Wednesday 26th October 2016

Dear Valued Customer,

Under the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum to offer world-class smart services and infrastructure through the Dubai Smart Government plan, Jafza has been implementing 24/7 smart e-services.

Jafza is pleased to announce the adoption of e-signature solution which would be available from next week and would replace the existing manual signature.

Once implemented, letters with e-signatures would be received in your mail box and can be verified by any of the recipient entities. In case you face any challenges in receiving the letter or acceptance, kindly approach the Jafza Service Centre for support.

In the first phase, letters will be accepted for all services provided by the General Directorate of Residency & Foreigners Affairs - Dubai (Immigration Department) that are provided to free zone company employees.

Please find attached the procedure addendum for your reference. For further clarifications or information, please contact Jafza Call Centre at 800-JAFZA

Jebel Ali Free Zone

العملاء الكرام ،،،

تماشياً مع رؤية صاحب السمو الشيخ محمد بن راشد آل مكتوم نائب رئيس الدولة رئيس مجلس الوزراء حاكم دبي – رعاه الله- بضرورة تبني أحدث الوسائل التكنولوجية لتحويل دبي إلى مدينة ذكية وتقديم خدمات وفق أعلى المواصفات العالمية، فقد بدأت جافزا منذ فترة بتطبيق هذه الرؤية لإتاحة الخدمات لعملائها على مدار الساعة .

ويسرنا في هذا الصدد إعلامكم بتبني جافزا خدمة ذكية جديدة تتمثل في التوقيع الرقمي والذي سيتم إطلاقه خلال الأسبوع المقبل ليحل محل التوقيع التقليدي الحالي.

ومع دخول الخدمة (التوقيع الرقمي) حيز التنفيذ الفعلي، سيكون بإمكان العملاء استلام رسائل بالتوقيع الرقمي عبر البريد الإلكتروني ويتم التحقق من صحتها إلكترونياً من قبل المؤسسة المستقبلة للرسالة. في حال واجهتكم أي من المشاكل التقنية في استقبال الرسائل يرجى التواصل مع مركز الاتصال للمساعدة.

وخلال المرحلة الأولى ، تقبل الرسائل لجميع الخدمات المقدمة من الإدارة العامة للإقامة وشؤون الأجانب- دبي للموظفين العاملين في شركات جافزا .

لمزيد من التفاصيل يرجى الرجوع إلى الملف المرفق.
للاستفسارات يرجى التواصل مع مركز الاتصال
800-JAFZA.

المنطقة الحرة لجبل علي

The E-Version of Jafza Letters includes:
- Letter Content
- Electronic Stamp
- Reference number for EDV (Electronic Document Verification) online verification
- EDV (Electronic Document Verification) web address

I. **EDV (Electronic Document Verification)**

EDV is an **online verification facility** for the Jafza Letters to Immigration – E-Version, by using the EDV code in the e-version letter and inputting additional required fields and clicking the button "Verify Document". It is a web-based verification tool for ensuring the authenticity of Jafza letters.

On **successful verification**, the EDV screen will prompt a message "Document Verified", and a "View Document" button will be made available as an additional verification option, upon clicking, a copy of the issued letter will be displayed on the screen for the visual comparison.

Unsuccessful verification the EDV screen will prompt a message "Document not verified".

II. **Process**

1. **What is EDV for?**

EDV is a verification channel for the use of **external** agencies, now they can verify Jafza Letters over the internet using the electronic code in the EDV page without contacting Jafza Administrative Services Department for telephone verification.
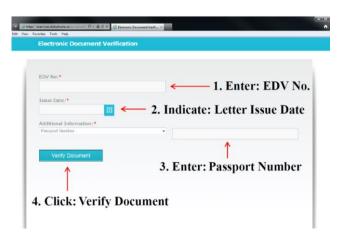
2. **How do we go to the EDV page?**

The EDV link can be seen in the lower section of the issued letter.
Here's the EDV link: **http://edv.ezw.com/**

3. **How do we (external agencies) validate the Jafza letter in our hand using EDV?**

a. EDV requires the verifier to enter 3 parameters:
- **EDV Number** – this is the code number indicated in the Jafza letter.
- **Issue Date** – The date indicated in the Jafza letter.
- **Passport Number** – The passport number indicated in the Jafza letter.
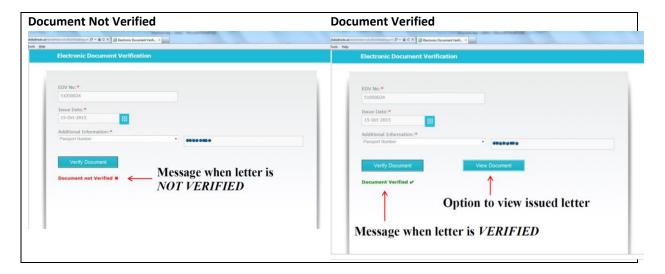
b. Click **"VERIFY DOCUMENT"**

4. **How do we know if the letter is valid or not in EDV?**
   Upon Clicking **"VERIFY DOCUMENT",** a message will appear if the letter is successfully verified or not:

- **DOCUMENT NOT VERIFIED** – message will appear below the verify document for **unsuccessful** verification of the document.
- **DOCUMENT VERIFIED** – message will appear below the verify document for **successful** verification of the document.

On successful verification, the "**VIEW DOCUMENT**" will appear, this is an optional feature that the verifier can use. Upon clicking this button, a copy of the issued letter will display and the verifier can visually compare the online letter copy from the hard copy on had with the verifier.

Document Not Verified	Document Verified

5. **Does Jafza acknowledge this electronic letter as one of their official letters?**
   Yes, Jafza recognizes the electronic version of their letters as official.

6. **How long is the electronic letter valid?**
   Electronic letter version is valid for 30 days from the date of issuance. After that the letter will be invalid and when used in EDV it will give a **DOCUMENT NOT VERIFIED** message.