"/>	501007	Racing Cars Trading	Includes reselling different racing cars, which are exclusively restricted to racing tracks.	Trading	
<input type="checkbox"/>	501004	Used Automobile Trading	Includes reselling used vehicles for passenger transportation, whether being used for short or long time.	Trading	
<input checked="" type="checkbox"/>	501001	Automobile Trading (Outside UAE)	Includes reselling of motor vehicle for personal passenger use, or for commercial use including rental and taxi services.	Trading	
<input type="checkbox"/>	501005	Used Vehicles Trading (Outside UAE)	Includes reselling used vehicles and trucks for transporting goods, building materials and liquid tankers...etc	Trading	
<input type="checkbox"/>	501003	Specialized Vehicles Trading	Includes reselling specialized motor vehicles including ambulances, fire engines, garbage collectors, street sweepers, truck-mounted cranes for loading and discharging and truck mixers.	Trading	
<input type="checkbox"/>	501002	Buses & Trucks Trading (Outside UAE)	Includes reselling different passenger buses, as well as trucks and trailers for transporting goods, liquid substances, building materials...etc.	Trading	
<input type="checkbox"/>	501006	Club Cars Trading & Maintenance	Includes electric mini cars designed to serve in golf clubs, football stadiums, horse racetracks as well as passengers and visitors shuttles in airports and malls.	Trading	
<input type="checkbox"/>	501008	Safe Transport Specialized Vehicles Trading	Includes reselling of vehicles fitted with protective accessories to allow for safe transport of people and hazardous materials.	Trading	
<input type="checkbox"/>	503003	Tyres & Rims Trading	Includes reselling of various types of tyres and requisites including casings, rims and tubes.	Trading	
<input type="checkbox"/>	503002	Auto Accessories Trading	Includes the reselling accessories fitted in cars and vehicles such as, additional bumpers to adjust exterior, air deflectors to increase the car's efficiency, baggage loading racks to diversify the car's use, as well as sun and rain protectors and small trailers, also, devices fitted in public service vehicles such as police, ambulances and fire engines.	Trading	
<input type="checkbox"/>	503006	Batteries Trading	Includes reselling power generation and storage batteries for cars, boats, motorcycles and other machinery.	Trading	
<input type="checkbox"/>	503001	Auto Spare Parts & components Trading	Includes reselling spare parts and to use fully or partially in repairing and maintaining motor vehicles, buses, trucks and trailers and other relevant requisites including oils, detergents, paints... etc.	Trading	
<input type="checkbox"/>	504005	Trike Scooters Trading	Includes reselling the three-wheeled electric scooters which is equipped with battery to produce power.	Trading	
<input type="checkbox"/>	504001	Motorcycles Trading	Includes reselling the two or three wheeled motorized motorcycles for cruising in paved roads or for off road use, including selling spare parts and motorcyclists accessories such as helmets.	Trading	
<input type="checkbox"/>	504006	Motorcycles Spare Parts & Accessories Trading	Includes reselling the parts and components used for the repair or replacement of motorcycles failed parts, also the motorcyclists accessories such as helmets.	Trading	

Add License Activity

License Details Save Cancel

License Type: Trading

Current License Activities

Code	Activity Name	Activity Description	3P NOC1	3P NOC2	3P NOC3	3P NOC4	License Type	Custom Price

Amended Activities

Action	Code	Activity Name	Activity Description	Business Plan required	3P NOC1	3P NOC2	3P NOC3	3P NOC4	License Type	Custom Price
Remove	512223	Mineral Water Trading	Includes reselling mineral water from mineral springs and wells after purification and bottling.	No					Trading	

Pricing Details

Total Estimated Cost : AED 20,265

6. To verify the existing address or to create a new lease for the new address, follow steps A and B. This will be applicable only if the company will operate from a different Office / Retail space or Non DMCC Business Centre units.

A. Click 'Review/Amend Address'.

Apply for additional license
2267590

Service Request has been updated.

Sub Service Requests (0) | Notes & Attachments (0) | SR Price Items (Service Request) (1) | Amendments (0)

Service Request Detail

02-Review/Amend Activities | **03-Review/Amend Address** | 04-View Draft License | 05-Finalise License | Submit | Cancel SR

Service Request Details - Internal

SR No	2267590	SR Menu Text	Apply for additional license-Additional License-Licensing Services
Record Type	253-Apply for additional license	Submitted Date	
Created By	Mohammed Adlan 1, 03/10/2017 10:29	Last Modified By	Mohammed Adlan 1, 03/10/2017 10:34
Status	Draft	Owner	DMCC
Access Level	company	SR Template	Apply for additional license
Change Activity	<input type="checkbox"/>	External Status	Draft
Attachments Moved to LF?	<input type="checkbox"/>	Parent SR	
		IsCancelled	<input type="checkbox"/>
		Finalize Amendments	<input type="checkbox"/>
		Close Date	<input type="text"/>

B. Click 'New Address' to create a new address and follow the steps 1 to 6 and then, click 'Submit'.

Back to Service Request / Step

Add New Address License Mapping

Please enter your license address details by clicking on the 'Add New Address' Button; noting that one address can contain several units only if they are in the same building and are owned by the same landlord. If you have units in the same building that are not owned by the same landlord, please create a separate lease for each unit. For DMCC leased property, please click on 'Update / Review Lease Details' and confirm the lease. For Non DMCC leased or for owned property, please click on 'Add New Address' to add a new license address. Once you add the new address or review and confirm the DMCC leased property, proceed to upload the required documents by clicking on "Upload Documents"

Step 1: Enter Address Details.

Property Ownership Status: --None-- Property Type: --None--
Lease Start Date: [15/08/2016] Lease End Date: [15/08/2016]

Step 2: Enter Property Details.

Cluster: None Building Name: None
Floor: None Unit: None
[Can't Find / Add Your Unit?](#)

Step 3: Select All the Applicable Property Locations.

Unit Number	Land Dept Unit	Cluster	Building	Floor	Area (Sq.Ft.)	Status	Action
S30	S30	Cluster B	Lake View Tower	G	865.98	Vacant	Save Selection

Step 4: Verify and Save the Selected Property Locations.

Location Id	Unit Number	Land Dept Unit	Cluster	Building	Floor	Area (Sq.Ft.)	Action
PL-027435	S30	S30	Cluster B	Lake View Tower	G	865.98493	Remove Selection

To add more units under the same lease, please return to step 2 and enter the property details of the additional unit and click on "Save Selection".

License Address Overview

Lease	License	Unit Number	Building Name	Status	Start Date	End Date	Primary Address	Actions
1271462602-10/08/2016	JLT-69469	2602	1 Lake Plaza	Awaiting Addition	10/08/2016		<input type="checkbox"/>	Make Primary
1271462601-21/1/2016	JLT-69469	2601	1 Lake Plaza	Active	24/03/2016		<input type="checkbox"/>	Make Primary

Step 5: Landlord Details

Landlord type: --None-- Company Name:
Full name: Email Address:
Mobile Number:

If the unit is owned by more than one landlord, please return to step 5 and add the landlord details of the additional landlord and click on "Add Landlord".

Step 6: Enter / Update Rent Details.

Rent Value: --None-- Amount(AED):

Year Number	Lease Type	Lease Start Date	Lease End Date	Unit Number	Amount(AED)	Action
Year 1	New	02/01/2016	01/30/2017	2601	343145.00	Edit Details Remove Rental

[Add Rent](#) [Submit](#)

7. Click the ‘Download/Upload/Review Doc’ button to upload the required documents under the ‘SR Documents’ section.

SR Documents							
Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
01-Tenancy Contract Or Purchase Agreement		Tenancy Contract Or Purchase Agreement (Should mention size /area of the property)	Copy Required	Pending Upload	03/10/2017	03/10/2017	View e-Document
01-Title Deed or Current Dated Certificate of Ownership		Title Deed or Current Dated Certificate of Ownership (Should mention size /area of the property)	Copy Required	Pending Upload	03/10/2017	03/10/2017	View e-Document
04-Company Name - Certificate of Good Standing - For Branches,Subsidiaries & JV		Certificate of Good Standing - For Branches	Copy Required	Pending Upload	03/10/2017	03/10/2017	View e-Document
05-NOC issued by external authorities for activity addition in the license		Please attach combined copies for all required NOC from external authorities - Letters request for issual of NOC's from the respected department can be placed separately from letter request.	Copy Required	Pending Upload	03/10/2017	03/10/2017	View e-Document
00-Business Plan		00-Business Plan	Copy Required	Pending Upload	03/10/2017	03/10/2017	View e-Document

Action	Name	Person Name/Corporate Name	Instructions	Copy / Original	Original Verified	Status	DMCC Comments	Customer Comments	Last Modified Date
Upload	01-Tenancy Contract Or Purchase Agreement		Tenancy Contract Or Purchase Agreement (Should mention size /area of the property)	Copy Required	<input type="checkbox"/>	Pending Upload			03/10/2017 11:34
Upload	01-Title Deed or Current Dated Certificate of Ownership		Title Deed or Current Dated Certificate of Ownership (Should mention size /area of the property)	Copy Required	<input type="checkbox"/>	Pending Upload			03/10/2017 11:34
Upload	04-Company Name - Certificate of Good Standing - For Branches,Subsidiaries & JV		Certificate of Good Standing - For Branches	Copy Required	<input type="checkbox"/>	Pending Upload			03/10/2017 11:34
Upload	05-NOC issued by external authorities for activity addition in the license		Please attach combined copies for all required NOC from external authorities - Letters request for issual of NOC's from the respected department can be placed separately from letter request.	Copy Required	<input type="checkbox"/>	Pending Upload			03/10/2017 11:34
Upload	00-Business Plan		00-Business Plan	Copy Required	<input type="checkbox"/>	Pending Upload			03/10/2017 11:34

8. Click ‘View Draft License’ to review the additional license details before you click ‘Finalise License’.

License DMCC-350878 Printable View

[License Activities \(1\)](#)

License Detail

License Header

License #	DMCC-350878	License Type	Trading
Old License Number	DMCC-350878	License Status	Application
Account	Production Testing Account	Operating Name	
Manager			
Manager Arabic Name			

License Validity Details

License Issue Date		License Expiry Date	
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License Address Details

English Address		Arabic Address	عنوان باللغة العربية
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License Activities

License Activity: License Activity #	Group Name	Activity Name	License Activity: Last Modified Date	License Type	3P NOC1	3P NOC2
LI-00226757	05-Financial Intermediation, except insurance and pension funding	Trading in DSGX contracts (DMCC)	03/10/2017	Trading	Securities & Commodities Authority	

Apply for additional license 2267590 Printable View

portal.dmcc.ae says:
This Service Request has been finalized

[OK](#) [Request \(2\)](#) | [Amendments \(0\)](#)

Service Request Detail

[05-Finalise License](#) [Submit](#) [Cancel SR](#)

Service Request Details - Internal

SR No	2267590	05-Finalise License	Apply for additional license-Additional License-Licensing Services
Record Type	253-Apply for additional license	Submitted Date	
Created By	Mohammed Adlan 1, 03/10/2017 10:29	Last Modified By	Mohammed Adlan 1, 03/10/2017 11:34
Status	Draft	Owner	DMCC
Access Level	company	SR Template	Apply for additional license
Change Activity	<input checked="" type="checkbox"/>	External Status	Draft
Attachments Moved to LF ?	<input type="checkbox"/>	Parent SR	
		IsCancelled	<input type="checkbox"/>
		Finalize Amendments	<input type="checkbox"/>
		Close Date	

9. ‘Submit’ and proceed with the payment.

Service Request Details [Confirm](#) [Back to Service Request](#)

SR No	2270267	Customer	Production Testing Account
External Status	Draft	Created Date	04/10/2017 08:34

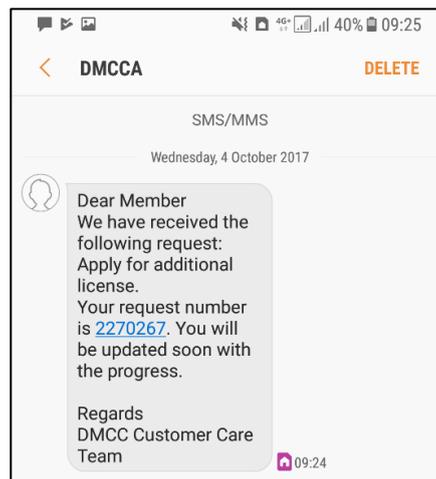
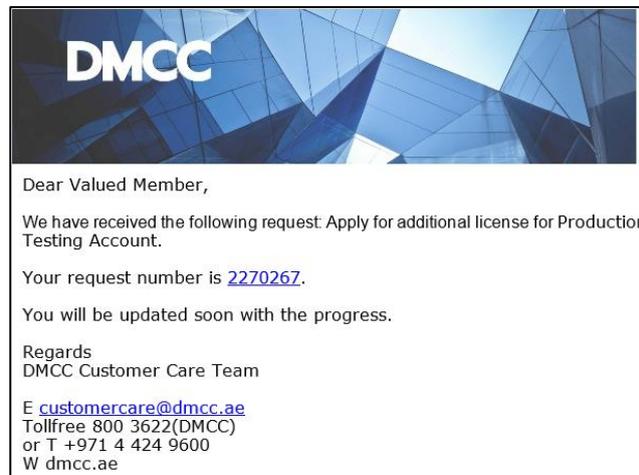
Available Account Balance : AED 425,413,165.20

AED - 20,285.00 will be charged

SR Price Items

SR Price Items Name	Price	Product	Pricing Line	Status
SRP-3336565	AED 20.00	Knowledge Dirham	Knowledge & Innovation Dirham	Added
SRP-3336567	AED 20,265.00	New License		Added

10. Receive a notification email and SMS from DMCC confirming that the application is submitted.



11. Receive a notification email confirming that the service request approval.



12. Download the e-license certificate copy from the 'SR Documents'.

Documents to be Uploaded							
Action	Name	Person Name/Corporate Name	Instructions	Copy / Original	Original Verified	Status	Last Modified Date
Preview	01.Tenancy Contract Or Purchase Agreement		Tenancy Contract Or Purchase Agreement (Should mention size /area of the property)	Copy Required	<input type="checkbox"/>	Uploaded	04/10/2017 08:35
Preview	01.Title Deed or Current Dated Certificate of Ownership		Title Deed or Current Dated Certificate of Ownership (Should mention size /area of the property)	Copy Required	<input type="checkbox"/>	Uploaded	04/10/2017 08:36
Preview	04.Company Name - Certificate of Good Standing - For Branches,Subsidiaries & JV		Certificate of Good Standing - For Branches	Copy Required	<input type="checkbox"/>	Uploaded	04/10/2017 08:36

Generated Documents							
View e-Document	Name	Person Name/Corporate Name	Instructions	Status	DMCC Comments	Customer Comments	Last Modified Date
	07.e-License certificate copy		This is your Company License. This is an electronic document ready for download and printing.	Generated			04/10/2017 10:23




Service License رخصة خدمات

License Details تفاصيل الرخصة

License Number	DMCC-	DMCC-	رقم الرخصة
Account No.			رقم الحساب
Licensee Name	Production Testing Account		أصحاب الرخصة
Branch Name	Production Testing Account		إسم الفرع
Operating Name	Production Testing Account		الإسم التجاري
Issue Date	4-Oct-2017	4-Oct-2017	تاريخ الإصدار
Expiry Date	3-Oct-2018	3-Oct-2018	تاريخ الإنتهاء
Country of Origin	India		بلد المنشأ
Manager Name			المدير
DUNS Number	123	123	الرقم العالمي

License Primary Address العنوان الرئيسي للرخصة

وحدة رقم:

License Activities أنشطة الرخصة

- Internet Consultancy 1. استشارات الإنترنت

Remarks: ملاحظات:

Company Contact Details تفاصيل الإتصال بالشركة

Telephone No	رقم الهاتف
Email	البريد الإلكتروني
PO Box	صندوق البريد
Website	الموقع الإلكتروني

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