



E – Service - Aviation Business NOC

Customer Guide

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1. DCAA Home Page

Visit Dubai Civil Aviation Authority (DCAA) website (URL): <https://www.dcaa.gov.ae/>

(Website supported browser (Chrome (Version 57.0+), Firefox (51.0+), Internet Explorer (9+) and Safari)

View in screenshot Figure 1.1

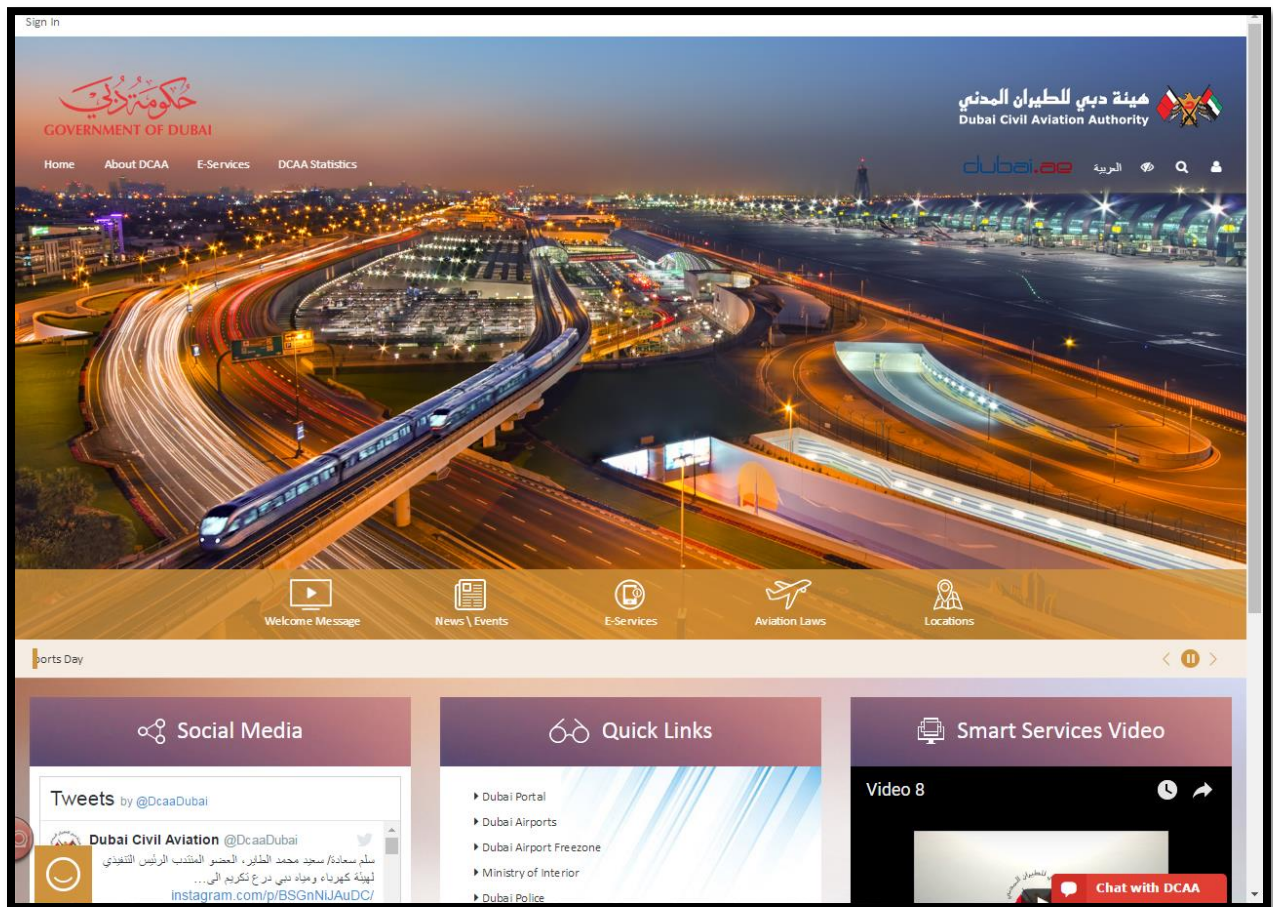


Figure 1.1

2. Registration

1. User shall click on the **Login** icon from the main page of the user profile. (view in screenshot Figure 2.1)

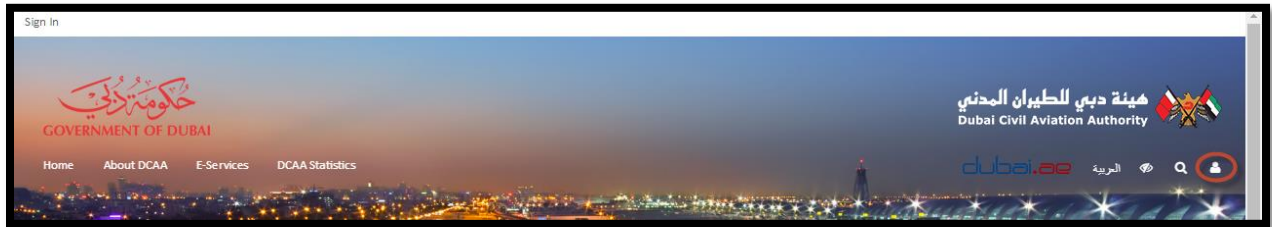


Figure 2.1

2. User now click on **“Register”** button. (view in screenshot Figure 2.2)

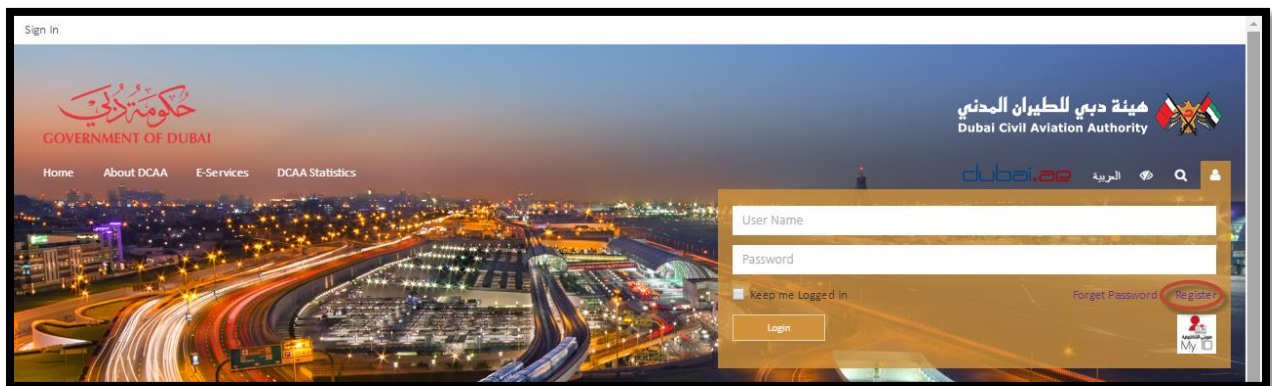


Figure 3.2

3. User shall fill the **Customer Registration** form and obliged to filled all the **Mandatory** field which have asterisk (*) sign in the label of the field. (view in screenshot Figure2.3)

The screenshot displays a 'CUSTOMER REGISTRATION' form with the following sections and fields:

- ACCOUNT DETAILS:**
 - Select Category *
 - User Name *
 - Email *
 - Confirm Email *
 - Password (e.g: 'Example-1') *
 - Confirm Password (e.g: 'Example-1') *
- CONTACT DETAILS:**
 - Contact Person First Name *
 - Contact Person Middle Name
 - Contact Person Last Name *
 - 00971 * | 999 * | Mobile No. # *
 - Emirates ID *
- COMPANY DETAILS:**
 - Company Name *
 - Company Address *
 - 00971 | 00 | Mobile No. # *
 - Fax *
 - P.O.Box *
 - Nationality *
 - City *
- SECURITY DETAILS:**
 - I'm not a robot (reCAPTCHA)
 - Security Question *
 - Answer *

Navigation links on the left: Privacy Policy, Disclaimer, FAQ, Sitemap, Terms & Condition, Feedback, Contact Us.

Footer: DISCLAIMER, Chat with DCAA

Figure 4.3

4. User shall select the relevant “Category” from the **Account Details** field. (view in screenshot Figure 2.4)

The screenshot shows the 'CUSTOMER REGISTRATION' page. On the left is a navigation menu with links: Privacy Policy, Disclaimer, FAQ, Sitemap, Terms & Condition, Feedback, and Contact Us. The main content area has a header 'CUSTOMER REGISTRATION' and a sub-section 'ACCOUNT DETAILS'. A dropdown menu for 'Select Category *' is open, listing: Individual (selected), Airlines Companies, Air Cargo Companies, Consultant, Supplier, and Handling Agent. To the right of the dropdown are three input fields: 'User Name *', 'Confirm Email *', and 'Confirm Password (e.g: 'Example-1') *'.

Figure 5.4

5. User shall click “**Submit**” button after entering all the required fields.
6. A **Success** message will be displayed on the screen. See Figure 2.5

The screenshot shows the 'CUSTOMER REGISTRATION' page after successful registration. A green message box at the top says: 'Registration is successful. Kindly activate the account using activation link sent on email.' Below this, the 'ACCOUNT DETAILS' section shows the following filled fields: 'Select Category *' (Individual), 'User Name *' (KiranDCAA), 'Confirm Email *' (kiran_saleem4@yahoo.com), and 'Confirm Password (e.g: 'Example-1') *' (656565). The 'CONTACT DETAILS' section shows: 'Contact Person Middle Name' (Saleem), 'Phone' (00971 505 5656565), 'Address' (Pakistan), and 'City' (Karachi). A 'Chat with DCAA' widget is visible in the bottom right corner.

Figure 6.5

7. User will also receive the “**Successful**” email notification which have the “**Activation Link**” to complete the registration process.

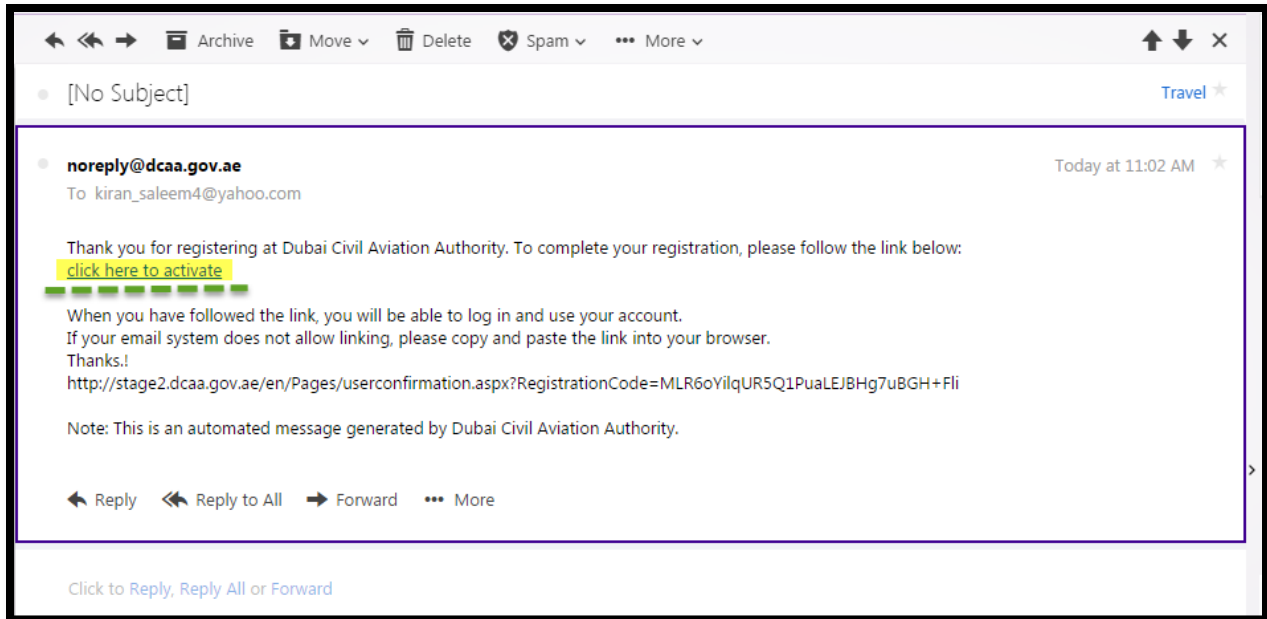


Figure 7.6

8. After clicking on the link, user will be redirected to user confirmation screen.

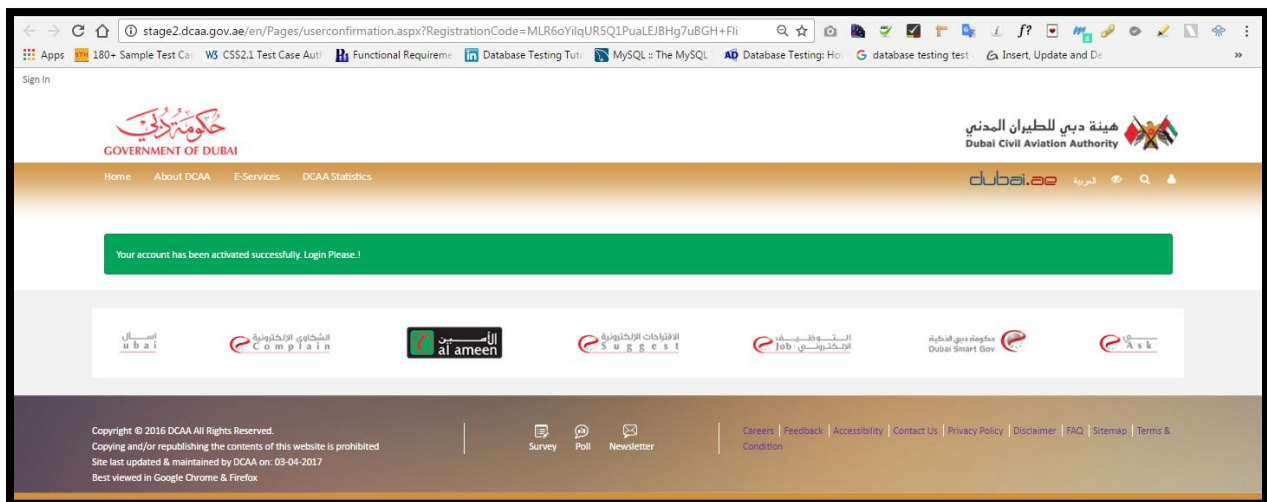


Figure 8.7

After completing above steps (covered for the [Registration](#) section), user can access all DCAA E-Services after login and can submit the request and check their status.

3. Log In Process

1. User shall click on the **Login** icon from the main page of the user profile.
2. User shall **Login** with the **User Name** and **Password**. (view in screenshot Figure 3.1)

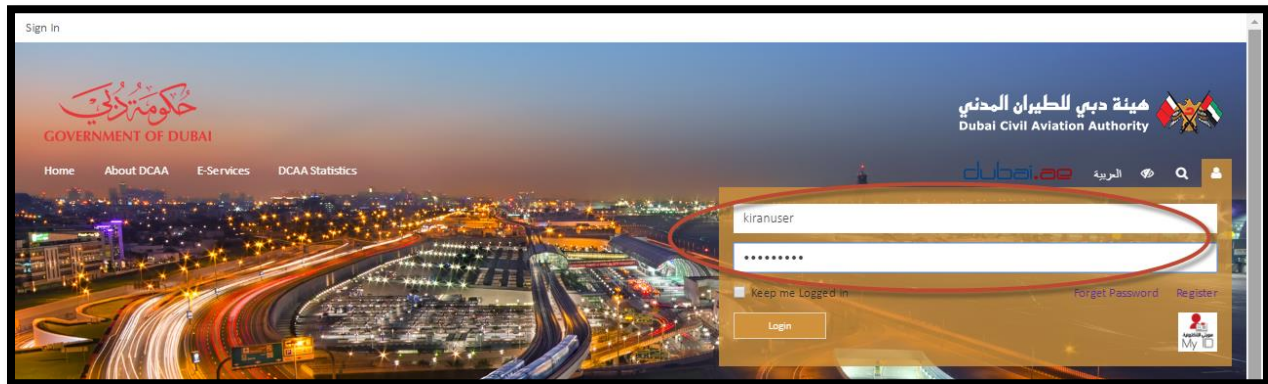


Figure 3.1

4. Submitting New Request

1. After login, User shall select the **E-Service** tab and Click **Read More** link. (view in screenshot Figure 4.1)

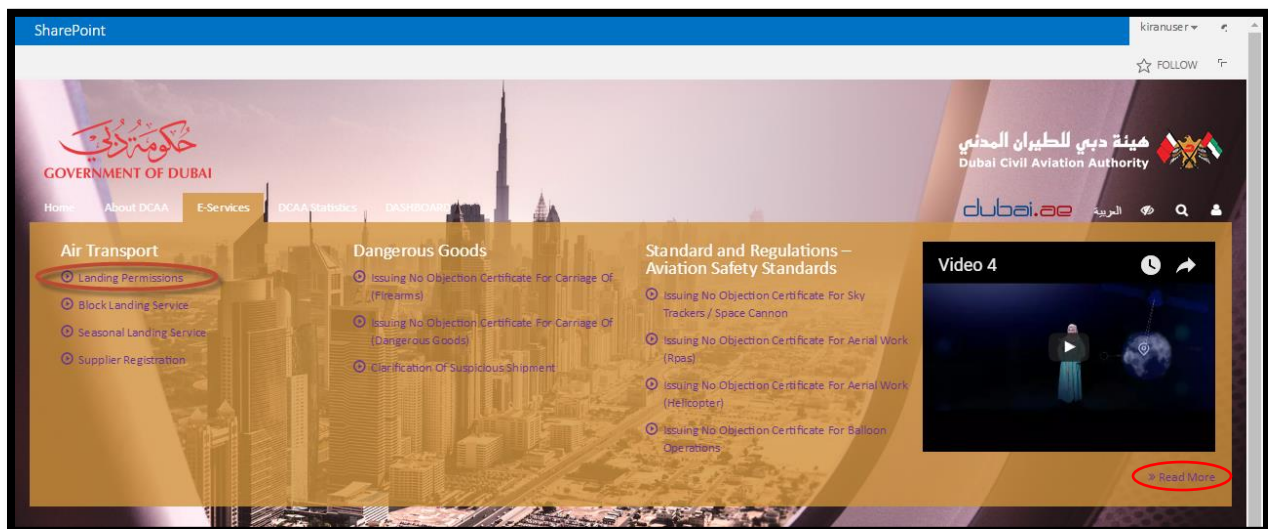


Figure 4.1

2. In **Aviation Business NOC E-Service department**, User can select **“Aviation Business NOC”** Service to send the new request form.

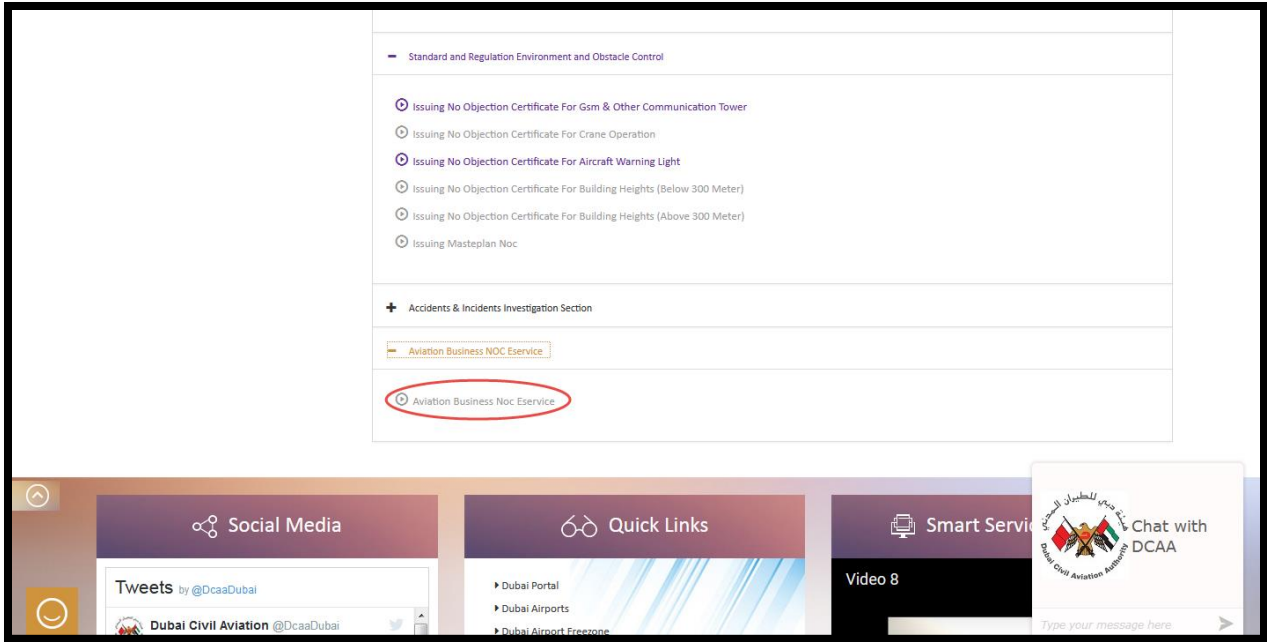


Figure 4.2

3. User shall click on **Apply Now** button. (view in screenshot Figure 4.3)

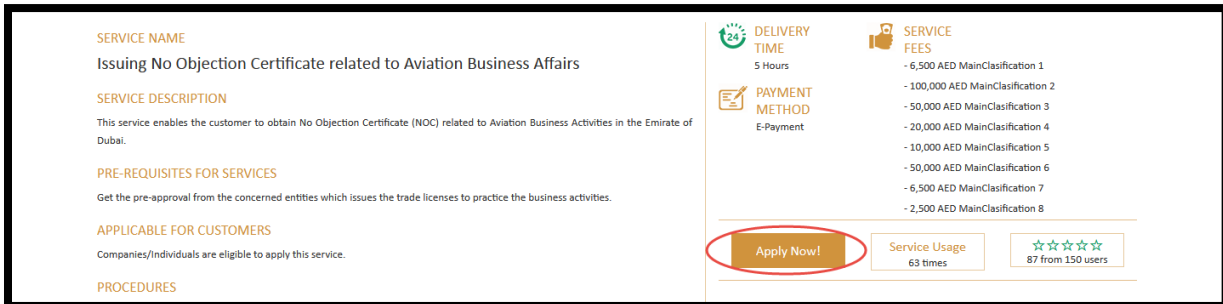


Figure 4.3

4. User shall fill the **"Aviation Business NOC Form"**. (view in screenshot Figure 4.4)

Reference Number: T-170405-9AA28
Services Fee:

AGENT DETAILS

Agent Name:	Texpo	Email :	dcauser123@gmail.com
Telephone :	00971-00-1232	Fax:	343
City :	Karachi	P.O.Box :	56565
Address:	testv address		

Individual Company

SERVICE DETAILS

Main Classification *

Select Sub Classification *

Select Category *

Transaction Type *

Company Name

Location *

COMPANY DETAILS

Owner Name *

Passport Number *

Emirates ID *

License Number *

No. Of Branches

License Activities *

Issue Date * 📅

Expiry Date * 📅

Partner Name *

Partner Emirates ID

Manager Name *

Manager Emirates ID *

Chat with DCAA

Figure 4.4

4.1 Agent Details

- Agent Details will auto populate from registered user profile. (view in screenshot Figure 4.1.1)

AGENT DETAILS

Agent Name:	Texpo	Email :	dcauser123@gmail.com
Telephone :	00971-00-1232	Fax:	343
City :	Karachi	P.O.Box :	56565
Address:	testv address		

Figure 4.1.1

- User will be able to Edit/Update the details on the “**Update Account Details**” page, Link is available on the dashboard.

4.2 Type of License

- User shall select the type of license firstly. (view in screenshot Figure 4.2.1)

The screenshot shows a web interface for 'DCAAWEBSITE - AVIATIONBUSINESS'. The top navigation bar includes 'Reference Number: T-170405-9AA28' and 'Services Fee:'. The main content area is divided into sections: 'SERVICE NAME' (Issuing No Objection Certificate related to Aviation Business Affairs), 'SERVICE DESCRIPTION' (This service enables the customer to obtain No Objection Certificate (NOC) related to Aviation Business Activities in the Emirate of Dubai.), 'PRE-REQUISITES FOR SERVICES' (Get the pre-approval from the concerned entities which issues the trade licenses to practice the business activities.), and 'APPLICABLE FOR CUSTOMERS'. Below these is an 'AGENT DETAILS' table with the following information:

Agent Name:	Texpo	Email:	dcauser123@gmail.com
Telephone:	00971-00-1232	Fax:	343
City:	Karachi	P.O.Box:	56565
Address:	testv address		

At the bottom of the agent details, there are two radio buttons: 'Individual' (unselected) and 'Company' (selected). Both radio buttons are circled in red.

Figure 4.2.1

- On selection of the type of license, user shall fill the below form. See Figure 4.2.2 & 4.2.3.
- User will have to give the **Customer Details** if the license type is "Individual".
- User shall fill all **Mandatory** fields of **Customer Details** section.

The screenshot shows a form for license application. At the top, there are two radio buttons: 'Individual' (selected and circled in red) and 'Company'. Below this is the 'SERVICE DETAILS' section with the following fields:

- Main Classification * (dropdown)
- Select Sub Classification * (dropdown)
- Select Category * (dropdown)
- Transaction Type * (dropdown)
- Company Name (text input)
- Location * (dropdown)

The 'CUSTOMER DETAILS' section (circled in red) contains the following fields:

- Owner Name *
- Passport Number *
- Emirates ID *
- License Number *
- No. Of Branches
- License Activities *
- Issue Date * (calendar icon)
- Expiry Date * (calendar icon)
- Email *
- +971 * | 50 * | Phone1 * (with example: e.g: +971 4 2245555)
- +971 * | 50 * | Phone2 * (with example: e.g: +971 4 2245555)
- Security Incharge
- SecurityContact
- Security Email

At the bottom, there is an 'ATTACHMENTS (MAXIMUM FILE SIZE ALLOWED IS 15 MB)' section with the text 'File types allowed: JPEG, JPG, PNG, BMP, GIF, TIF, TIFF, PDF'. Below this are three buttons: 'Save' (orange), 'Submit' (green), and 'Cancel' (grey).

Figure 4.2.2

- User will have to give the **Company Details** if the license type is "Company".
- User shall fill all **Mandatory** fields of **Company Details**.

Figure 4.2.3

4.3 Service Details

- User shall choose the **Main Classification** field and upon the selection of that field, user shall be able to select **Sub Classification** and **Category**. (view in screenshot Figure 4.3.1)

Figure 4.3.1

- User shall choose the **Transaction Type** and on the selection of it, uploading attachments shall be displayed.

The screenshot shows a form titled "SERVICE DETAILS" with several input fields. The fields are arranged in two rows. The first row contains "Main Classification *", "Select Sub Classification *", and "Select Category *". The second row contains "Transaction Type *", "Company Name", and "Location *". The "Transaction Type *" field is circled in red, indicating it is a mandatory field. All fields have a red border, signifying they are required.

Figure 4.3.2

- User shall fill all **Mandatory** fields.

4.4 Uploading Attachments

Attachments will be shown according to chosen **Transaction Type**. To upload the attachments follow the below steps:

- Click on the **Browse** button to select the required files. (view in screenshot Figure 4.4.1)

The screenshot shows the "ATTACHMENTS (MAXIMUM FILE SIZE ALLOWED IS 15 MB)" section. It lists allowed file types: JPEG, JPG, PNG, BMP, GIF, TIF, TIFF, PDF. Below this, there are five mandatory fields, each with a "Browse..." button circled in red. The fields are: "Company request letter address *", "Company License *", "Passport copy, visa & national id of the (sponsor, partner & manager) *", "Business plan *", and "Amended MOA *". Each field currently shows "No files selected." At the bottom of the section are three buttons: "Save", "Submit", and "Cancel".

Figure 4.4.1

- Select the file and click on the **Open** button. See the Figure 4.4.2 & 4.4.3

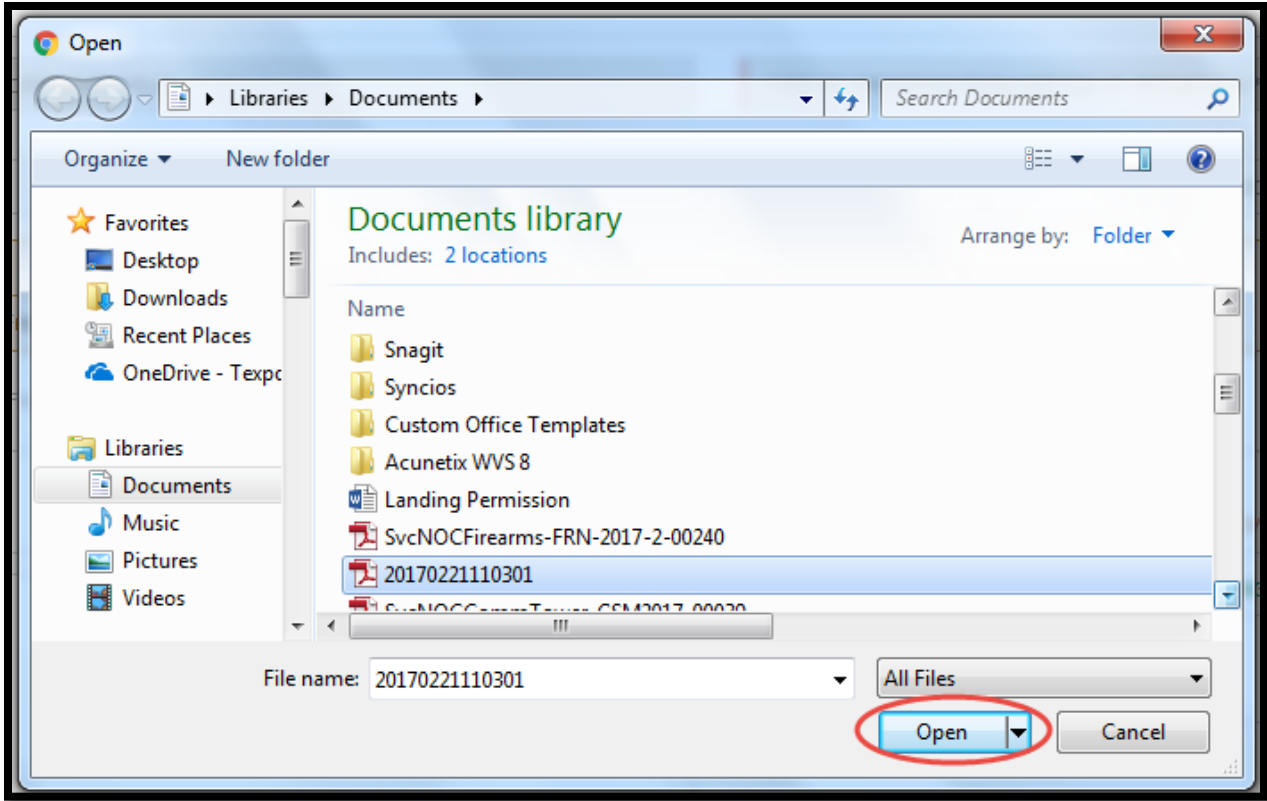


Figure 4.4.2

ATTACHMENTS (MAXIMUM FILE SIZE ALLOWED IS 15 MB)

File types allowed: JPEG, JPG, PNG, BMP, GIF, TIF, TIFF, PDF

Company request letter address *

No files selected.

Company License *

No files selected.

Passport copy, visa & national id of the (sponsor, partner & manager) *

No files selected.

Business plan *

No files selected.

Initial approval from the concerned department *

No files selected.

Amended MOA *

No files selected.

Figure 4.4.3

- User shall be obliged to upload all **Mandatory** attachments.

4.5 Save or Submit

- User shall click on the save button to save the request.

NOTE: User can save the partial info to save their request but before submitting it to the admin process, user would have to give the full details.

ATTACHMENTS (MAXIMUM FILE SIZE ALLOWED IS 15 MB)

File types allowed: JPEG, JPG, PNG, BMP, GIF, TIF, TIFF, PDF

Company request letter address *

Browse... No files selected.
20170223092340.pdf

Company License *

Browse... No files selected.

Passport copy, visa & national id of the (sponsor, partner & manager) *

Browse... No files selected.

Business plan *

Browse... No files selected.

Initial approval from the concerned department *

Browse... No files selected.

Amended MOA *

Browse... No files selected.

Save Submit Cancel

Figure 4.5.1

- The status of the request will appear as “**draft**” on the user dashboard. (view in screenshot Figure 4.5.2)

GOVERNMENT OF DUBAI

هيئة دبي للطيران المدني
Dubai Civil Aviation Authority

Home About DCAA E-Services DCAA Statistics DASHBOARD

dubai.ae العربية

Home / Dashboard

DASHBOARD

09:42:42 LOCAL TIME 04:42:42 UTC TIME 08:42:42 DUBAI TIME

Login as: kiranuser
Last Login 4/5/2017 11:50:48 AM

Updated Account Details Upload Documents
Logout Change Password

ADVANCE SEARCH

All Reference # Approval Status
Date From Date To Search

S#	NOC Type	Reference Number	Approval Status	Action
1	Aviation Business Noc Eservice	T-170406-1A9D4	Draft	Edit
2	Issuing No Objection Certificate For Carriage Of (Dangerous Goods)	DG2017/4/00006	In Process	View

YEAR 2017

20.5%

Figure 4.5.2

- User will click on the **edit** link to submit the final request for the admin process.

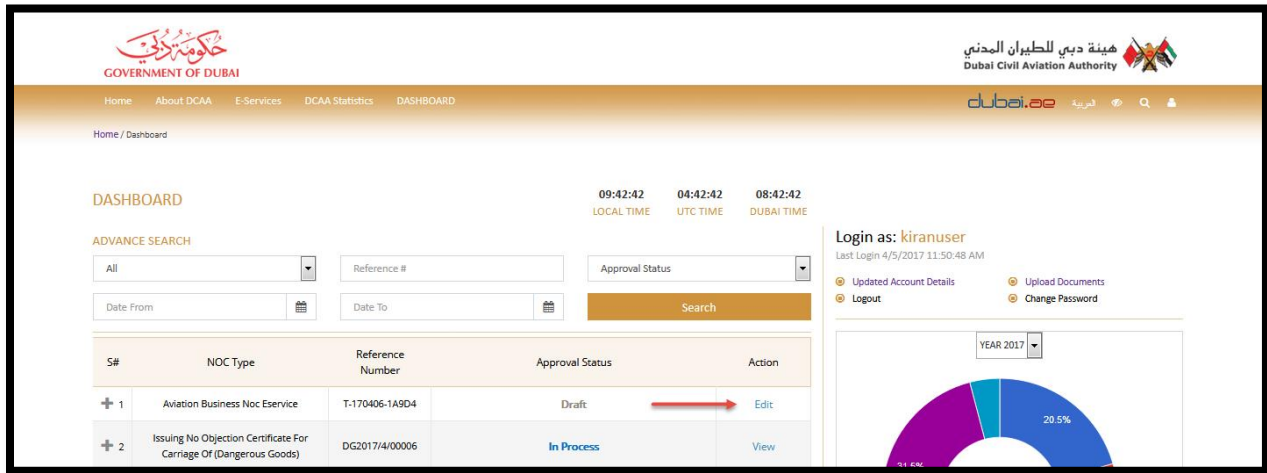


Figure 4.5.3

- User will provide the required details to submit the form.
- User can click the “**Submit button**”, it navigates to **E-Payment Screen**.



Figure 4.5.4

4.6 E-Payment Process

User can pay the Money from **Debit / Credit Card**.

دبي الذكية SMART DUBAI

حكومة دبي الذكية smart dubai gov

DubaiPay

MIDDLE EAST LEADING GATEWAY

Transaction Information

Service Provider : Dubai Civil Aviation Authority
 Service : NOC
 SP Transaction No : AV2017/4/00003/1
 Amount : 100000.00 AED

Payment Method

Credit Card
 EDirhamG2
 Direct Debit
 OneClick Pay

Contact Information

Email Address :
 Mobile Number :

لقد قرأت التحذير وفهمت عواقبه
 I have read the [warning](#) and understood the consequences

Total Amount: 100000.00 AED

Cancel Pay

Figure 4.6.1

- Here above (See figure 4.6.1) Images are **E-Payment Process Screens**
- User can enter his Mail-ID, Mobile No and Check the Check box and Click the **Pay button**. Then Screen will navigate to Next Screen.

Transaction Information


Service Provider : Dubai Civil Aviation Authority
 Service : NOC
 ePay Transaction No : 990000227780919
 Amount : 100000.00 AED

Card Details

Card Type : VISA MasterCard AMERICAN EXPRESS JCB

Credit Card Number : 4111111111111111

Expiry Date : Dec 2017

CVV Number * :  CVV number (Security Code) is the last three digits of the number found on the back of your credit card near the signature strip.

PCI DSS CERTIFIED

Total Amount : 100000.00 AED

Cancel Pay

Figure 4.6.2

Here, the above (See figure 4.6.2) screen is showing that:

- User can select **his Credit card Type. Like Visa, Master Card etc.**
- User can enter his **“Credit Card Number”**.
- User can enter his card **“Expiration Date”**.
- User can enter his **“CVV Number”**.
- Finally user can click on the **“Pay” Button**.
- Now Payment is **successfully done** and page redirect to **Dashboard**
- User gets the **successfully received Mail from the DCAA**

- Now the **User request Status is in “In Process” and Submitted to DCAA.** (See figure 4.6.3)

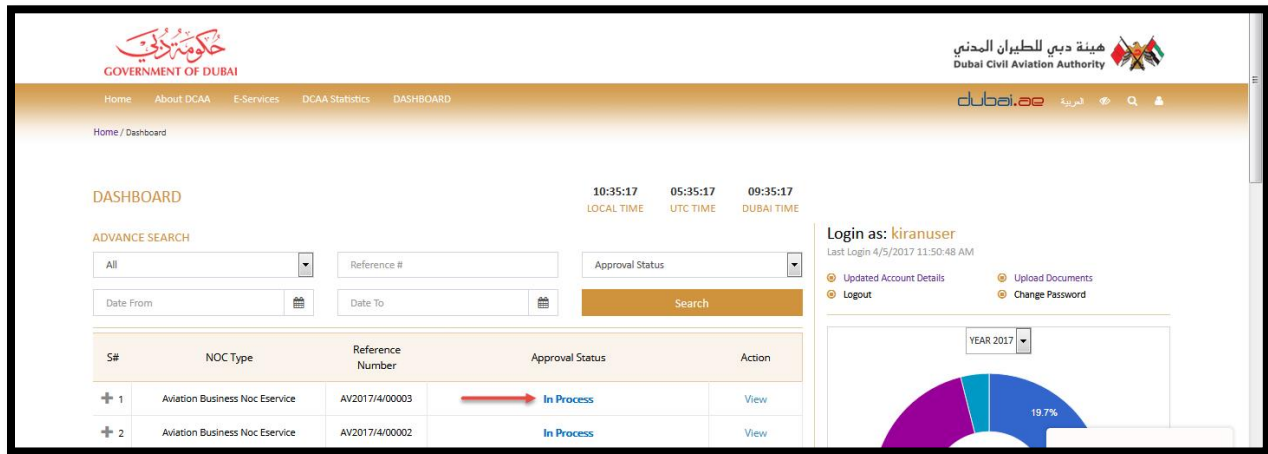


Figure 4.6.3

5. Customer Dashboard

5.1 Service Status

- User can view the service status from their dashboard:
 1. **“Draft”** will be read in the Approval Status column when user will save the request initially or it will be revised by the user. See Figure 5.1.2
 2. **“In Process”** will be read in the Approval Status column when user will submit the request. See Figure 5.1.1
 3. **“Need More Info”** will be read in the Approval Status column when DCAA admin will send the request for more information. See Figure 5.1.2
 4. **“Withdraw”** will be read in the Approval Status column when the service will be withdrawal by the DCAA Admin or user.
 5. **“Rejected”** will be read in the Approval Status when DCAA admin will reject the request for an explained reason that can be viewed in the **“Action History”** table from View link. See Figure 5.1.2
 6. **“Permit Number”** will be generated upon approval from DCAA, accordingly, request status will be read as **“Approved”**. See Figure 5.1.1

S#	NOC Type	Reference Number	Approval Status	Action
+ 1	Issuing No Objection Certificate For Carriage Of (Firearms)	FRN/2017/4/00249	In Process	View
+ 2	Issuing No Objection Certificate For Carriage Of (Firearms)	FRN/2017/4/00251	In Process	View
+ 3	Issuing No Objection Certificate For Carriage Of (Firearms)	FRN/2017/4/00250	Approved	View Print NOC
+ 4	Issuing No Objection Certificate For Carriage Of (Firearms)	FRN/2017/4/00248	Rejected	View

Figure 5.1.1

+ 12	Aviation Business Noc Eservice	T-170403-7BE86	Need More Information	Edit
+ 13	Aviation Business Noc Eservice	T-170403-B036D	Rejected	View
+ 14	Aviation Business Noc Eservice	T-170403-4FA6E	In Process	View
+ 15	Issuing No Objection Certificate For Balloon Operations	T-170403-BC7C2	Draft	Edit

Figure 5.1.2

5.2 Advance Search

7. User will use the Advance Search to search any particular service.

The screenshot shows the DCAA dashboard with the following elements:

- Header:** Government of Dubai logo and DCAA logo with text 'هيئة دبي للطيران المدني' and 'Dubai Civil Aviation Authority'.
- Navigation:** Home, About DCAA, E-Services, DCAA Statistics, DASHBOARD.
- Dashboard:**
 - Time display: 17:17:05 LOCAL TIME, 12:17:05 UTC TIME, 16:17:05 DUBAI TIME.
 - User login: Login as: kiranuser, Last Login: 4/3/2017 2:50:29 PM.
 - Menu items: Updated Account Details, Logout, Upload Documents, Change Password.
 - Language: العربية.
 - Year selector: YEAR 2017.
- ADVANCE SEARCH Form:**
 - Dropdown menu: All
 - Text input: Reference #
 - Dropdown menu: Approval Status
 - Date pickers: Date From, Date To
 - Search button
- Table:**

S#	NOC Type	Reference Number	Approval Status	Action
+ 1	Issuing No Objection Certificate For			

Figure 5.2.1

5.3 Graph

- User can view the service graph for each status of the service from their dashboard.

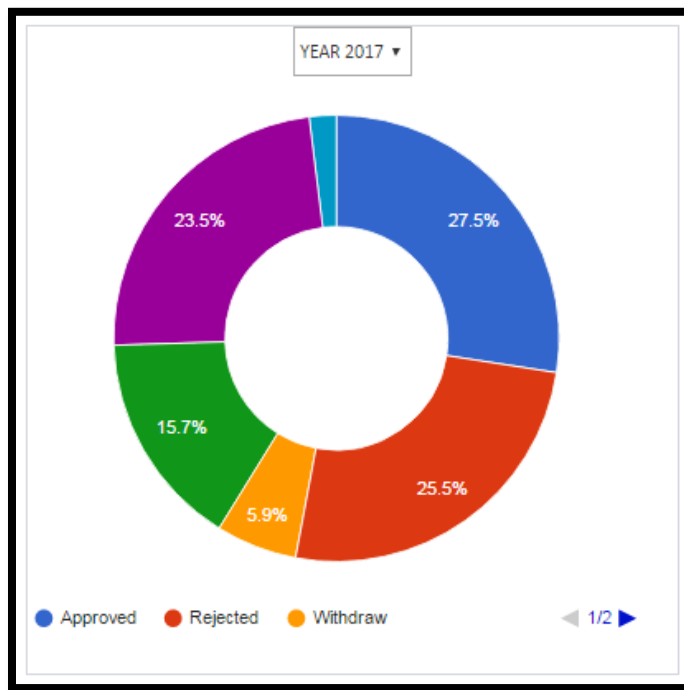


Figure 5.3.1

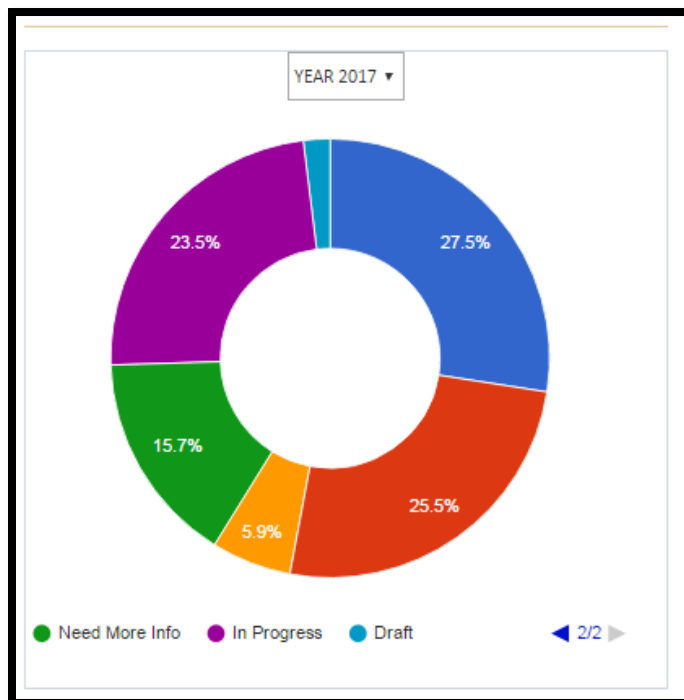


Figure 5.3.2

5.4 Time Zone

- User can view different time zone at their dashboard.
 1. Local Time
 2. UTC Time
 3. Dubai Time

The screenshot displays the DCAA dashboard interface. At the top, there are navigation links for Home, About DCAA, E-Services, DCAA Statistics, and DASHBOARD. The dashboard header includes the Government of Dubai logo and the DCAA logo. A time zone selection box is highlighted with a green dashed border, showing three options: LOCAL TIME (17:27:47), UTC TIME (12:27:47), and DUBAI TIME (16:27:47). Below this, there is an 'ADVANCE SEARCH' section with fields for Reference #, Approval Status, Date From, and Date To, along with a Search button. The main content area features a table with columns for S#, NOC Type, Reference Number, Approval Status, and Action. The table contains five rows of data. To the right of the table, there is a 'Login as: kiranuser' section showing the last login time and several user actions like Updated Account Details, Upload Documents, Logout, and Change Password. Below the login section is a donut chart for the year 2017, showing the distribution of data across five categories: 27.6%, 20.7%, 13.8%, 5.2%, and 31%.

S#	NOC Type	Reference Number	Approval Status	Action
1	Issuing No Objection Certificate For Carriage Of (Dangerous Goods)	DG2017/4/00174	Rejected	View
2	Clarification Of Suspicious Shipment	DG-CRV2017/4/00096	In Process	View
3	Issuing No Objection Certificate For Carriage Of (Dangerous Goods)	DG2017/4/00173	In Process	View
4	Clarification Of Suspicious Shipment	DG-CRV2017/4/00094	In Process	View
5	Clarification Of Suspicious Shipment	DG-CRV2017/4/00095	Draft	Edit

Figure 5.4.1

5.5 Others

- User will be able to view their last login details via dashboard.

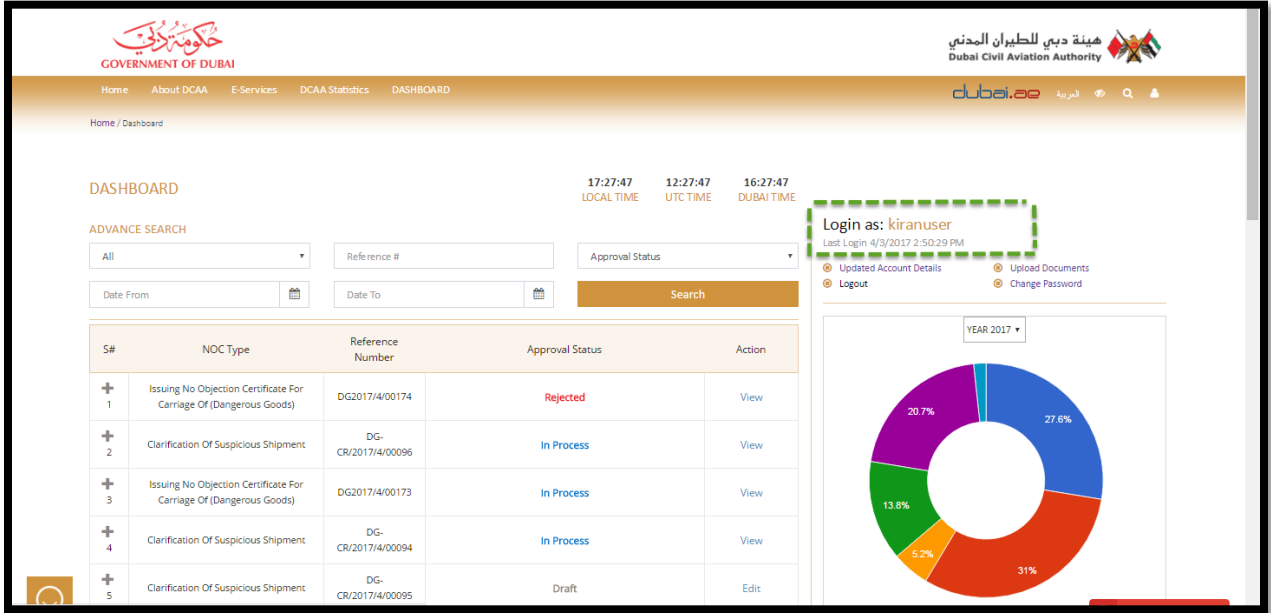


Figure 5.5.1

- User will be able to update the following information via dashboard.
 1. Updated Account Details
 2. Upload Document
 3. Change Password

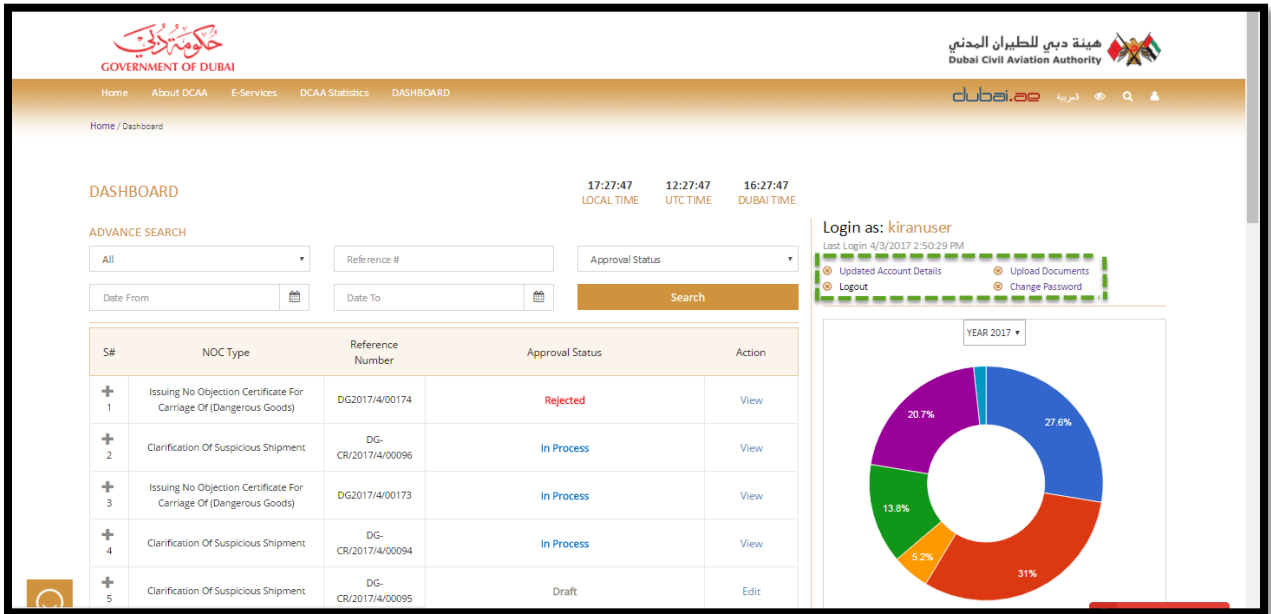


Figure 5.5.2

6. Printout Function

User can print the **NOC (DCAA Approval with the Permit Number)** when the status of the request is read as **“Approved”**.

- User shall open the dashboard.
- User shall search for the Approved request.
- User shall click the **“Print NOC”** button. (View in screenshot Figure 9.1)
- User will have to share his experience with DCAA by using happiness meter.
NOTE: It will only be displayed for the first time.
- User will have to click the **“Print NOC”** link again to download the file.
- User shall be able to view the **“Print Out”** of the page before printing it.

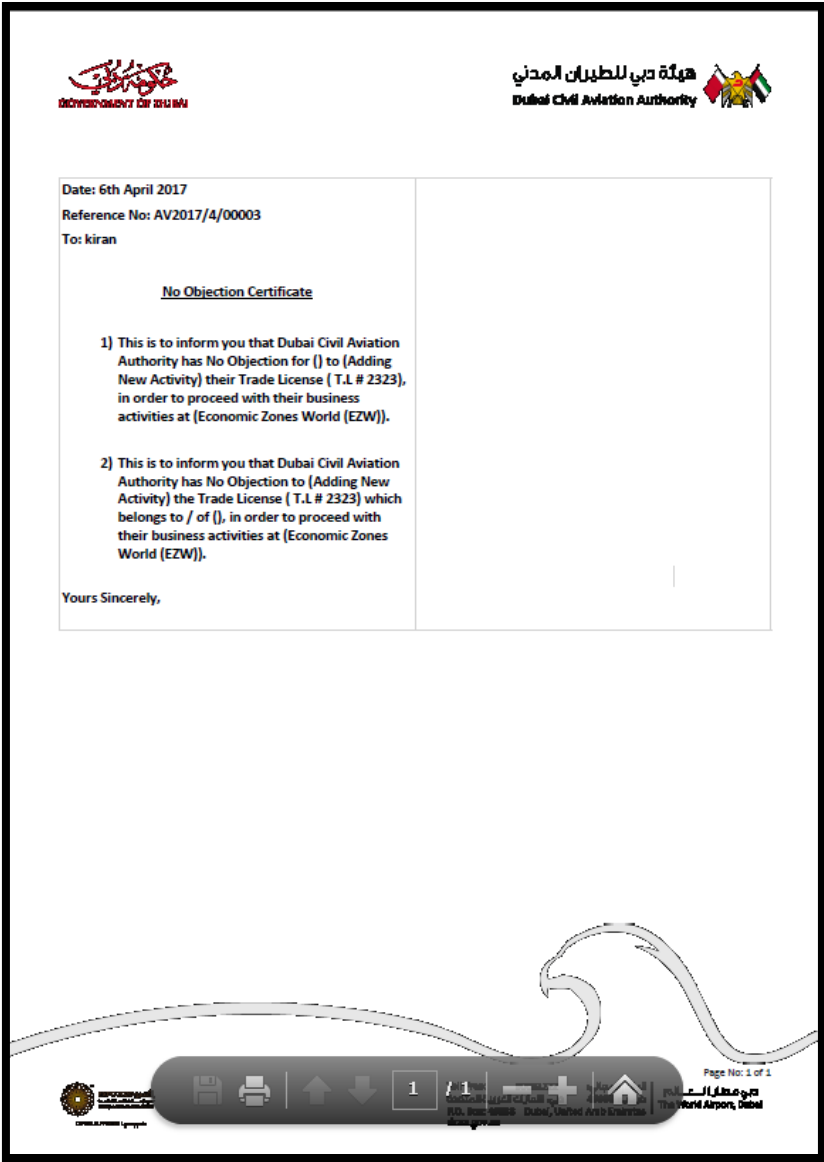


Figure 6.1