



User Manual Approval of Technical Staff Request Buildings Department 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 Approval of Technical Staff Request allows for obtaining technical approval (test) of staff within a consulting / contracting office to support the requirements of registration / renewal of registration / promotion for consulting offices or contracting companies. The service is mandatory as one of the procedures for registering the consulting office / contracting company.

This guide shows customers how to access the Approval of Technical Staff Request. 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 Approval of Technical Staff Request

- 1- Navigate to the RAK Government portal on https://www.rak.ae/wps/portal
- 2- To access the Approval of Technical Staff Request, click on the "Service Guide" then click on "Government"



3- Next, select "RAK Municipality"

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Home About RA	K Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee			∎ ► ®	A- A A+
1									
eServices		Government				-	1		
	Government								
		RAK Municipality		RAK CO	urts	Public P	rosecution Department		

4- Next, select "Buildings Department"





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eServices		
S3 Land and Properties section	*	
\$3 Town Planning	»	
Si Buildings Department	»	
S3 Public Health Department.	*	
S3 Grant Office	>	
S Properties Section Services	*	

5- Next, click on the Consultants & Contractors Qualification

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eServices			
	↑ > Services Guide > Government > RAK Municipality		
	😚 Land and Properties section	*	
	\$3 Town Planning	»	
	S Buildings Department	Y	

6- The services screen displays the consultants and contactors services list and the description of the section as it is intended to register consulting companies and local construction contracting within the engineering staff of Building and Engineering department and to ensure that they fulfil all the conditions and provide them the necessary requirements of each company to get the final and permanent registration, as the available grades, section cares to interview and registration of technical staff of contracting and engineering management standards. The department also aims to register the non-local contracting and consulting and consulting companies for some special projects within the emirate.







Registration Renewal Request
 Registration Approval Request
 Approval of Technical Staff Request

Registration Cancel Request
 Registration Extension Request

Request Project for Companies Outside The Emirate
 Request Project Higher Than the Registration Grade
 Modification of Registration Grade Request (Upgrade)
 Approve Government Entity as Consultant Office

The login page will appear as follow:

Service Enquiry
RAK Municipality

800661

+971 72330899

Report a Bug





Please Log in		
Login With 🔯 UAE PASS	Log in to RAK.ae	
A single trusted digital identity for all citizens, residents and visitors.	Username	
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		
	Cancel	

- 8- Enter your RAK Government Portal username and password which you have previously created, then press on the "Log in" button.
- **9-** Then, the Qualification Services List screen will be displayed to enable you to create, track, modify and pay the fees of the qualification requests through its tabs.

بت رأس الخيمت Government of Ras Al Kh	حكو aimah									rak.ae
Home About RAK	Services Guide	Government Entities About	RAK eGo	v N	4edia C	Center				
	E-Qualific My Cases (ZQ) M	y Qualification Notifications Qualifications	X	L				1		I
	Case Registration									
	My Cases	() Help								
	My Cases									
	Print Version	Export _								
	Service IE	Service type description	Number	Year	Туре	Applicant	Created On	Final Decision	Status	
	108380	Registration Approval Request				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 10:19:52		Registration Comm	ŕ
	108378	Primary Registration Extention Request				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 07:27:26		Coordinator Review	1
	108365	Primary Registration Request				مؤسسه الربيع للمقاولات العلمة والديكور	10.05.2020 09:41:05		Customer Action	
	Case Detail	s 🔀 Case Documents 📴 Case Not ises: 3	fications	ह ी Pa	yment R	equests Creation date fram	e: All 🗸 Ca	se Status: Oper	n Cases 🗸 🛐 I	F

10- Click on the **Qualifications** tab to view the list of the qualification requests:





Wednesday 17th June 2020 Welcome QA Test			0000
حلومتی برلس الخیمتی Government of Ras Al Khaimah			rak.ae
Home About RAK Services Guide Government Entitie	s About RAK eGov	Media Center	
E-Qualifications My Cases (20) My Qualification Notifications	Qualifications	A press: Balatration Extention Desuget	4
Registration Approval Request		Registration Renewal Request	
 Registration Modification Request 		> Registration Extension Request	
 Modification of Registration Grade Request (Upgrade) 	de)	> Request Project Higher Than the Registration Grade	
 Approval of Technical Staff Request 		 Request Project for Companies Outside The Emirate 	
> Approve Government Entity as Consultant Office		> Registration Cancel Request	
> Survey			

11- Click on the "**Approval of Technical Staff Request**" to have the request form displayed below the requests list as follows:

E-Qualifications	
My Cases (ZQ) My Qualification Notifications Qualifications	
> Primary Registration Request	> Primary Registration Extention Request
> Registration Approval Request	> Registration Renewal Request
> Registration Modification Request	> Registration Extension Request
> Modification of Registration Grade Request (Upgrade)	> Request Project Higher Than the Registration Grade
> Approval of Technical Staff Request	> Request Project for Companies Outside The Emirate
> Approve Government Entity as Consultant Office	> Registration Cancel Request
> Survey	
Create Approval of Technical Staff Request	
General Notes:	





Important Notes:

- The applicant shall be the holder of the approval for the treatment of the staff himself and register himself by the following:
 - a) Create an Internet user (Electronic Company Representative) and UAE Pass account, a valid Emirates ID Card is needed for the request
 - b) Provide a letter of authorization from the Company including the company representative's name, ID/Passport number and contact information
 - c) Provide the representative's ID/Passport number

Create an Approval of Technical Staff Request

Once you clicked on the "**Approval of Technical Staff Request**", the request form will be displayed below the requests list as follows allowing you to fill and submit the request:





E-Qualifications	
My Cases (ZQ) My Qualification Notifications Qualifications	
> Primary Registration Request	> Primary Registration Extention Request
Registration Approval Request	 Registration Renewal Request
 Registration Modification Request 	 Registration Extension Request
> Modification of Registration Grade Request (Upgrade)	> Request Project Higher Than the Registration Grade
> Approval of Technical Staff Request	> Request Project for Companies Outside The Emirate
Approve Government Entity as Consultant Office	> Registration Cancel Request
> Survey	
Create Approval of Technical Staff Request ③ Help General Information	
General Notes:	

1. In the General Information block, enter your notes in the "General Notes" field.



2. In the **Applied Company Details** block, the ID and the name of the company that are registered on your username will be displayed automatically in addition to the applicant mobile number:

Appli	Applied Company Details					
	* Company ID:	3000113077				
	Company Name:	للمقاولات العامة والديكور	مؤسسة الربيع			
* Tra	de License Number:					
	License Expiry Date:					
Appli	cant Mobile Number:	0564885112				

Note: when the applicant is an individual, then the **Applicant Details** block will show the applicant ID and EID number.





3. Enter the number of the company trade license in the "**Trade License Number**" field, and click on the "**Enter**" key, then the license expiry date will be displayed automatically:

ŀ	Applied Company Details						
	* Company ID:	3000113077					
	Company Name:	مؤسسة الربيع للمقاولات العامة والديكور					
	* Trade License Number:	39139					
	License Expiry Date:	20.05.2050					

4. In the **Business Partner Details** block, you need to enter the information of the staff for whom you want to issue the approval certificate as below:

Business Partner Details						
* Engineer Type:	Search BP					

a. Click on the **Search** icon in the **Engineer Type**, then the **Engineer Type** selection box will pop up:

Sear	ch: Engineer Type		□ ×
Res	sults List: 9 results found for	Engineer Type	Personal Value List 🍃 🚱
	Engineer Type	Short Descript.	
	01	Civil Engineer	
	02	Architect Engineer	
	03	Structural Engineer	
	04	Electricity Engineer	
	05	Road Engineer	
	06	Mechanics Engineer	
	07	Space Engineer	
	08	Urban Planning Engineer	
	09	Supervision Architect	

b. Select the engineer type to have it displayed next to the field as below:



c. Click on the "Search BP" button next to the Engineer field to search for the name of the engineer for whom you want to issue the Approval certificate, then the Search BP window will pop up:





Search Business Partner	
election Criteria	
Selection Criteria: Emirates ID v	
* Emirates ID: 784	
* Nationality:	
* Date of Birth:	

d. Select the appropriate way of search from the dropdown menu of "**Search Criteria**", then enter the required inputs as follows:

Selection Criteria:	Emirates ID	~
	Emirates ID	
	By Passport(non EID holder only)	
	By Unified Id(non EID holder only)	
	Trade License Number	
	Myself	

The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
Search by the Emirates ID, then enter:	Selection Criteria: Emirates ID ~
EID numberSelect the nationality	* Emirates ID: 784
• Select the date of birth	* Nationality:
	* Date of Birth:
Search by the passport number (for non-Emirates ID holders), then enter:	Selection Criteria: By Passport(non EID holder only)
Passport number Salast the Passport turns	* Passport Number:
 Select the Passport type Select the nationality 	* Passport Type: ORDINARY PASSPORT V
Select the date of birth	* Nationality: 🗸 🗸
	* Date of Birth:
Search by the unified ID (for non- Emirates ID holders) then enter:	Selection Criteria: By Unified Id(non EID holder only)
Unified numberSelect the nationality	* Unified Number:
Select the date of birth	* Nationality: 🗸 🗸
	* Date of Birth:





Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: • license number	Selection Criteria: Trade License Number * License number:
In case you are the engineer, select " Myself " and then click the " OK " button to have your next to the Engineer field.	Selection Criteria Selection Criteria: Myself v
	Ok Cancel

e. Enter the code that appears in the figure, then click on "**Ok**" below the figure to ensure the code.

bFzd	Refresh

Note: enter "**Refresh**" button to get a new clearer code, or click on "**Cancel**" button to clear the input and re-write the code again.

f. Enter the "Ok" button to insert the selected person next to the Engineer field:

	* Engineer:	3000003995	Ali Mohammad	Search BP	
--	-------------	------------	--------------	-----------	--

g. Click on the **Search** icon in the **Requested Grade** field, then the grade selection box will pop up as below:

Search: Requested Gra	ade	□ ×
Results List: 4 resul	Its found for Requested Grade	Personal Value List 🔑 🔞
BP Grade	Short Descript.	
1	G+M+1	
2	G+M+4	
3	G+M+8	
4	Unlimited	
. Select the requir	ed grade to have it displayed next to the	field:

* Requested Grade: 1 G+M+1

Note: when the applicant is an individual, then the **Business Partner Details** block will show the **Engineer Type** and **Requested Grade** fields only.





- 5. In the **Attachments** block you have to attached all of the mandatory documents to complete the request. You also, can edit all attachments (add new or remove/replace existing).
- 6. To upload documents:

File Description	Document Type	

A. Click the "Add Attachment" button, a window pops up allowing you to choose the files as shown below:

Add Attachme	nt			
Attachment D	etails			
Document Type:		~		
Attachment:	Choose File	No file chosen		
Clear				
			Add Can	icel

B. Select the name of the document to be attached from the "**Document Type**" drop down list:

Document Type:		~
	General Attachment	^
	Educational Degree	
	ID	
	Passport	~
	Visa	

- C. Browse for the file and Click on Add \rightarrow the file will be uploaded successfully.
- D. Repeat the steps to attach next documents.

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





File Description		Document Type	Document Type	
doc.pdf		Emirates ID		

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



- "Initiate Service" to complete the request.
- or clear all fields by selecting "clear"
- 8. Click "**Initiate Service**" 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.

Case w	as succ	essfu	lly ci	reated	1!			
Case is su	bmitted, for	case det	ails ple	ease go	to My (Cases	tab.	
Case In	ormatior	ı						
Case Int New creat	formation ed Case ID:	ר 108819						

After your application has been successfully submitted:

- ✓ You will need to go directly to "<u>My Cases</u>" tab to track your request.
- ✓ you must <u>pay the fees</u> of your request, accordingly the request will be sent to the coordinator of the **Buildings** section to review it.
- ✓ The employee then checks the request and either returns it to you for <u>amendment</u>, or approves the request.
- ✓ Upon approval, a technical personnel certificate of approval will be issued to the engineer and sent to the applicant's email the applicant can download an electronic copy of it.



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:



My Cases

When you submit the **Approval of Technical Staff Request** and pay the service fee, it is received by the coordinator in the buildings department to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, then the required staff approval certificate will be issued
- 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 as shown on the screen below.

Then, Click the "Service Guide" then click "Government":







Next, select "RAK Municipality"



Next, select "Buildings Department"





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eServices		
S Land and Properties section	*	
Si Town Planning	>	
Si Buildings Department	»	
SS Public Health Department	»	
Si Grant Office	*	
S Properties Section Services	»	

Next, click on the Consultants & Contractors Qualification

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eServices	
T > Services Guide 2: Government > KAK Municipanty	
S Land and Properties section	
S Town Planning	»
SS Buildings Department	~
► Sketch Renewal	
Sketch Issuance	
New Building Permit	
Completion Certificate	
Building Permit (Modification Addendum)	
Building Permits	
Consultants & Contractors Qualification	
► Engineering Supervision	

Next, click on the "Start Service" button.





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25'46'35.0'N 55'56'01.0'E Ampliarel mapa Emirates Post O Ras Al Khaimah O Res N N	Consultants & Contractors Qualification This section is intended to register consulting companies and local construction contracting within the engineering staff of Building and Engineering department and to ensure that they fulfill all the conditions and provide them the necessary requirements of each company to get the final and permanent registration, as the available grades, section cares to interview and registration of technical staff of contracting and consulting companies in order to ensure their eligibility engineering by building and engineering and consulting companies in order to ensure their eligibility engineering by building and engineering and permanent registration. The department also aims to register the non-local contracting and consulting companies for some special projects within the emirate.	
Coogle Coogle	Section Services Primary Registration Request Registration Modification Request Primary Registration Request Registration Renewal Request	
Service Enquiry	Registration Approval Request Approval of Technical Staff Request Request Project for Companies Outside The Emirate Request Project Higher Than the Registration Grade Modification of Registration Grade Request (Upgrade) Approve Government Entity as Consultant Office Registration Cancel Request Registration Extension Request	
800661 +971 72330899 info@mun.rak.ae	Start Service	

The login page will appear as follow:

Log in to	DAK	
	I RAR.at	
Usernam	d	
OR	Log in	
	仓	
	OR	Username Password Log in

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

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





Case R	Registration									
My	Cases	🕑 Help								
My (Cases									
Prir	nt Version	Export _								
	Service ID	Service type description		Number	Year	Туре	Applicant	Created On	Final Decision	Status
	108380	Registration Approval Reg	juest				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 10:19:52		Registration Corr
	108378	Primary Registration Exter	ntion Reques	t			مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 07:27:26		Coordinator Revi
			un nt				مؤسسة الربيع للمقاولات العلمة والديكور	10.05.2020 09:41:05		Customer Action
	108365	Primary Registration Requ	lest							
	108365	Primary Registration Requ	iest							

"**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:





My Cases (ZQ) My Qualification Notifications Qualifications Case Registration My Cases Print Version Export My Cases Print Version Export Export Service ID Service type description Number Year Type Applicant Created On Final Decision Status 108380 Registration Request بالسته البيكر 11.05.2020 10:19:52 Registration 108378 Primary Registration Request بالسته البيكر 11.05.2020 07:27:26 Coordinat 108385 Primary Registration Request بالسته البيكر 10.05.2020 09:41:05 Customer	E-Qualifica	ations					and the			-
Case Registration My Cases Print Version Export _ Print Version Export _ Service ID Service type description Number Year Type Applicant Created On Final Decision Status 108380 Registration Approval Request یوet the security of the	/ Cases (ZQ) My	Qualification Notifications	Qualifications							
My Cases المعالي ا معالي معالي	Case Registration									
My Cases Print Version Export _ Service ID Service type description Number Year Type Applicant Created On Final Decision Status 108380 Registration Approval Request مؤسسه الربيع للمقاولات العامه والنيكور 11.05.2020 10:19:52 Registration 108378 Primary Registration Extention Request ريست الربيع للمقاولات العامه والنيكور 11.05.2020 07:27:26 Coordinat 108365 Primary Registration Request ريست الربيكور 10.05.2020 09:41:05 Customer	My Cases	() нер								
My Cases Print Version Export Service ID Service type description Number Year Type Applicant Created On Final Decision Status 108380 Registration Approval Request مؤسسه الربيع للمقارلات العاله والنيكور 11.05.2020 10:19:52 Registration 108378 Primary Registration Extention Request 10.05.2020 07:27:26 Coordinat 108365 Primary Registration Request مؤسسه الربيع المقارلات العاله والنيكور 10.05.2020 09:41:05 Customer										
Prime Version Legistry Service ID Service type description Number Year Type Applicant Created On Final Decision Status 108380 Registration Approval Request	Ny Cases	Export								
108380 Registration Approval Request مؤسسه الربيع للمقارلات العامه والنيكور 11.05.2020 10:19:52 Registration 108378 Primary Registration Extention Request مؤسسه الربيع للمقارلات العامه والنيكور 11.05.2020 07:27:26 Coordinat 108365 Primary Registration Request مؤسسه الربيع المقارلات العامه والنيكور 10.05.2020 07:27:26 Coordinat	Service ID	Service type description		Number	Year Ty	pe Applica	nt	Created On	Final Decision	Status
108378 Primary Registration Extention Request مؤسسة الربيع للمقارلات العلمة والنبكور 11.05.2020 07:27:26 Coordinat 108365 Primary Registration Request مؤسسة الربيع للمقارلات العلمة والنبكور 0.05.2020 09:41:05 Customer	108380	Registration Approval Re	equest	1		ه والديکور	مؤسسة الربيع للمقاولات العام	11.05.2020 10:19:52		Registration Co
المعقة (20 10.05 Primary Registration Reguest مؤسسة لاسترائية: (2 المعالية: (108378	Primary Registration Ext	ention Request			ه والديكور	مؤسسة الربيع للمقاولات العام	11.05.2020 07:27:26		Coordinator Re
	108365	Primary Registration Re	quest			ة والديكور	مؤسسة الربيع للمقاولات العام	10.05.2020 09:41:05		Customer Actio
	Sase Details	🛱 Case Documents	Case Noti	fications	5 1 Payme	nt Requests	Creation date fram	e: All 🗸 Ci	ase Status: Ope	n Cases 🗸 🗸

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

etails for case	with ID 108365	
Case Attributes		
Title:		
Case Type:	Primary Registration Request	
Last Changed by:	Gincy Anto	
Changed On:	10.05.2020 11:04:01	
Created By:	PORTAL1	
Created On:	10.05.2020 09:41:05	
Case ID:	108365	
Final Decision:		
Internet Creator:	Divya Kushalappa	
Applicant Type:	Consultant	
Date:		
Time:	00:00:00	
Qualification Type:	Foreign Engineering Consultant	
Requested Grade:		
Valid From Date:		
Valid To Date:		
Status:	Customer Action	
Case Notes		
ase NOLES		
		Clos

• 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-	Qualific	ations			L			and in			-	1
My Case:	s (ZQ) My	Qualification Notifications	Qualifications									
Case	Registration											
Му	Cases	🕜 Help										
Му	Cases											
Pr	int Version	Export _										
	Service ID	Service type description	1	Number	Year	Туре	Applicar	nt	Created On	Final Decisio	on Status	
	108380	Registration Approval R	equest				ىة والديكور	مؤسسة الربيع للمقاولات العاه	11.05.2020 10:19:5	2	Registration Co	ommi
	108378	Primary Registration Ex	tention Request				ىة والديكور	مؤسسة الربيع للمقاولات العاه	11.05.2020 07:27:2	6	Coordinator Re	eview
	108365	Primary Registration Re	quest				ىة والديكور	مؤسسة الربيع للمقاولات العاه	10.05.2020 09:41:0	5	Customer Actio	on
	Case Details	🔞 😰 Case Documents	🔥 Case Noti	fications	🔂 Pag	yment R	equests	Creation date fram	e: All 🗸	Case Status: O	pen Cases 🔍	S] F
Total	number of cas	ses: 3										

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.

ocuments for case with ID 108365		
Uploaded documents Generated documents		
File Description		
Copy of ID	2	
Copy of new site plan	*	
Copy of ownership	1	
	Download all attachm	nents
		Close

• You will be able to view the notifications of the service request by selecting the required request and then clicking on the "Case Notifications" button





E-Q My Cases (ualifica	ations Qualification Notifications	Qualifications		L					-		1
Case R	legistration											
My	Cases	🕜 Help										
My C	Cases											
Print	t Version	Export _										
	Service ID	Service type description		Number	Year	Туре	Applican	t	Created On	Final Decision	Status	
	108380	Registration Approval Re	equest				امه والديكور	مؤسسة الربيع للمقاولات الع	11.05.2020 10:19:5	2	Registration Con	nmi
	108378	Primary Registration Ext	ention Request				لمة والديكور	مؤسسة الربيع للمقاولات الع	11.05.2020 07:27:2	6	Coordinator Rev	iew
	108365	Primary Registration Re	quest				امة والديكور	مؤسسة الربيع للمقاولات الع	10.05.2020 09:41:0	5	Customer Action	
🥄 C	Case Details	🔁 Case Documents	🖺 Case Notif	fications	🔂 Pa	yment R	Requests	Creation date fram	e: All 🗸	Case Status: Op	en Cases 🛛 👻 🧯	1) F
Total nu	umber of case	es: 3	<u></u>	4								

The Notifications screen of the selected request appears as follows:

E	-Qualific	ations	12		1					
My Cas	ies (ZQ) M	y Qualification N	lotifications	Qualifications						
Not	ifications	s 🕜 Help								
View	Incations	/iew] ~	Print Ver	sion Export						
	Notification	Description	Due Date	Planned Visit Date	Case ID	Ty.	Case type text	Inspection Purpose	Permit Number	Business Partner
	300093921	Customer Action Created for Case 108365	10.05.2020	10.05.2020	108365	ZQ01	Primary Registration Request			
	300093920	Customer Action Created for Case 108365	10.05.2020	10.05.2020	108365	ZQ01	Primary Registration Request			
	300093919		10.05.2020	10.05.2020	108365	ZQ01	Primary Registration Request			
Bac	k 🔿									

Click "Back" to return to the "My Cases" tab.





Fee Payment

You need to access the "**My Cases**" tab to pay the request fee immediately after your request is submitted.

To pay the request fee, select the request for which you would like to pay fees (where the application is in the "pending payment") status, then click the "**Payment Requests**" button:

E-Qualif Cases (ZQ)	Fications My Qualification Notifications	Qualifications		L					
Case Registrati	ion								
My Cases	S 🕜 Help								
My Cases									
Print Version	n Export _								
Service	ID Service type description		Number	Year	Туре	Applicant	Created On	Final Decision	Status
108380	Registration Approval Registration	equest				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 10:19:52		Registration Corr
108378	Primary Registration Ext	ention Request				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 07:27:26		Coordinator Revi
108365	Primary Registration Re	quest				مؤسسة الربيع للمقاولات العامة والديكور	10.05.2020 09:41:05		Customer Action
Case Det	tails	quest	fications	ភ្លា Paj	yment R	مۇنىسە الربىغ للىقارلات العامە والدېكور tequests Creation date frame	10.05.2020 09:41:05	se Status: Oper	Customer Act

The following screen will be displayed to show the amount needed to be paid for the select request.

My Payments Pripe Stilling Documents for case with ID Print Version Export _ Print Version Export _ Case/Request ID Payment Request Number To Be Paid Paid Due To Pay Currency Image: Status Case/Request ID Payment Request Number To Be Paid Paid Due To Pay Currency Image: Status Case/Request ID Payment Request Number S.000.00 0.00 S.000.00 AED	Y Payments Payments Payments Ing Documents for case with ID Payment Request Number To Be Paid Paid Due To Pay Currency 1 Status Case/Request ID Payment Request Number To Be Paid Paid Due To Pay Currency Image: Payment Request Number To Be Paid Paid Due To Pay Currency Image: Payment Request Number Status Status Status Status Case/Request ID Image: Payment Request Number To Be Paid Paid Due To Pay Currency Image: Payment Request Number Status Status Status Status Status Image: Payment Request Number To Be Paid Paid Due To Pay Currency Image: Payment Request Number Status Status Status Status Status Image: Payment Request Number Status Status Status Status Status Image: Payment Request Number Status Status Status Status Status Image: Payment Request Number Status Status Status Status Status </th <th>Case</th> <th>s (ZQ) N</th> <th>ly Qualification Notifications</th> <th>Qualifications</th> <th></th> <th></th> <th></th> <th></th>	Case	s (ZQ) N	ly Qualification Notifications	Qualifications				
Status Case/Request ID Payment Request Number To Be Paid Paid Due To Pay Currency Image: Status 108365 910027435 5,000.00 0.00 5,000.00 AED	Status Case/Request ID Payment Request Number To Be Paid Paid Due To Pay Currency Image: Status 108365 910027435 5,000.00 0.00 5,000.00 AED	ly F illin Print	Paymen ng Docur	ts Help nents for case with Export	ID				
Image: 108365 910027435 5,000.00 0.00 5,000.00 AED	910027435 5,000.00 0.00 5,000.00 AED	ē	Status	Case/Request ID	Payment Request Number	To Be Paid	Paid	Due To Pay	Currency
			Ð	108365	910027435	5,000.00	0.00	5,000.00	AED

Click on the required payment item and then click on the "**Pay Selected Item**" button to move to the payments channels screen:





My cases (ZH)	My Notification				
Payment Ar	Payment Amount: 5,000.00				
Amount Already F	Amount Already Payed: 0.00				
* Transaction Ar	nount 5,000.00	AED			
• E-Dirham	e-d	الدرهم الإلك lirham			
O Banks Cards	VISA	mastercard.			
By clicking "Pay"	a new transaction will	be created and you			
will be redirected you	will be redirected to Etisalat/e-Dirham payment page, where you can finish the transaction.				
Pay Cance	el 🌇 Back				
VIS.	A E9 station				

The system allows you to pay the required amount of money through different channels like the bank cards or the electronic dirham.

Select the required payment channel and click the "**Pay**" button to proceed with the payment process as usual.





Customer Action

Upon successful submission, the request will be displayed for the Buildings 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 Qualification Notification**" tab, follow the <u>same procedure you did to reach "My Cases</u>" <u>tab</u>.

E	-Qualificatio	ons			
My Cas	es (ZQ) My Qual	ification Notifications Qualifications			
		企			
Not	ifications 🧯	Help			
Noti	ifications				
View	/: [Standard View]	✓ Print Version Export ∡			
	Notification	Action Description	Case ID	Case type text	Case Status Description
	300093919	Upload missing general document	108365	Primary Registration Request	Customer Action
					Notif. timeframe:

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

	E-Qualific	ations				
My C	ases (ZQ) My	Qualification Notifications	Qualifications			
No	otifications	Help				
Vie	ew: [Standard V	/iew] Verint Ver	sion Export			
	Notification	Action Description		Case ID	Case type text	Case Status Description
	300093919	Upload missing gene	eral document	108365	Primary Registration Request	Customer Action
						Notif. timeframe:

To modify a request, follow the step below:

1. Click the "**Change**" icon to the right of the required request → the "**Customer Action**" screen pops up as below:





Notification: 300093919	Case ID:	108365	
Created on: 10.05.2020	Case Type:	ZQ01 Primary Registration Request	
Requester: Gincy Anto	BusinessPartner:	3000113378 Divya Kushalappa	
ock Status: 💣	Land Parcel ID: Building:		
atus details			
irrent System Status: Open			
Add attachment 3			
omments			
2			Note from Department:
indly upload copy of trade license documen	ıt.		

- 2. Read the notes that are sent to you from the Building coordinator.
- 3. Click on the "Add Attachment" button, the Document Attachment screen will pop up as below:

Documents management for notification	n: 300093919	
Attachment Details		
* Attachment: Choose Files No file chosen		
Clear	Add attachment	
File Description	Mime Type	
dummy.pdf	application/pdf	<u>*</u>
	Delete Attac	nment
		Canaal
	3	ave Cancel

- i. Click the "choose files" button and then choose the file to attach.
- ii. Click the "Add Attachment" button to add it to the attachments list





iii. If you want to delete an attachment, select it from the list, then click the "**Delete Attachment**" button.

- 4. Attach the required documents.
- 5. Click the "Save" button, then you will return to the "Customer Action" screen:

Customer Action 300093919			
Selected Notification			
Notification: 300093919	Case ID:	108365	
Created on: 10.05.2020	Case Type:	ZQ01 Primary Registration Request	
Requester: Gincy Anto	BusinessPartner:	3000113378 Divya Kushalappa	
Lock Status: 💣	Land Parcel ID: Building:		
Status details			
Complete Attachments			
Comments			
		Note from Department:	
Kindly upload copy of trade license docum	ent.		
		Note from Applicant:	
		s	ave Cancel

6. Click "**Complete**" and then "**Save**" to complete your modifications, then the request will be removed from "**My Qualification Notifications**" tab and the request will be submitted again to the Building coordinator for review.

Upon approval, a technical personnel certificate of approval will be issued to the engineer and sent to the applicant's email - the applicant can download an electronic copy of it.