



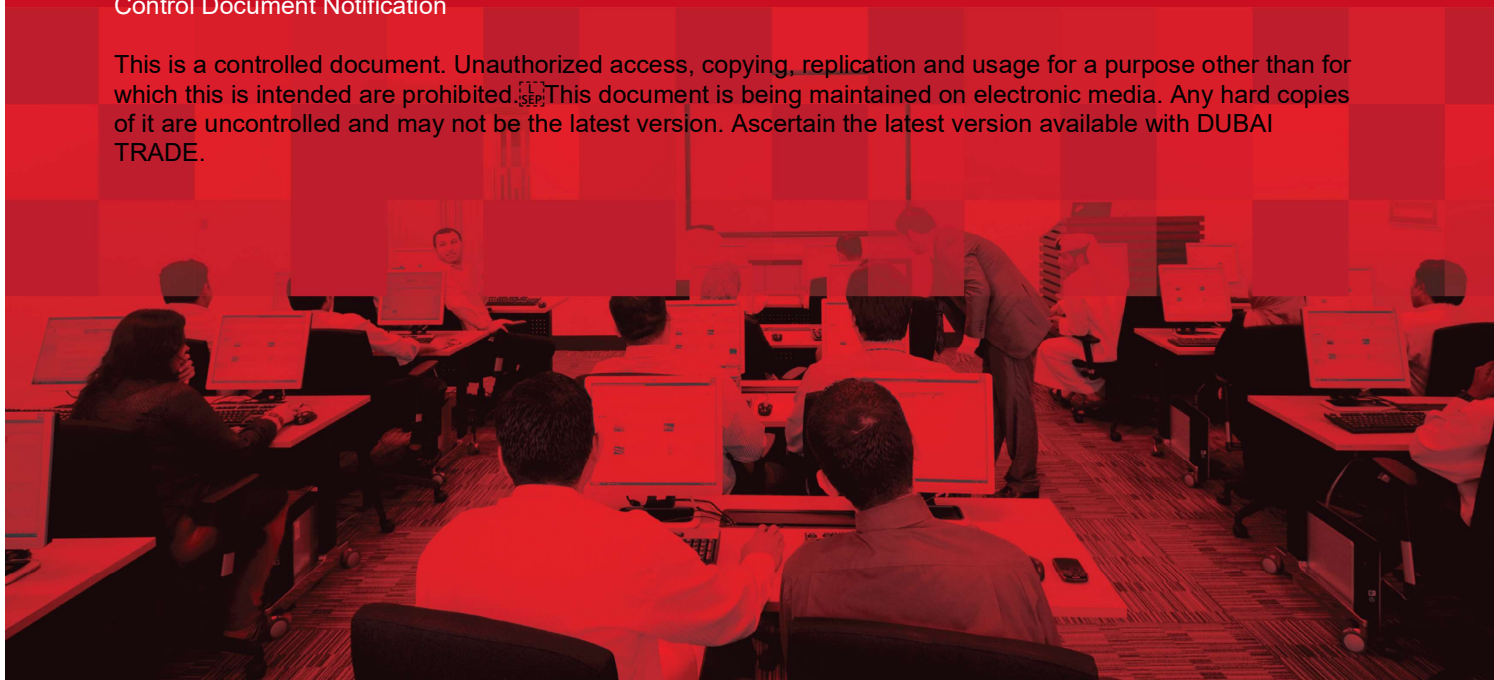
# JAFZA eSERVICES Service Provider – CIC Amend User's Manual

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## DOCUMENT DETAILS

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### Document Information

Document Name	Service Provider – CIC Amend
Project Name	JAFZA eService Manuals
Business Unit	JAFZA
Author(s)	DT Training Dept.
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Current Version	1.0

### Revision History

Version	Date	Author	Designation	Description of change

### Approval History

Version	Date	Name	Designation	Comments

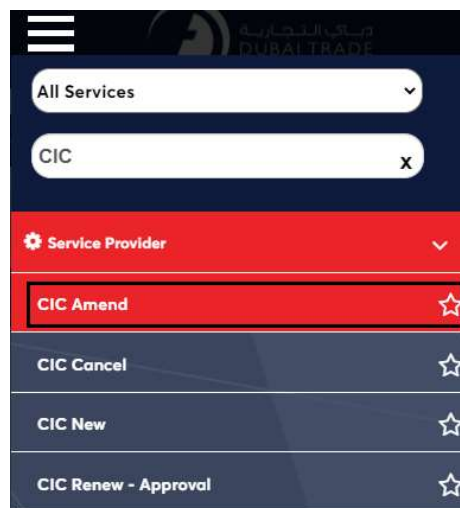
### Distribution

Version	Location

*This service is to request for amendment of Computer Immigration Card of the company registered with JAFZA. Validity of the Card is 1 Year and must be renewed yearly from Renew CIC service. Valid Computer Immigration Card is required to apply for any application with immigration.*

## Navigation:

1. Login to **Dubai Trade**
2. Go to **Service Provider** from the menu on the left
3. Then Go to **CIC Amend**



4. The below screen will be displayed where you can **View** or **Search for SR**.

The screenshot shows the Jafza CIC Amend screen. At the top, there is a blue header with 'Jafza CIC Amend' and a 'Create New Request' button. Below the header, there is a list of actions: Edit SR, Upload Document, Cancel SR, Update Address, and View SR Details. Below the actions, there is a search bar with 'SR Number', 'Select Status', and a 'Search' button. Below the search bar, there is a table with the following columns: SR Number, SR Type, Status, Creation Date, Last Update Date, and Actions.

SR Number	SR Type	Status	Creation Date	Last Update Date	Actions
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5. Click **Create New Request**

The screenshot shows the Jafza CIC Amend screen. At the top, there is a blue header with 'Jafza CIC Amend' and a 'Create New Request' button. Below the header, there is a list of actions: Edit SR, Upload Document, Cancel SR, Update Address, and View SR Details. Below the actions, there is a search bar with 'SR Number', 'Select Status', and a 'Search' button. Below the search bar, there is a table with the following columns: SR Number, SR Type, Status, Creation Date, Last Update Date, and Actions.

SR Number	SR Type	Status	Creation Date	Last Update Date	Actions
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# Service Provider – CIC Amend

4

## 6. Amend the required details and click **Save and Continue**

Jafza CIC Amend

1

2

3

4

Service RequestUpload DocumentSummaryPayment Confirmation

1

Use this page to view a request for a CIC Amend. Once you have entered atleast the mandatory information, you can :

- Click on Save and Continue to save the request. Saved requests can be retrieved later using Search, modified if needed and Submitted for Approval/Submitted to Freezone.

Company Name:  Middle East And Africa FZCO

Company Id1314

CIC No2/6/157454

CIC Issue Date26-Dec-2009

CIC Expiry Date25-Nov-2022

Mobile number to amend05xxxxxxxx

Amendment Reason \*

Save and Continue

## 7. Upload the required Documents and click **Continue and Review**

Jafza CIC Amend

1

2

3

4

Service RequestUpload DocumentSummaryPayment Confirmation

Company Name:  FZE SR Number: 20048678

Document Name	File Type	Mandatory	Upload File	View / Delete
CIC	jpg/jpeg/pdf	No	Drag and Drop Select a file or drop one here	
Company Name Change letter from Jafza	jpg/jpeg	No	Drag and Drop Select a file or drop one here	
Other documents 1	jpg/jpeg/pdf	No	Drag and Drop Select a file or drop one here	
Other documents 2	jpg/jpeg/pdf	No	Drag and Drop Select a file or drop one here	
Other documents 3	jpg/jpeg/pdf	No	Drag and Drop Select a file or drop one here	

Continue and Review

## 8. Review the details and click **Confirm and Continue**

Jafza CIC Amend

1

2

3

4

Service RequestUpload DocumentSummaryPayment Confirmation

1

Details of the selected request are given below:

Company Name:  FZE SR Number: 20048678

CIC No123456789

CIC Expiry Date28-Oct-2021

CIC Issue Date27-Oct-2021

Amendment ReasonCompany Name Change

Edit

Document Name	Preview
CIC	
Company Name Change letter from Jafza	

Confirm and Continue

## 9. Click **Submit to FreeZone**

Jafza CIC Amend
Back

Service Request
Upload Document
Summary
Payment Confirmation

Use this page to re-confirm the details entered for a request. Once you have verified the information, you can either:  
Click on the Submit to Freezone button to initiate the request processing.  
Click on the back button to go to request Overview page.

Please re-confirm the following details before forwarding to FZ Admin. Clicking on Submit to Freezone will reserve the payment for the request from your portal balance.

**Current Balance Amount**  
(Deposit minus amount reserved for submitted requests)

8,268.50 AED

Total Charge Amount: 453.00 AED

Total VAT Amount: 0.00 AED

Total Charge Amount with VAT: 453.00 AED

SR Number	Customer	Status
20048678	FZE	Saved

Submit to FreeZone

*The below confirmation will be displayed*

Jafza CIC Amend
Back

Service Request
Upload Document
Summary
Payment Confirmation

✓ Your request has been forwarded to the Free Zone for processing. A charge of 453.00 AED and VAT amount 0.00 AED has been reserved for the same.

SR Number	Customer	Status
20048678	FZE	Submitted to Free Zone

