



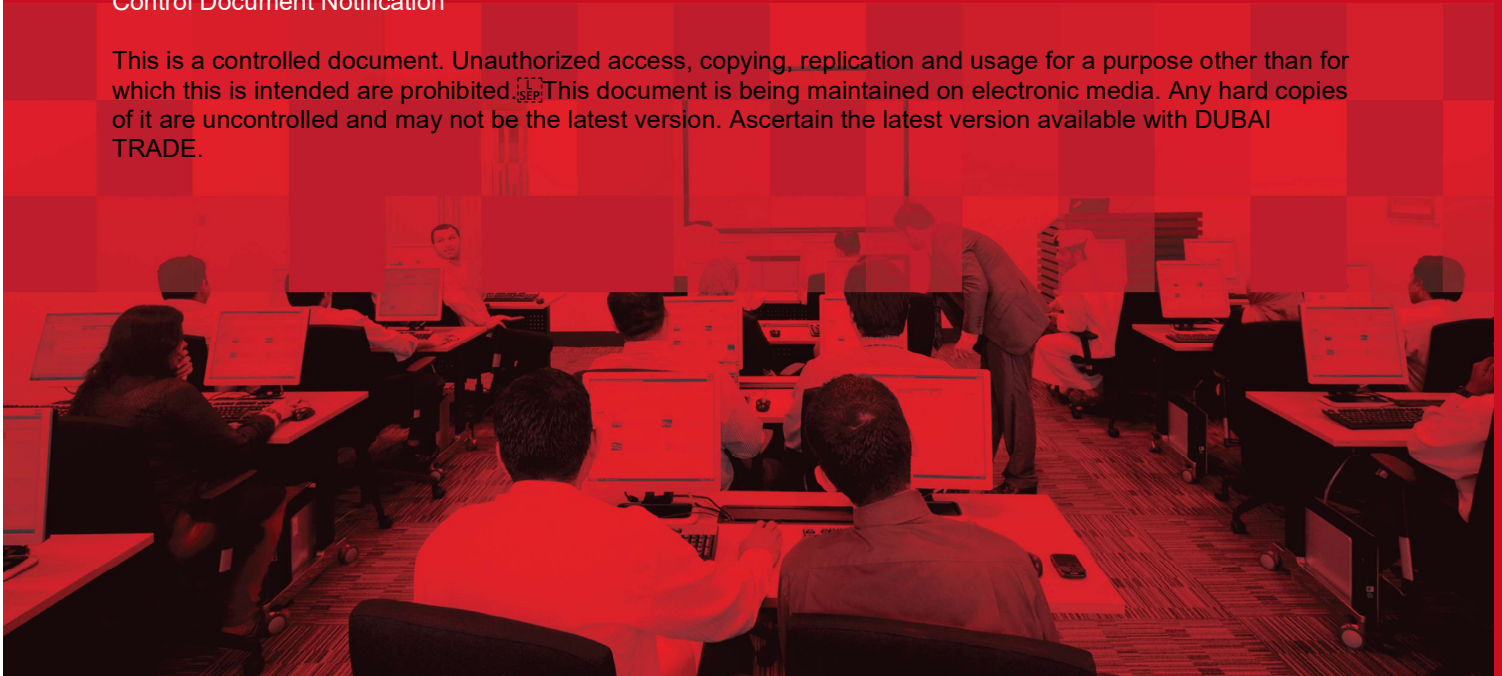
# JAFZA eSERVICES Service Provider – CIC New User's Manual

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## DOCUMENT DETAILS

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### Document Information

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### Revision History

Version	Date	Author	Designation	Description of change

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Version	Date	Name	Designation	Comments

### Distribution

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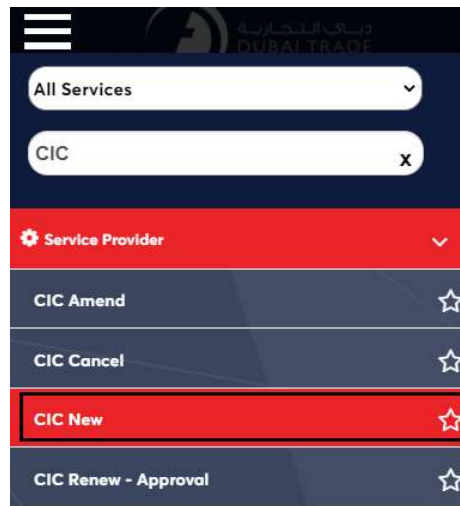
# Service Provider – CIC New

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*This service is to request for New Computer Immigration Card for the company registered with JAFZA. Validity of the Card is 1 Year and must be renewed yearly from Renew CIC service. 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 New**



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

A screenshot of the 'Jafza CIC New' web interface. The header is blue with the title 'Jafza CIC New' and a 'Create New Request' button. Below the header, there's a list of actions: 'Edit SR', 'Upload Document', 'Cancel SR', 'Update Address', and 'View SR Details'. Below this, there's a search bar with 'SR Number', a 'Select Status' dropdown, and a 'Search' button. At the bottom, there's a table with columns: 'SR Number', 'SR Type', 'Status', 'Creation Date', 'Last Update Date', and 'Actions'.

5. Click **Create New Request**

A screenshot of the 'Jafza CIC New' web interface, identical to the one above. It shows the header, action list, search bar, and table structure.

# Service Provider – CIC New

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## 6. Enter the details and click **Save and Continue**

Jafza CIC New

1

2

3

4

Service RequestUpload DocumentSummaryPayment Confirmation

1

Use this page to view a request for a Computer Immigration Card New service. 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

Mobile Number \*05XXXXXXX

CIC Validity \*Search and Select

Request Reason

Company Registered Email Id \*testcas682931@gmail.com

Jafza Comments

Save and Continue

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

Jafza CIC New

1

2

3

4

Service RequestUpload DocumentSummaryPayment Confirmation

Company Name: FZE SR Number: 20048674

Document Name	File Type	Mandatory	Upload File	View / Delete
Trade License	jpg/jpeg/pdf	Yes	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 New

1

2

3

4

Service RequestUpload DocumentSummaryPayment Confirmation

1

Details of the selected request are given below:

Company Name: FZE SR Number: 20048674

Mobile Number055714

CIC Validity1 Year

Request ReasonTo apply for Visa

Company Registered Email Idabc@abc.com

Edit

Document Name	Preview
Trade License	

Confirm and Continue

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

Jafza CIC New

✓

Service Request

✓

Upload Document

✓

Summary

4

Payment Confirmation

1

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)

10,243.50 AED

Total Charge Amount:

1,975.00 AED

Total VAT Amount:

0.00 AED

Total Charge Amount with VAT:

1,975.00 AED

SR Number	Customer	Status
20048674	FZE	Saved

Submit to FreeZone

*The below confirmation will be displayed*

Jafza CIC New

✓

Service Request

✓

Upload Document

✓

Summary

4

Payment Confirmation

✓

Your request has been forwarded to the Free Zone for processing. A charge of 1975.00 AED and VAT amount 0.00 AED has been reserved for the same.

SR Number	Customer	Status
20048674	FZE	Submitted to Free Zone

