Ministry of Finance – UAE

User Manual for VAT Certificate
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.

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

<table>
<thead>
<tr>
<th>Request Number</th>
<th>Assignee</th>
<th>Type</th>
<th>Application Status</th>
<th>Application Creation Date</th>
<th>Task Creation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Application back to initiator with note</td>
<td>09/03/2014</td>
<td>16/03/2014</td>
</tr>
</tbody>
</table>
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”.

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.
PAYMENT HISTORY

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