



# User Manual Primary Registration Extension 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 Primary Registration Extension Request allows consulting offices and construction companies working in the field of construction in the Emirate of Ras Al Khaimah to apply for the extension of the initial registration where the applicant was unable to complete the requirements to receive permanent registration. Application must be made before the expiry of the initial registration

This guide shows customers how to access the Primary Registration Extension 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 Primary Registration Extension Request Service

- 1- Navigate to the RAK Government portal on https://www.rak.ae/wps/portal
- 2- To access the Primary Registration Extension 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 Le	gislative Committee			<b>.</b>	A- A A+
1									
eServices						9	1		
	↑ > Services Guide > (	Government							
	Government								
		RAK Municipality		RAK Courts		Public Prose	cution Department		

#### 4- Next, select "Buildings Department"





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eServices		
\$\$ Land and Properties section	*	
\$3 Town Planning	*	
S3 Buildings Department	»	
Si Public Health Department	»	
Si 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 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 management standards. The department also aims to register the non-local contracting and consulting companies for some special projects within the emirate.







The login page will appear as follow:

+971 72330899





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.	Password Log in	
Not yet a member? Register With UaePass	· 论	
	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.

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Home	About RAK	Se	rvices Guide	Government Entities Abo	ut RAK eGo	v N	1edia (	Center				
	ļ	My C	E-Qualific ases (ZQ) My	Ations Qualification Notifications Qualification	ns					1		
		C	ase Registration									
			My Cases	🕜 Help								
			My Cases	-								
			Print Version	Export _								
			Service ID	Service type description	Number	Year	Туре	Applicant	Created On	Final Decision	Status	
			108380	Registration Approval Request				مؤسسة الربيع للمقاولات العامة والنيكور	11.05.2020 10:19:52		Registration Comm	ř.
			108378	Primary Registration Extention Requ	est			مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 07:27:26		Coordinator Review	/
			108365	Primary Registration Request				مؤسسة الربيع للمقاولات العامة والدبكور	10.05.2020 09:41:05		Customer Action	
		[	Case Details	Case Documents 🔀 Case	Notifications	<b>ह</b> ी Pa	yment R	Creation date fram	e: All 🗸 Ca	se Status: Ope	n Cases 🗸 🛐	-
			Total number of cas	es: 3								

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





Wednesday 17th June 2020 Welcome QA Test							
بتی رأس الخیبت Government of Ras All	حلوم Khaimah				rak.ae		
Home About RAK	Services Guide Government Entities	About RAK eGov	Media Center				
	E-Qualifications My Cases (ZQ) My Qualification Notifications Qua	1		1	(		
	<ul> <li>Primary Registration Request</li> </ul>		<ul> <li>Primary Registration Extention Request</li> </ul>				
	<ul> <li>Registration Approval Request</li> </ul>		> Registration Renewal Request				
	<ul> <li>Registration Modification Request</li> </ul>		<ul> <li>Registration Extension Request</li> </ul>				
	> Modification of Registration Grade Request (Upgrade)		> Request Project Higher Than the Registration Grade				
	<ul> <li>Approval of Technical Staff Request</li> </ul>		<ul> <li>Request Project for Companies Outside The Emirate</li> </ul>				
	> Approve Government Entity as Consultant Office		<ul> <li>Registration Cancel Request</li> </ul>				
	> Survey						

**11-** Click on the "**Primary Registration Extension 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				
$\overline{\mathbf{v}}$				
Create Primary Registration Extention Request  Help General Information General Notes:				





#### **Important Notes:** • To be able to apply for the Request, the customer must have a valid certificate of an initial registration and a trade license issued by the Department of Economic Development in order to register and update his establishment 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 $\rightarrow$ General Services $\rightarrow$ 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





## **Create a Primary Registration Extension Request**

Once you clicked on the "**Primary Registration Extension 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				
$\overline{\mathbf{v}}$				
Create Primary Registration Extention Request				
General Notes:				

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

General Notes:	

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:

Applied Company D	etails			
* Company ID:	3000113077			
مؤسسة الربيع للمقاولات العامة والديكون :Company Name				

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





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 "**Application Details**" block, the applicant type and qualification type that are registered on your account will be displayed automatically:

Application Deta	ails		
* Applicant Type:	Consultant	]	
* Qualification Type:	Expert Engineering	Consultant	

- 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 Ca	ancel





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

Document Type:		~
- 1	Trade License	^
	Emirates ID	
	General Attachment	
	Educational Degree	~
	Registration Updated Information	

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

lote: In case of incorrect upload, you car	n select the record and click the "Delete Attachn to remove it	n <b>ent</b> " butto
General Attachments		
File Description	Document Type	
doc.pdf	Emirates ID	
Add Attachment Delete Attachment	$\bigtriangledown$	

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 is submitted, for case details please go to My Cases tab. Case Information New created Case ID: 108819	Case	was suce	cessfully	/ creat	ted!	
Case Information New created Case ID: 108819	ase is	submitted, for	r case detail	s please	go to My	Cases tab.
New created Case ID: 108819	Case	Informatio	n			
	New cr	eated Case ID:	108819			

After your application has been successfully submitted:

- ✓ You will need to go directly to "<u>My Cases</u>" tab to track your request.
- ✓ Then you should pay the <u>initial fees</u> due on the application, so that the application is sent to the concerned employee of the Engineering and Buildings Department.
- ✓ The employee then checks the request and either returns it to you for <u>amendment</u>, or approves the request.
- ✓ Upon approval, the registration extension certificate of the initial registration will be issued and it is valid for a period of 3 months from the date of issuance. It is allowed to apply and renew only twice in a row.
- ✓ Please note that the Insurance will be confiscated if the application for activating, extending, or cancelling the registration of the initial registration is not submitted.

**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 Primary Registration Extension Request and pay the initial 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 Registration extension 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"





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			A.						
eServices									
	♠ > Services Guide >	Government							
	Government								
		RAK Municipality		RAK COU	a Ints	Public Prosecutio	n Department		

## Next, select "Buildings Department"

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eServices	Services Guide > Covernment > RAK Municipality		1
	S§ Land and Properties section	*	
	S3 Town Planning	»	
	S3 Buildings Department	>	
	S3 Public Health Department	>	
	S3 Grant Office	».	
	S Properties Section Services	»	

Next, click on the Consultants & Contractors Qualification





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eServices		
Services Guide > Government > RAK Municipality     Saland and Properties section		
S Town Planning	»	
S3 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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Contraction of the second seco	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 management standards. The department also aims to register the non-local contracting and consulting companies for some special projects within the emirate.	
Academy Academy Academy Coogle Dates de mapas \$2222 Termines de lass	Section Services  • Primary Registration Request • Registration Modification Request • Primary Registration Extension Request • Primary Registration Extension Request	
Report a Bug	Registration Approval Request • Approval of Technical Staff Request • Request Project for Companies Outside The Emirate • Request Project Higher Than the Registration Grade	
Service Enquiry           RAK Municipality	Modification of Registration Grade Request (Upgrade)     Approve Government Entity as Consultant Office     Registration Cancel Request     Registration Extension Request	
800661	Ŷ	
↔ +971 72330899 info@mun.rak.ae	Start Service	

The login page will appear as follow:





		Log in to DAK as	
Login With 🔞 UAE PASS		Log in to KAK.ae	
A single trusted digital identity for all		Username	
citizens, residents and visitors.		Password	
Note: If you are already registered with RAK Government Portal, you can		Log in	
use the same login credentials to login to UaePass.	OR		
Not vet a member? Register With UaePass		ፋት	

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.

My (	Cases	Help							
Ĩ									
	-								
My C	Cases								
Prin	nt Version	Export _							
	Service ID	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 (
	108380 108378	Registration Approval Request Primary Registration Extention Request				مؤسسة الربيع للمقاولات العامة والنيكور مؤسسة الربيع للمقاولات العامة والنيكور	11.05.2020 10:19:52 11.05.2020 07:27:26		Registration ( Coordinator F

"**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	-Quali	fication	5	The second		1			No.				
My Cas	ses (ZQ)	My Qualificat	on Notifications	Qualifications									
Cas	e Registrat	ion											
M	y Case	s 🕜 Help											
M	y Cases												
ſ	Print Versio	n Export	]										
	Service	ID Service	type description		Number	Year	Туре	Applican	t	Created On	Final Decision	Status	
	108380	Registr	ation Approval Re	equest				امة والديكور	مؤسسة الربيع للمقاولات الع	11.05.2020 10:19:52		Registration (	Commi
	108378	Primary	Registration Ext	ention Request				لمة والديكور	مؤسسة الربيع للمقاولات الع	11.05.2020 07:27:26		Coordinator F	Review
	108365	i Primary	Registration Re	quest				لمة والديكور	مؤسسة الربيع للمقاولات الع	10.05.2020 09:41:05		Customer Act	ion
	🕄 Case De	tails 🛚 📆 C	ase Documents	🔥 Case Noti	fications	🔂 Pa	yment R	Requests	Creation date fram	e: All 🗸 Ca	se Status: Oper	n Cases 🛛 👻	<b>6</b> ] F
Tot	al number of	f cases: 3											

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

Details 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		
case notes		





• 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

My Cases (ZQ)       My Qualification Notifications       Qualifications         Case Registration	eses (ZQ) My Qualifications Qualifications Qualifications Qualifications Qualifications Qualifications Qualifications Qualifications Qualifications Primary Registration Request و المحكم المراجع الم	E-Qualifi	cations			L					-
Case Registration         My Cases	ese Registration IV Cases Primery Registration Approval Request Version Coordinator R 108378 Primary Registration Extention Request Version Coordinator Request Versio	Cases (ZQ) N	ly Qualification Notifications	Qualifications							
My Cases       Print Version       Export         Print Version       Export       Export         Service ID       Service type description       Number       Year       Type       Applicant       Created On       Final Decision       Status         108380       Registration Approval Request       11.05.2020 10:19:52       Registration	International Construction Primary Registration Extention Request       Number       Year       Type       Applicant       Created On       Final Decision       Status         108378       Registration Approval Request	Case Registration	n								
My Cases         Print Version       Export _         Service ID       Service type description       Number       Year       Type       Applicant       Created On       Final Decision       Status         108380       Registration Approval Request       11.05.2020 10:19:52       Registration	Version Export         Export         Service ID       Service type description       Number       Year       Type       Applicant       Created On       Final Decision       Status         108380       Registration Approval Request	My Cases	🕜 Help								
My Cases         Print Version       Export I         Service ID       Service type description       Number       Year       Type       Applicant       Created On       Final Decision       Status         108380       Registration Approval Request       11.05.2020 10:19:52       Registration	Number Version       Export _         Service ID       Service type description       Number       Year       Type       Applicant       Created On       Final Decision       Status         108380       Registration Approval Request										
My Cases         Print Version       Export _         Service ID       Service type description       Number       Year       Type       Applicant       Created On       Final Decision       Status         108380       Registration Approval Request       11.05.2020 10:19:52       Registration Approval Registration Appr	Ity Cases         Print Version       Export _         Service ID       Service type description       Number       Year       Type       Applicant       Created On       Final Decision       Status         108380       Registration Approval Request										
Print Version       Export         Service ID       Service type description       Number       Year       Type       Applicant       Created On       Final Decision       Status         108380       Registration Approval Request       Version       Version       Version       Registration       Registration	Print Version       Export         Service ID       Service type description       Number       Year       Type       Applicant       Created On       Final Decision       Status         108380       Registration Approval Request	My Cases									
Service ID       Service type description       Number       Year       Type       Applicant       Created On       Final Decision       Status         108380       Registration Approval Request	Service ID       Service type description       Number       Year       Type       Applicant       Created On       Final Decision       Status         108380       Registration Approval Request       Instruction Control       11.05.2020 10:19:52       Registration Control       Registration Control         108378       Primary Registration Extention Request       Image: Control       Instruction Control       Coordinator Registration Regis	Print Version	Export _								
108380 Registration Approval Request مؤسسة الربيع للمقاولات العامة والنيكور         11.05.2020 10:19:52         Registration	108380       Registration Approval Request       مؤسسه الربيع للمتاز لات العامه والديكر       11.05.2020 10:19:52       Registration C         108378       Primary Registration Extention Request       مؤسسه الربيع للمتاز لات العامه والديكر       11.05.2020 07:27:26       Coordinator R         108365       Primary Registration Request       مؤسسه الربيع للمتاز لات العامه والديكر       10.05.2020 09:41:05       Customer Action	Service II	D Service type description		Number	Year	Туре	Applicant	Created On	Final Decision	Status
	108378       Primary Registration Extention Request       مؤسسه الربيع للمقاولات العامه والسيكور       11.05.2020 07:27:26       Coordinator R         108365       Primary Registration Request       مؤسسه الربيع للمقاولات العامه والسيكور       10.05:2020 09:41:05       Customer Action	108380	Registration Approval Re	quest				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 10:19:52		Registration Con
108378 Primary Registration Extention Request مؤسسة لاربيع للدقاولات العامة والديكور Coordin	108365 Primary Registration Request       مؤسسة الربيع للمقاولات العامة والديكور       10.05.2020 09:41:05       Customer Acti	108378	Primary Registration Exte	ention Request				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 07:27:26		Coordinator Revi
10.05.2020 09:41:05 Custor مؤسسه الربيع للمقارلات العامة والديكور 108365 Primary Registration Request		108365	Primary Registration Reg	quest				مؤسسة الربيع للمقاولات العامة والديكور	10.05.2020 09:41:05		Customer Action
		🕄 Case Detai	ils 🔹 Case Documents	🕒 Case Noti	fications	🔂 Pay	yment R	Creation date fram	e: All 🗸 Ca	se Status: Oper	n Cases 🗸 🕴
Creation date frame: All Case Status: Open Cases	🕄 Case Details 🔯 Case Documents 🔀 Case Notifications 🖓 Payment Requests Creation date frame: All 🗸 Case Status: Open Cases 🗸	Total number of c	ases: 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.

cuments for case	with ID 108365		
Uploaded documents	Generated documents		
File Description			
Copy of ID		1	
Copy of new sit	e plan	<b>P</b>	
Copy of owners	hip	<b>*</b>	
		Download all attachr	ment
			Clo

• 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				لمة 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 registration dues immediately after submitting your request, so your request will be received by the Buildings section coordinator to review it. 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-Qua	alifica	ations		~	L					
My Cases (ZQ)	My	Qualification Notifications	Qualifications							
Case Regis	tration									
My Cas	ses	🕐 Help								
My Cas	es									
Print Ver	sion	Export _								
Sen	ice ID	Service type description		Number	Year	Туре	Applicant	Created On	Final Decision	Status
108	380	Registration Approval R	equest				مؤسسه الربيع للمقاولات العامة والديكور	11.05.2020 10:19:52		Registration Comm
108	378	Primary Registration Ex	ention Request				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 07:27:26		Coordinator Review
108	365	Primary Registration Re	quest				مؤسسة الربيع للمقاولات العامة والديكور	10.05.2020 09:41:05		Customer Action
🔍 Case	Details	🔁 Case Documents	B Case Noti	fications	🔁 Pa	yment R	Creation date frame	e: All 🗸 Ca	ase Status: Oper	i Cases 🖂 🕤 I
Total numbe	er of case	es: 3				$\mathbf{\Delta}$				

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

y F	aymen	ts 🔞 <sup>Help</sup>					
llin	g Docun	nents for case with I	D				
Print	Version	Export _					
Ċ	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 An	nount: 5.000.00	
Amount Already P	aved: 0.00	
i incontra contra i		
* Transaction An	nount 5,000.00	) AED
• E-Dirham	ilping 📑	الدرهم الإلك
	•• <b>D</b> e-0	
Banks Cards	VISA	
		masteroard.
By clicking "Pay" will be redirected t you	a new transaction will o Etisalat/e-Dirham pa can finish the transac	be created and you ayment page, where tion.
Pay Cance	I Sack	
	ED e-dithan	

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			the second
My Cas	es (ZQ) My Qual	ification Notifications Qualifications			
		$\hat{\mathbf{U}}$			
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-Qualifica	tions				and the second second
My C	ases (ZQ) My Q	ualification Notifications	Qualifications			
No	otifications	Help				
Vie	ew: [Standard Vie	w] v Print Vers	ion Export			
	Notification	Action Description		Case ID	Case type text	Case Status Description
	300093919	Upload missing gener	ral 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: 300093919				
Attachment Details				
* Attachment: Choose Files No file chosen				
Clear	Add attachment			
File Description	Mime Type			
dummy.pdf	application/pdf			
	Delete Attachment			
	Save	ancel		

- 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		L I.
Created on: 10.05.2020	Case Type:	ZQ01 Primary Registration Request		
Requester: Gincy Anto	BusinessPartner:	3000113378 Divya Kushalappa		
Lock Status: 🕒	Land Parcel ID: Building:			H
Status details				
Complete Attachments Add attachment				-
Comments				- 1
Kindly upload copy of trade license document.			Note from Department:	
			Note from Applicant:	
			Save	ancel

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.

After final approval, you will be notified via SMS and email that your request has been approved with attaching an electronic copy of the required registration extension certificate that is valid for a period of 3 months from the date of issuance allowing you either to extend (only for one more time) the initial registration, cancel or complete your registration.

Important note: If the three-month period expires without the registration being extended again, canceled or registered, the insurance amount will be forfeited.