

# SHAMS Portal Business Blueprint Document

V1.1  
Aug 2023

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## DOCUMENT CONTROL

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Reviewed Approved by				
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## INTRODUCTION

Sharjah Media City (Shams) is looking for a customer portal to centralize and streamline interactions with clients, enhance services, and create new income opportunities. The portal should offer transparency for request submissions, shorten processing times, and optimize operations by consolidating information and task management. This will provide a comprehensive overview of performance indicators and revenue streams for better decision-making.

## CUSTOMER PORTAL

### Portal Registration

Customers have the option to register on the portal using their email, Google/Apple account, or UAE-Pass. Each method requires a personal verification process. For non-UAE Pass users, a separate verification (KYC) process will be implemented. This involves uploading a copy of the passport and undergoing liveness authentication. The system will automatically extract information from the passport and display it to the customer for verification. Afterward, the customer service team will verify the uploaded documents and approve the account registration.

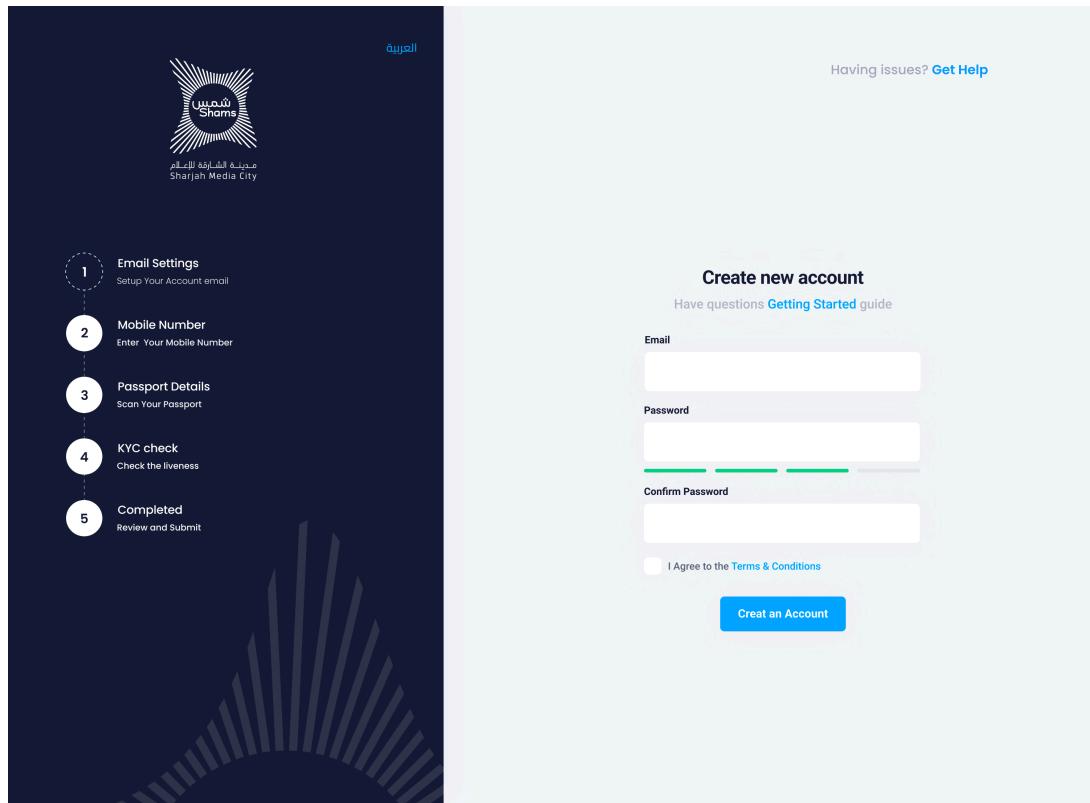
#### User Interface (UI) Design:

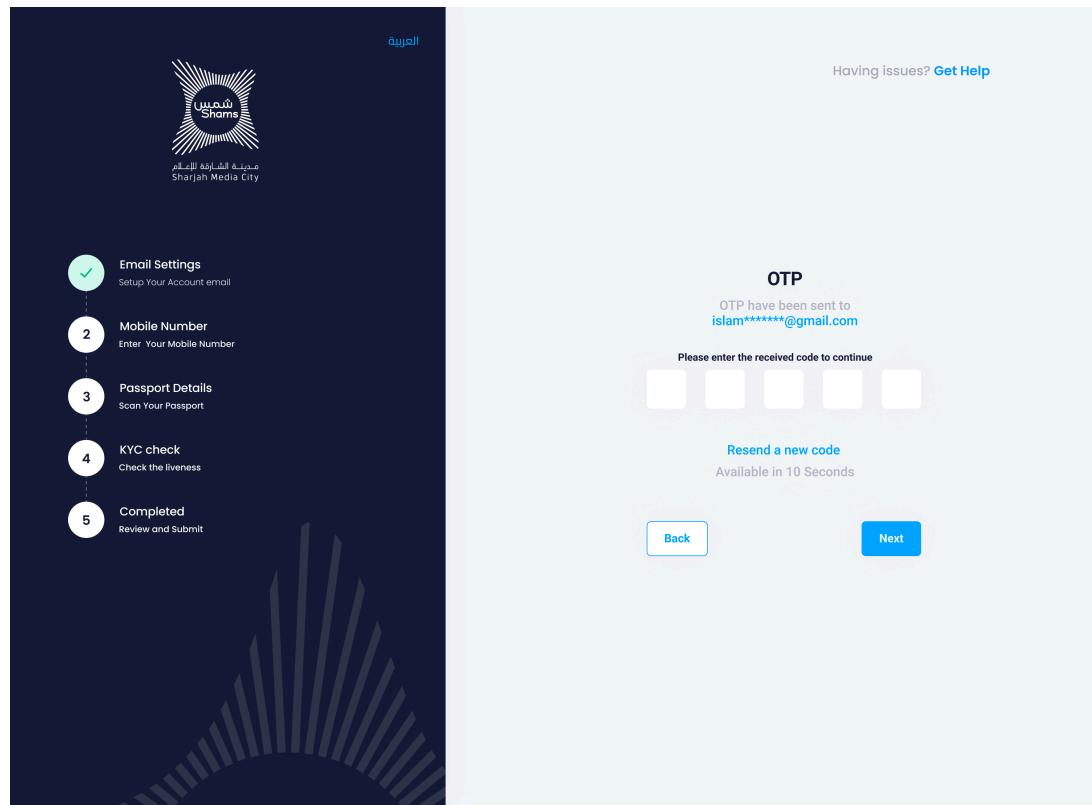
- Create a user-friendly and intuitive registration interface with options to register using email, Google/Apple accounts, or UAE-Pass.
- Clearly explain the different verification processes for each registration method.

#### Email Registration:

- Provide a registration form where customers can enter their email address and create a password.

- Send a verification email to the provided email address with a unique link to confirm the registration.



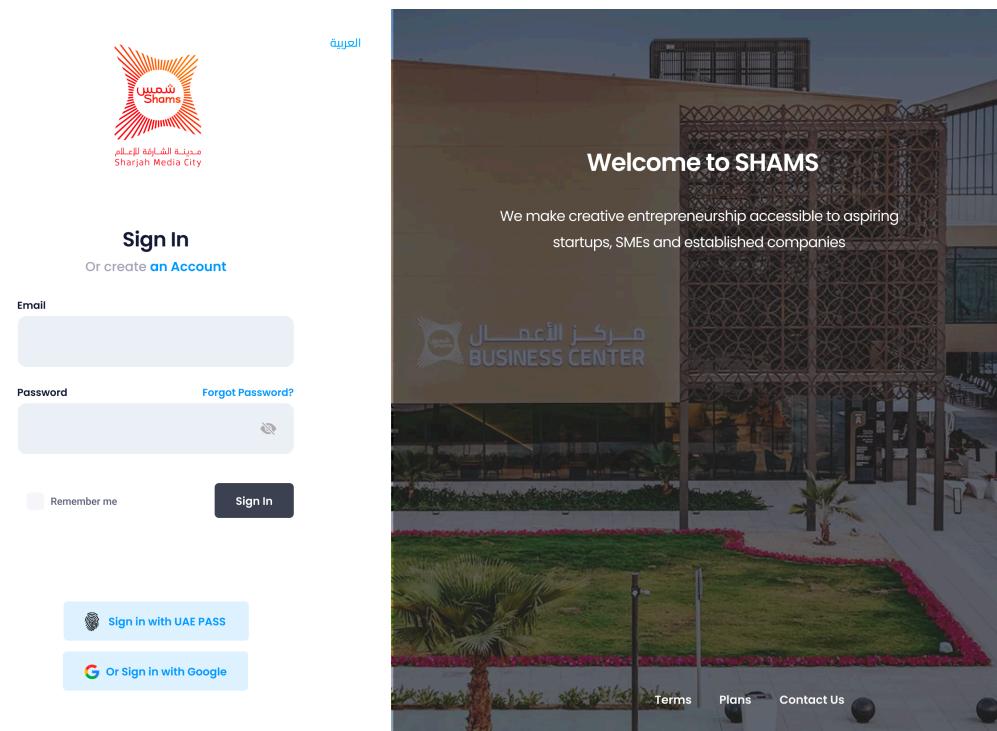


### Google/Apple Account Registration:

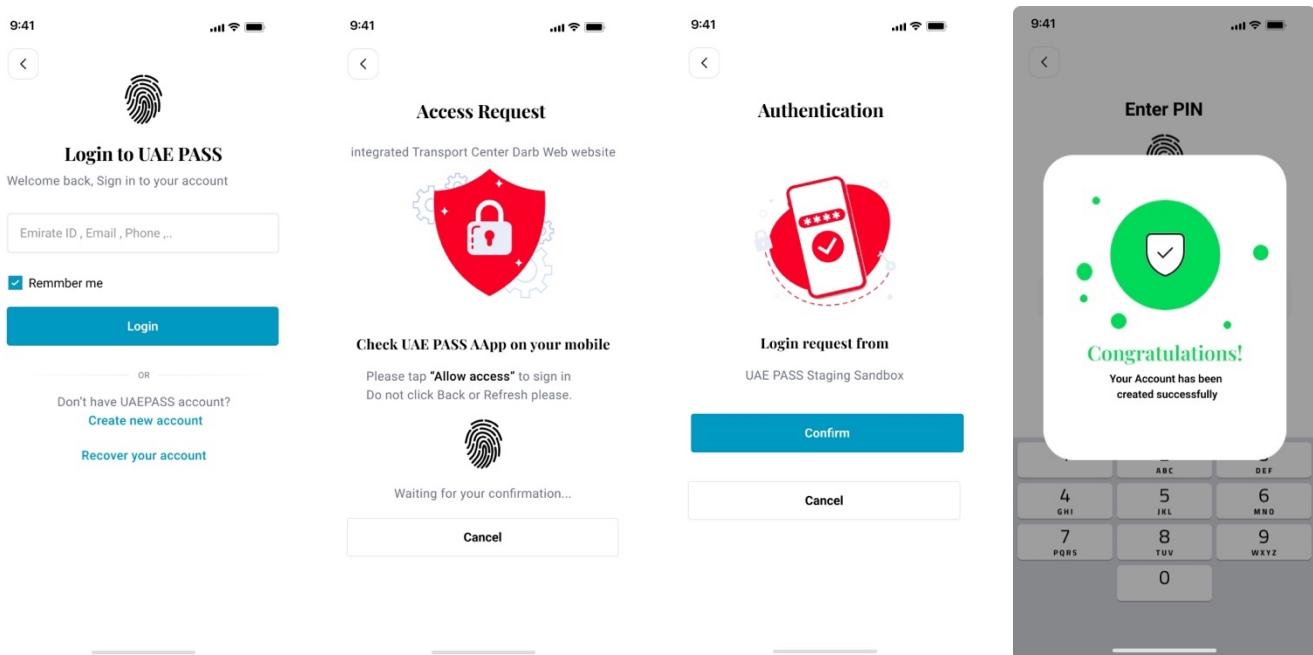
- Integrate OAuth 2.0 authentication for customers to register using their Google or Apple accounts.
- Obtain necessary user information from the respective platforms and store it securely.

### UAE-Pass Registration:

- Integrate with the UAE-Pass API for user authentication using their UAE-Pass credentials.
- Retrieve and store user information provided by UAE-Pass.

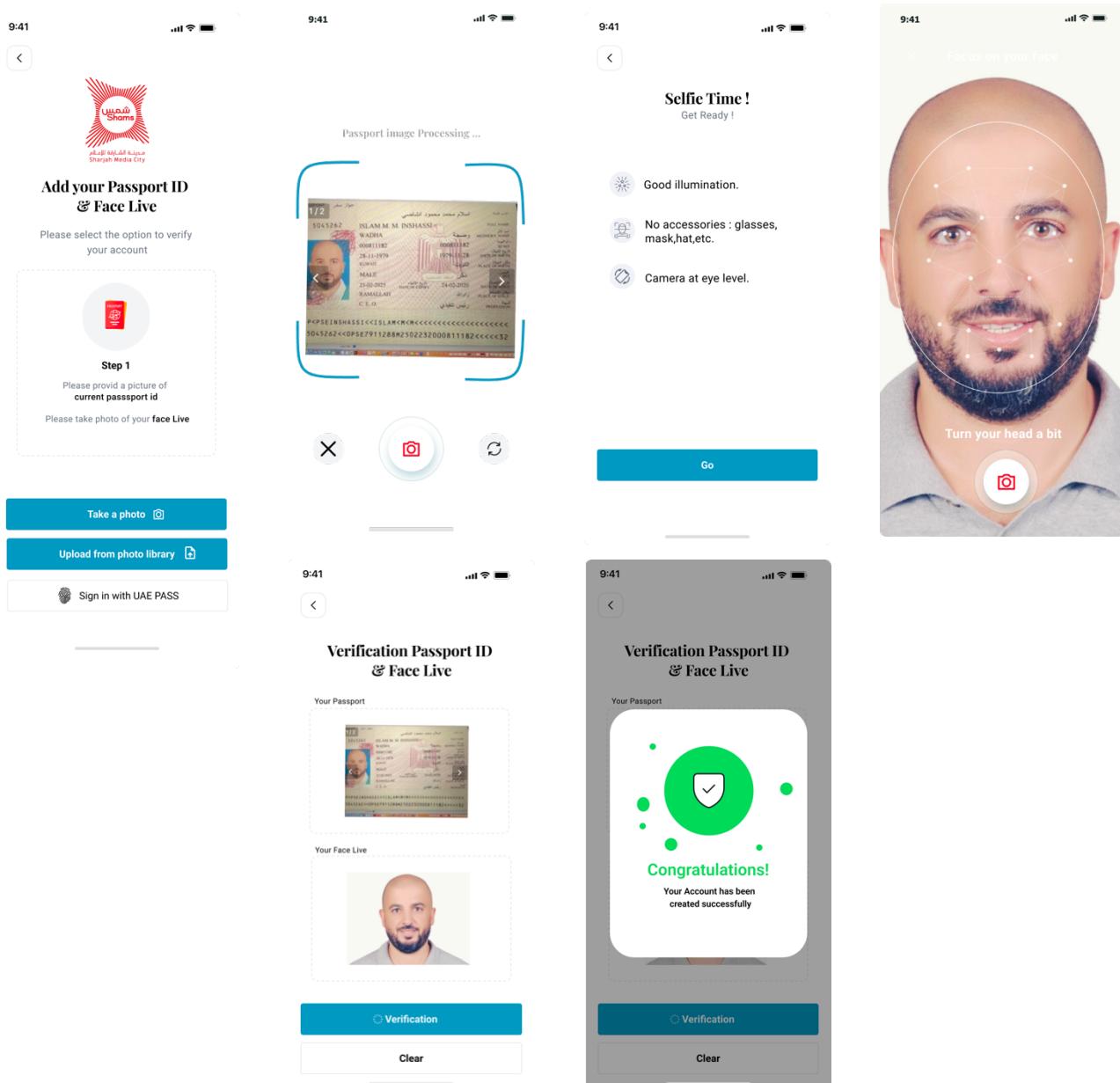


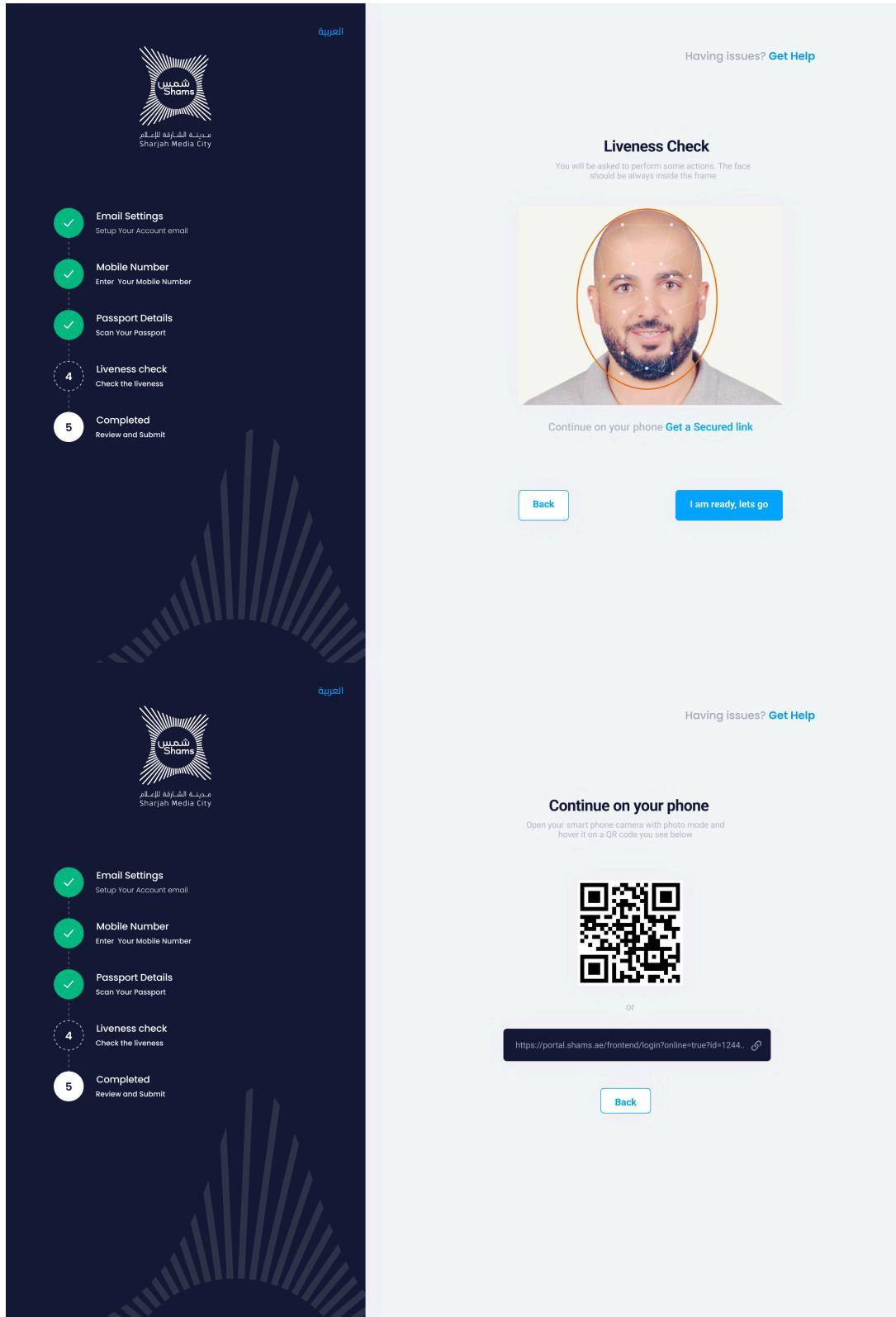
## Mobile App:

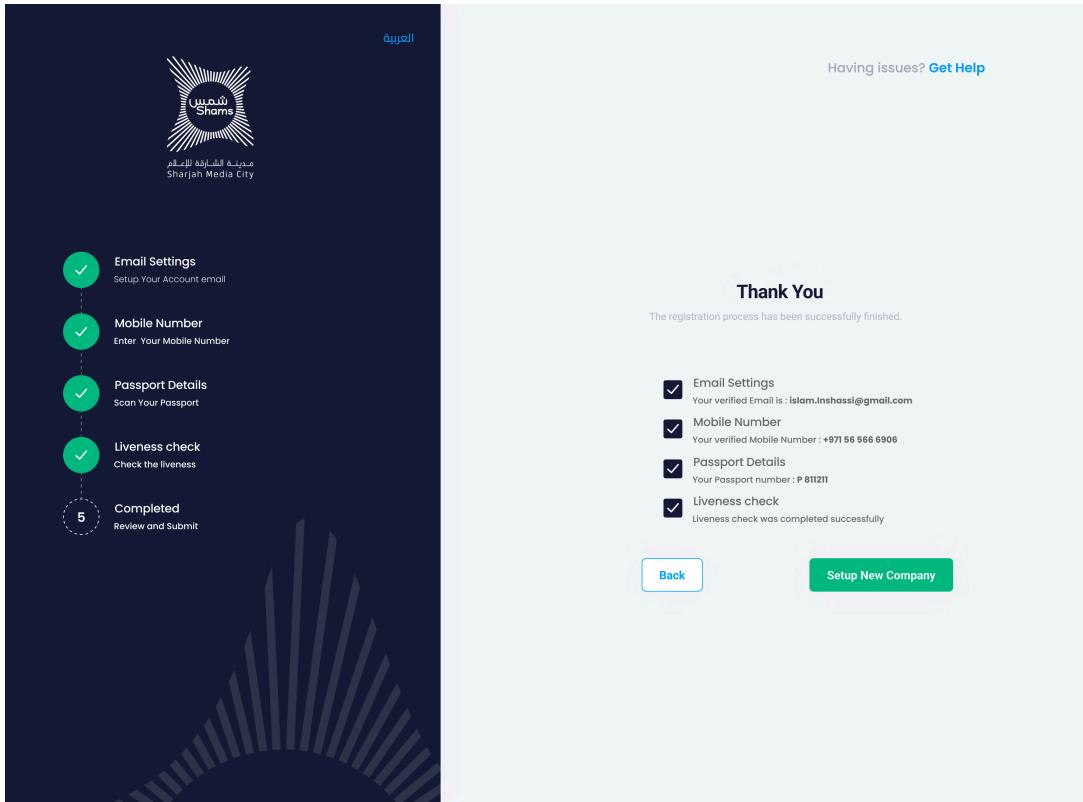


### Non-UAE Pass User Verification (KYC):

- Implement a separate KYC (Know Your Customer) process for non-UAE Pass users.
- Provide a secure portal where customers can upload a scanned copy of their passport.
- Integrate a liveness authentication system to ensure the authenticity of the uploaded passport.
- Extract information from the passport and display it to the customer for verification.







#### Customer Service Team Verification:

- Design a backend dashboard for the customer service team to access and review user registrations.
- Provide necessary tools for the team to view uploaded passport copies and conduct manual verification.
- Enable the team to approve or reject account registrations based on successful verification.

#### Account Approval and Activation:

- Upon successful verification, activate the user account and provide access to the portal's services.
- Notify the user via email or in-app notification about the account activation.
- For some nationalities the system will direct the request to a pre-approval process.

#### Error Handling and Notifications:

- Implement error handling mechanisms to handle registration failures and provide clear error messages to users.
- Send notifications to users about the progress of their registration, including successful verification or additional steps required.

#### User Support:

- Offer user support and assistance during the registration process in case users encounter any difficulties or have questions.

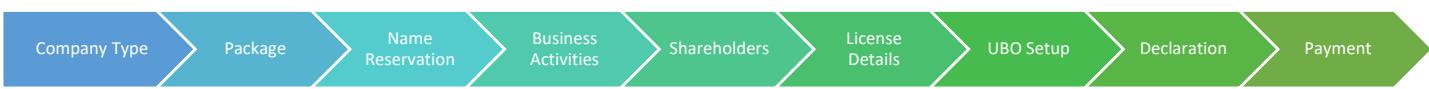
## Formation

### Setup New Company

Upon successful registration, the following fields for preferred contact details will be available in the system:

Name	Text field
Email Address	Text field
Mobile Number	Text field (Number)
Nationality	Dropdown
Passport Number	Text field

The company formation process involves a series of sequential steps that need to be followed diligently. The comprehensive list of these steps includes:



### Package Selection

To initiate the process, the customer must first browse through the pre-prepared packages and then opt for a payment plan that best suits their needs and preferences. This step serves as the foundation for proceeding with the company formation procedure.

The screenshot shows the SHAMS PORTAL interface. On the left, a vertical blue sidebar lists the steps of the business blueprint process: 1. Package, 2. Company Type, 3. Name Reservation, 4. Business Activities, 5. Shareholders, 6. Company Setup, 7. UBO & Declarations, and 8. Payment. Step 1 is highlighted with a blue box. At the top right, there is a "Choose Your Plan" section with a "Choose Your Plan" button and a "Having issues? Get Help" link. Below this, it says "Select the plan and package that best suits your needs from the options provided below. For additional information, please click here." A navigation bar at the bottom includes links for Terms, Plans, and Contact Us.

**Choose Your Plan**

Select the plan and package that best suits your needs from the options provided below.  
For additional information, [please click here](#).

Having issues? [Get Help](#)

**Choose Your Plan**

Select the plan and package that best suits your needs from the options provided below.  
For additional information, [please click here](#).

Having issues? [Get Help](#)

1 Year    2 Years    3 Years    5 Years    10 Years

**Media**  
Get a license with media activities only  
**AED 99 / Mon**

- 3 activities ✓
- Virtual Address ✓
- Visa ✘
- Immigration Card ✘
- E-channel Registration ✘
- Employee Investor Visa (2 Years) ✘

Select

**Freelance**  
Get a license with any activities  
**AED 199 / Mon**

- Up to 10 Active Users ✓
- Up to 30 Project Integrations ✓
- Keen Analytics Platform ✓
- Targets Timelines & Files ✓
- Unlimited Projects ✓
- Employee Investor Visa (2 Years) ✓

Select

**Trader**  
Get a license with any activities  
**AED 299 / Mon**

- Up to 10 Active Users ✓
- Up to 30 Project Integrations ✓
- Keen Analytics Platform ✓
- Targets Timelines & Files ✓
- Unlimited Projects ✓
- Employee Investor Visa (2 Years) ✓

Select

Terms    Plans    Contact Us

Plan Period	Radio
Package Type	Radio

The "Package Selection" process is a crucial step in the company formation procedure. It involves presenting pre-prepared packages to customers and allowing them to choose the one that best aligns with their requirements and preferences. This step helps customers understand the available services, features, and pricing options, enabling them to make an informed decision before proceeding with the company formation process. Here's a breakdown of the Package Selection process:

#### Package Presentation:

- Prepare different packages with varying levels of services, benefits, and pricing options. These packages could cater to different types of businesses, such as media packages, startups, small enterprises, or large corporations.

- Clearly list the features and services included in each package, such as company registration, Name reservation, office space options, visa processing, bank account assistance, etc.
- Provide transparent pricing details for each package to avoid confusion and to allow customers to compare and evaluate their options effectively.
- Package might be for specific Age, Gender or Nationality.

#### Package Customization (Optional):

- customers to customize packages by adding or removing specific services according to their unique needs. This flexibility can cater to customers with specific requirements.

#### Clear Communication:

- easily understandable explanations for each service or feature included in the packages.
- Address common customer queries and concerns upfront to ensure clarity and avoid misunderstandings.

#### Payment Plan Options:

- Offer various payment plan options for each package, such as yearly payment, 2 years, 3 years, 5 years, 10 years or milestone-based payments.
- Clearly state the payment terms and conditions, including any upfront deposits or refund policies.

#### Personalized Recommendations:

- offer personalized recommendations based on customer in

#### Package Selection and Checkout:

- Allow customers to select their desired package and proceed to the checkout or payment process seamlessly.
- Provide a summary of the selected package, its features, and the chosen payment plan for the customer's review before finalizing the order.

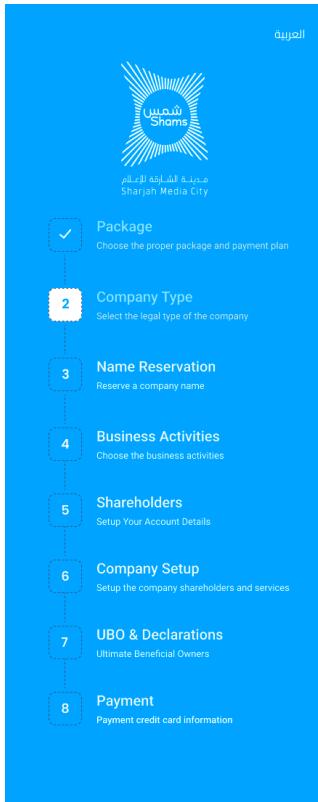
#### Confirmation and Next Steps:

- Send a confirmation email to the customer after successful package selection and payment.
- Provide a clear outline of the next steps and the required documentation or information needed to proceed with the company formation process.

## Legal Type

After choosing a package and payment plan, the next step involves selecting the type of company, either an LLC or a Branch. If the customer opts for a Branch, they will need to provide details of the parent company as well.

<b>Company Type (LCC, Branch)</b>	<b>Radio</b>
-----------------------------------	--------------



The Shams portal is a one-stop solution for all your business needs in Sharjah Media City. It offers a user-friendly interface for company registration, license renewals, and various other services. The process is divided into eight main steps: Package, Company Type, Name Reservation, Business Activities, Shareholders, Company Setup, UBO & Declarations, and Payment.

Having issues? [Get Help](#)

**Select Company Type**

If you need more info, please check out [FAQ Page](#)

**Limited Liability Company (LLC)**  
If you need more info, please check it out

**Branch of Parent company**  
Create a branch of a parent company

**Outside UAE**    **Inside or Listed in UAE Exchange**

Parent Company Name:

License Number:  Nationality:  UAE

Parent Description:

[Back](#)    [Next](#)

[Terms](#)   [Plans](#)   [Contact Us](#)

## Company Name

The next step in the company formation process is to reserve a company name. The customer has two options: they can either enter a pre-reserved name and verify it with the authority code, or they can begin the naming process by entering three name options. After choosing the language and translation method for the names, they can proceed

with the payment. Once the payment is completed, the request will be submitted to the customer service for approval.

Having issues? [Get Help](#)

**Name Reservation**  
If you need more info, please check out [FAQ Page](#)

Reserved Company name  
Have you reserved a company name for your business?  
Authentication Code

Primary Language  
**English**      Arabic      Translation  
Direct Translation

Preferred Company Name 1  
Preferred Company Name 2  
Preferred Company Name 3

Back      Next

Translation Type	Radio	Direct Translation, Phonetic Sound, Name Phonetic with Description Translated
Preferred Company options	Text field	Validate the system for the input name against existing company names. Return error if name taken.
Preferred Company Name in Arabic	Text field	
Name of Parent Company (if Branch)	Text field	
Company Description	Text box	

## Choose Activities

Upon selecting the package, the system will display a list of recommended activities and categories that align with the chosen package. The customer will be guided through a smart and user-friendly interface to effortlessly select the appropriate sub-activities. This streamlined process ensures ease and convenience in making these selections.

#### Package Confirmation:

- After the customer selects a package, display a summary of the chosen package along with its key features and services.
- Prompt the customer to confirm their selection before proceeding to the activity selection phase.

#### Activity Categories:

- Present a list of activity categories relevant to the chosen package. For example, if the package is related to media, only media activity categories will show. If the selected activity is XYZ it might require a business plan, CV or educational certificate.
- Provide brief requirements of each activity category to help customers understand their purpose.
- Activities may have some restrictions based on nationality.

#### Sub-Activity Options:

- Within each activity category, display a list of sub-activity options that the customer can choose from. Provide concise explanations for each sub-activity to clarify their scope and importance.

#### Smart Recommendations (Optional):

- Implement a recommendation engine that suggests relevant sub-activities based on the chosen package and the customer's business type or industry.
- Allow customers to accept the recommended sub-activities or explore additional options.

#### Add/Remove Functionality:

- Allow customers to add or remove sub-activities from their selection to customize their package according to their specific requirements.
- Clearly indicate the pricing implications of adding or removing sub-activities in real-time.

### Pricing Transparency:

- Display the pricing for each selected sub-activity, as well as the cumulative total, so the customer can monitor the cost as they make their choices.

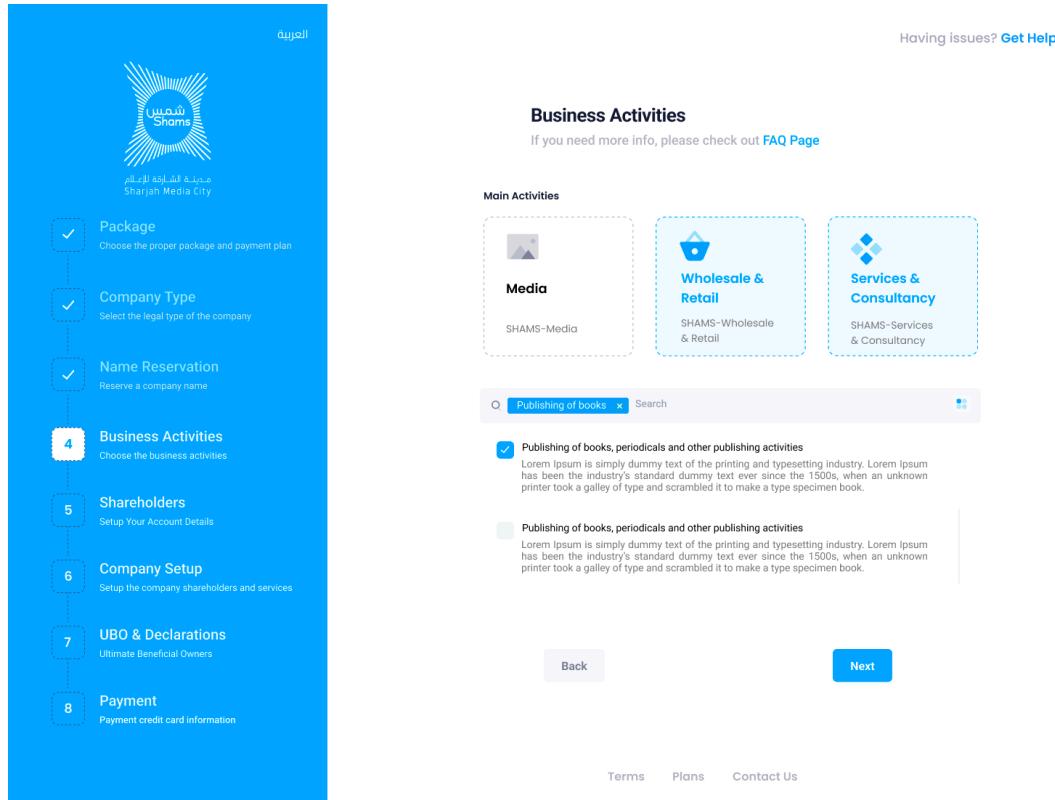
### Save Progress and Review:

- Offer an option to save the progress during the selection process, allowing customers to return later to complete their choices if needed.
- Provide a review screen where customers can see their selected activities, their descriptions, and the total cost before finalizing their choices.

### Confirmation and Next Steps:

- After the customer has made their activity selections, prompt them to review their choices once again before confirming.
- Upon confirmation, display a message confirming their selected activities and outlining the subsequent steps in the company formation process.

Group Number & Description	Multi-select	Group Number and Description pairs, e.g. 469 - General Trading
Class Number & Description	Multi-select	Class Number and Description pairs, e.g. 4690 - Non-Specialized Wholesale Trade
Activity Description (aka Class Description Details from ISIC List)	Multi-select	Activity Description List, e.g. 4690.01 - Wholesale of a variety of goods without any particular specialization
Shareholder Type	Radio	Individual, Company



## Setup Share & Capital

After entering the company's capital and the number of shares, the system will automatically calculate the share value. The next step is to initiate the partner entry process. Each partner will be required to accept or decline the respective role within the company and then scan the passport for identification. Additionally, the contact details of each partner will need to be provided.

### Share Capital Calculation:

- Provide a section where the customer can enter the company's total capital and the number of shares to be issued.
- automatic calculation feature that instantly determines the value of each share based on the provided capital and share count.

### Partner Entry Process:

- Offer a user-friendly interface to enter details for each partner involved in the company.

- Prompt the customer to enter the partner's name, role within the company (e.g., shareholder, director), and contact information.

#### Passport Scanning and Identification:

- Integrate a passport scanning feature that allows partners to upload scanned copies of their passports for identification purposes.
- Implement validation checks to ensure that the uploaded passport images are clear and legible.
- Follow the registration process.

#### Role Selection:

- Provide a list of available roles within the company, such as shareholders, directors, or other designations as per the company's legal structure.
- Allow each partner to accept their respective role the structure of the company.

#### Contact Details:

- Request contact details from each partner, such as phone numbers and email addresses, for communication and verification purposes.

#### Data Verification:

- Display a summary of the entered partner information for review before submission.
- Implement validation checks to ensure that all required fields are filled out correctly.

#### Additional Partner Entry (Optional):

- If the company requires more than one partner, offer the option to add additional partners following the same process.

#### Confirmation and Submission:

- Prompt the customer to confirm the entered partner details and proceed with the submission.

- Display a confirmation message once the partner entry process is successfully completed.

#### Error Handling:

- Implement error handling mechanisms to notify customers of any issues or missing information during the partner entry process.

#### Integration with Company Formation Process:

- Integrate the entered partner information with the overall company formation process to ensure the accurate allocation of shares and roles.

The screenshot shows the SHAMS PORTAL interface for company formation. On the left, a vertical sidebar lists steps: Package, Company Type, Name Reservation, Business Activities, Shareholders (highlighted in blue), Company Setup, UBO & Declarations, and Payment. Step 5 is currently active. The main content area is titled 'Shareholders' and shows a table of shareholders with three entries: Karina Clark (Declined), Robert Doe (Approved), and Neil Owen (In Progress). The table includes columns for Name, Invitation Date, Type, Status, and Details. A 'Personal' type is selected. At the bottom, there are 'Back' and 'Next' buttons.

#### Shareholders (Personal):

Role	Multi-select	Authorized Signatory, Directors, Secretary, Shareholders, Manager
Full Name	Text field	
Name in Arabic	Text field	
Nationality	Dropdown	Based on nationality Is the person pre-approved for immigration card? If yes, upload mandatory.

		Will need to attach special page from passport
Passport Number	Text field	
E-mail ID	Text field	E-mail address validation
Mobile Number	Text field	
Share Percentage	Text field	
UAE Resident	Radio	Yes, no
Full Address	Text field	4 lines: Address Line 1, Address Line 2, City, Country
Passport Copy	Attachment & System to capture the mentioned fields	
Issuing location		
Issuing date of the passport		
Expiry date of the passport		
Share Percentage	Numeric %	
Share Number	Numeric	
Manager Type	Radio	Individual, Company

If the shareholder is a company, then the following fields are required:

Company Name	Text field
Country of Formation	Dropdown
Registration Number	Text field
Authorized Person	Text field
E-mail ID	Text field
Mobile Number	Text field
Full Address	Text box

### License Details

The option to proceed is available for non-single ownership companies only. In this step, the customer is required to enter the number of director tenure, choose the dispute settlement authority, specify the required quorum for the general assembly to make decisions, the quorum needed to dismiss a director, the quorum for modifying the Memorandum of Association (MOA), and the quorum for dissolving the company. These details are essential for establishing the governance and decision-making structure of the company.

Having issues? [Get Help](#)

### Company Setup

If you need more info, please check out [FAQ Page](#)

[License Details](#) Manager Authorities Bank Authorities Services

Director tenure

Dispute Settlement authority

Required Quorum For The General Assembly To Take Decision

Required Quorum For The General Assembly To Dismiss the Director

Required Quorum For The General Assembly To Modify MOA

Required Quorum For The General Assembly To Dissolve

Back Next

Terms Plans Contact Us

#### Director Tenure:

- Prompt the customer to enter the desired tenure for directors of the company. This refers to the period for which directors will serve on the board before re-election or replacement.

#### Dispute Settlement Authority:

- Offer options for customers to choose the preferred dispute settlement authority for the company. This authority will be responsible for resolving any legal disputes or conflicts that may arise within the company.

#### Quorum for General Assembly Decisions:

- Request the customer to specify the required quorum for the general assembly to make decisions. The quorum represents the minimum number of shareholders, or their representatives needed to conduct official meetings and vote on company matters.

**Quorum for Director Dismissal:**

- Allow the customer to define the quorum needed to dismiss a director from their position. This will be the minimum number of shareholders required to vote in favor of the dismissal.

**Quorum for Modifying Memorandum of Association (MOA):**

- Prompt the customer to specify the quorum needed to approve any modifications or changes to the company's Memorandum of Association (MOA). The MOA outlines the company's objectives, structure, and regulations.

**Quorum for Company Dissolution:**

- Request the customer to specify the quorum required to approve the dissolution or liquidation of the company. This will be the minimum number of shareholders needed to vote in favor of the company's closure.

**Integration with Company Formation Process:**

- Integrate the entered license details with the overall company formation process to establish the governance and decision-making structure of the company accurately.

Director Tenure	Numeric
Dispute Settlement Authority	Dropdown
Quorum for General Assembly Decisions	Numeric
Quorum for Director Dismissal	Numeric
Quorum for Modifying Memorandum of Association (MOA)	Numeric
Quorum for Company Dissolution	Numeric
Number of Visas Required	Dropdown
Facility(s)	Dropdown

## Partnership Setup

The director's authority will be managed by selecting and marking the approved authorities from a set of predefined rules. This ensures that the director operates within the specified boundaries and adheres to the established guidelines and regulations for the smooth functioning of the company.

Having issues? [Get Help](#)

### Company Setup

If you need more info, please check out: [FAQ Page](#)

License Details [Manager Authorities](#) Bank Authorities Services

To represent the Company before the Government Departments, including the Department of Economic Development, Municipalities, Etisalat, Du, Electricity and Water Authorities, Land Department, Chambers of Commerce and Industry, Ministry of Human Resources and Emiratization, General Directorate of Residency and Foreigners Affairs, Traffic Department, Road and Transport Authority, Police, Courts, Postal, Airports, Ports, Seaports, Customs, Public Persecution, and all other semi-official Government Departments, ministries and institutions, and to sign all documents, papers and contracts with or before the abovementioned authorities.

To appoint and remove lawyers and to file or defend any suits before all UAE courts at all levels.

To appoint and remove employees and consultants and fix their duties and remunerations.

To sign all tenders, contracts, documents on behalf of the company.

To authorize and sanction all vouchers of books of account and payment of all expenses.

The sale and purchase of cars and the registration and renewal of cars in the name of the establishment and the disposal of any car owned

To register the value added tax and to provide returns to the Federal Tax Authority and to take, determine and apply the company's policy

[Back](#) [Next](#)

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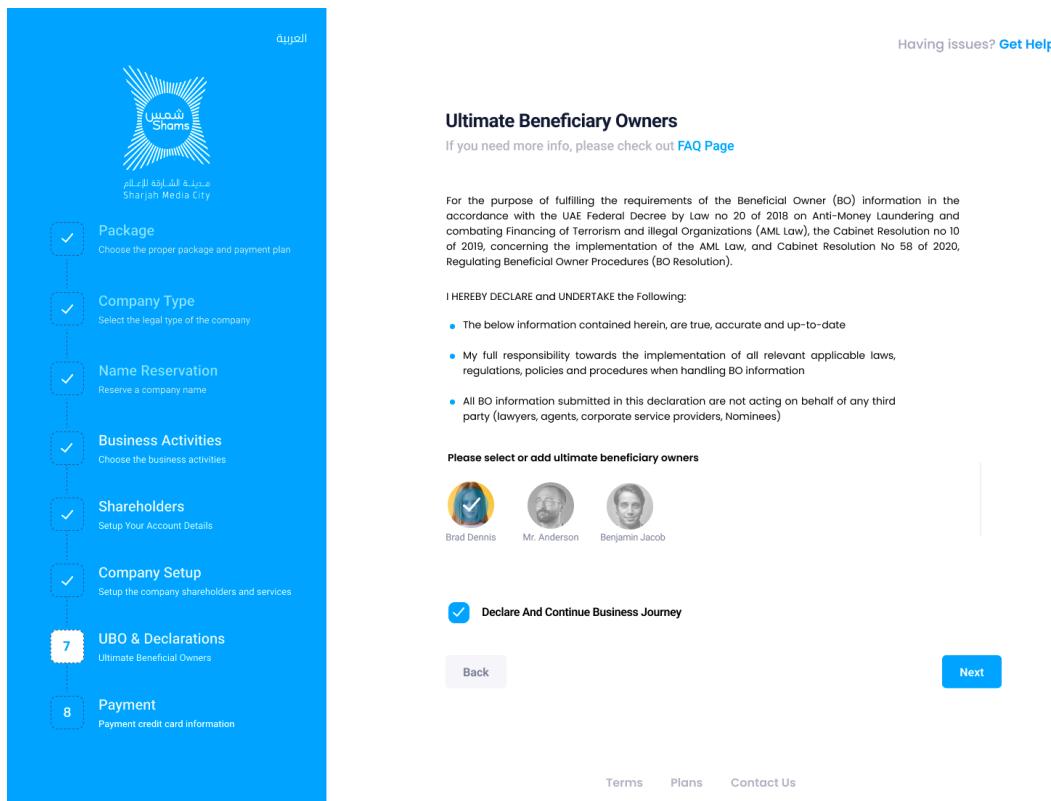
## Authorities Details

During this stage, the customer must designate an authorized partner who will be responsible for opening and managing the company's bank account. Additionally, another authorized partner will be selected to handle any loan-related matters on behalf of the company. This ensures clarity and accountability in managing financial aspects and streamlines the banking and loan procedures.

The screenshot shows the SHAMS PORTAL Company Setup interface. On the left, a vertical navigation bar lists steps 1 through 8. Step 6, "Company Setup," is highlighted with a blue background and contains the sub-step "Setup the company shareholders and services." To the right, the main content area is titled "Company Setup" and includes a link to the "FAQ Page." It features tabs for "License Details," "Manager Authorities," "Bank Authorities" (which is currently selected), and "Services." Under "Bank Authorities," there is a section titled "Shareholders (3)" with a search bar. It displays three shareholder profiles: Karina Clark, Sean Bean, and Alan Johnson, each with "Open New Account" and "Take loans" buttons. Below this, two more profiles are shown: Alan Johnson and Karina Clark, also with their respective buttons. At the bottom, there are "Back" and "Next" buttons, along with links to "Terms," "Plans," and "Contact Us."

## Ultimate Beneficial Owners

The customer is required to either select an existing ultimate beneficial owner or add a new one. This step is essential to declare and confirm compliance with the requirements of the Beneficial Owner (BO) information as mandated by the UAE Federal Decree by Law no. 20 of 2018, which addresses Anti-Money Laundering and Combating Financing of Terrorism and Illegal Organizations (AML Law). It is also in accordance with Cabinet Resolution no. 10 of 2019, pertaining to the implementation of the AML Law, and Cabinet Resolution No. 58 of 2020, which regulates Beneficial Owner Procedures (BO Resolution). This process ensures transparency and adherence to relevant regulations to prevent money laundering, financing of terrorism, and illegal activities.



## Services Selection

Upon completing the previous steps, the customer can select add-on services as needed. The system will then calculate the total amount due for payment, providing transparency and convenience in the process.

[Setup New Company](#)

Registered Office Service	30 AED	<button>Add</button>	Apostille Service With Solicitor Fee And FREE Delivery To UAE Address	40 AED
Printed Certificates Service	20 AED	<button>Delete</button>	Official Post Redirection Service	10 AED
Vat Registration Service	50 AED	<button>Delete</button>	Vat Registration Service	50 AED
Official Post Redirection Service	10 AED	<button>Delete</button>	Printed Certificates Service	20 AED
Commercial Mail Upgrade	15 AED	<button>Add</button>		
Company Seal With FREE Delivery To UAE Address Only For UAE Destinations.	100 AED	<button>Add</button>		
Accountant Referral With Free Initial Consultation	Free	<button>Add</button>		
Apostille Service With Solicitor Fee And FREE Delivery To UAE Address	40 AED	<button>Delete</button>		
Post Box Service	10 AED	<button>Add</button>		

# of Items: 4

**Total :** 120 AED

## Attachments & Declaration

The subsequent step involves uploading the required documents, templates, and capital attachments.

A general authorization form to allow for some action to be performed by a person on behalf of the company, e.g. to submit and collect applications, payments, documents, passports and Identification cards on behalf of the Company It only needs a signature (Digital or Printed)

Company Name (English)	Auto-populate	
Company Name (Arabic)	Auto-populate	
Full Name (as per passport)	Auto-populate	
Role	Auto-populate	Shareholder, Manager, Director
Specimen Signature	Signature	Attachment filled <a href="#">Template</a> or Digital Signature
Role	Dropdown	Shareholder, Manager, Director
Signature Type	Radio	Single, Joint with No (____)
Declaration	Checkbox	

## Payment & Billing Setup

In this step, the customer needs to enter their payment credit card information, including the Name on the card, Card Number, Expiry Date, and CVV (Card Verification Value). Additionally, they will need to provide the billing contact details to complete the payment process successfully.

The screenshot shows the SHAMS PORTAL's payment setup interface. On the left, a vertical sidebar lists eight steps: Package, Company Type, Name Reservation, Business Activities, Shareholders, Company Setup, UBO & Declarations, and Payment. Step 8 is currently selected. The main right-hand panel is titled 'Payment' and contains fields for Name on Card, Card Number, Expiry Month, Expiry Year, and CVV Code. Below these fields, a card summary for 'Jason Davis' is displayed, showing a Mastercard logo, the number 'Mastercard \*\*\*\* 2704', and the expiration date 'Card expires at 02/26'. There are 'Delete' and 'Edit' buttons next to the card summary. At the bottom of the panel are 'Back' and 'Complete' buttons. The top right corner of the main panel has a link 'Having issues? Get Help'.

Payment Information		
Name on Card	Text field	
Card Number	Text field	Card number expression check validity
Expiration Month	Dropdown	
Expiration Year	Dropdown	
CVV	Numeric	
Billing Details		
Email	Text field	
Phone	Text field	
Address	Text field	

**Amendment Process:**

Clients can initiate a company formation amendment by submitting a request through the portal. This involves selecting the relevant company from their account and specifying the type of amendment. The system will validate if the chosen amendment type is compatible with the formation package.

The available amendment types are as follows:

**Company Information:**

Clients can modify details like the company name, translation, and legal type using the portal's guided steps and workflow.

**Business Activities:**

Clients can add or modify business activities based on package preconditions. This is achieved through the use of activity groups and classes.

**Visa Requirements:**

Clients can request visas as per the rules of their selected package. The system verifies if an office facility is necessary and, if so, determines the type and quantity of required visas. If a board resolution is necessary, clients prompted to provide additional documents upon package changes.

**Office Facility (Lease):**

Depending on visa allocation, clients can select the type of office facility and specify the quantity based on capacity and availability.

**Shareholder Information or Capital:**

Clients can amend shareholder details or add new shareholders. The process involves adhering to pre-conditions, selecting existing shareholders (if applicable), or adding new shareholders. Sale of shares certificates are provided as necessary.

**Managers & Directors:**

Clients can amend or add details for managers and directors. This process follows pre-conditions, allowing selection of existing individuals or addition of new ones.

For amendments requiring a board resolution, clients must submit any relevant manually issued formation document, along with declaration and payment of any due amounts.

This comprehensive approach ensures a streamlined and accurate amendment process for company formation.

Select Company	Dropdown	A single user can have more than one companies under their account
Amendment Type	Checkbox	Company Name, Shareholder, Manager, Director, Capital, Activity, Facility (Lease), Visa Allocation
Board Resolution	Download/Upload	
Authorization Form (if applicable)	System generated document	
Pre-approval (if applicable)	Attachment	
Documents of Parent Company (if adding a new corporate shareholder)	Attachment	Certificate of Incorporation, Memorandum of Association, Board Resolution, Certificate of Incumbency or Certificate of Good Standing
Passport copy of Authorized Person (if applicable)	Attachment	
Passport Copies of all Shareholders, Managers & Directors (if applicable)	Attachment	
UAE Visa Copy or UAE Entry Stamp copy of all Shareholders, Managers & Directors (if applicable)	Attachment	
Photos of all Shareholders, Managers & Directors (if applicable)	Attachment	
Declaration for Activities (if applicable)	Checkbox	An Agree / Disagree option
Sale of Shares (if applicable)	System generated document	Auto-generated after filling appropriate fields Templates -> <a href="#">Template</a> - Sale of Shares
Power of Attorney (if applicable)	Attachment	
Police Report (if applicable)	Attachment	
Business Plan (if applicable)	Attachment	
CV/Degree (if applicable)	Attachment	

Consultant's Declaration (if applicable)	Checkbox	
Payment Proof/Payment	Attachment	Adding activity, and amendment fee

## Certify

Clients have the option to initiate a request for certifying formation documents via the portal. They can do this by selecting the specific company they wish to certify from a list of companies linked to their account. Subsequently, the client can choose the particular document they want to have certified.

If the business license is still valid for a period exceeding 45 days, the system will guide the client to the payment or payment proof stage. This step finalizes the process, ensuring the certification procedure is successfully completed.

Company Selection	Dropdown
Documents to be Certified	Checkbox
Business License valid for more than 45 days	Auto-check
Payment Proof/Payment	Attachment

## Cancelation

Clients have the ability to initiate a cancellation request for the formation process through the portal. This involves selecting the specific company formation that they wish to cancel from their account.

Once the desired company is chosen, the system will display comprehensive company details, including the count of valid Visas, the status of active PO boxes, the validity of NMC licenses, and the active status of the E-Channel account.

Following this, the client will be prompted to provide a reason for the cancellation and complete a dynamic questionnaire. They will also be required to upload the necessary board resolution document. In addition, the client needs to input details for the recipient of any potential refunds.

Lastly, the client will need to review and approve all relevant declarations to finalize the cancellation process. This comprehensive procedure ensures a structured and thorough cancellation process for the company formation.

Company Selection	Dropdown	List of all companies under the account
Number of Valid Visas	Text field (Inactive)	No Visas, 0, 1, 2,..., 6
Have an active PO Box?	Radio	Yes, No
Have a valid NMC License?	Text field (Inactive)	Yes, No
Have a valid E-Channel Account?	Text field (Inactive)	Yes, No
Preferred Recipient Name for Cheque Refund	Text field	
Reason for Cancellation	Text box	
Declaration of Formation Cancellation	Checkbox	Agree, Disagree
Formation Cancellation Questionnaire	Auto-generate	The form will be built in the back office
Board Resolution	Download/Upload	
Bank Account Clearance/Closure Letter (if applicable)	Attachment	
Declaration of Clearance of Bank Accounts	Checkbox	Declaration is needed that the company doesn't have any open bank account
Clearance Letter from External Authorities (if applicable)	Attachment	
Declaration of Clearance from External Authorities	Checkbox	Declaration that the company has no outstanding liabilities to any external authority or body
Police/ Lost Report for Lost Documents (if applicable)	Attachment	Police report of any lost documents
Payment Proof/Payment	Attachment	Payment Proof required in case of offline payment. Online payments are automatically reconciled.

## Name Reservation

### New Name

A dedicated feature will allow customers to exclusively reserve a company name. The process involves initiating the naming procedure by inputting three preferred name choices. Subsequently, the customer selects the desired language and translation method for these names.

Following this, the customer proceeds by specifying the intended business activities. The system will retrieve the relevant application profile details. After completing these steps, the customer can move on to the payment phase.

Once the payment is successfully processed, the request is then forwarded to the customer service department for approval. This seamless sequence of actions ensures a straightforward and efficient process for reserving a company name.

**Names** ⓘ

Have You reserved a company name for your business ? ⓘ

Yes

No

Select Primary Language of your company name ⓘ

English

AR Arabic

Provide company name options ? ⓘ

Preferred company name 1 \*

Preferred company name 2 \*

Preferred company name 3 \*

Company name translation ⓘ

Direct translation

Phonetic sound

Self translation

Formation Type	Dropdown	LLC, Branch
Proposed Company Name in English	Text field	
Translation Type	Dropdown	Direct Translation, Phonetic Sound, Name Phonetic with Description Translated
Preferred Company Name in Arabic	Text field	Optional
Name of Parent Company (if applicable)	Text field	
<b>Proposed Business Activity(s)</b>	Text field	
Group No. & Group Description	Text field	
Class No. & Class Description	Text field	
Activity ISIC No. & Activity Description	Text field	
<b>Applicant Details</b>		
Name (as per passport)	Text field	
Name in Arabic	Text field	Optional
Gender	Radio	Male, Female
Current Nationality	Dropdown	
Previous Nationality	Dropdown	
Place of Birth	Text field	
Country of Birth	Dropdown	
Mobile Number	Text field	
E-mail	Text field	E-mail validation
Proposed Designation	Text field	
UID Number	Text field	
<b>Passport Details</b>		
Passport Number	Text field	
Issuing location	Text field	
Issuing date of the passport	Calendar	
Expiry date of the passport	Calendar	
Attached copy of Passport	Attachment	
Docs Attachment	Attachment	Business licenses, passport copy, relationship proof, business plan, CV / Degree
Payment Proof/Payment	Attachment	

### **Name Renewal**

Additionally, a renewal option will be available to extend the validity of existing services. Clients can initiate the renewal process by selecting the specific service they wish to renew from their account. The system will then guide them through necessary steps, which may include reviewing and updating information, confirming service details, and proceeding with the payment.

After the payment is successfully processed, the renewal request will be submitted for verification and approval by the customer service team. This streamlined renewal process ensures the continuation of services without unnecessary complexity or delays.

Formation Type	Dropdown	LLC, Branch
Proposed Company Name in English	Text field	
Translation Type	Dropdown	Direct Translation, Phonetic Sound, Name Phonetic with Description Translated
Preferred Company Name in Arabic	Text field	Optional
Name of Parent Company (if applicable)	Text field	
<b>Proposed Business Activity(s)</b>	Text field	
Group No. & Group Description	Text field	
Class No. & Class Description	Text field	
Activity ISIC No. & Activity Description	Text field	
<b>Applicant Details</b>		
Name (as per passport)	Text field	
Name in Arabic	Text field	Optional
Gender	Radio	Male, Female
Current Nationality	Dropdown	
Previous Nationality	Dropdown	
Place of Birth	Text field	
Country of Birth	Dropdown	
Mobile Number	Text field	
E-mail	Text field	E-mail validation
Proposed Designation	Text field	
UID Number	Text field	
<b>Passport Details</b>		
Passport Number	Text field	

Issuing location	Text field	
Issuing date of the passport	Calendar	
Expiry date of the passport	Calendar	
Attached copy of Passport	Attachment	
Docs Attachment	Attachment	Business licenses, passport copy, relationship proof, business plan, CV / Degree
Payment Proof/Payment	Attachment	

## Pre-Approval

Certain restricted nationalities will necessitate a pre-approval procedure to be conducted before finalizing the formation process. The system will automatically identify the need for pre-approval requests whenever an applicant or shareholder's nationality falls under the restricted category.

The pre-approval request will require the following details for completion:

Application Date	Calendar (Inactive)	Generated at the time of application
Applicant Location	Dropdown	Inside UAE, Outside UAE
<b>Formation Type &amp; Company Name</b>		-
Formation Type	Radio	LLC, Branch
Proposed Company Name in English	Text field	
Translation Type	Radio	Direct Translation, Phonetic Sound, Name Phonetic with Description Translated
Preferred Company Name in Arabic	Text field	Optional
Name of Parent Company	Text field	if Branch
Proposed Business Activity(s)	Text field	
Activity Code(s)	Text field	
Group No.	Text field	
Group Description	Text field	
Class No.	Text field	
Class Description	Text field	
Capital	Text field	

<b>Applicant Details</b>		
Name (as per passport)	Text field	
Name in Arabic (Optional)	Text field	
Current Nationality	Dropdown	
Previous Nationality	Dropdown	
Country of Birth	Dropdown	
Mobile Number	Text field	
Proposed Designation	Dropdown	Shareholder, Manager, Director, secretary
Passport Number	Text field	
UID Number	Text field	
E-mail	Text field	E-mail validation
<b>Passport Details</b>		
Passport Number	Text field	
Full Name	Text field	
Nationality		
Date of Birth	Calendar	
Place of Birth	Text field	
Gender	Radio	Male, Female
Issuing location	Text field	
Issuing date of the passport	Calendar	
Expiry date of the passport	Calendar	
UAE Residence Visa or E-Visa or UID Number Page	Attachment	Copy of UAE Residence Visa or E-Visa or UID Number Page
Passport copy	Attachment	If passport has information on any other page (than the first and signature pages) e.g. USA, India, Pakistan, Sudan, Japan, Sri Lanka, Nepal etc.
Passport style photo	Attachment	
Payment Proof/Payment		

This thorough pre-approval process ensures compliance with regulations and helps mitigate any potential risks associated with restricted nationalities. Once the pre-approval request is successfully processed, the applicant or shareholder can proceed with the formation process, maintaining transparency and regulatory adherence.

## Visa Allocation

After setting up the individuals in the company and verifying their data, the next step is to assist the customer in requesting (Renew, Amend) work visas for each individual. The process involves providing necessary information and documentation, tracking application progress, and facilitating communication with relevant authorities for a smooth and efficient experience.

The customer must provide the following details for all shareholders (if available):

1. Passport number
2. Full Name
3. Nationality
4. Date of Birth
5. Place of Birth
6. Gender
7. Issuing location of the passport
8. Issuing date of the passport
9. Expiry date of the passport
10. ----(can be automated by scanning the passport) ---
11. Photos of all shareholders
12. Business resolution
13. Valid business license (must be valid for more than 45 days)
14. Number of copies (if available)
  - a. Visa number
  - b. Issuing date
  - c. Expiry date
  - d. Occupation on visa
  - e. UID number

Upon successful payment and completion of the verification process (including pre-approval, if necessary), the outcome will be the issuance of the visa certificate and a corresponding tax invoice.

## Office Facilities

This feature grants customers the essential option, which is mandatory for visa allocation, to rent office facilities. Depending on the package they choose, the system will display different categories of suitable office spaces or shared desks. This enables customers to conveniently book and rent their preferred choice while completing the payment process.

## New Facility

When customers opt for new rentals, the system will prompt them to provide the following details:

Company	Dropdown	Select company name registered under the user
Facility Type	Checklist	Shared Desk, Shared Office, Dedicated Desk, Dedicated Office, Creative Units Currently only Shared Desk is available only. Other facilities to follow in the future
Facility Quantity	Text Field	Multiples of each facility can be had. The price will change with type and quantity
Payment Proof/Payment		Payment Proof required in case of offline payment. Online payments are automatically reconciled.

It is important to note that the facility's duration is linked to the business license, and the charge is collected upfront for a multiple of the business license tenure. Moreover, the facility must be renewed when renewing the Business License.

## Certify Facility

To certify the facility, the customer must provide the following:

1. A valid business license (valid for more than 45 days).
2. The occupancy agreement.
3. Upload the original board resolution.
4. Make the necessary payment for the certification process.

## Cancel Facility

The customer can cancel the facility renting through the portal company management by entering the below details:

Company	Dropdown	Facility cancellation can happen when: A client with no visa allocation also availed facility but now wants to cancel it A client who has 1+ visa allocations and 1+ shared desks and is downgrading facility Note: Minimum Mandatory Facility for 1+ Visa allocation is at least one (1) facility
Facility Selection	Dropdown	
Facility Cancellation Request	Button	

## Business License

### New Business License

To obtain the business license, the customer is required to provide the following details:

Payment Proof/Payment	Attachment	
Declaration for Activities (if applicable)	Checkbox	
Onboarding Form	Auto-populate	License, Activity, Visa Allocation, Facility
Authorized Signatory Form	Auto-populate	
Authorization Form (if applicable)	Auto-populate	
Legal and Regulatory Declaration	Checkbox	
Business Plan (if applicable)	Download/Upload	
Power of Attorney (if applicable)	Attachment	
CV/Degree of Manager (if applicable)	Attachment	
Special comments page of passport copy (if applicable)	Attachment	
General Declaration	Checkbox	
Consultant's Declaration (if applicable)	Checkbox	

These documents are essential for the process of obtaining the business license.

### Renewal Business License

To facilitate the renewal process, customers are required to fill these fields:

Payment Proof/Payment	Attachment	
-----------------------	------------	--

Company Selection	Dropdown	A list of all companies under this account
Renewal & Amendment Application Form	Auto-generate	
To be renewed for (in years)?	Dropdown	1 year, 2 years, 3 years
Parent Company Documents – COI/COGS (If applicable)	Attachment	
Parent Company Documents – COI/COGS (if applicable)	Attachment	
Passport copy of Authorized Person (if applicable)	Attachment	

Once the payment is successfully processed, your renewal request will be submitted for verification and approval by our customer service team. This streamlined process ensures the seamless continuation of your services without unnecessary delays.

### **Amend Business License**

To amend the license, the following details are required:

Payment Proof/Payment	Attachment	
Declaration for Activities (if applicable)	Checkbox	
Renewal & Amendment Application Form	Auto-generate	
Board Resolution	Download/Upload	
Passport copy or Emirates ID of Authorized Person mentioned in POA (if applicable)	Attachment	
Original Company Documents (if applicable)	Attachment	
Business Plan (if applicable)	Attachment	
Power of Attorney (if applicable)	Attachment	
CV/Degree of Manager (if applicable)	Attachment	
Police Report (if applicable)	Attachment	

These documents are essential for the license amendment process.

### **Certify Business License**

To certify your business license, the customer should send a request letter or email and a payment proof or complete the request through the portal and pay online.

### **Cancellation Business License**

The customer can cancel the business license using the portal by entering the following details:

Payment Proof/Payment	Attachment	Payment Proof required in case of offline payment. Online payments are automatically reconciled.
Clearance Letter from External Authorities (if applicable)	Attachment	Clearances such as PO Box, NMC Permit, Bank Clearance Letter, etc.
Formation Cancellation Questionnaire	Auto-generate	
Board Resolution	Download/Upload	
All Original Company Documents (If applicable)	Attachment	Required to be couriered, if provided as hard copies only
Certificate of Formation	Attachment	
Business License	Attachment	
Share Register	Attachment	
Memorandum (if applicable)	Attachment	
Occupancy Agreement (if applicable)	Attachment	
Formation & License Cancellation Form	Auto-generate	
Police/Lost Report for Lost Documents (if applicable)	Attachment	This is an optional attachment

### **Business Resolution**

To apply for a business resolution certificate, the customer must submit the following documents:

1. Request Letter to Certify Board Resolution.
2. Original Signed & Stamped Board Resolution: The customer needs to submit the physical original copy to Shams for the certification process. The client can track the attestation process status, from "Submitted" to "Verified," "Attestation in Process,"

and finally "Ready for Collection." Once attested, Shams Ops will upload the attested copy to the system and notify the user to collect the document.

3. Business License Valid for more than 45 days.
4. Payment Proof/Payment: In case of offline payment, a payment proof is required. Online payments are automatically reconciled.

These documents are necessary for the application of the business resolution certificate.

## E-Channel

### New E-Channel

To initiate an E-Channel request through the SHAMS portal, the following documents need to be provided:

Request Letter/Email	Auto-generate	System pulled
Formation Documents Copy	Auto-generate	
Immigration Card Copy	Auto-generate	
Payment Proof/Payment	Attachment	Payment Proof required in case of offline payment. Online payments are automatically reconciled.

These documents are essential for processing the E-Channel request via the SHAMS portal.

### Renew E-Channel

The customer can renew the E-Channel by providing the payment proof or pay online and the system automatically will include in the request the following details:

Request Letter/Email	Auto-generate	System pulled
Formation Documents Copy	Auto-generate	
Immigration Card Copy	Auto-generate	
Payment Proof/Payment	Attachment	Payment Proof required in case of offline payment. Online payments are automatically reconciled.

### Cancel E-Channel

The customer can apply for E-Channel cancellation request using the portal and the system populate the following fields and include it in the request:

Formation Cancellation Certificate	Auto-populate
Formation Documents	Auto-populate
Immigration Card Cancellation Approval	Auto-populate
Passport Copies & Visa Copies of all Shareholders, Managers & Directors (if applicable)	Auto-populate
E-Channel Registration Receipt	Auto-populate
Visa Allocation Certificate (if applicable)	Auto-populate

## Immigration Card

### New Immigration Card

The issuance of the immigration card necessitates the automatic retrieval of the following information from the system after verification and provide the:

Valid Formation Documents	Certificate of Formation	Auto-populate
	Company Name	Auto-populate
	Address	Auto-populate
	Formation Date Formation Number	Auto-populate
	Business License	Auto-populate
	Company Name	Auto-populate
	Formation Type	Auto-populate
	Operating Name	Auto-populate
	Address	Auto-populate
	Formation No.	Auto-populate
	License No.	Auto-populate
	License Formation Date	Auto-populate
	Expiry Date	Auto-populate
	Activity(s)	Auto-populate
	Manager(s)	Auto-populate
	Share Register	Auto-populate
	Company Name	Auto-populate
	Formation Number	Auto-populate
	Shareholder(s)	Auto-populate

	Name(s) of Shareholders	Auto-populate
	Total Value of Shares	Auto-populate
	Value of Each Share	Auto-populate
	Number of Shares	Auto-populate
	Nationality	Auto-populate
	Memorandum (if applicable)	Auto-populate
	Execution Date	Auto-populate
	Company	Auto-populate
	Registered Address	Auto-populate
	Value of Each Share	Auto-populate
	Number of Shares	Auto-populate
	Total Value of Shares	Auto-populate
	Financial Year Start Date	Auto-populate
	Financial Year End Date	Auto-populate
	Execution	Auto-populate
	Name	Auto-populate
	Approved Date	Auto-populate
	Shareholder(s)	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Passport Number	Auto-populate
	Number of Shares	Auto-populate
	Director(s)	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Passport Number	Auto-populate
	General Manager(s)	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Passport Number	Auto-populate
	Occupancy Agreement (if applicable)	Auto-populate
	Effective Date	Auto-populate
	Company	Auto-populate
	License Number	Auto-populate
	Registered Address	Auto-populate

	Email Address	Auto-populate
	Commencement Date	Auto-populate
	Expiry Date	Auto-populate
	Fees Deposit	Auto-populate
Colored Passport Copies of all Shareholders & Managers	Passport number	Auto-populate
	Full Name	Auto-populate
	Nationality	Auto-populate
	Date of Birth	Auto-populate
	Place of Birth	Auto-populate
	Gender	Auto-populate
	Issuing location	Auto-populate
	Issuing date of the passport	Auto-populate
	Expiry date of the passport	Auto-populate
Copy of UAE Residence Visa or E-Visa or UID Number Page of all Shareholders & Managers	Visa Number	Auto-populate
	Issuing date	Auto-populate
	Expiry date	Auto-populate
	Occupation on the visa	Auto-populate
	UID number	Auto-populate
Copy of Parent Company Documents (if applicable)	Certificate of Formation	Auto-populate
	Company Name	Auto-populate
	Address	Auto-populate
	Formation Date	Auto-populate
	Formation Number	Auto-populate
	Certificate of Good Standing	Auto-populate
	Date	Auto-populate
	Company Name	Auto-populate
	Formation Number	Auto-populate
	Incumbency Certificate	Auto-populate
	Date	Auto-populate
	Company Name	Auto-populate
	Formation Number	Auto-populate
	Formation Date	Auto-populate

	Authorized Share Capital	Auto-populate
	Shareholders	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Number of Shares	Auto-populate
	Value of Each Share	Auto-populate
	Total Value of Shares	Auto-populate
	Directors	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Appointment Date	Auto-populate
	Managers	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Appointment Date	Auto-populate
	Board Resolution	Auto-populate
	Company Name	Auto-populate
	Date	Auto-populate
	Signature of All Shareholders	Auto-populate
	Shareholder's Name	Auto-populate
Special Comment Page of the Passport (as per the Visa Checklist)		Attachment
Photos of all Shareholders & Managers (as per the Photo guidelines)		Attachment
Passport copy and Residence/Tourist Visa or UID Number of Authorized person of Corporate Shareholder		Attachment
Copy of Pre-Approval (if applicable)		Attachment
Payment Proof/Payment		Attachment

### **Renew Immigration card**

The process of renewal immigration card will start by choosing the company under the account, and the system will show the available details automatically for the customer to verify and apply and provide the missing details:

Valid Formation Documents	<b>Certificate of Formation</b>	Auto-generate
---------------------------	---------------------------------	---------------

	Company Name	Auto-generate
	Address	Auto-generate
	Formation Date	Auto-generate
	Formation Number	
	<b>Business License</b>	Auto-generate
	Company Name	Auto-generate
	Formation Type	Auto-generate
	Operating Name	Auto-generate
	Address	Auto-generate
	Formation No.	Auto-generate
	License No.	Auto-generate
	License Formation Date	Auto-generate
	Expiry Date	Auto-generate
	Activity(s)	Auto-generate
	Manager(s)	Auto-generate
	<b>Share Register</b>	Auto-generate
	Company Name	Auto-generate
	Formation Number	Auto-generate
	<b>Shareholder(s)</b>	Auto-generate
	Name(s) of Shareholders	Auto-generate
	Total Value of Shares	Auto-generate
	Value of Each Share	Auto-generate
	Number of Shares	Auto-generate
	Nationality	Auto-generate
	<b>Memorandum (if applicable)</b>	Auto-generate
	Execution Date	Auto-generate
	Company	Auto-generate
	Registered Address	Auto-generate
	Value of Each Share	Auto-generate
	Number of Shares	Auto-generate
	Total Value of Shares	Auto-generate
	Financial Year Start Date	Auto-generate
	Financial Year End Date	Auto-generate
	<b>Execution</b>	Auto-generate

	Name	Auto-generate
	Approved Date	Auto-generate
	<b>Shareholder(s)</b>	Auto-generate
	Name	Auto-generate
	Nationality	Auto-generate
	Passport Number	Auto-generate
	Number of Shares	Auto-generate
	<b>Director(s)</b>	Auto-generate
	Name	Auto-generate
	Nationality	Auto-generate
	Passport Number	Auto-generate
	<b>General Manager(s)</b>	Auto-generate
	Name	Auto-generate
	Nationality	Auto-generate
	Passport Number	Auto-generate
	<b>Occupancy Agreement (if applicable)</b>	Auto-generate
	Effective Date	Auto-generate
	Company	Auto-generate
	License Number	Auto-generate
	Registered Address	Auto-generate
	Email Address	Auto-generate
	Commencement Date	Auto-generate
	Expiry Date	Auto-generate
	Fees Deposit	Auto-generate
Colored Passport Copies of all Shareholders & Managers	Passport number	Auto-generate
	Full Name	Auto-generate
	Nationality	Auto-generate
	Date of Birth	Auto-generate
	Place of Birth	Auto-generate
	Gender	Auto-generate
	Issuing location	Auto-generate
	Issuing date of the passport	Auto-generate
	Expiry date of the passport	Auto-generate

Copy of UAE Residence Visa or E-Visa or UID Number Page of all Shareholders & Managers	Visa Number	Auto-generate
	Issuing date	Auto-generate
	Expiry date	Auto-generate
	Occupation on the visa	Auto-generate
	UID number	Auto-generate
Copy of Parent Company Documents (if applicable)	<b>Certificate of Formation</b>	Auto-generate
	Company Name	Auto-generate
	Address	Auto-generate
	Formation Date	Auto-generate
	Formation Number	Auto-generate
	<b>Certificate of Good Standing</b>	Auto-generate
	Date	Auto-generate
	Company Name	Auto-generate
	Formation Number	Auto-generate
	<b>Incumbency Certificate</b>	Auto-generate
	Date	Auto-generate
	Company Name	Auto-generate
	Formation Number	Auto-generate
	Formation Date	Auto-generate
	Authorized Share Capital	Auto-generate
	<b>Shareholders</b>	Auto-generate
	Name	Auto-generate
	Nationality	Auto-generate
	Number of Shares	Auto-generate
	Value of Each Share	Auto-generate
	Total Value of Shares	Auto-generate
	<b>Directors</b>	Auto-generate
	Name	Auto-generate
	Nationality	Auto-generate
	Appointment Date	Auto-generate
	<b>Managers</b>	Auto-generate
	Name	Auto-generate

	Nationality	Auto-generate
	Appointment Date	Auto-generate
	<b>Board Resolution</b>	Auto-generate
	Company Name	Auto-generate
	Date	Auto-generate
	Signature of All Shareholders	Auto-generate
	Shareholder's Name	Auto-generate
Special Comment Page of the Passport (as per the Visa Checklist)		Attachment
Passport copy and Residence/Tourist Visa or UID Number of Authorised person of Corporate Shareholder		Attachment
2 Passport Size Photos of all Shareholders & Managers (as per the Photo guidelines)		Attachment
Copy of Pre-Approval (if applicable)		Attachment
Payment Proof/Payment		Attachment

### Amend Immigration Card

To amend immigration card details the customer should choose the select the company under the account and the system will show the available details to verify and provide the missing:

Valid Formation Documents	<b>Certificate of Formation:</b>	Auto-populate
	Company Name	Auto-populate
	Address	Auto-populate
	Formation Date Formation Number	Auto-populate
	<b>Business License:</b>	Auto-populate
	Company Name	Auto-populate
	Formation Type	Auto-populate
	Operating Name	Auto-populate
	Address	Auto-populate

	Formation No.	Auto-populate
	License No.	Auto-populate
	License Formation Date	Auto-populate
	Expiry Date	Auto-populate
	Activity(s)	Auto-populate
	Manager(s)	Auto-populate
	<b>Share Register:</b>	Auto-populate
	Company Name	Auto-populate
	Formation Number	Auto-populate
	<b>Shareholder(s):</b>	Auto-populate
	Name(s) of Shareholders	Auto-populate
	Total Value of Shares	Auto-populate
	Value of Each Share	Auto-populate
	Number of Shares	Auto-populate
	Nationality	Auto-populate
	<b>Memorandum (if applicable):</b>	Auto-populate
	Execution Date	Auto-populate
	Company	Auto-populate
	Registered Address	Auto-populate
	Value of Each Share	Auto-populate
	Number of Shares	Auto-populate
	Total Value of Shares	Auto-populate
	Financial Year Start Date	Auto-populate
	Financial Year End Date	Auto-populate
	<b>Execution:</b>	Auto-populate
	Name	Auto-populate
	Approved Date	Auto-populate
	<b>Shareholder(s):</b>	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Passport Number	Auto-populate
	Number of Shares	Auto-populate
	<b>Director(s):</b>	Auto-populate
	Name	Auto-populate

	Nationality	Auto-populate
	Passport Number	Auto-populate
	<b>General Manager(s):</b>	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Passport Number	Auto-populate
	<b>Occupancy Agreement (if applicable):</b>	Auto-populate
	Effective Date	Auto-populate
	Company	Auto-populate
	License Number	Auto-populate
	Registered Address	Auto-populate
	Email Address	Auto-populate
	Commencement Date	Auto-populate
	Expiry Date	Auto-populate
	Fees Deposit	Auto-populate
Copy of Parent Company Documents (if applicable)	<b>Certificate of Formation:</b>	Auto-populate
	Company Name	Auto-populate
	Address	Auto-populate
	Formation Date	Auto-populate
	Formation Number	Auto-populate
	<b>Certificate of Good Standing:</b>	Auto-populate
	Date	Auto-populate
	Company Name	Auto-populate
	Formation Number	Auto-populate
	<b>Incumbency Certificate:</b>	Auto-populate
	Date	Auto-populate
	Company Name	Auto-populate
	Formation Number	Auto-populate
	Formation Date	Auto-populate
	Authorized Share Capital	Auto-populate
	<b>Shareholders:</b>	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate

	Number of Shares	Auto-populate
	Value of Each Share	Auto-populate
	Total Value of Shares	Auto-populate
<b>Directors:</b>		Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Appointment Date	Auto-populate
<b>Managers:</b>		Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Appointment Date	Auto-populate
<b>Board Resolution:</b>		Auto-populate
	Company Name	Auto-populate
	Date	Auto-populate
	Signature of All Shareholders	Auto-populate
	Shareholder's Name	Auto-populate
Colored Passport Copies of all Shareholders & Managers	Passport number	Auto-populate
	Full Name	Auto-populate
	Nationality	Auto-populate
	Date of Birth	Auto-populate
	Place of Birth	Auto-populate
	Gender	Auto-populate
	Issuing location	Auto-populate
	Issuing date of the passport	Auto-populate
	Expiry date of the passport	Auto-populate
Copy of UAE Residence Visa or E-Visa or UID Number Page of all Shareholders & Managers	Visa Number	Auto-populate
	Issuing date	Auto-populate
	Expiry date	Auto-populate
	Occupation on the visa	Auto-populate
	UID number	Auto-populate
Copy of previous Immigration Card	Number	Auto-populate
	Name	Auto-populate

	Activity	Auto-populate
	Class	Auto-populate
	Issue Date	Auto-populate
	Expiry Date	Auto-populate
	<b>Authorized Signatory</b>	Auto-populate
	Number	Auto-populate
	Name	Auto-populate
	Designation	Auto-populate
	Signature	Auto-populate
Photos of all Shareholders & Managers (as per the Photo guidelines)		Attachment
Amended Formation Documents (previous)		Attachment
Authority Letter to Immigration (Internal)		Attachment
Copy of Pre-Approval (if applicable)		Attachment
Copy of Parent Company Documents (if applicable)		Attachment
Special Comment Page of the Passport (as per the Visa Checklist)		Attachment

### Cancel Immigration Card

The customer can apply for cancelling the immigration card by selecting the company under the account and the system will check if the formation cancellation certificate issued so it's allowed to proceed in the verifying and provide the missing:

Formation Cancellation Certificate	Date	Auto-populate
	Company Name	Auto-populate
	License Number	Auto-populate
	Formation Number	Auto-populate
	Termination Date	Auto-populate
	Authorized Signatory	Auto-populate
Valid Formation Documents	<b>Certificate of Formation:</b>	Auto-populate
	Company Name	Auto-populate
	Address	Auto-populate
	Formation Date Formation Number	Auto-populate
	<b>Business License:</b>	Auto-populate
	Company Name	Auto-populate

	Formation Type	Auto-populate
	Operating Name	Auto-populate
	Address	Auto-populate
	Formation No.	Auto-populate
	License No.	Auto-populate
	License Formation Date	Auto-populate
	Expiry Date	Auto-populate
	Activity(s)	Auto-populate
	Manager(s)	Auto-populate
	<b>Share Register:</b>	Auto-populate
	Company Name	Auto-populate
	Formation Number	Auto-populate
	<b>Shareholder(s):</b>	Auto-populate
	Name(s) of Shareholders	Auto-populate
	Total Value of Shares	Auto-populate
	Value of Each Share	Auto-populate
	Number of Shares	Auto-populate
	Nationality	Auto-populate
	<b>Memorandum (if applicable):</b>	Auto-populate
	Execution Date	Auto-populate
	Company	Auto-populate
	Registered Address	Auto-populate
	Value of Each Share	Auto-populate
	Number of Shares	Auto-populate
	Total Value of Shares	Auto-populate
	Financial Year Start Date	Auto-populate
	Financial Year End Date	Auto-populate
	<b>Execution:</b>	Auto-populate
	Name	Auto-populate
	Approved Date	Auto-populate
	<b>Shareholder(s):</b>	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Passport Number	Auto-populate

	Number of Shares	Auto-populate
	<b>Director(s):</b>	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Passport Number	Auto-populate
	<b>General Manager(s):</b>	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Passport Number	Auto-populate
	<b>Occupancy Agreement (if applicable):</b>	Auto-populate
	Effective Date	Auto-populate
	Company	Auto-populate
	License Number	Auto-populate
	Registered Address	Auto-populate
	Email Address	Auto-populate
	Commencement Date	Auto-populate
	Expiry Date	Auto-populate
	Fees Deposit	Auto-populate
Copy of Parent Company Documents (if applicable)	<b>Certificate of Formation</b>	Auto-populate
	Company Name	Auto-populate
	Address	Auto-populate
	Formation Date	Auto-populate
	Formation Number	Auto-populate
	<b>Certificate of Good Standing</b>	Auto-populate
	Date	Auto-populate
	Company Name	Auto-populate
	Formation Number	Auto-populate
	<b>Incumbency Certificate</b>	Auto-populate
	Date	Auto-populate
	Company Name	Auto-populate
	Formation Number	Auto-populate
	Formation Date	Auto-populate

	Authorized Share Capital	Auto-populate
	<b>Shareholders</b>	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Number of Shares	Auto-populate
	Value of Each Share	Auto-populate
	Total Value of Shares	Auto-populate
	<b>Directors</b>	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Appointment Date	Auto-populate
	<b>Managers</b>	Auto-populate
	Name	Auto-populate
	Nationality	Auto-populate
	Appointment Date	Auto-populate
	<b>Board Resolution</b>	Auto-populate
	Company Name	Auto-populate
	Date	Auto-populate
	Signature of All Shareholders	Auto-populate
	Shareholder's Name	Auto-populate
Colored Passport Copies of all Shareholders & Managers	Passport number	Auto-populate
	Full Name	Auto-populate
	Nationality	Auto-populate
	Date of Birth	Auto-populate
	Place of Birth	Auto-populate
	Gender	Auto-populate
	Issuing location	Auto-populate
	Issuing date of the passport	Auto-populate
	Expiry date of the passport	Auto-populate
Copy of UAE Residence Visa or E-Visa or UID Number Page of all Shareholders & Managers	Visa Number	Auto-populate
	Issuing date	Auto-populate
	Expiry date	Auto-populate

	Occupation on the visa	Auto-populate
	UID number	Auto-populate
Special Comment Page of the Passport (as per the Visa Checklist)		Attachment
Visa Allocation Certificate (if applicable)		Attachment

## NMC Permit

## Employee Management

The Employee Management module is seamlessly integrated into the customer portal, aiming to empower companies to efficiently oversee and handle their employees' essential governmental information. This module facilitates the streamlined management of crucial employee details, ensuring compliance and effective administration within the framework of the portal.

### Entry Visa

#### New Entry Visa

Companies can easily apply for entry visas for their employees through the portal by providing the following information:

Visa Application Type	Radio	Employee, Partner/ Investor
If Investor / Partner Application Type	Dropdown	List of Shareholders as mentioned on Share Register. Once selected pre-populate the Applicant Detail field with the relevant information.
Date of Application	Calendar	Auto-populate with current date
Applicant Status	Radio	Inside the Country, Outside the Country
Visa Status	Radio	Cancelled Visa, Visit Visa, Other Visa
Cancelled Visa	Calendar	Grace Period Until...
Visit Visa	Calendar	Valid Until...
Other Visa	Text field	
Valid Until	Calendar	
Company Name		
Total Number of Visa Allocation		System check
Number of Available Visa Allocation Slots		System check
Business License Number		
Business License Expiry Date (more than 45 days)		System check

Immigration Card Number		
Immigration Card Expiry Date		System check
E-channel Expiry Date		System check
<b>Visa for Manager on Business License</b>	Radio	Yes, No
If Yes	Dropdown	List of Managers as mentioned on Business License. Once selected pre-populate the Applicant Detail field with the relevant information.
<b>Applicant Details:</b>		
Full Name	Text field	If available in system, pre-populate
Designation	Selection	Pre-populate Designation in cases, where: If Visa Type selected is Partner / Investor, and only one Shareholder in the company, pre-populate Designation - "Investor" If Visa Type selected is Partner / Investor, and more than 1 Shareholders in the company, pre-populate Designation - "Partner" If Visa Type selected is Employee, and Manager on Business License, pre-populate Designation - "General Manager" Else Dropdown with options - from tab Visa Designations
Date of Birth	Calendar	
Place of Birth	Text field	
Country of Birth	Dropdown	
Nationality	Dropdown	
<b>Passport Details</b>		If passport has information on any other page (than the first and signature pages) e.g. USA, India, Pakistan, Sudan, Japan, Sri Lanka, Nepal etc.
Passport Number	Text field	
Place of Issue	Text field	
Country of Passport Issuance	Text field	
Issuing date of the passport	Calendar	
Expiry date of the passport	Calendar	
Passport Type	Dropdown	Ordinary, Diplomatic, Temporary, Travel Document
Father's Name	Text field	
Mother's Name	Text field	
Gender	Radio	Male, Female
Previous Nationality	Nationality	

Marital Status	Radio	Married, Single, Divorced, Widow
Religion	Dropdown	See Religion & Faith Sheet
Faith	Dropdown	
Languages Spoken	Dropdown	Multi-selection from a dropdown list of languages
Educational Qualifications	Dropdown	None, Primary Education, Lower Secondary Education, Upper Secondary Education, High Diploma, Diploma, Bachelors, Masters, Doctoral
Is your Age Below 57		Yes, No
Do you Want to Apply for Dependent Sponsorship	Radio	Yes, No
If Yes, How Many Applications?	Text field	Number
Type of Dependent	Checkbox	Spouse, Children, Driver/Domestic Helper
<b>Contact Details:</b>	-	
Mobile No.	Text field	System pulled if Shareholder, Director, Manager
Email	Text field	
Home Country Contact No.	Text field	
<b>Employment Contract Details:</b>	-	
Type of Employment Contract	Radio	Limited, Unlimited
Basic Salary	Text field	Minimum AED1,500
Accommodation Allowance	Text field	
Transport Allowance	Text field	
Meal Allowance	Text field	
Other Allowance	Text field	
Total Remuneration	Text field	Minimum AED2,000
Other Benefits	Text field	
Joining Date	Calendar	
<b>Type of Visa Service</b>	Radio	Standard, Priority, (Conditional)
<b>Standard</b>		
(Nationality Check)	Internal Process	If approved Nationality, then proceed on Standard channel. This usually takes 7 working days. If restricted Nationality, then switch to Conditional channel. This usually takes 15 working days.
<b>Priority</b>		2 working days
Priority Policy	Attachment	If priority service selected, then need a signed priority policy

Declaration Letter for Restricted Nationalities		
Colored Passport Copy (Expiry date must be more than 7 months)	Attachment	
Special comment page of the passport as per checklist	Attachment	
Photos (As per the photo guidelines)	Attachment	
Original Arabic Legal Translation of Attested Degree or Copy of Attested Degree in Arabic	Attachment	
Applicants on Tourist/ Visit Visa: Tourist/ Visit Visa page copy & Entry Stamp page copy (if applicable)	Attachment	
Applicants on Residence Visa: Canceled Visa page / Residence Visa cancellation paper (if applicable)	Attachment	
National ID (for Pakistani, Iraqi, Iranian and Afghani nationals)	Attachment	
Pre-Medical (for Sri Lankan, Indian, Nigerian, Egyptian, Lebanese, Bangladeshi and Indonesian nationals)	Attachment	
Birth certificate (if Applicant born in UAE)	Attachment	
Copy of pre-approval (if applicable)	Attachment	
E-Channel Registration should be valid	Attachment	
Business License valid for more than 45 days		System check
Valid Immigration Card Copy	Attachment	
Valid Formation Documents		System pulled. Certificate of Formation, Business License, Share Register
Payment Proof/Payment		
UID Number	Text field	

Entry Permit Number	Text field	
Visa Issue Date	Calendar	
Visa Expiry Date	Text field (Inactive)	System calculated by adding 60 days to Visa Issue Date

### Cancel Entry Visa

This feature enables companies to cancel an entry visa, whether it has been used or remains unused, by entering the following details:

Date of Application	Calendar	Auto-populate with current date
Company Name	Dropdown	System lookup
Applicant Name	Text field	System lookup
Applicant Location	Radio	Inside the Country, Outside the Country
Visa Cancellation Type	Radio	Used, Unused
Business License Number	Text field	
Business License Expiry Date (more than 45 days)	n/a	System check
Immigration Card Number	Text field	
Immigration Card Expiry Date	Calendar	System check
E-channel Expiry Date	Calendar	System check
Full Name	Text field	If available in system, pre-populate
Designation	Selection	Pre-populate Designation in cases, where: If Visa Type selected is Partner / Investor, and only one Shareholder in the company, pre-populate Designation - "Investor" If Visa Type selected is Partner / Investor, and more than 1 Shareholders in the company, pre-populate Designation - "Partner" If Visa Type selected is Employee, and Manager on Business License, pre-populate Designation - "General Manager" Else Dropdown with options - from tab Visa Designations
Date of Birth	Calendar	
Place of Birth	Text field	
Country of Birth	Dropdown	
Nationality	Dropdown	
<b>Passport Details</b>		If passport has information on any other page (than the first and signature pages) e.g., USA, India, Pakistan, Sudan, Japan, Sri Lanka, Nepal etc.

Passport Number	Text field	
Place of Issue	Text field	
Country of Passport Issuance	Text field	
Issuing date of the passport	Calendar	
Expiry date of the passport	Calendar	
Passport Type	Dropdown	Ordinary, Diplomatic, Temporary, Travel Document
Father's Name	Text field	
Mother's Name	Text field	
Current Nationality	Text field	
Gender	Radio	Male, Female
Previous Nationality	Text field	
Marital Status	Radio	Married, Single, Divorced, Widow
Religion	Dropdown	See Religion & Faith Sheet
Faith	Dropdown	
Languages Spoken	Dropdown	Multi-selection from a dropdown list of languages
Educational Qualifications	Dropdown	None, Primary Education, Lower Secondary Education, Upper Secondary Education, High Diploma, Diploma, Bachelors, Masters, Doctoral
<b>Contact Details:</b>	-	System pulled if Shareholder, Director, Manager
Mobile No.	Text field	
Email	Text field	
Home Country Contact No.	Text field	
Cancellation of Used Visa		
Original Passport (If used visa cancellation)		for Used visa only
E-Visa with Change Of Status (If used visa cancellation)	Attachment	System pulled
E-Visa with Entry stamp (If used visa cancellation)	Attachment	Uploaded by client
Cancellation of Unused Visa		
E-Visa copy	Attachment	System pulled
Signed & Stamped Resolution	Attachment	
Additional Documents as per Checklist for Investors or Partners	Attachment	
Valid Immigration Card Copy	Attachment	

Authority Letter for Investor/Partner	Attachment	
E-Channel Registration should be valid	Attachment	
Payment Proof/Payment	Attachment	

## Employee Contract

### New contract

This feature provides the company with the capability to efficiently create contracts for their employees, ensuring accurate documentation and effective management of employment agreements.

Date of Application	Calendar	
Company Name	Dropdown	Company Name selection
<b>Sponsor Details (Current)</b>		
Full Name	Text field	
Nationality	Dropdown	
Passport Number	Text field	
UID Number	Text field	
Visa Valid Until	Calendar	
<b>Applicant Details:</b>		
Full Name	Text field	
Designation	Dropdown	Dropdown with options - from tab Visa Designations
Date of Birth	Calendar	
Place of Birth	Text field	
Country of Birth	Dropdown	
Nationality	Dropdown	
<b>Passport Details</b>		If passport has information on any other page (than the first and signature pages) e.g. USA, India, Pakistan, Sudan, Japan, Sri Lanka, Nepal etc
Passport Number	Text field	
Place of Issue	Text field	
Country of Passport Issuance	Text field	
Issuing date of the passport	Calendar	

Expiry date of the passport	Calendar	
Passport Type	Dropdown	Ordinary, Diplomatic, Temporary, Travel Document
Father's Name	Text field	
Mother's Name	Text field	
Gender	Radio	Male, Female
Previous Nationality	Dropdown	
Marital Status	Radio	Married, Single, Divorced, Widow
Religion	Dropdown	See Religion & Faith Sheet
Faith	Dropdown	
Languages Spoken	Dropdown	Multi-selection from a dropdown list of languages
Educational Qualifications	Dropdown	None, Primary Education, Lower Secondary Education, Upper Secondary Education, High Diploma, Diploma, Bachelors, Masters, Doctoral
Is your Age Below 57		Yes, No
<b>Contact Details:</b>	-	
Mobile No.	Text field	
Email	Text field	
Home Country Contact No.	Text field	
<b>Employment Contract Details:</b>	-	
Type of Employment Contract	Radio	Limited, Unlimited
Basic Salary	Text field	Minimum AED1,500
Accommodation Allowance	Text field	
Transport Allowance	Text field	
Meal Allowance	Text field	
Other Allowance	Text field	
Total Remuneration	Text field	Minimum AED2,000
Other Benefits	Text field	
Joining Date	Calendar	
Undertaking Letter (should mention that applicant is allowed to work within the Free Zone only)	Attachment	Dated and Signed by Manager
Offer Letter	Attachment	

Colored Passport Copy valid for more than 7 months	Attachment	
Special Comments Page of the Passport (as per checklist)		If passport has information on any other page (than the first and signature pages) e.g., USA, India, Pakistan, Sudan, Japan, Sri Lanka, Nepal etc.
Valid Visa Copy	Attachment	
UID number	Text field	
Issuing date	Calendar	
Expiry date	Calendar	
Occupation on the visa	Text field	
-	Attachment	
ID Number	Text field	15-digits
Expiry Date	Calendar	
NOC from Current Sponsor	Attachment	
Copies of Valid Passport, Residence Visa & Emirates ID of Current Sponsor	Attachment	
Translated Attested Degree Copy (if applicable)	Attachment	
Photos (as per the photo guidelines)	Attachment	
Visa Allocation should be Available for the Company		
Business License valid for more than 45 days		
Payment Proof/Payment		

After the contract is finalized, the Freezone will forward an electronic version to the Employer. The Employer is required to print three identical copies of the contract, have them signed by both the Employer and the Prospective Employee, and subsequently submit them to the reception.

Operations will then forward the signed documents to the relevant Authority for official attestation. Once the attested documents are received, Operations will retain one copy and provide the remaining two to the Employer.

The Employer is responsible for sending one copy to the Employee, while retaining the final copy for its own record-keeping purposes.

## Renew Contract

This function allows the company to initiate the renewal process for various services, ensuring continuous and uninterrupted operations.

Date of Application	Calendar	
Company Name	Dropdown	Company Name selection
Employee Selection	Dropdown	Select from a list of employees with contacts only, not visa holders
<b>Sponsor Details (Current)</b>		
Full Name	Text field	
Nationality	Dropdown	
Passport Number	Text field	
UID Number	Text field	
Visa Valid Until	Calendar	
<b>Applicant Details:</b>		
Full Name	Text field	
Designation	Dropdown	Dropdown with options - from tab Visa Designations
Date of Birth	Calendar	
Place of Birth	Text field	
Country of Birth	Dropdown	
Nationality	Dropdown	
<b>Passport Details</b>		If passport has information on any other page (than the first and signature pages) e.g. USA, India, Pakistan, Sudan, Japan, Sri Lanka, Nepal etc.
Passport Number	Text field	
Place of Issue	Text field	
Country of Passport Issuance	Text field	
Issuing date of the passport	Calendar	
Expiry date of the passport	Calendar	
Passport Type	Dropdown	Ordinary, Diplomatic, Temporary, Travel Document
Father's Name	Text field	
Mother's Name	Text field	
Gender	Radio	Male, Female
Previous Nationality	Dropdown	
Marital Status	Radio	Married, Single, Divorced, Widow
Religion	Dropdown	See Religion & Faith Sheet

Faith	Dropdown	
Languages Spoken	Dropdown	Multi-selection from a dropdown list of languages
Educational Qualifications	Dropdown	None, Primary Education, Lower Secondary Education, Upper Secondary Education, High Diploma, Diploma, Bachelors, Masters, Doctoral
Is your Age Below 57		Yes, No
<b>Contact Details:</b>	-	
Mobile No.	Text field	
Email	Text field	
Home Country Contact No.	Text field	
<b>Employment Contract Details:</b>	-	
Type of Employment Contract	Radio	Limited
Basic Salary	Text field	Minimum AED1,500
Accommodation Allowance	Text field	
Transport Allowance	Text field	
Meal Allowance	Text field	
Other Allowance	Text field	
Total Remuneration	Text field	Minimum AED2,000
Other Benefits	Text field	
Joining Date	Calendar	
Undertaking Letter (should mention that applicant is allowed to work within the Free Zone only)	Attachment	Dated and Signed by Manager
Offer Letter	Attachment	System pulled
Colored Passport Copy valid for more than 7 months	Attachment	If expiry is < 7 months, then allow upload of new passport copy
Special Comments Page of the Passport (as per checklist)		If passport has information on any other page (than the first and signature pages) e.g. USA, India, Pakistan, Sudan, Japan, Sri Lanka, Nepal etc.
Valid Visa Copy	Attachment	System pulled but allow to upload a new copy if the document has expired
UID number	Text field	
Issuing date	Calendar	
Expiry date	Calendar	
Occupation on the visa	Text field	
-	Attachment	System pulled but allow to upload a new copy if the document has expired

ID Number	Text field	15-digits
Expiry Date	Calendar	
NOC from Current Sponsor	Attachment	
Copies of Valid Passport, Residence Visa & Emirates ID of Current Sponsor	Attachment	
Translated Attested Degree Copy (if applicable)	Attachment	
Photos (as per the photo guidelines)	Attachment	
Visa Allocation should be Available for the Company		
Business License valid for more than 45 days		
Payment Proof/Payment		

### Amend Contract

This functionality empowers the company to make necessary modifications or updates to its existing information or agreements, ensuring accuracy and relevance.

For amendments, the system should grant the capability to update all editable fields, mirroring the process for creating new entries.

All prerequisites and conditions will remain identical to those outlined for new entries, as mentioned earlier. This includes the following:

- Submission of the original two sets of contracts from both the Employer and the Employee.
- Provision of the payment proof/payment confirmation.

By maintaining parity with the new entry requirements, this ensures a consistent and streamlined process for making amendments, while adhering to the necessary protocols and documentation.

### Certify Contract

If a client requires an attested true copy of the employment contract, typically needed in situations such as loss of the original contract, the following process applies:

Employee Detail Page	Dropdown	Inactive fields with all information of the selected employee
Business License valid for more than 45 days		
Payment Proof/Payment		

### Cancel Contract

When it becomes necessary to cancel a contract, the subsequent steps should be taken into account:

Request to Employment Contract Cancellation	Button	
Employee Detail Page	Dropdown	Inactive fields with all information of the selected employee
Original Employment Contract (2 sets)	Courier	
Declaration of settlement, Signed by Employee, and Manager	Attachment	System populated, signed by employee and manager

### Residence Visa

#### New Residence Visa

Utilize the portal to submit a residence visa application for an employee, inputting the subsequent details:

Date of Application	Calendar	Auto populated with the start of the process
Company Selection	Dropdown	List of companies
Applicant Selection	Dropdown	Company Visa Entry Holders' list - Employees, Investors / Shareholders, Directors
Date of Entry / Date of Change of Status	Calendar	Pull Status Change date if available in the system

Grace Period	Text field (Inactive)	Calculate the grace period date from the date of entry / change of status dates and adding 60 days
Applicant Detail Page	Dropdown	Inactive fields with all information of the selected employee
Original Passport (valid for 7 months with 2 Blank pages)	Attachment	Courier
Original E-Visa with Change of Status Stamp/ Entry Stamp	Attachment	Courier
Original Medical Report (Required MOH stamp if the report is not from Preventive Center)	Attachment	Courier
Original Emirates ID Registration Form or renewal form (authority stamped if applicable)	Attachment	Courier
Photos (different from photos submitted for Entry Visa and as per photo guidelines)	Attachment	System pulled
3 sets of Original Employment Contract with Company Stamp (if applicable)	Attachment	Courier
E-Channel Registration should be valid		System check
Business License valid for more than 45 days		System check
Valid Formation Documents		System pulled
Valid Immigration Card Copy		System pulled
Payment Proof/Payment (Already done with New Visa Application)		

### Renew Residence Visa

Initiate the renewal process for various services through the portal by providing the necessary information:

Date of Application	Calendar	Auto populated with the start of the process
Company Selection	Dropdown	List of companies
Applicant Selection	Dropdown	Company Visa Entry Holders' list - Employees, Investors / Shareholders, Directors

Residence Visa Expiry Date	Calendar (Inactive)	System pulled
Grade Period	Calendar (Inactive)	Calculate the grace period date from the date of Residence Visa expiry and adding 30 days
Applicant Detail Page	Dropdown	Inactive fields with all information of the selected employee
<b>Contact Details:</b>		
Full Address	Text field	System pulled, but editable
Mobile No.	Text field	System pulled, but editable
Email	Text field	System pulled, but editable
Home Country Contact No.	Text field	System pulled, but editable
Original Passport with Residence Visa Stamped (valid for 7 months with 2 Blank pages)	Courier	Courier
Original Medical Report (Required MOH stamp if the report is not from Preventive Center)	Courier	Courier
Original Emirates ID Renewal Form (Authority stamped if applicable)	Courier	Courier
Photos (different from photos submitted for Entry Visa and as per photo guidelines)	Attachment	System pulled
3 sets of Original Employment Contract with Company Stamp (if applicable)	Courier	Courier
E-Channel Registration should be valid		System check
Business License valid for more than 45 days		System check
Valid Formation Documents		System pulled
Valid Immigration Card Copy		System pulled
Payment Proof/Payment		

### Amend Residence Visa

Initiate the amendment process for specific details through the portal by entering the following information:

Date of Application	Calendar	Auto-populated with the start of the process
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Company Selection	Dropdown	List of companies
Applicant Selection	Dropdown	Company Visa Entry Holders' list - Employees, Investors / Shareholders, Directors
<b>Type of Amendment</b>	Checklist	Applicant Name, Designation, Company Name
Applicant Name	Text field	Current Name (System populated), New Name
Designation	Text field	Existing Designation (System populated), New Designation
Company Name	Text field (Inactive)	Existing Company Name (System populated), New Company Name (System populated)
Applicant Detail Page	Dropdown	Inactive fields with all information of the selected employee
<b>Contact Details:</b>		
Full Address	Text field	System pulled, but editable
Mobile No.	Text field	System pulled, but editable
Email	Text field	System pulled, but editable
Home Country Contact No.	Text field	System pulled, but editable
<b>Employment Contract Details:</b>	n/a	
Type of Employment Contract	Dropdown	Limited, Unlimited
Basic Salary	Text field	
Accommodation Allowance	Text field	
Transport Allowance	Text field	
Meal Allowance	Text field	
Other Allowance	Text field	
Total Remuneration	Text field	
Other Benefits	Text field	
Joining Date	Calendar	
Original Passport with Residence Visa	Courier	
Copy of Attested Degree (for designation amendment)	Attachment	Required only for Designation change. Check Visa Designation sheet for whether degree required for new designation
Name Change Letter from Consulate (for name amendment)	Attachment	Required only for Name change
Copy of Attested Marriage Certificate (for name amendment)	Attachment	Required only for Name change, i.e. name change due to marriage, i.e. Jane Doe to Jane Deer

2 Sets of Original previous Attested Employment Contract (if applicable)	Courier	Mandatory for Employees only
Business License valid for more than 45 days		System check
Valid Immigration Card Copy		System pulled
Valid Formation Documents		System pulled
Valid E-Channel Registration		System check
Emirates ID Amendment Form	Attachment	For name amendment
Photos (as per the photo guidelines)	Attachment	
3 Sets of Signed Employment Contract (Original)	Courier	System generated filled with amended details, signed by manager and employee, company stamp and uploaded by Applicant. Generate one but printed thrice, signed and stamped on all three, i.e. 3 copies are required to be sent by courier.
Payment Proof/Payment		

### Cancel Residence Visa

Initiate the cancellation process for a particular service through the portal by providing the requisite details:

Date of Application	Calendar	
Applicant Location	Radio	Inside the Country, Outside the Country
Cancellation of Employment Visa	Radio	Used Visa , Unused
Cancellation of Residence Visa (Is EID Attached: Yes – No)	Radio	Yes, No
<b>Cancellation of Residence Visa – Person out of Country:</b>		
With Passport	Text field	
Without Passport	Text field	
Date of Exit	Calendar	
Company Name	Text field	
<b>Applicant Details:</b>		
Full Name	Text field	
Gender	Radio	Male, Female
Passport Number	Text field	
Mother's Name,	Text field	
Current Nationality	Dropdown	

Marital Status	Radio	Married , Single, Divorced, Widow
Religion, Faith	Dropdown	(e.g. Muslim, Sunni or Shia)
<b>Contact Details:</b>		
Mobile No.	Text field	
Email	Text field	
Home Country Contact No.	Text field	
Company Authorized Signature	Signature	
Company Stamp	Text field	
Employee Signature	Signature	
Original Passport	Attachment	
Emirates ID Number	Attachment	Original Emirates ID
Name	Text field	
Nationality	Dropdown	
Sex	Radio	
Date of Birth	Calendar	
Card Number	Text field	
Expiry Date	Calendar	
Signature	Signature	
Company Name	Text field	Signed & Stamped Resolution
Date	Calendar	
Signature of All Shareholders	Signature	
Shareholder's Name	Text field	
<b>License Cancellation Application Form</b>		
Date	Calendar	
Company Name	Text field	
License Number	Text field	
License Expiry Date	Calendar	
Type of Cancellation	Radio	Formation, License, Both
Formation Type	Radio	LLC, Branch
Immigration Card Expiry Date (if applicable)	Text field	
Number of Valid Visas (if applicable)	Text field	
PO Box	Radio	Yes, No
NMC License	Radio	Yes, No
E-Channel Account	Radio	Yes, No

Preferred Recipient Name for Cheque Refund	Text field	
<b>Shareholder Details:</b>		
Full Name	Text field	
Passport Number	Text field	
Nationality	Dropdown	
Number of Shares	Text field	
Total Value of Shares	Text field	
<b>Manager Details:</b>		
Full Name	Text field	
Passport Number	Text field	
Nationality	Dropdown	
Mobile Number	Text field	
E-Mail ID	Text field	
<b>Reason for Cancellation</b>	Text field	
<b>Authorized Person Name</b>	Text field	
<b>Signature</b>	Signature	
<b>New Visa Documents (joining another company)</b>	Text field	
<b>Job Offer Letter</b>	Attachment	
<b>Business License Copy of New Company</b>	Attachment	
<b>Immigration Card Copy of New Company</b>	Attachment	
<b>License Amendment Application Form</b>		
Company Name	Text field	
Formation Number	Text field	
Type of Request	Text field	Renewal – Amendment
Business License Validity	Text field	1, 2, 3 years
Type of Amendment	Text field	Company Name, Shareholder, Manager, Director, Capital, Activity, Lease, Upgrade Visa Allocation from ..... to .....
Amendment Details:	Text field	
Proposed New Company Name in English	Text field	
New License Activities	Text field	Group Number, Group Description, Class Number, Class Description
New Facilities	Text field	Shared Desk, Shared Office, Dedicated Desk, Dedicated Office, Creative Units

Square Meters (if applicable)	Text field	
<b>New Shareholders (Individual):</b>		
UAE Resident	Radio	Yes, No
First Name (as per passport)	Text field	
Last Name (as per passport)	Text field	
E-mail ID	Text field	
Gender	Radio	Male, Female
Nationality	Dropdown	
Date of Birth	Calendar	
Place of Birth	Calendar	
Passport No.	Text field	
Passport Expiry Date	Calendar	
Address	Text field	
Mobile No.	Text field	
Value per Share	Text field	
No. of Shares	Text field	
<b>Attachments</b>		
Passport Copy	Text field	
Residence Permit (if applicable)	Text field	
Valid E-Channel Registration	Attachment	
Company Name	Text field	
Formation Type	Text field	
Operating Name	Text field	
Address	Text field	
Formation No.	Text field	
License No.	Text field	
License Formation Date	Calendar	
Expiry Date	Calendar	
Activity(s)	Text field	
Manager(s)	Text field	
	Attachment	
	Attachment	
Date of Application	Calendar	
Applicant Location	Radio	Inside the Country, Outside the Country
Cancellation of Employment Visa	Radio	Used Visa , Unused

Cancellation of Residence Visa (Is EID Attached: Yes – No)	Radio	Yes, No
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<b>Cancellation of Residence Visa – Person out of Country:</b>		
With Passport	Text field	
Without Passport	Text field	
Date of Exit	Calendar	
Company Name	Text field	
<b>Applicant Details:</b>		
Full Name	Text field	
Gender	Radio	Male, Female
Passport Number	Text field	
Mother's Name,	Text field	
Current Nationality	Dropdown	
Marital Status	Radio	Married , Single, Divorced, Widow
Religion, Faith	Dropdown	(e.g. Muslim, Sunni or Shia)
<b>Contact Details:</b>		
Mobile No.	Text field	
Email	Text field	
Home Country Contact No.	Text field	
Company Authorized Signature	Signature	
Company Stamp	Text field	
Employee Signature	Signature	
Passport number	Text field	
Full Name	Text field	
Nationality	Dropdown	
Date of Birth	Calendar	
Place of Birth	Dropdown	
Gender	Radio	
Issuing location	Dropdown	
Issuing date of the passport	Calendar	
Expiry date of the passport	Calendar	
ID Number	Text field	
Name	Text field	
Nationality	Dropdown	
Sex	Radio	
Date of Birth	Calendar	
Card Number	Text field	
Expiry Date	Calendar	

Signature	Signature	
	Attachment	
Company Name	Text field	
Date	Calendar	
Signature of All Shareholders	Text field	
Shareholder's Name	Text field	
<b>License Cancellation Application Form</b>		
Date	Calendar	
Company Name	Text field	
License Number	Text field	
License Expiry Date	Calendar	
Type of Cancellation	Dropdown	Formation, License, Both
Formation Type	Dropdown	LLC, Branch
Immigration Card Expiry Date (if applicable)	Calendar	
Number of Valid Visas (if applicable)	Text field	
PO Box	Radio	Yes, No
NMC License	Radio	Yes, No
E-Channel Account	Radio	Yes, No
Preferred Recipient Name for Cheque Refund	Text field	
<b>Shareholder Details:</b>		
Full Name	Text field	
Passport Number	Text field	
Nationality	Dropdown	
Number of Shares	Text field	
Total Value of Shares	Text field	
Manager Details:		
Full Name	Text field	
Passport Number	Text field	
Nationality	Dropdown	
Mobile Number	Text field	
E-Mail ID	Text field	
<b>Reason for Cancellation</b>	Text field	
<b>Authorized Person Name</b>	Text field	
<b>Signature</b>	Signature	
<b>New Visa Documents (joining another company)</b>	Attachment	

<b>Job Offer Letter</b>	Attachment	
<b>Business License Copy of New Company</b>	Attachment	
<b>Immigration Card Copy of New Company</b>	Attachment	
<b>License Amendment Application Form</b>		
Company Name	Text field	
Formation Number	Text field	
Type of Request	Radio	Renewal – Amendment
Business License Validity	Dropdown	1, 2, 3 years
Type of Amendment	Dropdown	Company Name, Shareholder, Manager, Director, Capital, Activity, Lease, Upgrade Visa Allocation from ..... to .....
Amendment Details:	Text field	
Proposed New Company Name in English	Text field	
New License Activities	Dropdown	Group Number, Group Description, Class Number, Class Description
New Facilities	Dropdown	Shared Desk, Shared Office, Dedicated Desk, Dedicated Office, Creative Units
Square Meters (if applicable)	Text field	
<b>New Shareholders (Individual):</b>		
UAE Resident	Radio	Yes, No
First Name (as per passport)	Text field	
Last Name (as per passport)	Text field	
E-mail ID	Text field	
Gender	Radio	Male, Female
Nationality	Dropdown	
Date of Birth	Calendar	
Place of Birth	Dropdown	
Passport No.	Text field	
Passport Expiry Date	Calendar	
Address	Text field	
Mobile No.	Text field	
Value per Share	Text field	
No. of Shares	Text field	
<b>Attachments</b>		
Passport Copy	Text field	
Residence Permit (if applicable)	Text field	

## Transfer Residence Visa

Initiate the transfer process for a designated service via the portal by inputting the required information:

<b>Type of Transfer</b>		Dropdown	Lost Passport to New Passport, Expired Passport to New Passport, Sponsorship Transfer
Applicant Detail Page	<b>New Passport Details</b>	Dropdown	Inactive fields with all information of the selected employee
<b>Lost Passport to New Passport, Expired Passport to New Passport</b>			
	Passport Number	Text field	
	Place of Issue	Text field	
	Country of Passport Issuance	Text field	
<b>Lost Passport to New Passport, Expired Passport to New Passport, Sponsorship Transfer</b>			
	Issuing date of the passport	Calendar	
	Expiry date of the passport	Calendar	
	Passport Type	Dropdown	Ordinary, Diplomatic, Temporary, Travel Document
<b>Sponsorship Transfer</b>	Sponsorship Transfer Type	Radio	Inward Transfer, Outward Transfer
<b>Inward Transfer</b>			
	<b>New Company Details</b>		
<b>Outward Transfer</b>	Company Name	Text field	
	Business License Number	Text field	
NOC (from the present company that the employee doesn't owe anything outstanding)		Checkbox	This is an agree / disagree declaration. Discussion required regarding as the employee also needs to agree to this
E-Channel Registration should be valid			
Business License valid for more than 45 days			
<b>Lost Passport:</b>			
Visa Application Form	Date of Application	Calendar	
	Applicant Status	Text field	Inside the Country, Outside the Country
<b>Employment Visa:</b>			
	On a Cancelled Visa –	Calendar	Grace Period Until...
	On a Visit Visa	Calendar	Valid Until...

	Inside Country Change of Status	Text field	
	Residence Visa Stamping (Renewal – From Old to New Passport)	Text field	
	Transfer Sponsorship	Text field	From..... To.....
	Change of Designation	Text field	From..... To.....
	Company Name	Text field	
	<b>Total Number of Visa Allocation</b>		
	<b>Business License Expiry Date</b>		
	<b>Applicant Details:</b>		
	Full Name	Text field	
	Designation	Text field	
	Date of Birth	Calendar	
	Country of Birth	Dropdown	
	Passport Number	Text field	
	Father's Name	Text field	
	Country of Passport Issuance	Dropdown	
	Mother's Name	Text field	
	Current Nationality	Dropdown	
	Gender	Radio	Male, Female
	Previous Nationality	Dropdown	
	Marital Status	Text field	Married, Single, Divorced, Widow
	Religion, Faith	Dropdown	e.g. Muslim, Sunni or Shia
	Languages Spoken	Text field	
	Educational Qualifications	Text field	
	Is your Age Below 57	Radio	Yes, No
	Do you Want to Apply for Dependent Sponsorship	Radio	Yes, No
	If Yes, How Many Applications?	Text field	
	Type of Dependent	Dropdown	Spouse, Children, Driver/Domestic Helper
	<b>Contact Details:</b>		
	Mobile No.	Text field	
	Email	Text field	
	Home Country	Dropdown	
	Contact No.	Text field	
	<b>Employment Contract Details:</b>		

	Type of Employment Contract	Radio	Limited, Unlimited
	Basic Salary	Text field	
	Accommodation Allowance	Text field	
	Transport Allowance	Text field	
	Meal Allowance	Text field	
	Other Allowance	Text field	
	Total Remuneration	Text field	
	Other Benefits	Text field	
	Joining Date	Calendar	
	Company Authorized Signature & Company Stamp	Text field	
Passport copy	Passport number	Text field	
	Full Name	Text field	
	Nationality	Dropdown	
	Date of Birth	Calendar	
	Place of Birth	Calendar	
	Gender	Radio	
	Issuing location	Dropdown	
	Issuing date of the passport	Calendar	
	Expiry date of the passport	Calendar	
Residence Visa Stamp copy	UID No.	Text field	
	File	Text field	
	Place of Issue	Dropdown	
	Passport No.	Text field	
	Accompanied by	Text field	
	Name	Text field	
	Profession	Text field	
	Sponsor	Text field	
	Issue Date	Calendar	
	Expiry Date	Calendar	
	Signature	Text field	
Emirates ID copy (Front & Back)	ID Number	Text field	
	Name	Text field	
	Nationality	Dropdown	
	Sex	Radio	

	Date of Birth	Calendar	
	Card Number	Text field	
	Expiry Date	Calendar	
	Signature	Text field	
4 Passport Size Photos		Attachment	
Attested Police Report for Lost Passport original (Arabic Translated – if applicable)		Attachment	
New Original Passport		Attachment	
Visa Details Issued by UAE Consulate or UAE Immigration for Lost Passport Previous Employment Contract (2 sets – for Employees only)		Attachment	
Valid Immigration Card copy	Number	Text field	
	Name	Text field	
	Activity	Text field	
	Class	Text field	
	Issue Date	Calendar	
	Expiry Date	Calendar	
	Authorized Signatory	Signature	Number, Name,Designation, Signature
Payment Proof/Payment		Attachment	
<b>Old to New Passport:</b>			
Visa Application Form	Date of Application	Calendar	
	Applicant Status	Text field	Inside the Country, Outside the Country
<b>Employment Visa:</b>			
On a Cancelled Visa –	Text field	Grace Period Until...	
On a Visit Visa	Text field	Valid Until...	
	Inside Country Change of Status	Text field	
	Residence Visa Stamping (Renewal – From Old to New Passport)	Text field	
	Transfer Sponsorship	Text field	From..... To.....
	Change of Designation	Text field	From..... To.....
	Company Name	Text field	

	<b>Total Number of Visa Allocation</b>	Text field	
	<b>Business License Expiry Date</b>	Text field	
	<b>Applicant Details:</b>		
	Full Name	Text field	
	Designation	Text field	
	Date of Birth	Calendar	
	Country of Birth	Dropdown	
	Passport Number	Text field	
	Father's Name	Text field	
	Country of Passport Issuance	Dropdown	
	Mother's Name	Text field	
	Current Nationality	Dropdown	
	Gender	Radio	Male, Female
	Previous Nationality	Dropdown	
	Marital Status	Radio	Married, Single, Divorced, Widow
	Religion, Faith	Dropdown	e.g. Muslim, Sunni or Shia
	Languages Spoken	Dropdown	
	Educational Qualifications	Text field	
	Is your Age Below 57	Radio	Yes, No
	Do you Want to Apply for Dependent Sponsorship	Radio	Yes, No
	If Yes, How Many Applications?	Text field	
	Type of Dependent	Dropdown	Spouse, Children, Driver/Domestic Helper
	<b>Contact Details:</b>		
	Mobile No.	Text field	
	Email	Text field	
	Home Country	Dropdown	
	Contact No.	Text field	
	<b>Employment Contract Details:</b>		
	Type of Employment Contract	Text field	Limited, Unlimited
	Basic Salary	Text field	
	Accommodation Allowance	Text field	
	Transport Allowance	Text field	
	Meal Allowance	Text field	

	Other Allowance	Text field	
	Total Remuneration	Text field	
	Other Benefits	Text field	
	Joining Date	Calendar	
	Company Authorized Signature & Company Stamp	Signature	
Request Letter		Attachment	
Old and New Original Passports		Attachment	
Emirates ID copy (Front & Back)		Attachment	
4 Passport Size Photos		Attachment	
Previous Employment Contract (2 sets – for Employees only)	Execution Date	Calendar	
	Company	Text field	
	Company License Number	Text field	
	Company Registered Address	Text field	
	Employee	Text field	
	Employee Nationality	Dropdown	
	Employee Passport Number	Text field	
	Employment Position	Text field	
	Basic Job Description	Text field	
	Start Date	Calendar	
	Expiry Date	Calendar	
	Employment Duration (Limited Period Employment)	Text field	
	Notice period	Text field	
	Probation Period	Text field	
	Working Hours	Text field	
	Leave Days	Text field	
Valid Immigration Card copy	Number	Text field	
	Name	Text field	
	Activity	Text field	
	Class	Text field	
	Issue Date	Calendar	

	Expiry Date	Calendar	
	Authorized Signatory	Signature	Number, Name,Designation, Signature
Payment Proof/Payment		Attachment	
<b>Sponsorship Change:</b>		Attachment	
E-Channel Registration for both Companies should be Valid		Attachment	
Valid Immigration Card copies for both Companies		Attachment	
	Name	Text field	
	Activity	Text field	
	Class	Text field	
	Issue Date	Calendar	
	Expiry Date	Calendar	
	Authorized Signatory	Signature	Number, Name,Designation, Signature
	Company Name	Text field	
	Formation Type	Text field	
	Operating Name	Text field	
	Address	Text field	
	Formation No.	Text field	
	License No.	Text field	
	License Formation Date	Calendar	
	Expiry Date	Calendar	
	Activity(s)	Text field	
	Manager(s)	Text field	
<b>Initial Process:</b>			
Visa Application	Date of Application	Calendar	
	Applicant Status	Radio	Inside the Country, Outside the Country
<b>Employment Visa:</b>			
	On a Cancelled Visa –	Calendar	Grace Period Until...
	On a Visit Visa	Calendar	Valid Until...
	Inside Country Change of Status	Text field	
	Residence Visa Stamping (Renewal – From Old to New Passport)	Text field	
	Transfer Sponsorship	Text field	From..... To.....
	Change of Designation	Text field	From..... To.....

	Company Name	Text field	
	Total Number of Visa Allocation	Text field	
	Business License Expiry Date	Calendar	
	<b>Applicant Details:</b>		
	Full Name	Text field	
	Designation	Text field	
	Date of Birth	Calendar	
	Country of Birth	Dropdown	
	Passport Number	Text field	
	Father's Name	Text field	
	Country of Passport Issuance	Dropdown	
	Mother's Name	Text field	
	Current Nationality	Dropdown	
	Gender	Radio	Male, Female
	Previous Nationality	Dropdown	
	Marital Status	Radio	Married, Single, Divorced, Widow
	Religion, Faith	Dropdown	e.g. Muslim, Sunni or Shia
	Languages Spoken	Dropdown	
	Educational Qualifications	Text field	
	Is your Age Below 57	Radio	Yes, No
	Do you Want to Apply for Dependent Sponsorship	Radio	Yes, No
	If Yes, How Many Applications?	Text field	
	Type of Dependent	Dropdown	Spouse, Children, Driver/Domestic Helper
	<b>Contact Details:</b>		
	Mobile No.	Text field	
	Email	Text field	
	Home Country	Dropdown	
	Contact No.	Text field	
	<b>Employment Contract Details:</b>		
	Type of Employment Contract	Text field	Limited, Unlimited
	Basic Salary	Text field	
	Accommodation Allowance	Text field	
	Transport Allowance	Text field	
	Meal Allowance	Text field	

	Other Allowance	Text field	
	Total Remuneration	Text field	
	Other Benefits	Text field	
	Joining Date	Calendar	
	Company Authorized Signature & Company Stamp	Signature	
		Attachment	
	Passport & Residence Visa copy	Attachment	
	NOC from current employer	Attachment	
	NOC from the new employer	Attachment	
	4 Passport Size Photos (as per the Photo Guidelines)	Attachment	
Previous Employment Contract (2 sets – for Employees only)	Execution Date	Calendar	
	Company	Text field	
	Company License Number	Text field	
	Company Registered Address	Text field	
	Employee	Text field	
	Employee Nationality	Dropdown	
	Employee Passport Number	Text field	
	Employment Position	Text field	
	Basic Job Description	Text field	
	Start Date	Calendar	
	Expiry Date	Calendar	
	Employment Duration (Limited Period Employment)	Text field	
	Notice period	Text field	
	Probation Period	Text field	
	Working Hours	Text field	
	Leave Days	Text field	
	Payment Proof/Payment	Attachment	
	<b>Final Process:</b>	Attachment	
	Immigration Approval of Initial Process	Attachment	

Original Passport with Residence Visa	Passport number	Text field	
	Full Name	Text field	
	Nationality	Dropdown	
	Date of Birth	Calendar	
	Place of Birth	Calendar	
	Gender	Radio	
	Issuing location	Dropdown	
	Issuing date of the passport	Calendar	
	Expiry date of the passport	Calendar	
Original Medical Report (Requires MOH Stamp if report not from Preventive Center)	Attachment		
Original Emirates ID Renewal Form (Authority Stamped if applicable)	Attachment		
4 Passport Size Photos (as per the Photo Guidelines)	Attachment		
Signed Employment Contract (3 sets)	<b>Employment Contract Details: Execution Date</b>		
	Company	Text field	
	Company License Number	Text field	
	Company Registered Address	Text field	
	Employee	Text field	
	Employee Nationality	Dropdown	
	Employee Passport Number	Text field	
	Employment Position	Text field	
	Basic Job Description	Text field	
	Start Date	Calendar	
	Expiry Date	Calendar	
	Employment Duration (Limited Period Employment)	Text field	
	Probation Period	Text field	
	Notice period	Text field	
	Working Hours	Text field	
	Leave Days	Text field	

## Absconding

### New Absconding

In the event of an absconding incident, the system provides the option to initiate a case registration to facilitate the termination process.

Company Name	Dropdown	
Employee Name	Dropdown	
Employee Detail Page	Dropdown	Inactive fields with all information of the selected employee
Employee Contact (for Immigration to contact employee)		
Mobile No.	System pulled	Provide latest contact information for immigration to contact employee. This is a system pulled field but can be updated to reflect latest known details
Email	System pulled	
Home Country Contact No.	System pulled	
Proof of Employer having Contacted the Employee (letters or emails)	Attachment	
Declaration that Employee inside UAE	Check	
Proof of Employee inside UAE (Visa Details, as issued by Immigration)	Attachment	
Employee's Colored Passport Copy	-	System pulled
Employee's Residence Visa Stamp Copy	-	System pulled
Special Comments Page of the Passport (as per the Visa Checklist)	-	System pulled
Photos (as per the photo guidelines)	-	System pulled
Valid E-Channel Registration	-	System Check
Business License valid for more than 45 days	-	System Check
Valid Immigration Card Copy	-	System pulled
Copy of Emirates ID	Attachment	
ID Number	Text field	
Expiry Date	Calendar	
Payment Proof/Payment		

## Cancel Absconding

The company can cancel the absconding request from the portal by :

Request Cancel Absconding Case	Button	
Company Name	Dropdown	
Employee Name	Dropdown	List of Absconded Employees
Absconding Approval	Attachment	System pulled
Employee's Colored Passport Copy	Attachment	System pulled
Employee's Residence Visa Stamp Copy	Attachment	System pulled
Copy of Employee's Emirates ID	Attachment	System pulled
Special Comments Page of the Passport (as per the Visa Checklist)	Attachment	System pulled
Printout of Visa Details from Immigration	Attachment	System pulled
Valid E-Channel Registration	Attachment	System check
Valid Immigration Card Copy	Attachment	System check
2 Passport Size Photos (as per the photo guidelines)	Attachment	System pulled
Payment Proof/Payment		

## Change of Status

This option for updating the status of an employee's e-visa application to notify of entry into the country:

<b>[Display all information from the Entry Visa section]</b>	Text field (Inactive)	
Applicant Status	Radio	Inside the Country, Outside the Country
Visa Status	Radio	Cancelled Visa, Visit Visa, Other Visa
Cancelled Visa	Calendar	Grace Period Until...
Visit Visa	Calendar	Valid Until...
Other Visa	Text field	
Valid Until	Calendar	
Overstay Penalty paid at the time of visa application?	Radio	Yes, No

<b>Yes</b>		
Payment Receipt of Overstay Penalty (if applicable)	Attachment	
<b>No, continue</b>		
Copy of E-Visa	Attachment	System pulled
Colored Passport Copy (Expiry date must be more than 7 months)	Attachment	System pulled
Special comment page of the passport as per checklist	Attachment	If passport has information on any other page (than the first and signature pages) e.g. USA, India, Pakistan, Sudan, Japan, Sri Lanka, Nepal etc.
Applicants on Tourist/ Visit Visa: Tourist/ Visit Visa page copy & Entry Stamp page copy (if applicable)	Attachment	
Residence Visa cancellation paper (if applicable)	Attachment	
E-Channel Registration should be valid		System check
Business License valid for more than 45 days		System check
Valid Immigration Card Copy		System check
Payment Proof/Payment	Payment	

**Employee Letters****Entry and Exit Movement Report****Visa Details Report****Letters**

In the portal, customers have the option to request different letters and certifications, including:

1. Business Activity Certificate: A checklist of the company's current activities.
2. Shams Employee List: A document listing the employees of the company.
3. Company Name Amendment Certificate: A certificate for the approved change of the company's name.
4. Letter for Customs: A letter intended for customs-related purposes.

## Dashboard & Reports

The customer dashboard is a user-friendly and intuitive interface that provides customers with a convenient overview of their account and relevant information. Upon logging in, customers can access a centralized hub that displays key details and actions related to their interactions with the platform or company.

The dashboard typically includes the following elements:

1. Account Summary: A snapshot of the customer's account status, including their name, account type, and contact details.
2. Recent Activity: A timeline or list displaying the customer's recent interactions, transactions, or updates related to their account.
3. Important Notifications: A section highlighting any critical messages, alerts, or reminders that require the customer's attention.
4. Quick Actions: Buttons or links allowing customers to perform common tasks or access frequently used features directly from the dashboard.
5. Account Information: Access to view and edit personal details, preferences, and settings associated with their account.
6. Support and Help: A prominent link to the Help Center or customer support resources, allowing customers to seek assistance if needed.
7. Overview of Services: An overview of the services, products, or subscriptions the customer has availed, along with their current status or usage.

The customer dashboard is designed to streamline the user experience, providing customers with a quick and easy way to access vital information and manage their account effectively. It empowers customers with the tools and information they need to navigate the platform with ease and engage with the company's offerings seamlessly.

## User Profile

The user profile refers to the individual or entity that interacts with the SHAMS portal. It represents the unique identity of each user, capturing essential information and preferences that shape their experience within the system.

Key components of the user profile typically include:

5. Personal Information: The user's name, contact details (email, phone number), and any other relevant identification information.
6. Company Details: For corporate users, this section may include information about their company, such as the company name, registration number, and address.
7. Activity History: The user's past interactions and activities within the system, providing a chronological record of their engagements.
8. Preferences: Customizable settings that reflect the user's individual preferences, such as language, time zone, and notification preferences.
9. Payment Information: For users engaging in financial transactions, secure storage of payment details, ensuring seamless and efficient transactions.
10. Security Settings: Options for the user to manage their account security, including password management and two-factor authentication.

The user profile is essential for providing a tailored and personalized experience for each user within the Shams ecosystem. It enables the system to present relevant information, offers, and services based on the user's role, preferences, and past interactions. By maintaining accurate user profiles, Shams can enhance user satisfaction, streamline processes, and deliver a more efficient and intuitive platform.

## Help & Contact

centralized and comprehensive resource that serves as a support hub for users and customers. It is designed to provide assistance, guidance, and solutions to queries and issues related to the various services and features offered by SHAMS.

Key characteristics and components of the Help Center typically include:

1. Knowledge Base: The Help Center contains a vast repository of articles, guides, tutorials, and frequently asked questions (FAQs) that cover a wide range of topics. These resources aim to address common queries and provide step-by-step instructions for using different functionalities within the Shams portal.
2. Search Functionality: Users can utilize a robust search feature to quickly find relevant information within the Help Center. The search function allows users to enter keywords or phrases related to their query, which then retrieves relevant articles and guides.

3. Categories and Topics: Information within the Help Center is usually organized into categories and topics, making it easier for users to navigate and locate specific areas of interest.
4. Contact Support: In addition to self-help resources, the Help Center provides options for users to directly contact Shams' customer support team. This may include email addresses, live chat support, or a ticketing system.
5. Troubleshooting and Problem Resolution: The Help Center often includes troubleshooting guides to address common issues and provide solutions for technical problems users may encounter.
6. Updates and Announcements: The Help Center may also serve as a platform to communicate updates, system maintenance schedules, or announcements related to new features or changes within the Shams platform.
7. Multilingual Support: In a diverse and international setting, the Help Center may offer support in multiple languages to cater to a broader user base.

The Help Center plays a vital role in enhancing user experience and customer satisfaction. It empowers users to find answers and resolve issues independently, reducing the need for direct support and expediting problem resolution. By maintaining a well-organized and informative Help Center, Shams can foster a positive user experience and build trust and confidence among its users.

# OPERATIONS & MANAGEMENT PORTAL

## Customers' Requests

This section enables the user to receive customers' requests and determine whether to accept, reject, or make notes based on workflow rules and user permissions. The system is designed intelligently to provide the user with recommended actions in accordance with the established rules.

## Tasks management

The task management module is a component of the system that facilitates the organization, tracking, and execution of tasks or activities within a project or workflow. Its primary purpose is to streamline and optimize the process of managing tasks, ensuring efficient collaboration, and enabling better productivity for individuals or teams.

Key features of a typical task management module may include:

1. Task Creation: Users can create new tasks, assign them to specific team members, and set due dates to ensure timely completion.
2. Task Assignment and Delegation: Tasks can be assigned to team members with clear responsibilities and deadlines, promoting accountability and efficient task distribution.
3. Priority and Status Tracking: Tasks can be categorized based on priority levels (e.g., high, medium, low) and tracked for their progress through different stages (e.g., to-do, in progress, completed).
4. Task Dependencies: The module may allow users to establish task dependencies, where certain tasks must be completed before others can begin. This ensures a logical sequence of activities.
5. Notifications and Reminders: Automated notifications and reminders can be sent to team members to keep them informed about upcoming deadlines or task updates.
6. Collaborative Communication: Users can communicate within the task management module through comments, file attachments, or real-time messaging to discuss task-related matters.

7. Reporting and Analytics: The module may offer reporting capabilities, generating insights into task performance, team productivity, and project progress.
8. Integration with Calendars and Emails: Integration with calendar applications and email platforms allows users to sync task deadlines and updates with their personal schedule.
9. Access Control and Permissions: The module can provide granular access control to ensure that only authorized personnel can view, modify, or manage specific tasks.
10. Mobile Compatibility: Many task management modules are designed to be accessible from mobile devices, enabling users to manage tasks on the go.

The task management module serves as a central hub where teams can collaborate effectively, prioritize activities, and track progress, promoting efficiency and transparency in completing projects or achieving organizational goals. It plays a crucial role in keeping everyone aligned and focused on their responsibilities, ultimately contributing to successful project outcomes.

## Workload Assignment

This module is responsible for configuring workload distribution rules and task assignments to users. Additionally, it empowers supervisors with the ability to manually manage the team's workload as needed.

## Help Desk

The help desk module is a crucial component of portal that facilitates the efficient handling and resolution of customer inquiries, support requests, and issues. Its primary purpose is to provide a centralized platform for managing customer interactions and ensuring timely and effective support.

Key features of a typical help desk module may include:

1. Ticket Management: The module uses a ticketing system to organize and track customer requests or issues as individual tickets. Each ticket represents a unique customer inquiry or problem.
2. Ticket Creation: Customers can create new tickets through various channels, such as email, portal, or chat, providing essential details about their request or problem.

3. Ticket Assignment and Routing: Tickets are automatically assigned to specific support agents or teams based on predefined rules or manually routed by supervisors to the appropriate personnel.
4. Prioritization and SLA Management: Tickets can be categorized based on their priority level, ensuring that high-priority issues receive immediate attention. Service Level Agreements (SLAs) can also be set to define response and resolution timeframes.
5. Communication and Collaboration: Support agents can communicate with customers directly through the ticketing system, updating them on the status and progress of their requests. Internal collaboration features enable team members to share information and work together to resolve complex issues.
6. Knowledge Base Integration: Integration with a knowledge base allows support agents to access helpful articles, FAQs, and troubleshooting guides, enabling faster issue resolution and consistent customer support.
7. Automation and Workflows: The module may include automated processes and workflows to streamline repetitive tasks, escalate tickets based on specific criteria, or send automated responses to customers.
8. Reporting and Analytics: The help desk module offers reporting and analytics capabilities, providing insights into ticket volume, response times, resolution rates, and overall customer satisfaction.
9. Integration with other Systems: The module can integrate with other software tools, such as customer relationship management (CRM) systems (Business center system), to synchronize customer data and streamline support processes.

Overall, the help desk module plays a vital role in ensuring prompt and effective customer support, enhancing customer satisfaction, and maintaining a positive relationship between the organization and its clients. It helps support teams efficiently manage and resolve customer inquiries, leading to improved service quality and customer loyalty.

## **Corporate Services management**

### **Facility booking**

Facility booking is the process of reserving and scheduling the use of specific facilities or spaces within a building or premises for various purposes.

Key aspects of facility booking include:

1. Reservation Requests: companies or event organizers, can submit booking requests for specific facilities, rooms, or resources for a particular date and time.
2. Availability and Scheduling: The facility booking system displays the availability of facilities based on real-time data, allowing users to choose from available time slots that suit their requirements.
3. Resource Allocation: Apart from booking the physical space, users may also reserve additional resources like equipment, audio-visual aids, furniture, or any other specific requirements for their event or activity.
4. Approval Workflow: Depending on the setup, the booking requests may go through an approval process, where designated authorities review and approve or reject the requests based on availability, policies, or other criteria.
5. Calendar Integration: Facility booking can integrate with business center system, providing automatic updates on reserved slots and avoiding conflicting bookings.
6. Cancellation and Modification: Users may have the option to cancel or modify their bookings, subject to certain policies and rules defined by the facility management.
7. Payment and Invoicing: In commercial settings, the system may facilitate online payments or invoicing for the use of facilities and resources.
8. Notifications and Reminders: Automated notifications can be sent to users to confirm their booking, remind them of upcoming reservations, or inform about any changes.
9. Reporting and Analytics: Facility booking provides administrators with reports on facility utilization, popular booking times, and revenue generated from bookings.
10. Integration with Facility Management: In larger settings, the facility booking system may be integrated with a broader facility management system that handles maintenance, security, and other facility-related tasks.

Overall, a facility booking system streamlines the reservation process, minimizes conflicts, and ensures efficient utilization of available resources. It simplifies the experience for users looking to book facilities and helps facility administrators maintain an organized and well-managed environment.

## Concierge Services management

Concierge services management refers to the coordination and supervision of concierge services provided to clients or guests in various settings, such as governmental transactions like (MOFA Attestation, Document Translation, Movement Report,..etc), cars and driving license , Dependent Residence Visa, medical, airport services and more. The primary goal of concierge services management is to ensure a high level of personalized service and customer satisfaction by fulfilling a wide range of requests and needs.

Key aspects of concierge services management include:

1. Guest Assistance: Concierge services managers oversee a team of concierge professionals who assist guests with various inquiries, reservations, and recommendations.
2. Personalized Services: Concierge managers ensure that each company's individual preferences and requirements are noted and catered to, offering a personalized experience.
3. Problem Solving: They handle and resolve any customer's complaints, issues, or requests promptly and efficiently, ensuring a smooth experience.

## Reports & Dashboards

The system will feature a pre-designed and dynamic report generator, providing both users and administrators with a comprehensive understanding of the portal processes and customer information. This will enable them to gain valuable insights into the system's operations and the data related to customers.

## Users' management

Users' management refers to the process of administering and controlling user accounts and access within a system or application. It involves various tasks related to user registration, authentication, authorization, and account maintenance to ensure a secure and efficient user experience.

Key aspects of users' management include:

1. User Registration: The system allows new users to sign up or register for an account, typically requiring them to provide certain information, such as username, email address, and password.

2. User Authentication: The process of verifying the identity of users to grant them access to the system. Common authentication methods include passwords, two-factor authentication (2FA) or biometrics.
3. User Authorization: After authentication, users are granted appropriate permissions and access rights based on their roles or user groups. Authorization controls what actions and data a user can access within the system.
4. User Profiles: Users' management involves maintaining individual user profiles, which may include personal information, contact details, preferences, and settings.
5. Account Maintenance: This includes functionalities for users to update their profile information, change passwords, and manage communication preferences.
6. User Roles and Groups: Users can be categorized into roles or groups, each with specific privileges and restrictions. Administrators can assign or modify these roles as needed.
7. Account Deactivation and Deletion: Administrators can deactivate or delete user accounts when required, ensuring the security and privacy of user data.
8. User Activity Logs: The system may maintain logs of user activities, providing a record of actions performed by each user for auditing and security purposes.
9. Password Management: The system may include features to enforce password policies, password recovery mechanisms, and password expiration reminders.
10. User Support: Users' management may involve providing customer support to users, addressing any issues they encounter with their accounts or system access.

Proper users' management is crucial for maintaining the security and integrity of a system. It allows administrators to control user access, protect sensitive data, and tailor the user experience according to individual needs. Additionally, it ensures that users have a seamless and secure experience while interacting with the system or application.

## System setup and configurations

The module for general settings and system setup will display a comprehensive list of dynamic lists and rules used within all the portals. Through this module, users can easily configure, add, and manage these dynamic lists and rules.

## Workflow builder

The workflow builder is a tool that allows users to create and customize workflows visually. It enables administrators to design, automate, and manage business processes, tasks, and actions in a step-by-step manner without the need for complex coding or programming knowledge. With the workflow builder, administrators can define the sequence of actions, set conditions and triggers, and map out the flow of information within the portal.

Key features and functionalities of a typical workflow builder include:

1. Visual Interface: The workflow builder offers a user-friendly, drag-and-drop interface, making it easy for administrators to create workflows by arranging elements and connecting them visually.
2. Workflow Elements: administrators can select from a range of pre-built workflow elements or components, such as tasks, actions, decisions, approvals, and notifications, to design the workflow process.
3. Customization: The workflow builder allows users to customize each workflow element, defining its properties, conditions, and settings according to the specific requirements of the process.
4. Automation: Workflows created with the builder can automate routine tasks and processes, saving time and reducing manual effort.