

# User Manual

## Issue\Renew\Reissue\ cancel Representative Card 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.

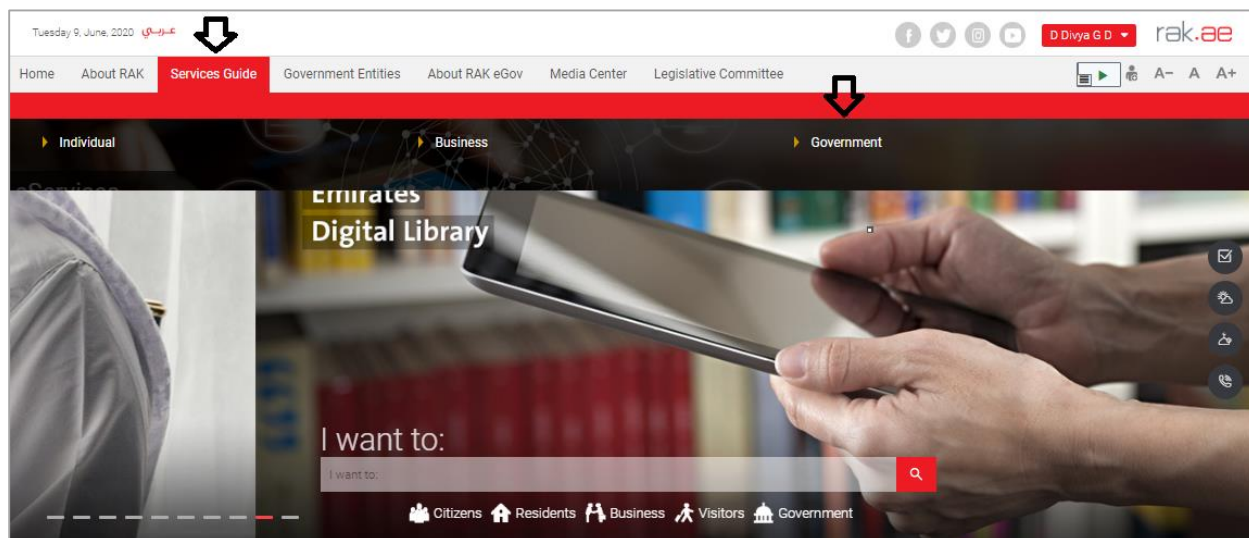
This service is used to issue/renew/reissue/ cancel the representative card for any company representative who provide the required document to be assigned in the system as representative to this company.

This guide shows customers how to access the Issue\Renew\Reissue\Cancel Representative Card request. It also guides them on how to create, send and track the request electronically.

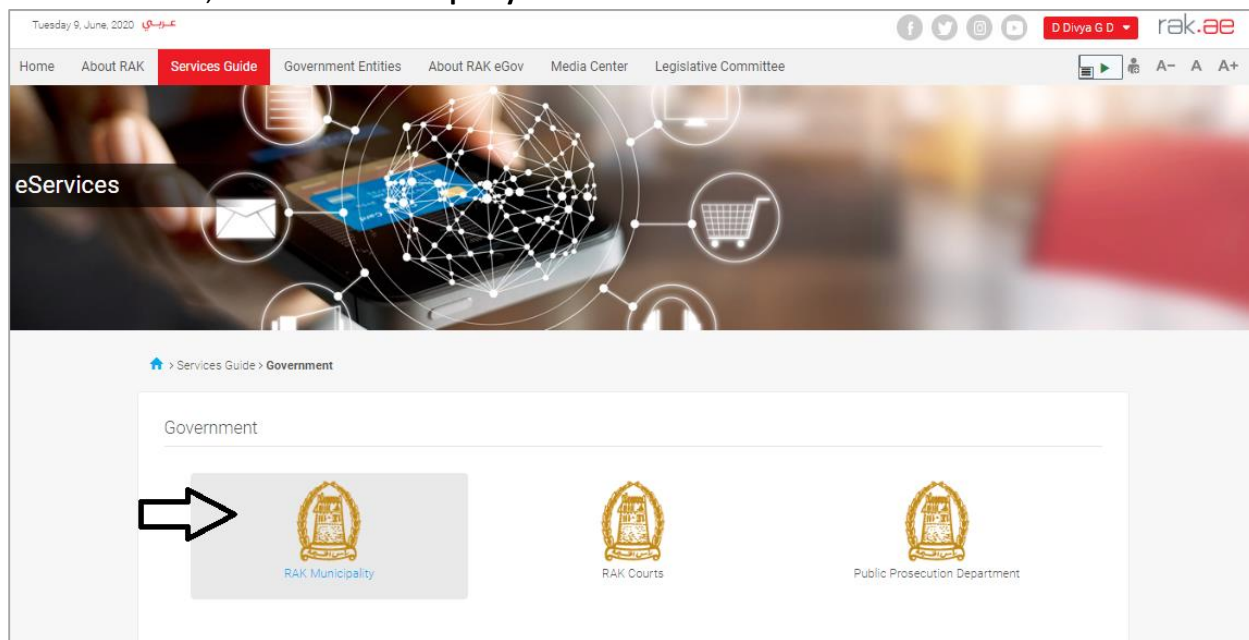
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

## Login and access to the Issue\Renew\Reissue\Cancel Representative Card Service

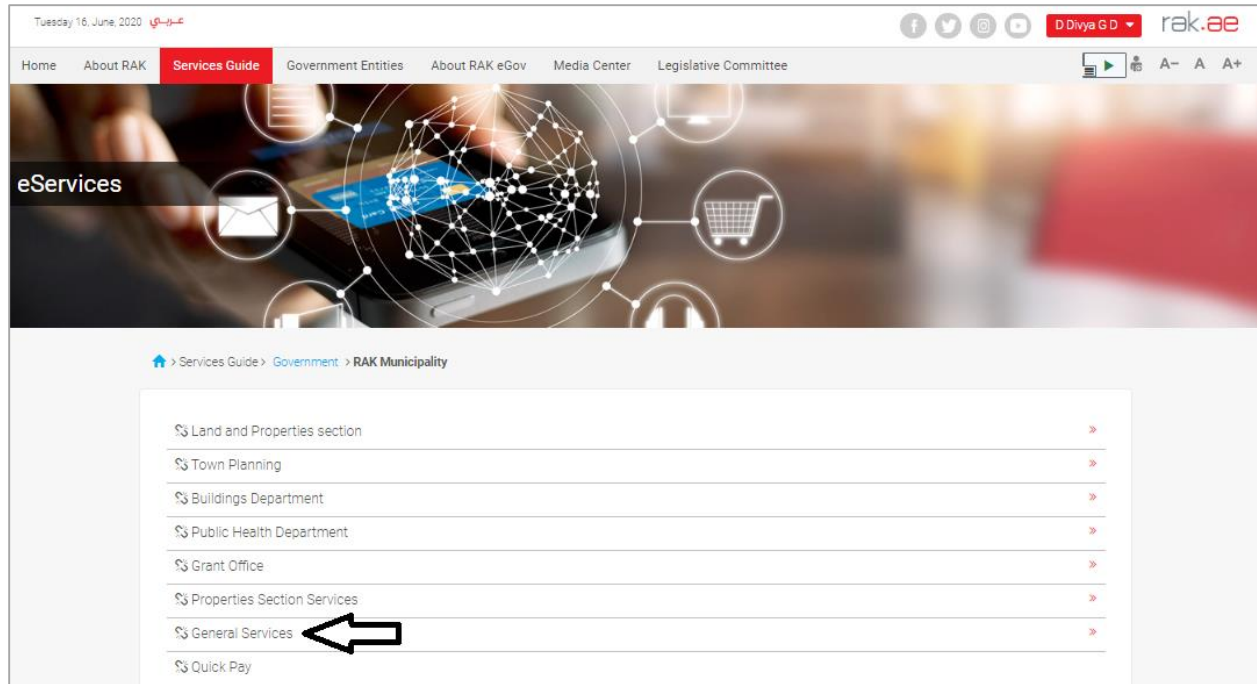
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the Issue\Renew\Reissue\Cancel Representative Card request, click on the "Service Guide" then click on "Government"



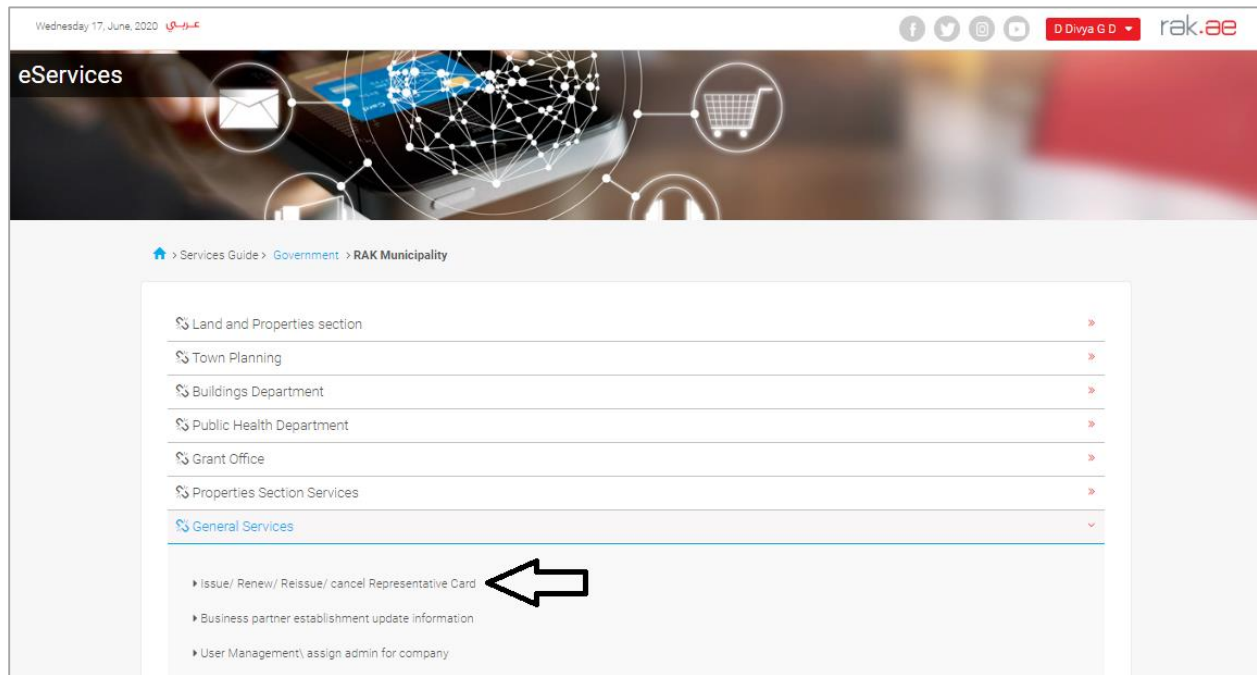
- 3- Next, select "RAK Municipality"



- 4- Next, select "General Service"



5- Next, click on the Issue\Renew\Reissue\Cancel Representative Card



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

Wednesday 17, June, 2020 عربي

f t i y D Divya G D rak.ae

eServices

> Services Guide > Government > RAK Municipality > Issue/ Renew/ Reissue/ cancel Representative Card

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Ampliar el mapa

Emirates Post - Ras Al Khaimah

Sheikh Zayed Mos

DAFAN AL KHOR

Al Saif Grand

Academy national

Datos de mapas ©2020. Términos de uso

Report a Bug

### Issue/ Renew/ Reissue/ cancel Representative Card

This service is used to issue/renew/reissue/ cancel the representative card for any company representative who provide the required document to be assigned in the system as representative to this company, and receive a company representative card

- Step 1 Sign up using portal account
- Step 2 Customer will open the online request with attaching the submitted documents
- Step 3 Customer service head 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 Pay the request fees (if any) after the request approval
- Step 5 The owner can collect the card that will be delivered by impost

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

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### Issue/ reissue representative card

- 1- Active Trade license
- 2- Personal picture
- 3- ID copy
- 4- Passport copy
- 5- Authorization letter from the company
- 6- Clearance letter (from city comprehensive police station)
- 7- company classification certificate (for contractors and consultants)

### \*\*Representative Card Renewal

- 1- Active Trade license
- 2- Personal picture
- 3- ID copy
- 4- Passport copy
- 5- Authorization letter from the company
- 6- Clearance letter (from city comprehensive police station)
- 7- company classification certificate (for contractors and consultants)

### \*\*Cancel representative card

- 1- Cancellation letter from the company (stamped)
- 2- ID copy

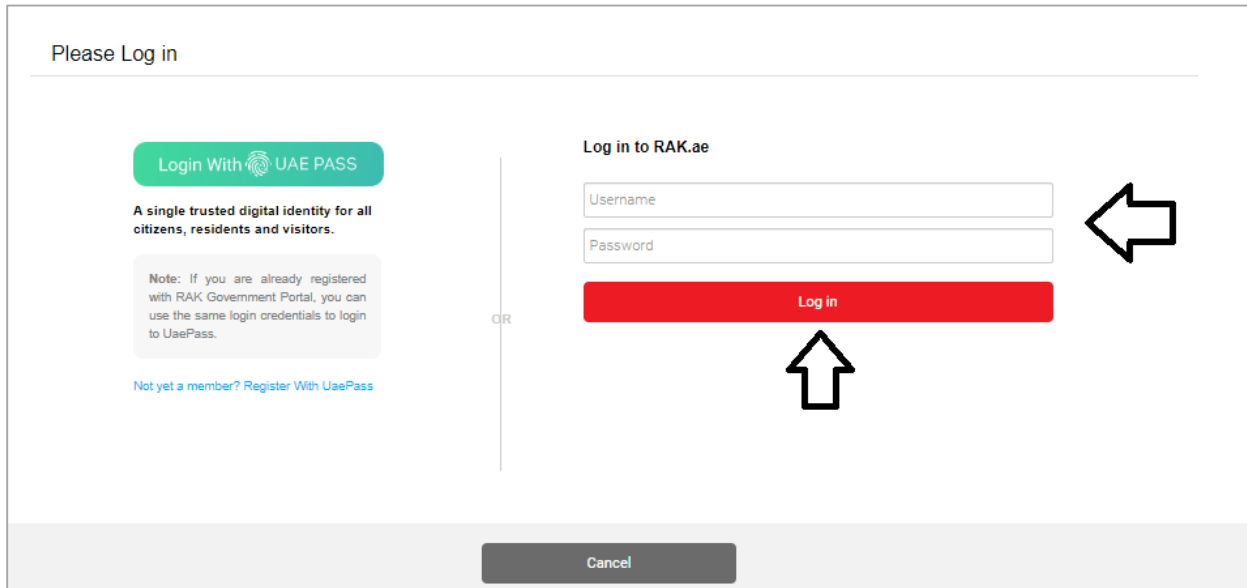
Start Service

**Important Notes:**

- To be able to apply for online services, the customer must apply on the Business Partner Establishment Update Information service, register his establishment and update his information in the system.
- The registration process is carried out electronically on the Ras Al Khaimah government link by following the previous steps until reaching the services of Ras Al Khaimah Municipality → General Services → Business Partner Establishment Update Information for companies, by submitting the following documents to register the establishment:
  - a) Valid registration certificate.
  - b) A copy of the trade name certificate or trade license.
  - c) Fill out the company information document and the licensee / managers / company representatives
  - d) The EID of the company owner and manager
- The Customer must also register a **company representative** (an individual) by providing the following documents:
  - 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
- It's not accepted to issue representative card to company as representative of a person
- It's allowed to issue/renew/reissue representative card until the trade license expiry date even if remaining one day for its expiry
- It's not accepted to renew/reissue representative card to a person has cancelled card.
- The expired representative cards are already counted from the total number of the company registered representative cards
- It's not allowed to issue representative card for a person who is representative of another person (only person for a company)

[Create an Issue\Renew\Reissue\Cancel Representative Card Request](#)

1. After you access the **Issue\Renew\Reissue\Cancel Representative Card 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.

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 **Create Issue\Renew Representative Card** request form will be displayed enabling you to create the required request:



### Create Issue/Renew representative card

**Create Issue/Renew representative card**

**General Information**

Title:

\* Type:

\* Department:

**Business Partner**

\* Company:

\* Beneficiary:

\* Applicant:

License expiration:

**List of Representatives**

Business Partner	Business Partner Name	Card Number	Valid from	Valid To	Status
The table does not contain any data					

**Attachment Documents**

**List of Attachments**

Type Description	File Description

4. In the **General Information** block, enter the description of your request in the “**Title**” field.

Title:

5. Select the type of the request you want to apply for from the dropdown list of the “**Type**” field:

\* Type:

Issue Representative Card  
Issue Representative Card  
Renew Representative Card  
Re-Issue Representative Card  
Cancel Representative Card

**Important Notes regarding the Renew\Reissue\Cancel Representative Card requests:**

- When you select the type of the request to be **Renew, Reissue or Cancel Representative Card**, the “**Card Number**” field will show up allowing you to enter the number of the card that you wish to renew, reissue or cancel.

### General Information

Title:

\* Type: **Renew Representative Card** ▼

\* Department:  ▼

\* Card Number:

- When you enter the number of the card to be reissued, renewed or canceled and click on the “Enter” key, the information of the business partner and the list of representatives will be displayed, and all you need to do to complete the request is to attach the required documents:

\* Type: **Renew Representative Card** ▼

\* Department: **Land Department** ▼

\* Card Number: **100085**

#### Business Partner

\* Company: 3000003974  شركة ايكس للمصنعة العامة

\* Beneficiary: 3000112643  Mahmoud Ibrahim Mahmoud Abu Ammouna

\* Applicant: 3000113378

\* Company Activity:  ▼

License expiration: 22.01.2022

#### List of Representatives

Business Partner	Business Partner Name	Card Number	Valid from	Valid To	Status
3000112643	Mahmoud Ibrahim Mahmoud Abu Ammouna	0000100085	07.06.2019	06.12.2019	Expired

- When you enter your card number and press the “Enter” key, but the system shows a message stating that the card number is invalid, then you have to issue a new representative card.

**! Card number is invalid**

### Create Issue/Renew representative card

#### General Information

Title:

\* Type: **Renew Representative Card** ▼

\* Department: **Land Department** ▼

\* Card Number: **10039**

- Select the department that you want to deal with in the municipality through your card from the “Department” dropdown list:

\* Department: Land Department

- Land Department
- Public Health
- Municipality

**Notes:**

- The representative card will be valid to use with all of the departments that are listed in the “Department” field.
- When you select the “Land Department” from the “Department” list, the “Company Activity” field will show up allowing you to select the activity of the company that you are representing.

\* Department: Land Department

**Business Partner**

\* Company:

\* Beneficiary:

\* Applicant:

\* Company Activity: Sale-Purchase-Rental-Management

License expiration:

**List of Representatives**

**Attachment Documents**

**List of Attachments**

7. If you have the number of the company that you are representing, enter it in the “Company” field, then click on the “Enter” key to have the name of the company, its license expiration date and its list of representatives displayed as below:

**Business Partner**

\* Company: 3000113284  المهيري للاستشارات الهندسية

\* Beneficiary:

\* Applicant:

License expiration: 01.01.2100

**List of Representatives**

Business Partner	Business Partner Name	Card Number	Valid from	Valid To	Status
1000040327	ياسر يوسف	0000100082	12.02.2020	11.02.2021	Valid
3000112791	Walaa Majthoub	0000100084	13.02.2020	12.02.2021	Valid

### Notes:

- If the company license is expired, you will not be able to submit the request.
- When your card is issued, its expiry date will be the same of the expiry date of the company.
- If you don't have the number of the company, click on the search icon(🔍) in the **"Company"** field, to have the search form displayed as below:

**Search: Company**

**Search Criteria** Personal Value List Hide Search Criteria 🔧 ?

Further Search Helps: Partners by BP Role 1

BP Role	is	BBP001	🔍 +
Valid On	is	17.06.2020	📅 + -
Name 1/last name	is		+ -
Name 2/First name	is		+ -

2

☒ Maximum Number of Results: 500

3 **Search** Clear Entries Reset to Default

**Results List: 1 results found for Company**

B...	Title	Valid...	Name 1/last nm	Name2/first nme	Search term 1	Search term 2	BusinessP...
<span>4</span> BB...	Bidder	17.06...	المطاري	شركة	شركة الحمراء	للتطوير التجاري	3000060047

1. Select the search criteria from the dropdown list of the **"Further Search Helps"** field.
  2. Enter the search inputs in the search fields.
  3. Click on the **"Search"** button.
  4. Select the required company from the results list to have it displayed in the **Company** field within the request form.
- If there is no account to your company, click on the **"Create BP"** button next o the company field:

\* Company:  🔍 Create BP

The search form below will pop up allowing you to insert the company:

**Search BP by identification number**

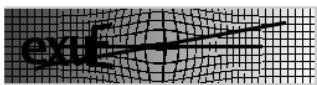
**Search Business Partner**

**Selection Criteria**

Selection Criteria: Trade License Number

\* License number:

Please enter the code shown in the image \*





Refresh

OK


1. Enter the company license number in the **"license Number"** field.
2. Enter the code in the field below the picture.
3. Click **"Ok"** to have the company name and number displayed in the **Company** field within the request form.

**Note:** click the Refresh Button to have a clearer code.



8. If you have the number of the person for whom you want to issue the card, enter it in the “Beneficiary” field, then click on the “Enter” key to have his name displayed as below:

\* Beneficiary: 1000040327   Create BP









**Notes:**

- If you don't have the number of the beneficiary, click on the search icon() in the “Beneficiary” field, to have the search form displayed as below:

**Search: Beneficiary**

**Search Criteria** 1 Personal Value List Hide Search Criteria  

Further Search Helps: Partners, General 2


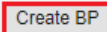
Name 1/last name	is	ALI		
Name 2/First name	is			
Search term 1	is			
Search term 2	is			

3 ☒ Maximum Number of Results: 500

**Results List: 14 results found for Beneficiary**

4	Name 1/last nm	Name2/first nme	Search term 1	Search term 2	Partner...	BusinessP...
	ALI	SAIF	SAIF	ALI	1	3000113143
	ALI	ARJUN			1	3000113520
	ALI	AHMED			1	3000113607

- Select the search criteria from the dropdown list of the “Further Search Helps” field.
  - Enter the search inputs in the search fields.
  - Click on the “Search” button.
  - Select the required beneficiary from the results list to have it displayed in the **Beneficiary** field within the request form.
- If there is no account to your beneficiary, click on the “Create BP” button next o the beneficiary field:

\* Beneficiary:  

The search form below will pop up allowing you to insert the beneficiary:

Search BP by identification number

Search Business Partner

Selection Criteria

Selection Criteria: Emirates ID

\* Emirates ID: 784

\* Nationality:

\* Date of Birth:

Please enter the code shown in the image \*

Refresh

OK

- 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)

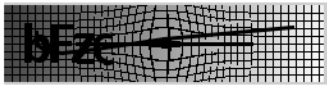
By Unified Id(non EID holder only)

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: <ul style="list-style-type: none"> <li>• EID number</li> <li>• Select the nationality</li> <li>• Select the date of birth</li> </ul>	<div> <div>Selection Criteria: Emirates ID</div> <div> <div>* Emirates ID: 784</div> <div>* Nationality:</div> <div>* Date of Birth:</div> </div> </div>
Search by the passport number (for non-Emirates ID holders), then enter: <ul style="list-style-type: none"> <li>• Passport number</li> <li>• Select the Passport type</li> <li>• Select the nationality</li> <li>• Select the date of birth</li> </ul>	<div> <div>Selection Criteria: By Passport(non EID holder only)</div> <div> <div>* Passport Number:</div> <div>* Passport Type: ORDINARY PASSPORT</div> <div>* Nationality:</div> <div>* Date of Birth:</div> </div> </div>
Search by the unified ID (for non-Emirates ID holders) then enter: <ul style="list-style-type: none"> <li>• Unified number</li> <li>• Select the nationality</li> <li>• Select the date of birth</li> </ul>	<div> <div>Selection Criteria: By Unified Id(non EID holder only)</div> <div> <div>* Unified Number:</div> <div>* Nationality:</div> <div>* Date of Birth:</div> </div> </div>

- Enter the code that appears in the figure, then click on “Ok” below the figure to ensure the code.

Please enter the code shown in the image \*



**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.

9. 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).
10. To upload documents:

### Attachments

#### List of Attachments

Type	Description	File Description

➔

- A. Click the “Add New” button, a window pops up allowing you to choose the files as shown below:

### Add Attachment

#### Attachment Details

\* Document Type:

\* Attachment:

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

\* Document Type:

- Trade License
- Official letter from the Company stamped
- Emirates ID
- Passport ID
- Office stamp

- C. Browse for the file and Click on **Add** → 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” button to remove it

**Attachments**

**List of Attachments**

Type Description	File Description
Emirates ID	dummy.pdf

Add New Delete

11. Enter you notes in the “Note” field:

**Note**

notes |

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

- “Submit” to complete the request.
- or clear all fields by selecting “clear”

13. 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**.

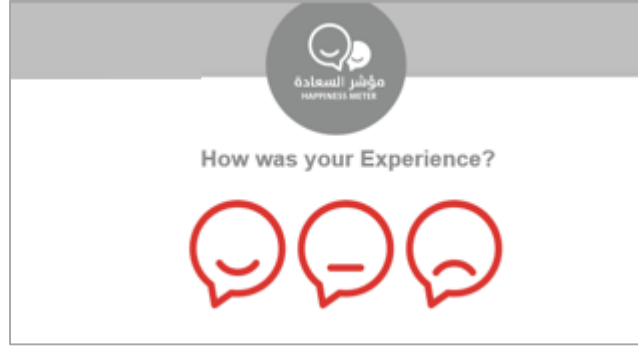
**Case was successfully created!**

Case ID: 108802

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, the card will be issued and the owner can collect the card that will be delivered by impost.



**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:



The image shows a mobile application screen for a 'Happiness Meter'. At the top, there is a grey header bar with a circular logo containing a speech bubble and the text 'مؤشر السعادة' and 'HAPPINESS METER'. Below the header, the text 'How was your Experience?' is displayed. Underneath this text are three red speech bubble icons arranged horizontally. The first icon contains a smiley face, the second contains a minus sign, and the third contains a frowny face, representing three levels of satisfaction.

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

## My Cases

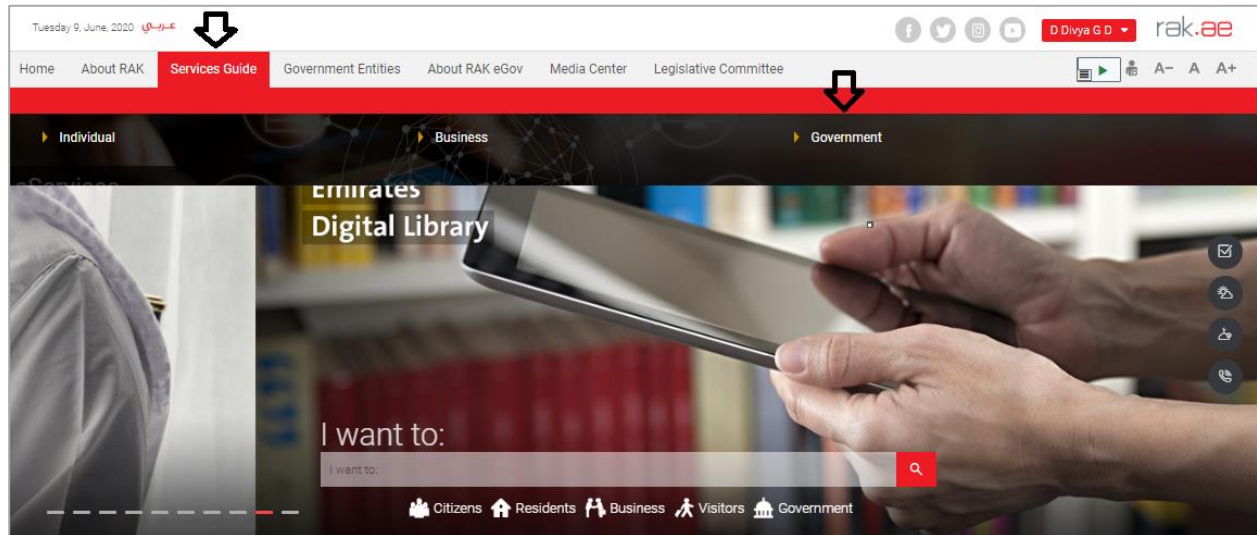
When you submit one of the Issue\Renew\Reissue\Cancel Representative Card request, it is received by the coordinator in the municipality to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, then you should pay the service fee.
- 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.

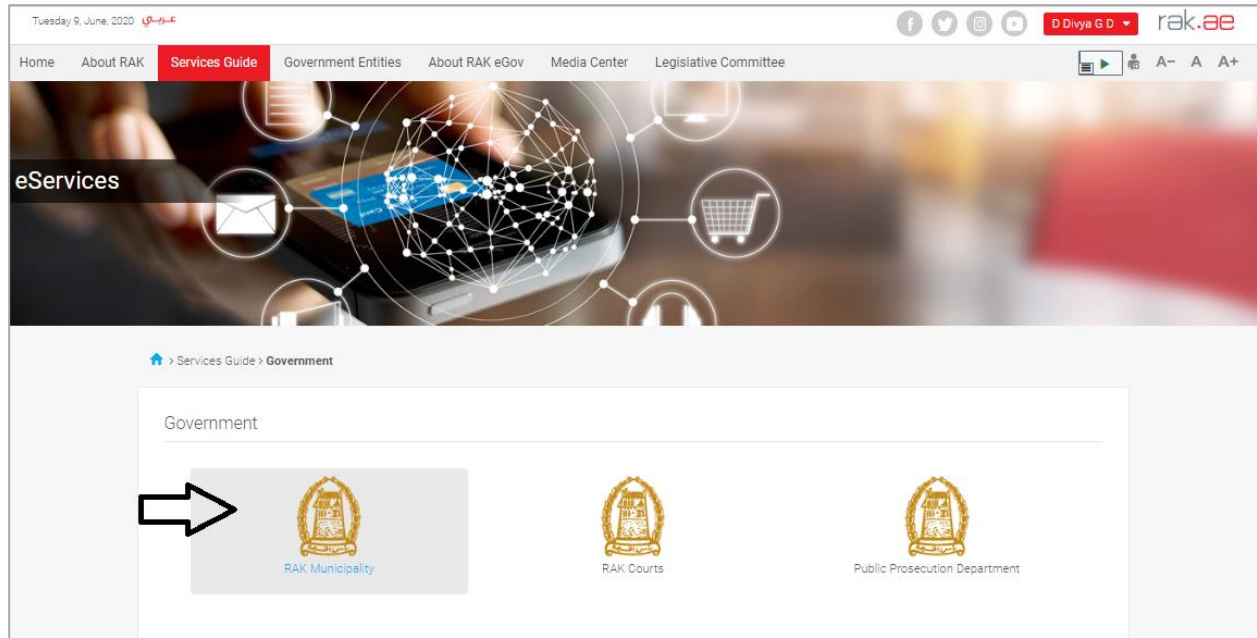
**Note:** when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

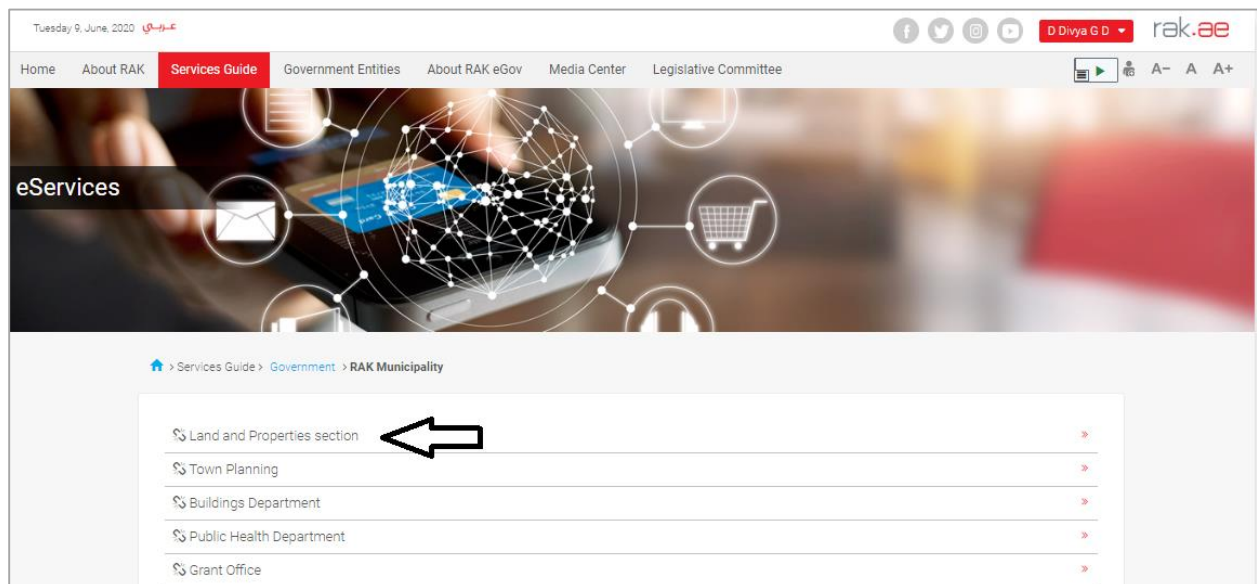
Then, Click the “**Service Guide**” then click “**Government**”:



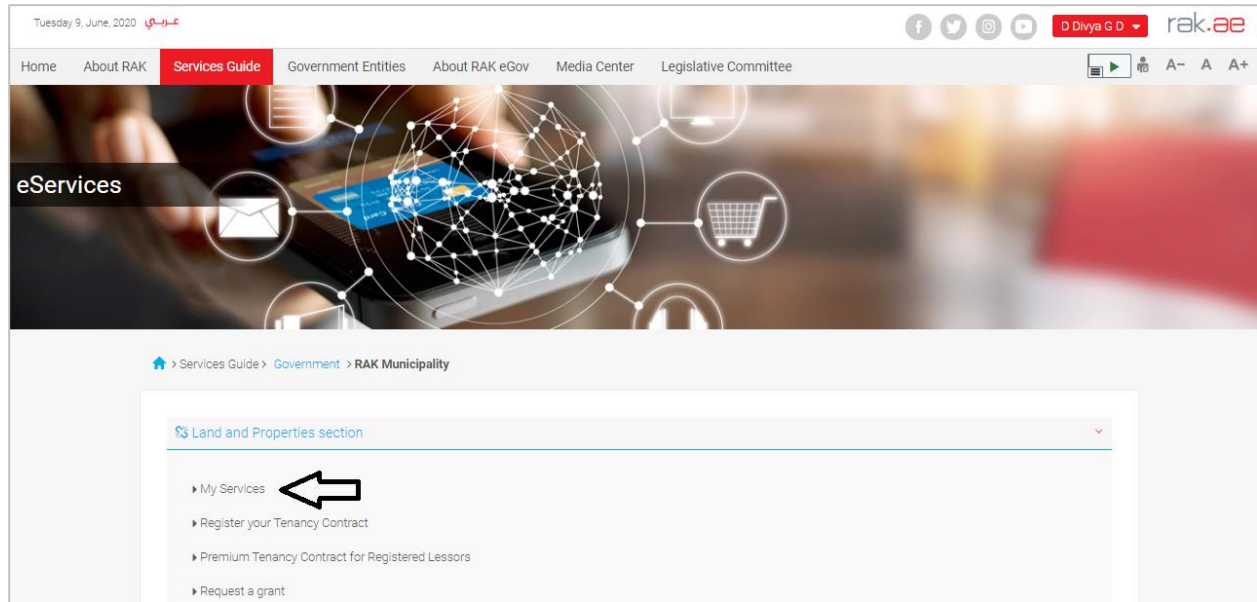
Next, select “**RAK Municipality**”



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.

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](#)

“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
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

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: Coordontor 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
107926	Merge Properties Request				إيهاب يهمان	19.04.2020 10:52:04		Coordinator R
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

After the coordinator accepts your request, the system will notify you to pay the request fees via email and SMS, so in “**My Cases**” page you will select the request whose status is “pending for payment” and then click on the “**Payment Requests**” button.

**E-Land Department**

My cases (21) 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

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

**E-Land Department**

My cases (21) Register your Tenancy Contract

**My Payments** ? Help

**Billing Documents for case with ID**

Print Version Export

Status	Case/Request ID	Payment Request Number	To Be Paid	Paid	Due To Pay	Currency
	107920	910027435	5,000.00	0.00	5,000.00	AED

Pay Selected Item Back

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 Amount: 5,000.00



Amount Already Payed: 0.00

\* Transaction Amount 5,000.00 AED

☒ E-Dirham




☐ Banks Cards






By clicking "Pay" a new transaction will be created and you will be redirected to Etisalat/e-Dirham payment page, where you can finish the transaction.

Pay

Cancel

 Back



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 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:

The screenshot shows the 'E-Land Department' interface with the 'My Notification' tab selected. A 'Notifications' section is visible, containing a table of notifications. The first row is highlighted with a red box.

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	

At the bottom of the table, there are filters for 'Notif. timeframe' (set to 'All') and 'Display Opened o...' (set to 'o...'). A 'Refresh' button is also present.

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

Case ID: 107673

Created on: 09.04.2020

Case Type: **Proof of ownership grant**

Requester: Hend Gomaa Mohamed

BusinessPartner: 3000113130 مصطفى عبد الرزاق 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

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

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

General Information

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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

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 الرازق محمد احمد

**Product Modification Steps**

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

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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, the card will be issued and the owner can collect the card that will be delivered by impost.