



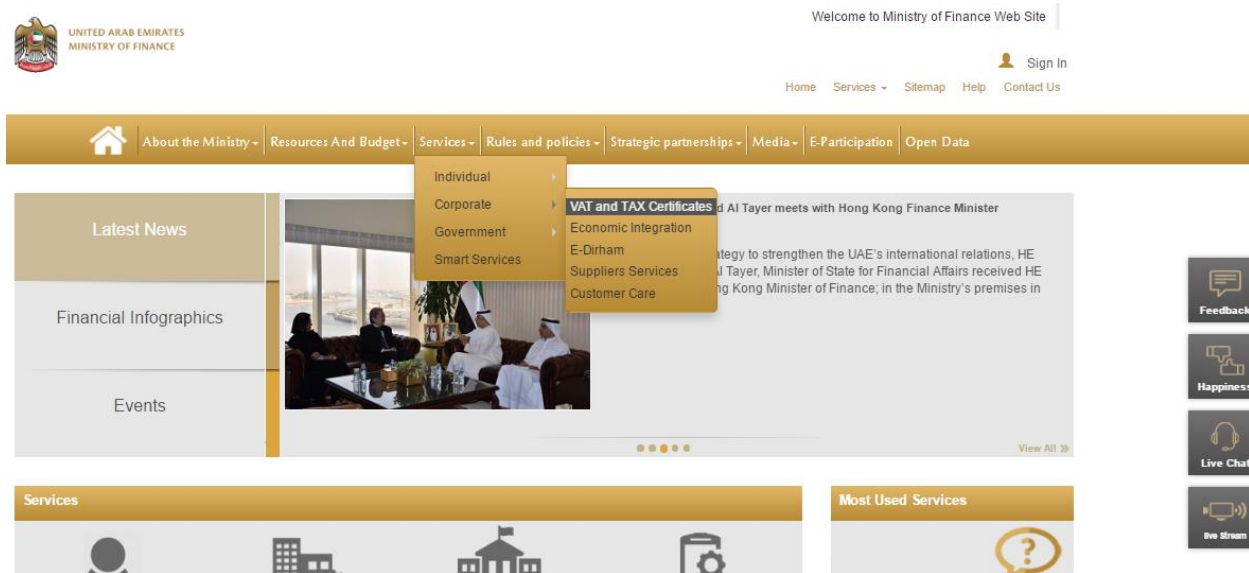
# Ministry of finance – UAE

## User Manual for TAX Certificate

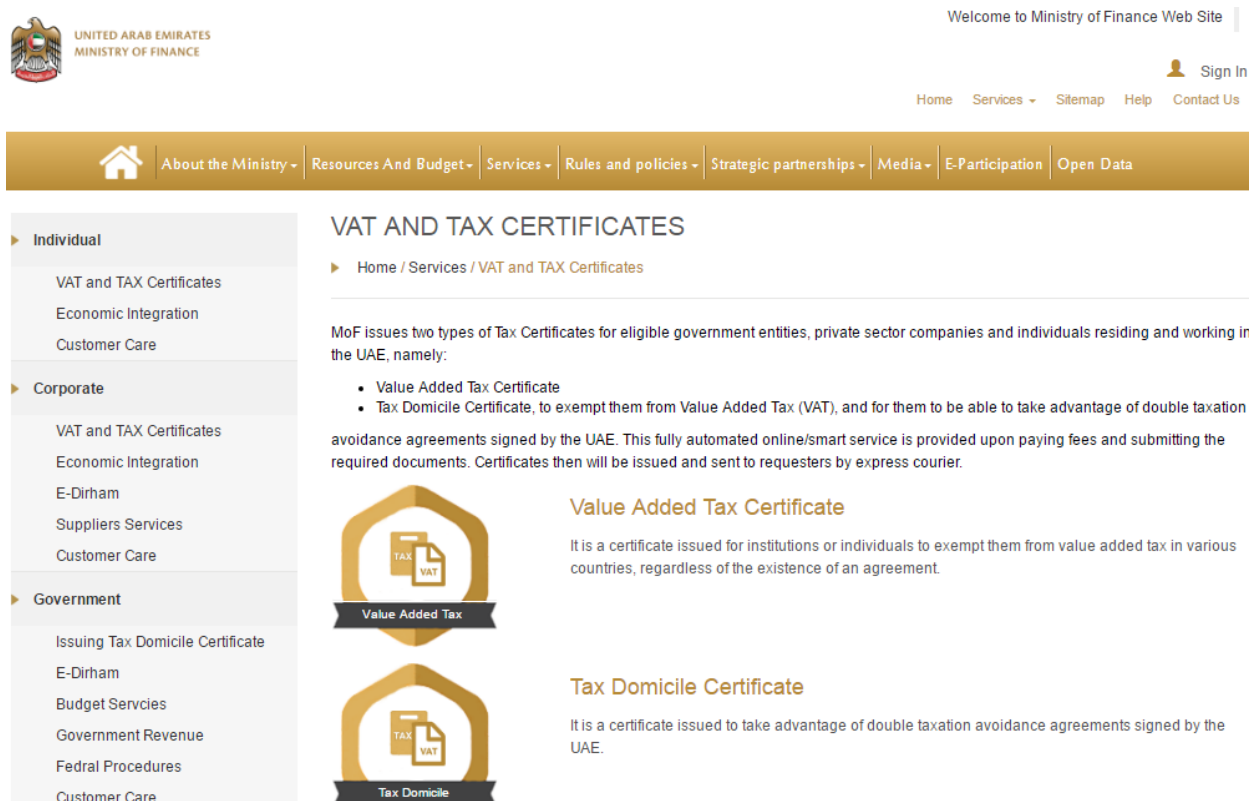


## ACCESS THE SERVICE

Customer can link to the service card of tax domicile and added value through the "Services" menu, and then choose the sector "individuals, private sector or the public sector category" and then "VAT and TAX certificates" choice in the financial ministry website [www.mof.gov.ae](http://www.mof.gov.ae).



Then will appear the types of certificates (VAT or TAX) that issued by ministry of finance.





When selecting a certificate, customer will redirect into the service card of that certificate that containing all the certificate requirements, conditions and also procedures for service. Customer can download the service card by clicking on the "Service description Card" option.

The screenshot shows the Ministry of Finance website interface. At the top right, it says "Welcome to Ministry of Finance Web Site" and "Sign In". Below that are links for "Home", "Services", "Sitemap", "Help", and "Contact Us". A navigation bar contains: "About the Ministry", "Resources And Budget", "Services", "Rules and policies", "Strategic partnerships", "Media", "E-Participation", and "Open Data".

The left sidebar has a tree view with categories: Individual, Corporate, Government, VAT and TAX Certificates, and Smart Services. Under "Individual", "VAT and TAX Certificates" is selected.

The main content area is titled "ISSUING TAX DOMICILE CERTIFICATE". Below the title is a breadcrumb: "Home / Services / VAT and TAX Certificates / Issuing Tax Domicile Certificate". A progress bar shows: "Definition Of Service" (active), "Requirements & Paperwork", "procedures", and "Start Service".

The "Definition" section includes a star icon and a rating of five stars. The text states: "A certificate issued for eligible government entities, companies and individuals to take advantage of agreements of double taxation avoidance on income signed by the UAE." Below this is a video icon and the text: "To view the service in action, please watch this Video".

The "Duration of service provision" section lists:

- The expected duration during processing: 3 working days after getting the approval.
- The expected duration for getting the result: 2 working days through Empost.

The "Location of service provision" section states: "Throug ministry's website or ministry's smart application".

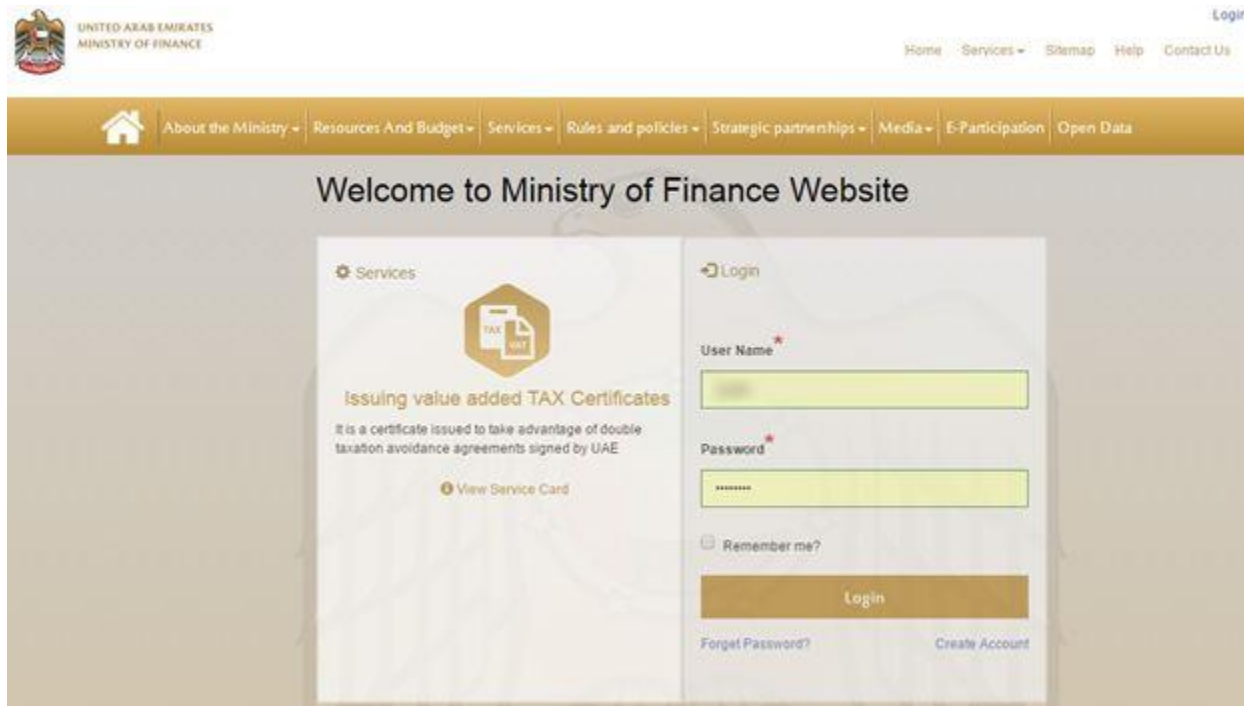
The "Target Audience" section lists: "Companies, Government Sector, Private sector and individuals".

At the bottom of the main content area, there are two options: "Service Description Card" (with a document icon) and "FAQ" (with a question mark icon).



## LOGIN TO SERVICE

When the customer press "Start Service" he will be redirect into the login page:



Which require of customer username and password. If customer don't have account. He can register a new one by clicking on "Create Account", or in case he forget the password customer can click on the "forgot my password." And follow the procedures to achieve his need.



## CUSTOMER LANDING PAGE

When user enter the service, he will find a five processes:

- Create New Tax Request
- My Tasks
- All Requests
- All Requests (lost or instead corrupted or similitude original)
- Payment history



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MINISTRY OF FINANCE

welcome - Favorite Services - Exit

Last Login : 11/10/2016 14:21

Home Services Sitemap Help Contact Us



About the Ministry - Resources And Budget - Services - Rules and policies - Strategic partnerships - Media - E-Participation - Open Data

### TAX DOMICILE CERTIFICATE

Home / Services / Tax Domicile Certificate

Service Card

 Create New Tax Request	 My Tasks	 All Requests
 All Requests (lost or instead corrupted or similitude original)	 Payment History	



## CREATE NEW REQUEST

When customer click on “Create new Request” from the last page, a new form will opened asking customer to fill the information (text, numbers and attachments) that required to have a certificate.

\*Ministry of Finance ensure to provide the best service to clients, and to achieve this target we have develop a Speed Form Fill feature by copying information from the last request (in case applied before) or copying profile information (in case first time for applying):

The screenshot shows a web interface for 'TAX DOMICILE'. A modal dialog box titled 'Speed Form Fill Feature' is displayed in the foreground. The modal contains the following text: 'Ministry of Finance ensure to provide the best service to clients, and to achieve this target we have develop a Speed Form Fill feature by copying information from the last request was introduced by you. Do you want to perform the operation?'. Below the text are two buttons: 'Yes' and 'No'. The background form is partially visible and includes the following fields: 'Requested country', 'Financial Year' (with a calendar icon and the value '2016 December 22'), 'Name', 'Passport NO', 'Nationality' (with a dropdown menu showing '(Not Specified)'), and 'Visa Number'. All fields in the background form have a red asterisk indicating they are required.

The user should edit the required information or fill all required information in case don't need to use this feature:



## TAX DOMICILE CERTIFICATE

Home / Services / Tax Domicile Certificate / Create New Tax Individual Request

Service Card

### Tax Individual

Requested country *	Arab Republic of Egypt
Financial Year *	2016 November 13
Name *	
Passport NO *	
Nationality *	(Not Specified)

After completing all information there is a confirmation window will appear that ask customer to click on the agreement that certify about the clearance of the submitted information.

- ❖ When customer complete fill the form and confirm for validity, he will be redirect into the payment gateway “e-Dirham” to pay the applying fees.



**Payment Methods Types**

Please select one of the payment methods

- + eDirham G2 Cards
- + Non-eDirham Cards
- + eD-Wallet

Confirm Cancel



And after complete the step successfully, the application will be sent into the approval process.

## MY TASKS

If there was any missing information in the submitted form, the Employee will return the form into the customer to update the required information. And when finish approval process, the form will return back to customer to do the payment for certificate fees. Both two process could be find in "My Tasks".

The screenshot shows the user interface of the Ministry of Finance website. At the top, there is a navigation bar with the logo and name of the Ministry of Finance. Below it, there is a user profile section with the name 'welcome (username)' and a 'Last Login' timestamp of '11/10/2015 14:21'. A navigation menu includes 'Home', 'Services', 'Sitemap', 'Help', and 'Contact Us'. Below the navigation menu, there is a secondary menu with links for 'About the Ministry', 'Resources And Budget', 'Services', 'Rules and policies', 'Strategic partnerships', 'Media', 'E-Participation', and 'Open Data'. The main content area is titled 'TAX DOMICILE CERTIFICATE' and shows a breadcrumb trail: 'Home / Services / Tax Domicile Certificate / Tasks List'. There is a 'Service Card' icon. Below this, a table displays the task list:

Request Number	Assignee	Type	Application Status	Application Creation Date	Task Creation Date
			Application back to initiator with note	09/29/2015	10/03/2015

At the bottom of the table, there is a pagination control showing '0' items and a 'No items to display' message.





## ALL APPLICATIONS

Customer can find all submitted and drafted applications in the "All Applications" page to track the status of his applications and also apply for "lost or instead corrupted or similtude original".

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welcome (j) Favorite Services Exit  
Last Login : 11/10/2016 14:21

Home Services Sitemap Help Contact Us

About the Ministry Resources And Budget Services Rules and policies Strategic partnerships Media E-Participation Open Data

### TAX DOMICILE CERTIFICATE

Home / Services / Tax Domicile Certificate / All Requests

Service Card

Request Number	Application Status	Workflow State	Shipment Number
	Finished	Finished	
	Rejected	Finished	
	Running	Application back to initiator with note	

No items to display

## ALL APPLICATIONS (LOST OR INSTEAD CORRUPTED OR SIMILITUDE ORIGINAL)

This page will show customer all the lost or instead corrupted or similtude original applications only.

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### TAX DOMICILE CERTIFICATE

Home / Services / Tax Domicile Certificate / All Requests (lost or instead corrupted or similtude original)

Service Card

Request Status

Request Number	Request Type	Request Date
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10 items per page

No items to display



## PAYMENT HISTORY

This page will show user all the payment history that he apply for all applications include the failure or canceled transactions.

The screenshot shows the user interface for the 'TAX DOMICILE CERTIFICATE' section. At the top, there is a navigation bar with a home icon and links for 'About the Ministry', 'Resources And Budget', 'Services', 'Rules and policies', 'Strategic partnerships', 'Media', 'E-Participation', and 'Open Data'. Below this, the page title 'TAX DOMICILE CERTIFICATE' is displayed, followed by a breadcrumb trail: 'Home / Services / Tax Domicile Certificate / Payments Transactions'. A 'Service Card' icon is visible on the right. A 'Payment Status' dropdown menu is set to 'All'. The main content area features a table with the following columns: Request Number, Transaction No, Receipt No, Application Status, Amount (AED), and Transaction Date. The table contains three rows of data, all with an 'Application Status' of 'Fail'. A 'Download Payment Information' button is located to the right of the table.

Request Number	Transaction No	Receipt No	Application Status	Amount (AED)	Transaction Date
			Fail	0	08/29/2016
			Fail		08/29/2016
			Fail	0	09/09/2016