

# User Manual

## Business Partner Establishment Update Information Request General Services

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## Introduction:

The Ras Al Khaimah Municipality launched a set of electronic services to save customers time and effort and enable them to submit their requests at any time and from anywhere.

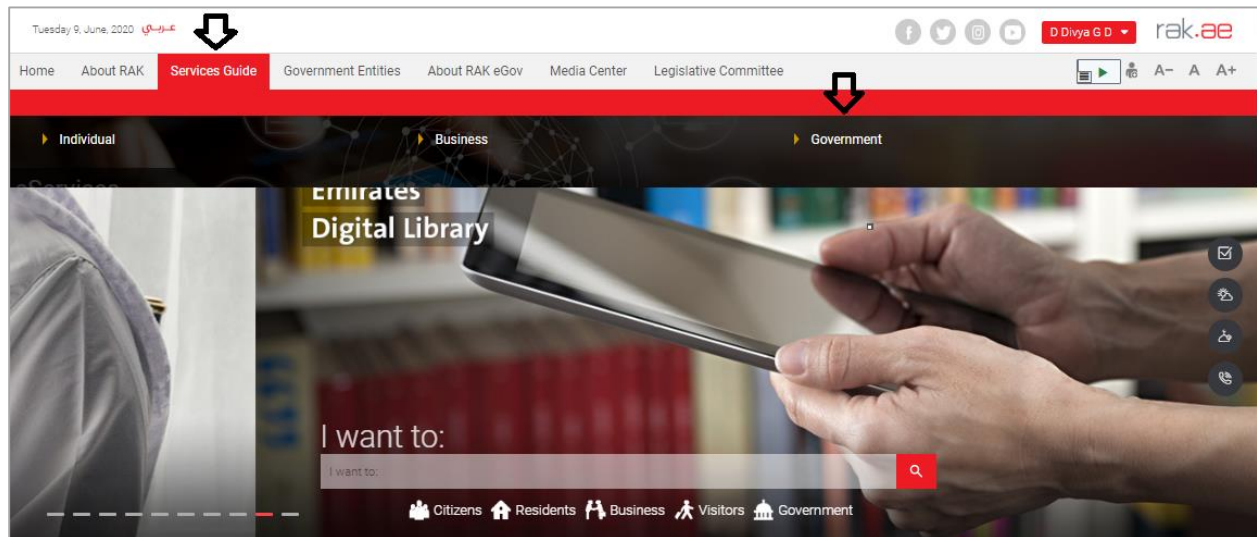
The Business Partner Establishment Update Information service is to allow establishment to update business partner information.

This guide shows customers how to access the Business Partner Establishment Update Information. It also guides them on how to create, send and track the request electronically.

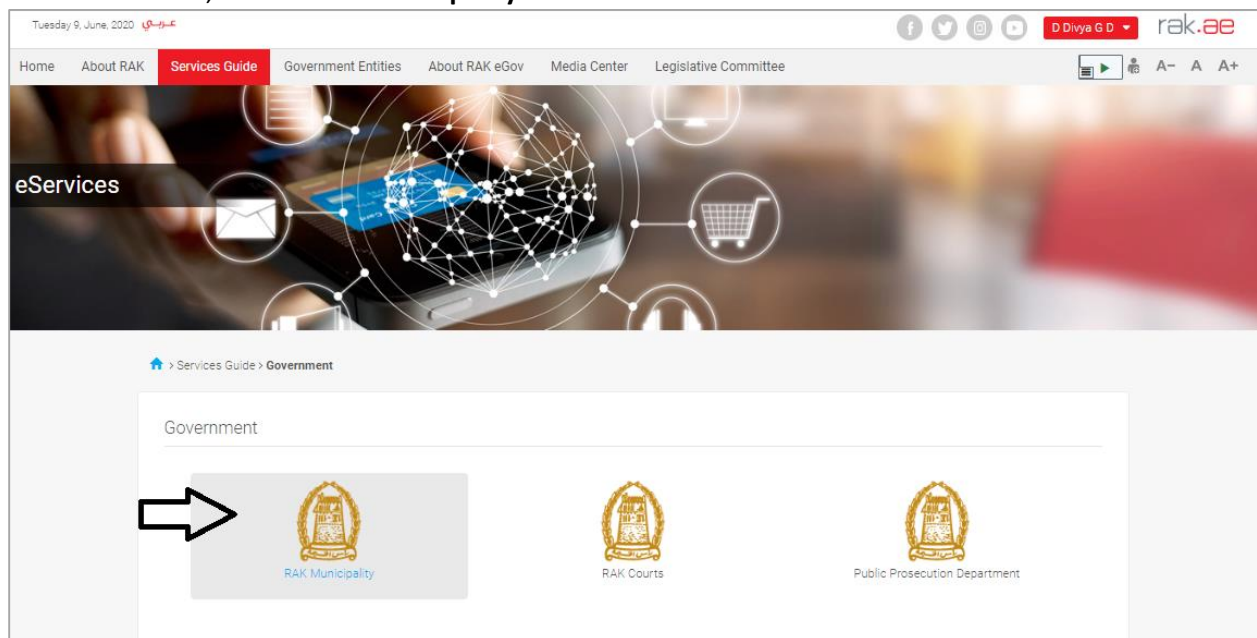
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them from the Customer Happiness Center as per the need for the original copy.

## Login and access to the Business Partner Establishment Update Information Service

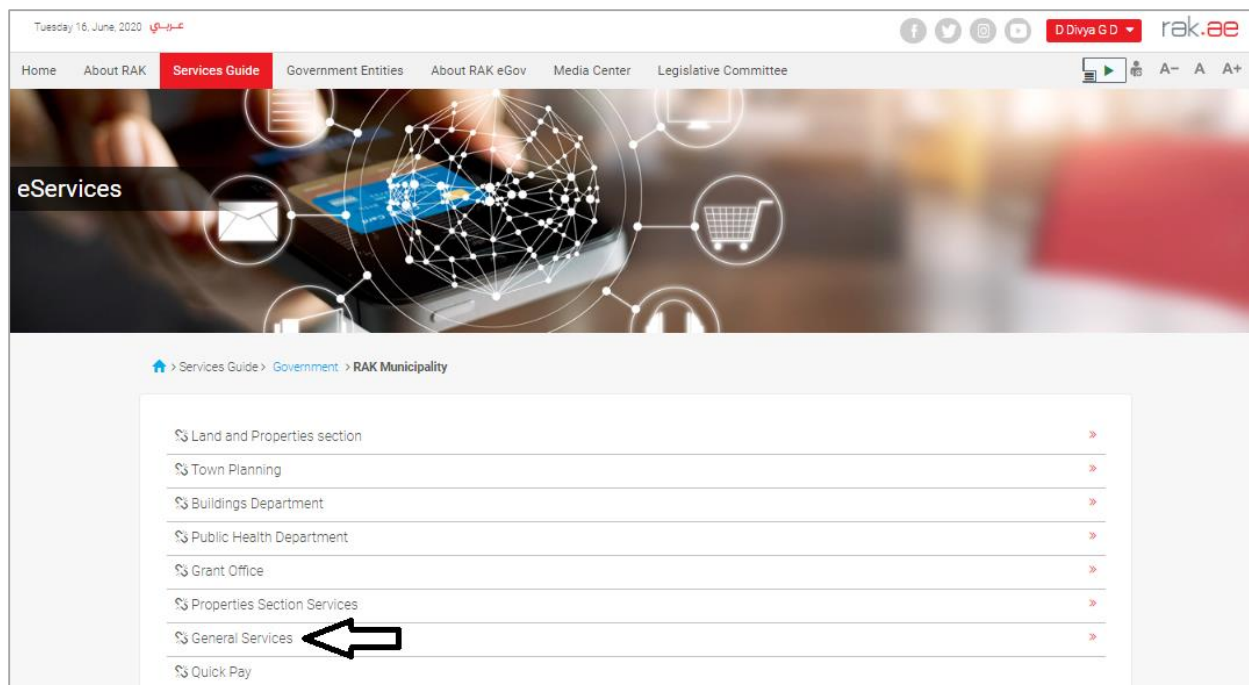
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the Business Partner Establishment Update Information request, click on the "Service Guide" then click on "Government"



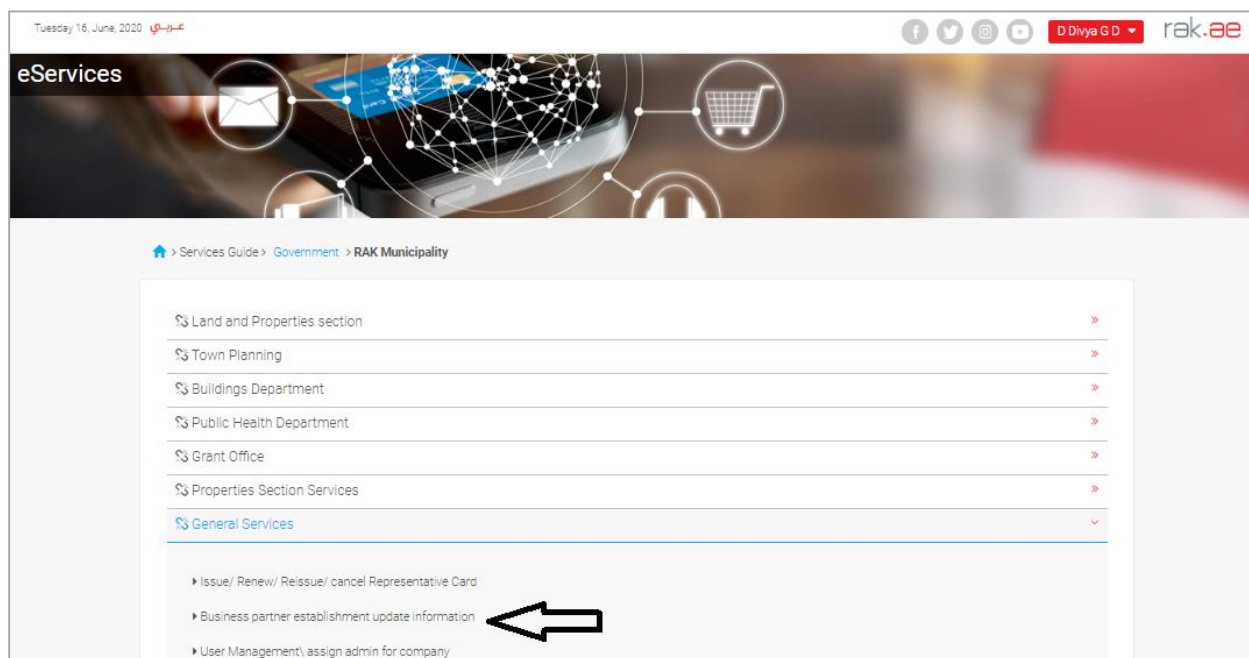
- 3- Next, select "RAK Municipality"



- 4- Next, select "General Service"



5- Next, click on the **Business Partner Establishment Update Information**



6- The service screen displays the service definition, procedure, conditions, fees, time, and the required documents.

Tuesday 16 June 2020 عربي

f t i y D Divya G D rak.ae

eServices

> Services Guide > Government > RAK Municipality > Business partner establishment update information

25°46'22.8"N 55°55'51.4"E  
View larger map

Al Ittehad Kindergarten  
Sheikh Zayed Mo  
Land Department  
Eid Prayer Ground  
RAK Academy International  
Map data ©2020 Terms of Use

Report a Bug

### Business partner establishment update information

This service is to allow establishment to update business partner information

- Step 1 Sign up using portal account
- Step 2 Customer will open the online request with attaching the submitted documents
- Step 3 Concerned department will review the request, and take the appropriate decision (approve, reject with specifying the reason, or send back for more information from the submitter/requester)
- Step 4 Applicant will be notified once request for update information completed

7- To use the service, click on the “Start Service” button.

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### Service Enquiry

RAK Municipality

800661

+971 72330899

info@mun.rak.ae

updategroup@mun.rak.ae

### Service Fees

No Fees

### Service Conditions

Valid trade license

### Processing Time

1 working day from submission

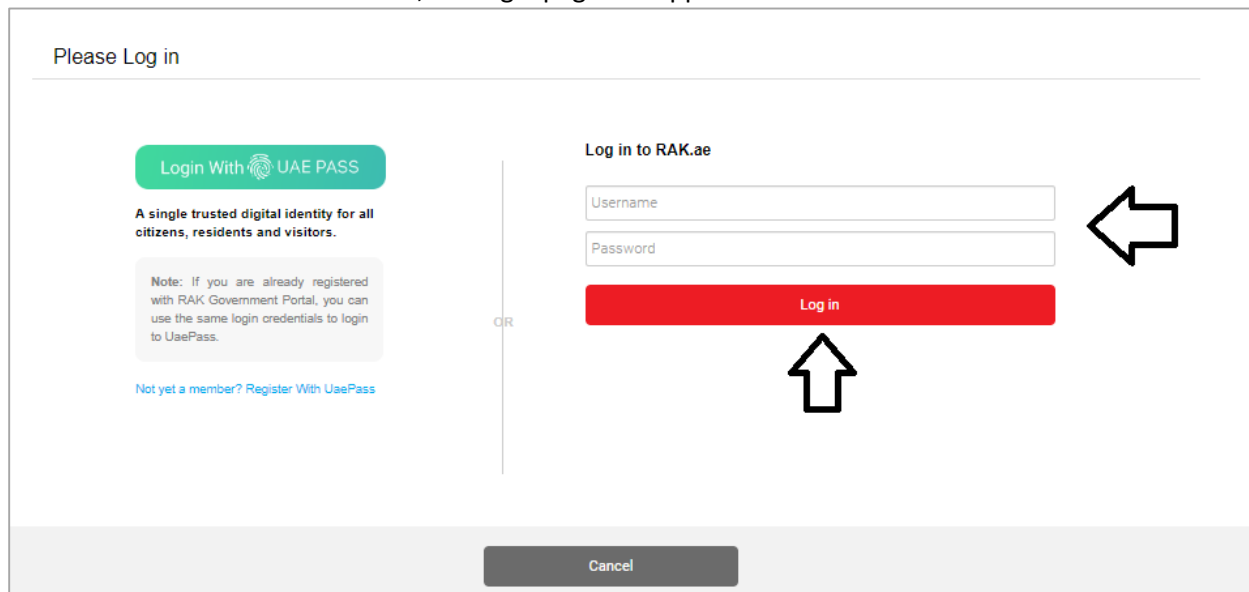
### Required Documents

Active Trade license copy

Start Service

## Create a Business Partner Establishment Update Information Request

1. After you access the **Business Partner Establishment Update Information request** and click on the “**Start Service**” button, the login page will appear as follow:



Please Log in

**Login With UAE PASS**

A single trusted digital identity for all citizens, residents and visitors.

Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.

Not yet a member? [Register With UaePass](#)

OR

**Log in to RAK.ae**

Username

Password

**Log in**

Cancel

2. Enter your RAK Government Portal username and password which you have previously created, then press on the “**Log in**” button.
3. The **Business Partner Establishment Update Information** request form will be displayed enabling you to create the required request:

Business Partner Establishment Update Information

Business partner establishment update information Help

Save As Draft Back To Initial Screen Submit

General Information

Case Description  
\* Application  
Case Information  
Customer

Applicant

Applicant Name  
Applicant Mobile Number  
Applicant Mail Address: r.devappa@raksys.in

Company Information

Applicant  
Applicant Name: Divya Kushalappa

Registration  
☒ New registration  
☐ Get Drafts

Ok

4. Your name is displayed in the “**Applicant Name**” field by default.
5. Click “**New Registration**” in case you want to apply for a new request, then click “**OK**” to have the request form displayed as below:

Business Partner Establishment Update Information

Business partner establishment update information

Save As Draft

Back To Initial Screen

Submit

General Information

Case Description: Business partner establishment update information

\* Application Type

Business partner establishment update information

Case Information: This service is to allow establishment to update business partner information

Customer Note:

Applicant Details

Applicant

Applicant Number: 3000113378

Applicant Name: Divya Kushalappa

Applicant Mobile Number: 564041094

Applicant Mail Address: r.devappa@raksys.in

Attachments

**Note:** you can select “**Get Drafts**” option, if you have created service request draft before and you want to complete and submit it now, then click “**Ok**”.

- In **General Information** block, Select the **Business partner establishment update information**, from the dropdown list.
- Enter your notes in the **Customer Note** field.

**Note:**

- The **Applicant Details** block displays the information of the applicant:

Applicant Details

Applicant

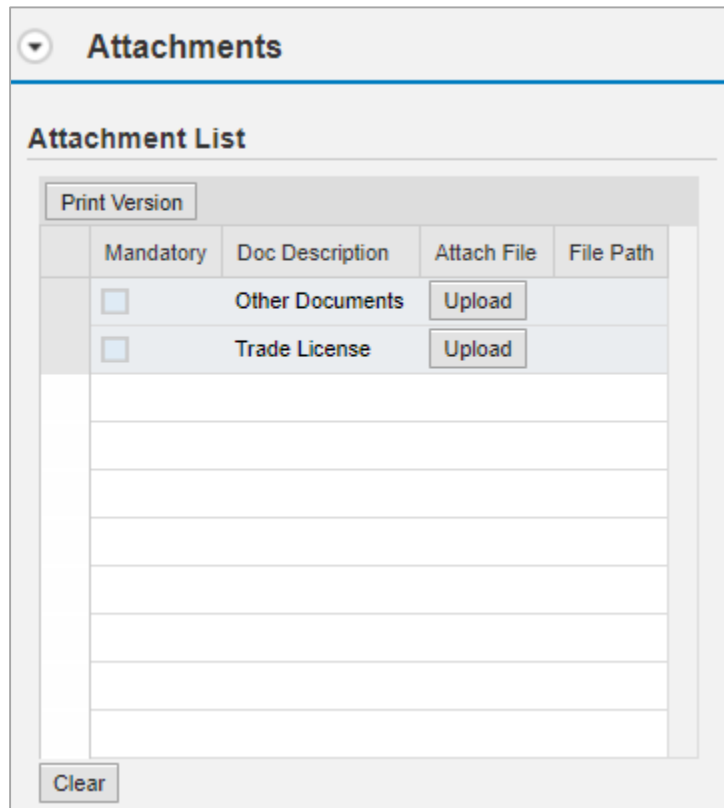
Applicant Number: 3000113378

Applicant Name: Divya Kushalappa

Applicant Mobile Number: 564041094

Applicant Mail Address: r.devappa@raksys.in

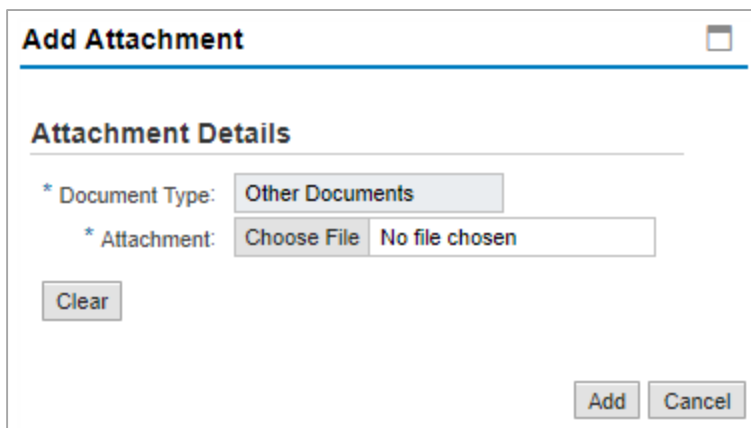
8. The **Attachments** block displays the mandatory documents to be attached to complete the selected request.



The screenshot shows a web interface titled "Attachments". Below the title is a section labeled "Attachment List". Inside this section, there is a "Print Version" button and a table. The table has four columns: "Mandatory", "Doc Description", "Attach File", and "File Path". There are two rows of data: "Other Documents" and "Trade License". Each row has a checkbox in the "Mandatory" column and an "Upload" button in the "Attach File" column. Below the table is a "Clear" button.

Mandatory	Doc Description	Attach File	File Path
<input type="checkbox"/>	Other Documents	Upload	
<input type="checkbox"/>	Trade License	Upload	

9. You can edit all attachments (add new or remove/replace existing) taking into consideration that mandatory attachments should be uploaded.
10. To upload documents:
- Click the **"Upload"** button, a window pops up allowing you to choose the files as shown below:

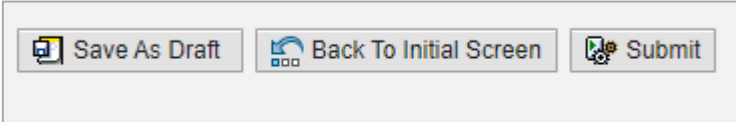


The screenshot shows a window titled "Add Attachment". Inside, there is a section labeled "Attachment Details". It contains two fields: "Document Type" with a dropdown menu showing "Other Documents", and "Attachment" with a "Choose File" button and the text "No file chosen". There is a "Clear" button at the bottom left and "Add" and "Cancel" buttons at the bottom right.

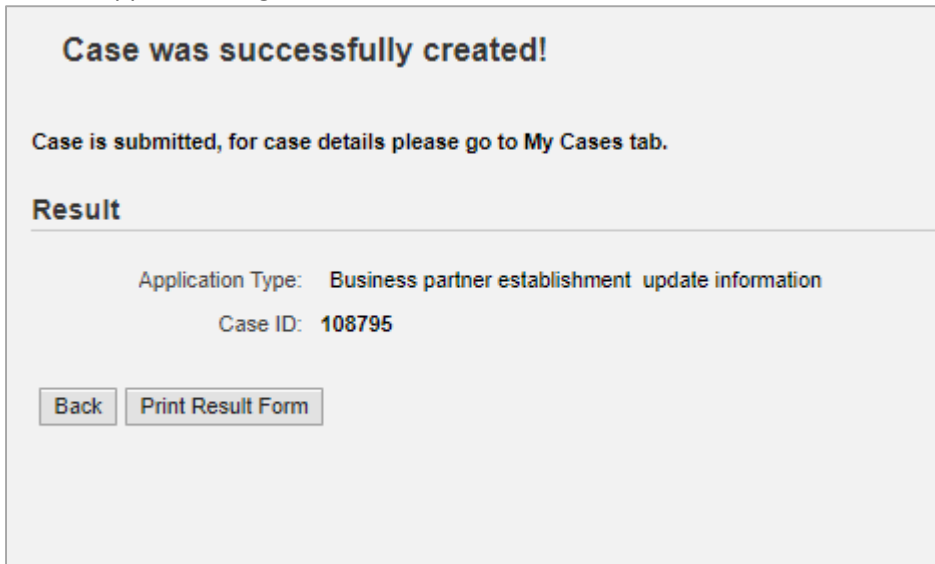
- Browse for the file and Click on **Add** → the file will be uploaded successfully.
- Repeat the steps to attach next documents.

**Note:** In case of incorrect upload, you can select the record and click the **"Clear"** button to remove it

11. After you fill the request mandatory fields, you have options to:



- “**Save As Draft**” to save the request for later.
  - “**Submit**” to complete the request.
  - or even clear all fields by selecting “**Back To Initial Screen**” and confirm leaving the screen in the displayed confirmation message.
12. Click “**Submit**” and confirm the submission in the displayed confirmation message.  
A screen will appear stating that the case is submitted in addition to the **case ID**.



13. To apply for a new service, click “**Back**”
14. To print the result screen, click “**Print Result Form**”

After the request is submitted, you need to access your cases on the RAK Portal [www.rak.ae](http://www.rak.ae) to track your request and upon approval, applicant will be notified once request for update information is completed.

**Note:** To get your feedback regarding the service procedure, the following happiness meter screen will pop up along with the request result screen allowing you to submit how happy you were for the same:

مؤشر السعادة  
HAPPINESS METER

How was your Experience?

Three red speech bubble icons representing different levels of satisfaction: a happy face, a neutral face, and a sad face.

Select the required face and your evaluation will be submitted directly.

## My Cases

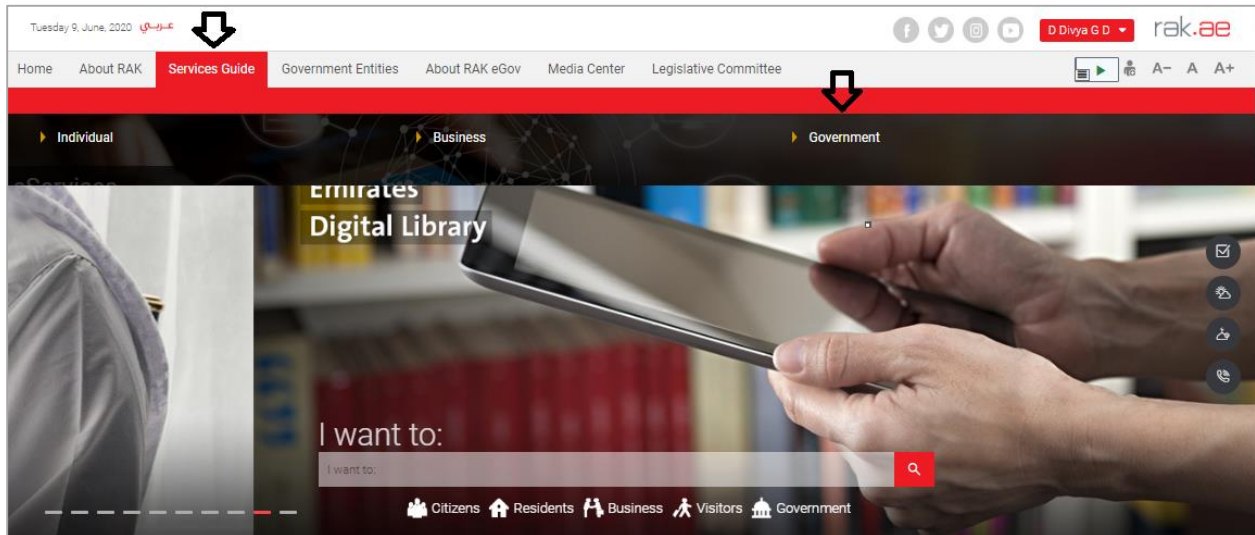
When you submit one of the Business Partner Establishment Update Information request, it is received by the coordinator in the municipality to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, then your information shall be updated.
- Reject the request stating the justifications.
- Return the request for modification after which you must modify the request as per the notes then re-send it to the coordinator to review it again and take the appropriate action against it.

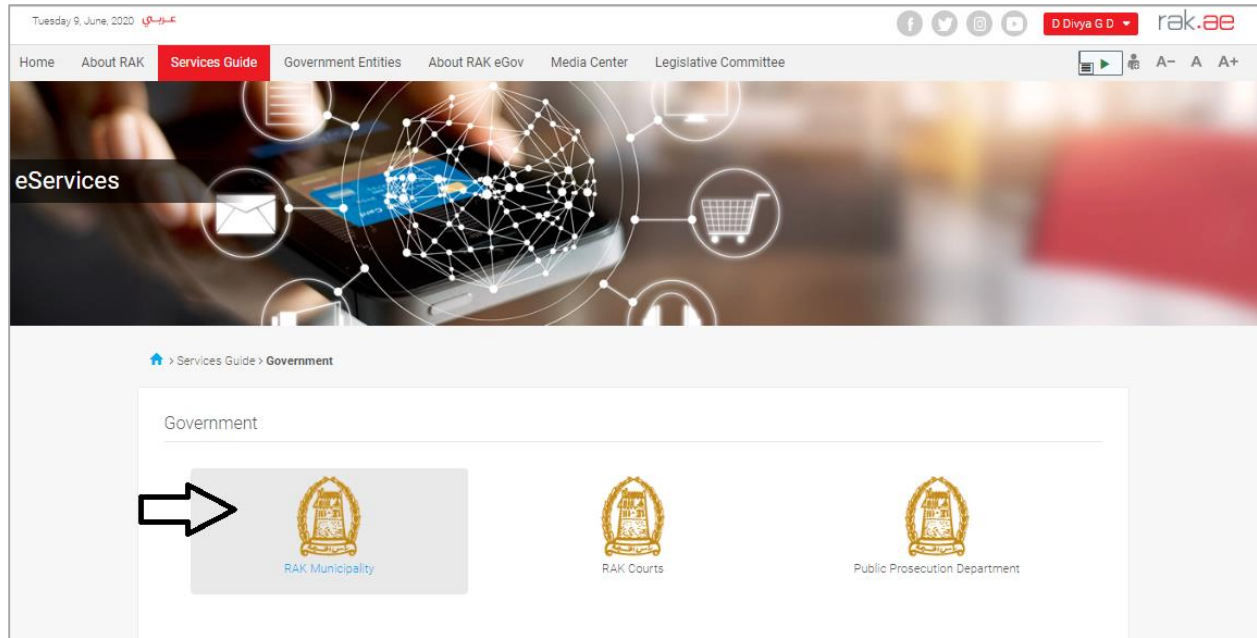
**Note:** when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

You can find the submitted requests in **“My Cases”** tab, to access it please visit the Ras Al Khaimah Government website at [www.rak.ae](http://www.rak.ae) as shown on the screen below.

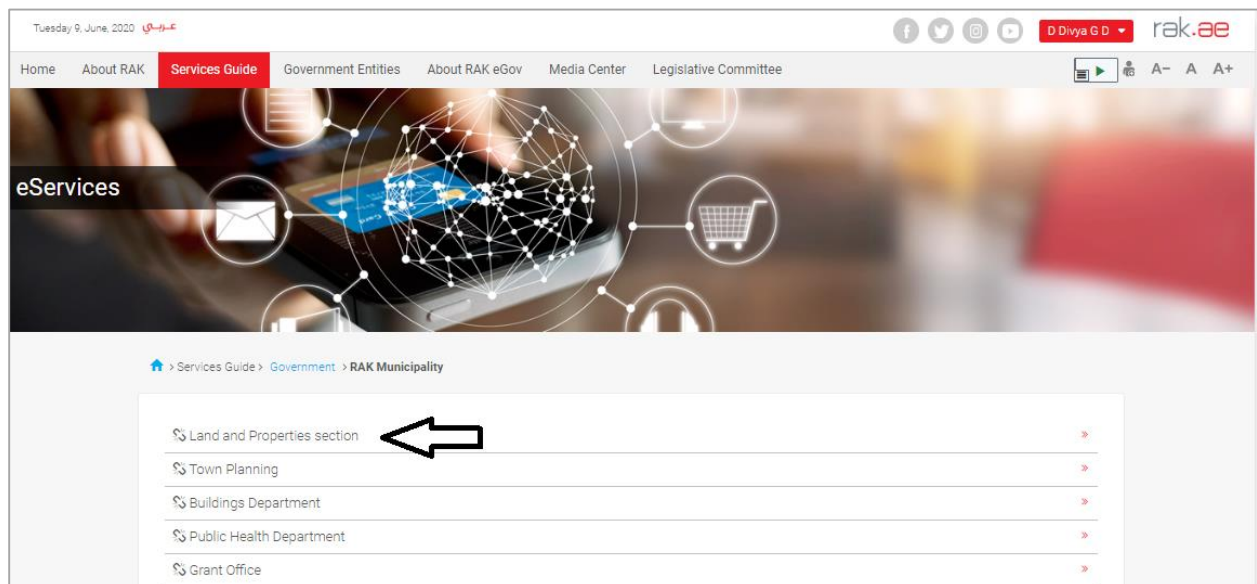
Then, Click the **“Service Guide”** then click **“Government”**:



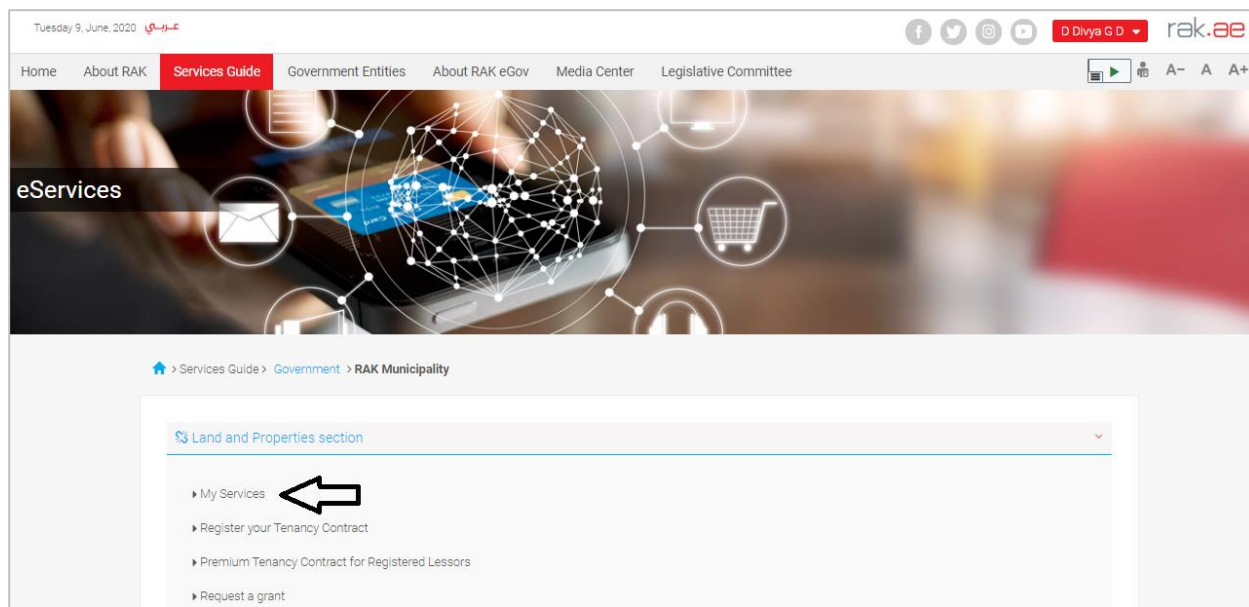
Next, select **“RAK Municipality”**



Next, Select the “Land and Properties Section”



Next, Select “My Services”



Next, Enter your RAK Government Portal username and password which you have previously created, then press on the “Log in” button.

The screenshot shows the RAK Government Portal login page. The page title is 'Please Log in'. On the left, there is a section for 'Login With UAE PASS' with a note: 'A single trusted digital identity for all citizens, residents and visitors.' Below this, it says 'Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.' and a link 'Not yet a member? Register With UaePass'. On the right, there is a section for 'Log in to RAK.ae' with fields for 'Username' and 'Password'. Below these fields is a red 'Log in' button, which is highlighted with a black arrow. At the bottom of the page, there is a 'Cancel' button.

“My Cases” tab will be displayed to show all of your transactions submitted to the land and properties section and pending for payment (if not paid yet) or pending for coordinator action.

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordontor R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordontor R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordontor R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordontor R

[Case Details](#)
[Case Documents](#)
[Payment Requests](#)

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

“My Cases” Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

**Note:** you can do the following for each case/ request created:

- Print (As a Pdf) [Print Version](#)
- Export (As excel files) [Export](#)

When selecting the request, and perform any of Print version or export, the system will automatically generate / download the required case

- You will be able to view the details of the service request by selecting the required request and then clicking on the “Case Details” button

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
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107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordontor R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordontor R

[Case Details](#)
[Case Documents](#)
[Payment Requests](#)

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

The details screen of the selected request pops up to show all of its details as below:

**Details for case with ID 107920**

**Case Attributes**

Title:

Case Type: Proof of ownership Grants

Last Changed by: System

Changed On: 19.04.2020 05:42:36

Created By: PORTAL1

Created On: 19.04.2020 05:42:30

Case ID: 107920

Final Decision:

Additional Fees: 0.00

Add Fees Description:

Addition Information:

Granted BY:

Grant Date:

Property Type:

No. of List: 0000000000000000

No of Units: 0

Proof Type: Built Housing Grants

Status: Coormentor Review

**Case Notes**

Close

- You will be able to view the attachments of the service request by selecting the required request and then clicking on the **“Case Documents”** button

E-Land Department
My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	إيهاب يهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				إيهاب يهمان	19.04.2020 11:46:35		Coordentor R
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107920	Proof of Ownership Grants Request				إيهاب يهمان	19.04.2020 09:42:30		Coordentor R
107848	Ownership based on Inheritance Request				إيهاب يهمان	16.04.2020 15:59:52		Coordentor R
107752	Proof of Ownership Grants Request				إيهاب يهمان	15.04.2020 10:42:32		Coordentor R

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

A screen will pop up to show all of the documents that are attached to the selected request when it is created where you can upload any file or all of the files.

Documents for case with ID 107752

Case Documents

File Description	
Copy of new site plan	
Copy of ownership	
Completion certificate request	
Emirates ID	
Passport ID	

Download all attachments

Close

## Fee Payment

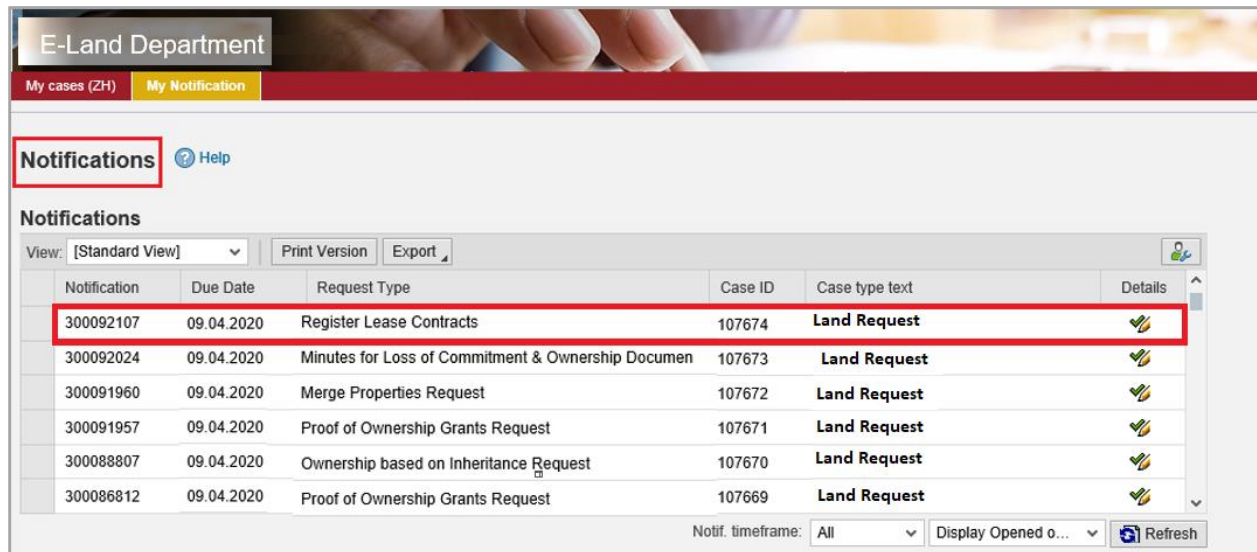
The Business Partner Establishment Update Information is provided free of charge.

## Customer Action

Upon successful submission, the request will be displayed for the municipality coordinator to review it and take the appropriate action, but if the request requires modifications, then the coordinator will return it to the customer to apply the modification and send it back again for review.

When one of your request is returned to you for modification, you will find it in “**My Notification**” tab. To access “**My Notification**” tab, follow the [same procedure you did to reach “My Cases” tab](#).

In “**My Notification**” tab, you can open the request for modification as in the screen below:



Notification	Due Date	Request Type	Case ID	Case type text	Details
300092107	09.04.2020	Register Lease Contracts	107674	Land Request	📄
300092024	09.04.2020	Minutes for Loss of Commitment & Ownership Documen	107673	Land Request	📄
300091960	09.04.2020	Merge Properties Request	107672	Land Request	📄
300091957	09.04.2020	Proof of Ownership Grants Request	107671	Land Request	📄
300088807	09.04.2020	Ownership based on Inheritance Request	107670	Land Request	📄
300086812	09.04.2020	Proof of Ownership Grants Request	107669	Land Request	📄

To modify a request, follow the step below:

1. Click the “**Details**” icon 📄 to the right of the required request → the “**Customer Action**” screen pops up as below:

**Customer Action 300092107**

**Selected Notification**

Notification: 300092110

Created on: 09.04.2020

Requester: Hend Gomaa Mohamed

Lock Status:

Current System Status: Open

Case ID: 107673

Case Type: **Proof of ownership grant**

BusinessPartner: 3000113130 مصطفى عبد الرزاق محمد احمد

**Product Modification Steps**

Step 1: Read the comments from the below section sent from the requester

Step 2: Open the case by clicking the below button for editing

Open Case

Step 3: Write the comments (if any) in the below comments section

Step 4: Complete the notification modification by clicking the below

Complete

**Comments**

Note from Municipality:

Modify attachment

Save Cancel

- Click on “Open case” button to modify the request → the request details screen opens

**Land and Property Sector Services** [Help](#)

General Information

---

Case Description: Proof of ownership grant  
 Application Type: Proof of ownership grant  
 Case Information: Proof of ownership grant

Customer Note:

Applicant Details

---

**Applicant**

Applicant Number: 3000113077  
 Applicant Name: مصطفى احمد  
 Applicant Mobile Number: 564041094  
 Applicant Mail Address: hend.m@egac.rak.ae

Attachments

---

**Attachment List**

Mandatory	Doc Description	Attach File	File Path
<input type="checkbox"/>	EID copy	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Other Documents	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Passport copy	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Personal picture	<input type="button" value="Upload"/>	

3. Modify the request as per the coordinator comments.
4. Click the **"Update"** button. A confirmation message will pop up:

**Submit Case Creation** ☐

Do you want to submit the request?

5. Click **"Submit"**, then you will return to the **"Customer Action"** screen:

**Customer Action 300092107**

**Selected Notification**

Notification: **300092110**

Case ID: **107673**

Created on: **09.04.2020**

Case Type: **Proof of ownership grant**

Requester: **Hend Gomaa Mohamed**

BusinessPartner: **3000113130 مصطفى عبد الرازقي محمد احمد**

Lock Status:

Current System Status: **Open**

**Product Modification Steps**

Step 1: Read the comments from the below section sent from the requester

Step 2: Open the case by clicking the below button for editing

Open Case

Step 3: Write the comments (if any) in the below comments section

Step 4: Complete the notification modification by clicking the below

Complete

**Comments**

Note from Municipality:

Modify attachment

Save Cancel

6. Click **“Complete”** and then **“Save”** to complete your modifications → the request will be removed from **“My Notifications”** tab and the request will be submitted again to the municipality coordinator for review.

After your request gets the final approval, applicant will be notified once request for update information completed