



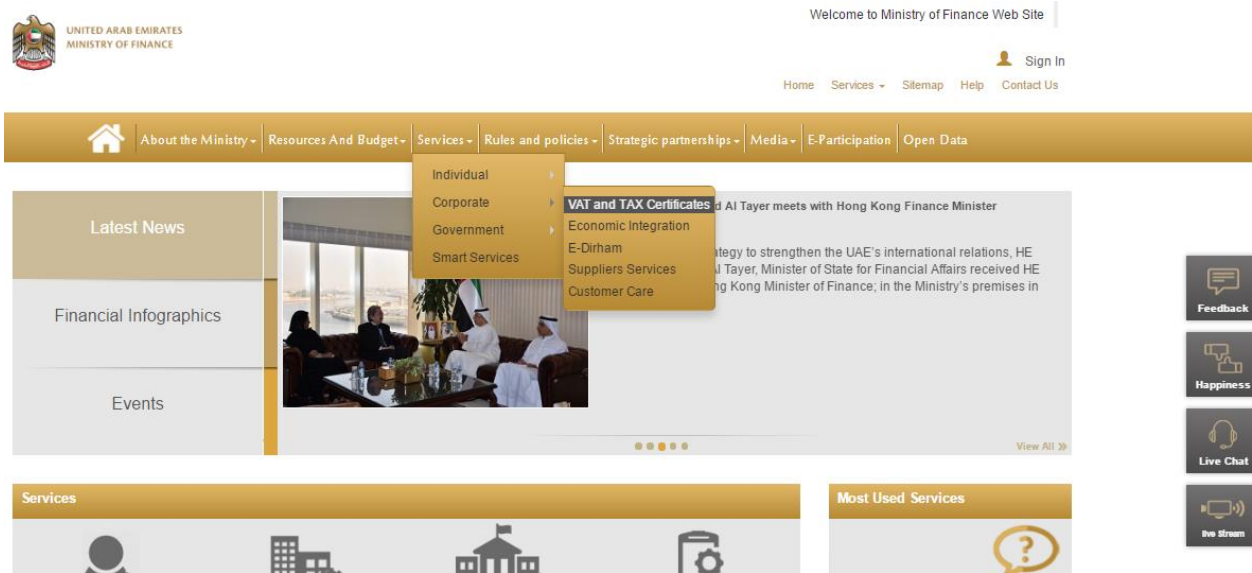
# Ministry of finance – UAE

## User Manual for VAT Certificate

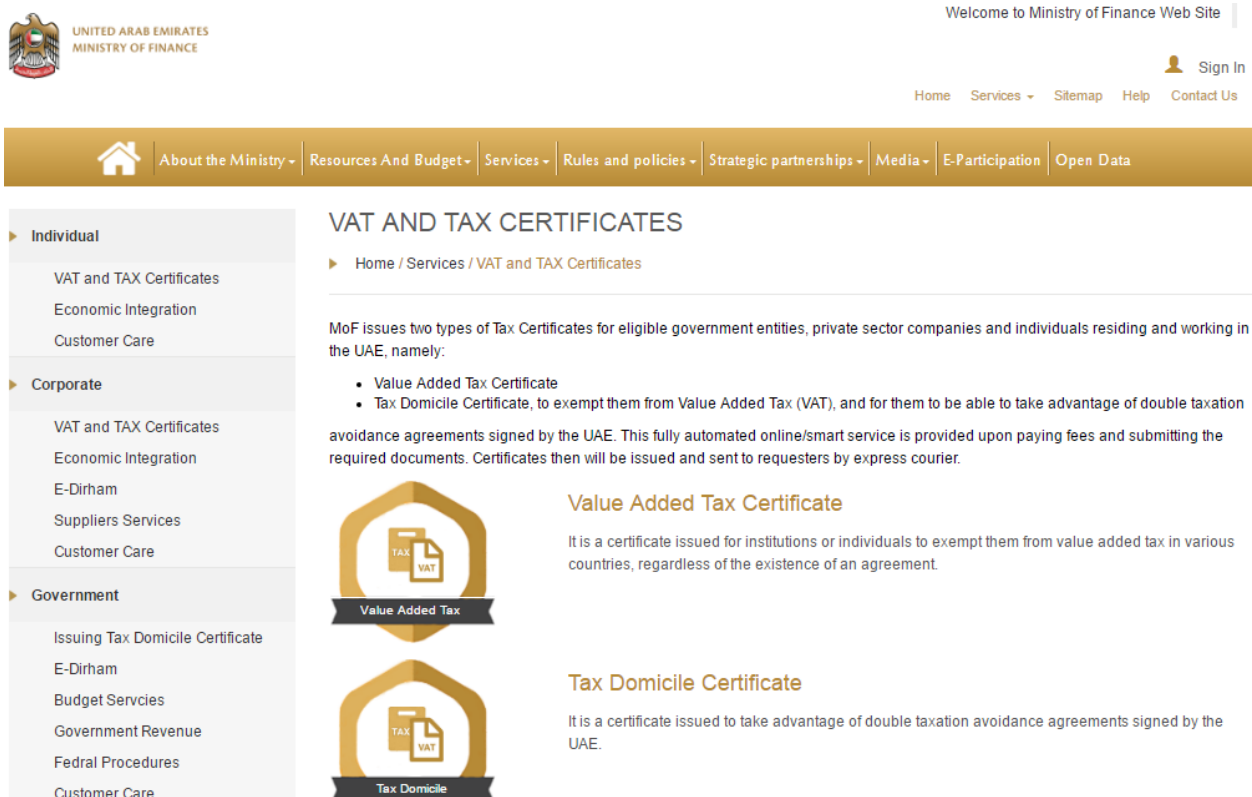


## ACCESS THE SERVICE

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, there is a navigation bar with links for 'Learn about the site', 'Home', 'Services', 'Sitemap', 'Help', and 'Contact Us'. A 'Sign In' button is also present. Below this is a secondary navigation bar with categories like 'About the Ministry', 'Resources And Budget', 'Services', 'Rules and policies', 'Strategic partnerships', 'Media', 'E-Participation', and 'Open Data'. The main content area is titled 'ISSUING VALUE ADDED TAX CERTIFICATES' and includes a breadcrumb trail: 'Home / Services / VAT and TAX Certificates / Issuing Value Added Tax Certificates'. A progress bar shows steps: 'Definition Of Service', 'Requirements & Paperwork', 'procedures', and 'Start Service'. The 'Definition' section includes a 5-star rating and a description: 'This is a certificate issued for government authorities, private sector companies and individuals to exempt them from Value Added Tax (VAT) in various countries around the world.' It also features a video link: 'To view the service in action, please watch this Video'. Other sections include 'Duration of service provision' (with expected durations of 3 and 2 working days), 'Location of service provision' (ministry's website or smart application), and 'Target Audience' (Companies, Government Sector, Private sector and individuals). On the right side, there are four service icons: 'Feedback', 'Happiness', 'Live Chat', and 'live Stream'.



## LOGIN TO SERVICE

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

UNITED ARAB EMIRATES  
MINISTRY OF FINANCE

Learn about the site

Home Services Sitemap Help Contact Us

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

### Welcome to Ministry of Finance Website

**Services**

**Issuing Value Added Tax Certificates**

It is a certificate issued for institutions or individuals to exempt them from value added tax in various countries, regardless of the existence of an agreement

[View Service Card](#)

**Login**

User Name \*  
amelshazly

Password \*  
\*\*\*\*\*

Remember me?

[Login](#)

[Forgot Password?](#) [Create Account](#)

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



### Value Added Tax CERTIFICATE

Home / Services / Tax Domicile Certificate

Service Card





## 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 creating a new request. A modal dialog box titled "Speed Form Fill Feature" is displayed in the foreground. The dialog 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 \* (2016 December 22)
- Name \*
- Passport NO \*
- Nationality \* (Not Specified)
- Visa Number \*

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



## Value Added Tax CERTIFICATE

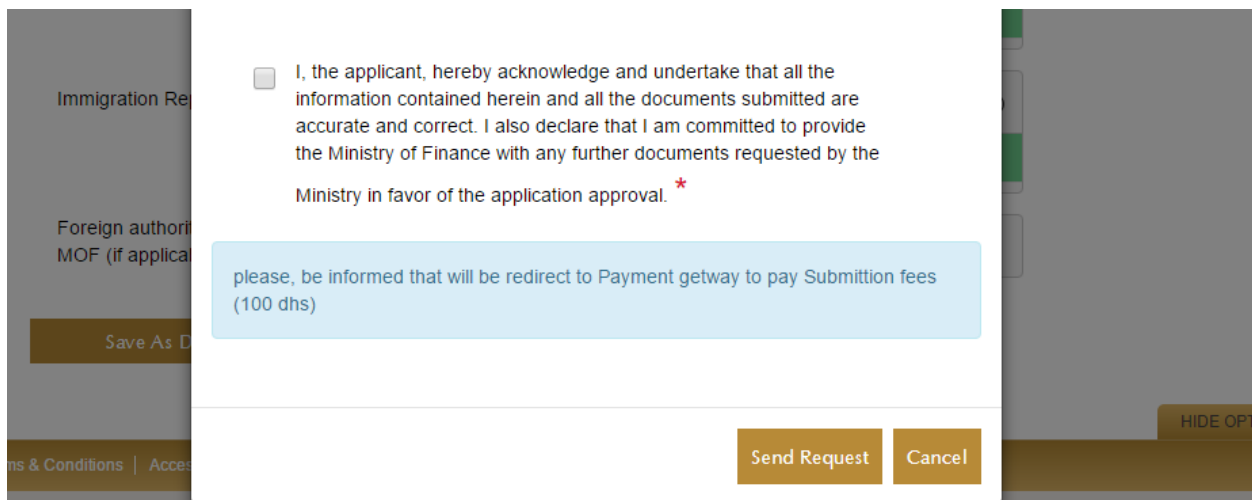
Home / Services / Tax Domicile Certificate / Create New Tax Individual Request

Service Card

### Vax 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



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".



## Value Added Tax CERTIFICATE

Home / Services / Domestic Certificate / Tasks List

Service Card

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

No items to display





## 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 similitude original".

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MINISTRY OF FINANCE

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

### Value Added Tax 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 similitude original applications only.

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

Home Services - Sitemap Help Contact Us

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### Value Added Tax CERTIFICATE

Home / Services - Tax Domicile Certificate / All Requests (lost or instead corrupted or similitude 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 website interface for the Ministry of Finance. At the top, there is a navigation bar with links: Home, Services, Sitemap, Help, and Contact Us. Below this is a secondary navigation bar with links: About the Ministry, Resources And Budget, Services, Rules and policies, Strategic partnerships, Media, E-Participation, and Open Data. The main content area is titled "Value Added Tax CERTIFICATE" and includes a breadcrumb trail: Home / Services / Tax Domicile Certificate / Payments Transactions. A "Service Card" icon is visible. A "Payment Status" dropdown menu is set to "All". Below this is 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