



دبي التجارية
DUBAI TRADE

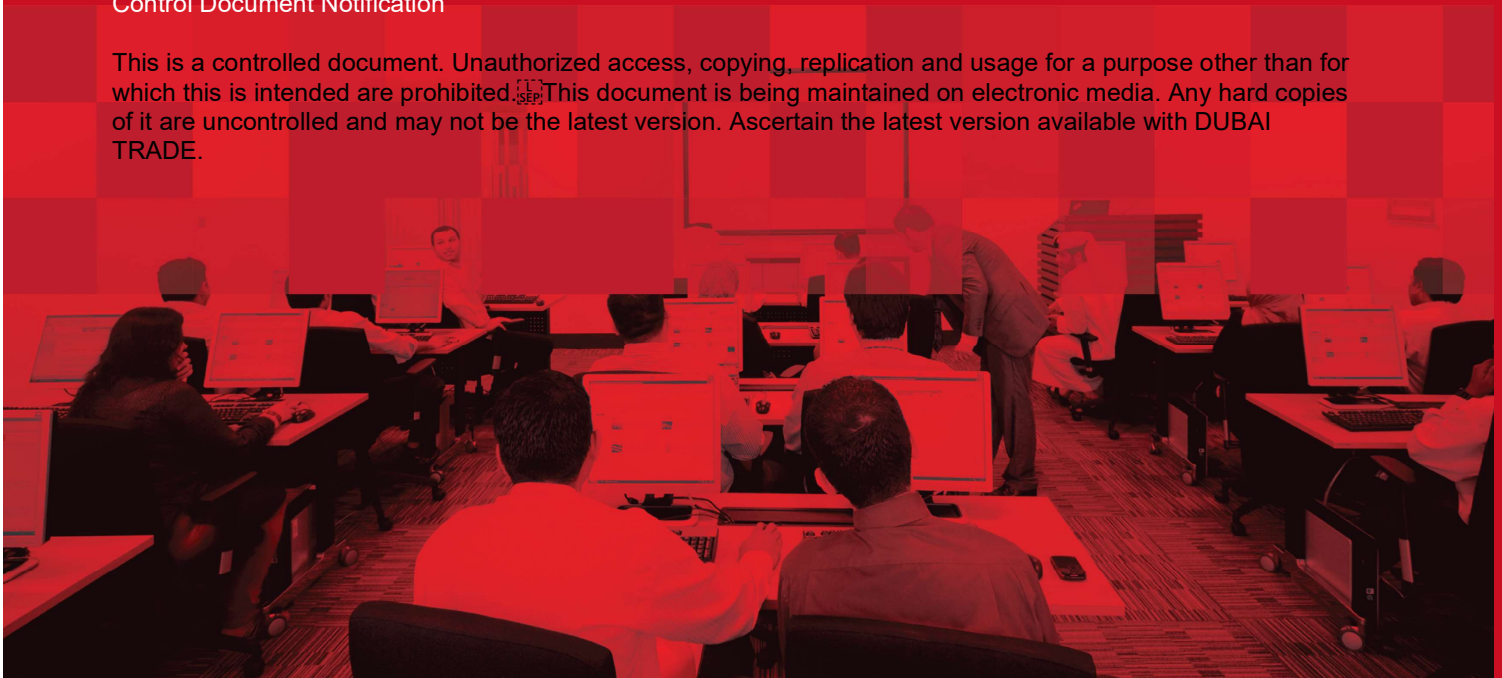
JAFZA eSERVICES Renew PIC (Permanent Identity Card) User's Manual

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DOCUMENT DETAILS

Document Information

| | |
|-------------------|-------------------------------------|
| Document Name | Renew PIC (Permanent Identity Card) |
| Project Name | JAFZA eService Manuals |
| Business Unit | JAFZA |
| Author(s) | DT Training Dept. |
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| Current Version | 2.0 |

Revision History

| Version | Date | Author | Designation | Description of change |
|---------|------|--------|-------------|-----------------------|
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Approval History

| Version | Date | Name | Designation | Comments |
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Distribution

| Version | Location |
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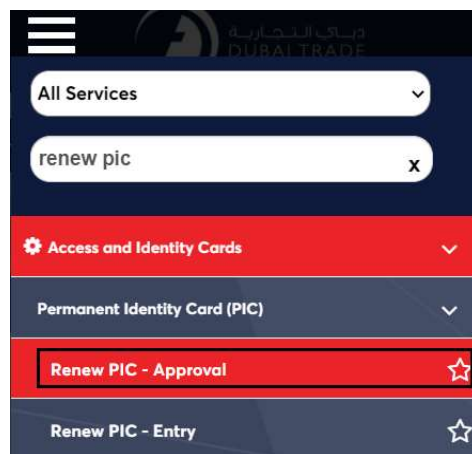
Renew PIC (Permanent Identity Card)

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This service is to submit a renewal request for a Permanent Identity Card for an employee who is not sponsored by JAFZA. This service is used to renew PIC's which are due for renewal.

Navigation:

1. Login to **Dubai Trade**
2. Go to **Access and Identity Cards** from the menu on the left
3. Then under **Permanent Identity Card (PIC)** go to **Renew PIC - Approval**



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

Jafza Permanent Identity Card Renew

Create New Request

Edit SR

Upload Document

Cancel SR

Update Address

View SR Details

SR Number

Select Status

Search

| SR Number | SR Type | Employee Name | Status | Creation Date | Last Update Date | Actions |
|-----------|---------|---------------|--------|---------------|------------------|---------|
|-----------|---------|---------------|--------|---------------|------------------|---------|

5. Click **Create New Request**

Jafza Permanent Identity Card Renew

Create New Request

Edit SR

Upload Document

Cancel SR

Update Address

View SR Details

SR Number

Select Status

Search

| SR Number | SR Type | Employee Name | Status | Creation Date | Last Update Date | Actions |
|-----------|---------|---------------|--------|---------------|------------------|---------|
|-----------|---------|---------------|--------|---------------|------------------|---------|

6. Enter the details, Courier details and click **Save and Continue**

Renew PIC (Permanent Identity Card)

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Jafza Permanent Identity Card Renew

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Service RequestUpload DocumentSummaryPayment Confirmation

1 Renew Permanent Identity Card

Company Name: Middle East And Africa FZCO

Company Id1314

Permanent Identity Card No *

Card Validity Period *

Search and Select

Residence Permit Number *

Request Reason

Probation Period (months) *6

Residence Permit Expiry Date *DD-Mon-YYYY

Jafza Comments

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

Jafza Permanent Identity Card New

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2

3

4

Service RequestUpload DocumentSummaryPayment Confirmation

Company Name: Middle East And Africa FZCO

SR Number: 20052676

| Document Name | File Type | Mandatory | Upload File | View / Delete |
|--------------------------|--------------|-----------|--|-------------------------|
| NOC from Sponsor | jpg/jpeg/pdf | Yes | <div>Drag and Drop</div> <div>Select a file or drop one here</div> | <div></div> <div></div> |
| Passport Page 1 | jpg/jpeg/pdf | Yes | <div>Drag and Drop</div> <div>Select a file or drop one here</div> | <div></div> <div></div> |
| Photograph | jpg/jpeg | Yes | <div>Drag and Drop</div> <div>Select a file or drop one here</div> | <div></div> <div></div> |
| Residence Permit | jpg/jpeg/pdf | Yes | <div>Drag and Drop</div> <div>Select a file or drop one here</div> | <div></div> <div></div> |
| Sponsor Passport Page 1 | jpg/jpeg/pdf | Yes | <div>Drag and Drop</div> <div>Select a file or drop one here</div> | <div></div> <div></div> |
| Sponsor Residence Permit | jpg/jpeg/pdf | Yes | <div>Drag and Drop</div> <div>Select a file or drop one here</div> | <div></div> <div></div> |
| Passport Page 2 | jpg/jpeg/pdf | No | <div>Drag and Drop</div> <div>Select a file or drop one here</div> | <div></div> <div></div> |
| Other documents 1 | jpg/jpeg/pdf | No | <div>Drag and Drop</div> <div>Select a file or drop one here</div> | <div></div> <div></div> |
| Other documents 2 | jpg/jpeg/pdf | No | <div>Drag and Drop</div> <div>Select a file or drop one here</div> | <div></div> <div></div> |
| Other documents 3 | jpg/jpeg/pdf | No | <div>Drag and Drop</div> <div>Select a file or drop one here</div> | <div></div> <div></div> |

Continue and Review

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

Renew PIC (Permanent Identity Card)

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Jafza Permanent Identity Card New

Back

Service Request

Upload Document

Summary

Payment Confirmation

Details of the selected request are given below:

Company Name: Middle East And Africa FZCO

SR Number: 20052676

| | | | |
|----------------------------|----------------------|--------------------------------|--------------------|
| Title | Mr. | Accommodation Provided | No |
| Given Name | TEST | Transportation Provided | No |
| Last Name | TEST | Residence Permit Number | 123/123123/123 |
| Present Nationality | Canada | Residence Permit Expiry Date | 30-Jun-2023 |
| Card Validity Period | 1 Year | Emirates ID Number | 784-1988-9922258-2 |
| Place Of Birth | TEST | Sponsor Name | TEST |
| Date of Birth | 1-Dec-1988 | Sponsor Nationality | Canada |
| Marital Status | Single | Sponsor Passport Number | TEST123111123456 |
| Job Title | TRAINING OFFICER | Sponsor Passport Date Of Issue | 1-Dec-2021 |
| Passport Number | TEST5548899 | Sponsor Passport ExpiryDate | 31-Dec-2023 |
| Passport Date of Issue | 1-Dec-2021 | Relationship with Sponsor | Father |
| Passport Date of Expiry | 30-Mar-2023 | Sponsor's Contact Phone | 0560000000 |
| Place Of Issue | dubai | Sponsor Emirate | Dubai |
| Country of Issue | United Arab Emirates | Notice Period (Days) | 30 |
| Basic Monthly Salary (AED) | 20,000 | Leave Days (Calendar Days) | 30 |
| Food Provided | No | Probation Period (months) | 2 |

Courier Details

| | | | |
|------------------|-------------------------------|---------------|--------------|
| Courier Required | Within FreeZone | Contact Name | test |
| Courier Location | | Contact Phone | 0500000000 |
| Address Line 1 | Plot No .B34BR01, Jafza north | Time | 11 AM - 1 PM |
| Address Line 2 | P.O.Box 16871 | | |

Edit

| Document Name | Preview |
|--------------------------|---------|
| NOC from Sponsor | |
| Passport Page 1 | |
| Photograph | |
| Residence Permit | |
| Sponsor Passport Page 1 | |
| Sponsor Residence Permit | |

Confirm and Continue

9. Click Submit to FreeZone

Jafza Permanent Identity Card New

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)

920,865.47 AED

| | |
|-------------------------------|------------|
| Total Charge Amount: | 420.00 AED |
| Total VAT Amount: | 1.00 AED |
| Total Charge Amount with VAT: | 421.00 AED |

| SR Number | Employee | Customer | Status |
|-----------|-----------|-----------------------------|--------|
| 20052676 | TEST TEST | Middle East And Africa FZCO | Saved |


Submit to FreeZone

Renew PIC (Permanent Identity Card)


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The below confirmation will be displayed


Jafza Permanent Identity Card New




Back



Service Request




Upload Document



Summary

4

Payment Confirmation



Your request has been forwarded to the Free Zone for processing. A charge of 420.00 AED and VAT amount 1.00 AED has been reserved for the same.

| SR Number | Employee | Customer | Status |
|-----------|-----------|-----------------------------|------------------------|
| 20052676 | TEST TEST | Middle East And Africa FZCO | Submitted to Free Zone |

