



دبي التجارية  
DUBAI TRADE

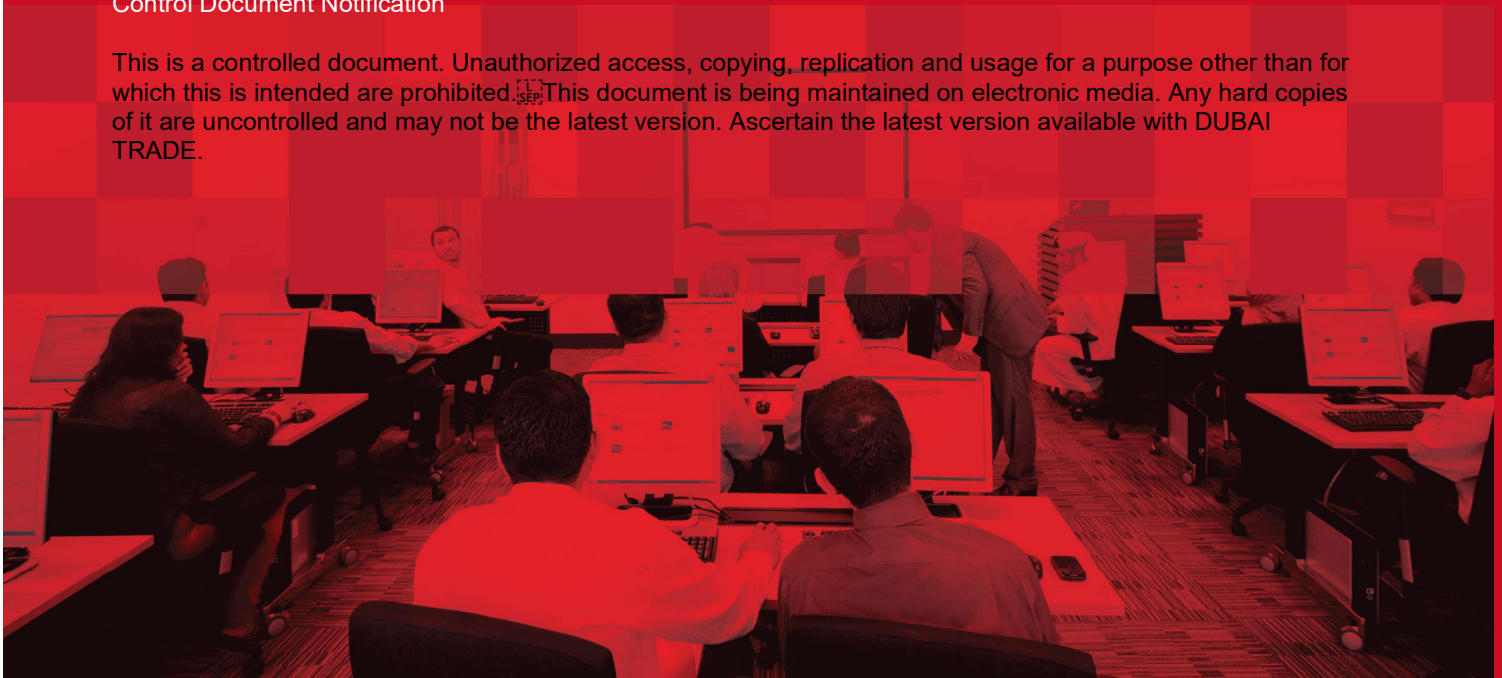
# JAFZA eSERVICES RP Correction User's Manual

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## DOCUMENT DETAILS

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### Document Information

Document Name	RP Correction
Project Name	JAFZA eService Manuals
Business Unit	JAFZA
Author(s)	DT Training Dept.
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### Revision History

Version	Date	Author	Designation	Description of change

### Approval History

Version	Date	Name	Designation	Comments

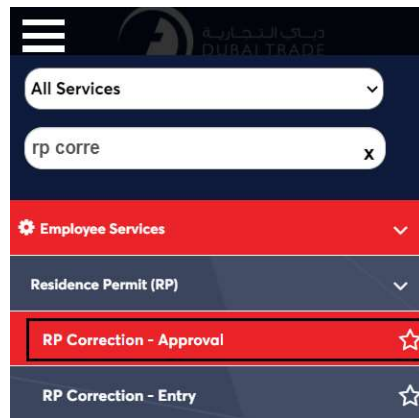
### Distribution

Version	Location

*This service is to request for correction of the details on a Residence Permit (RP) for a employee on company's sponsorship. The charges for the request will depend based on if the correction is due to customer's mistake or not.*

## Navigation:

1. Login to **Dubai Trade**
2. Go to **Employee Services** from the menu on the left
3. Then under **Residence Permit (RP)** go to **RP Correction - Approval**



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

Jafza RP Correction
Create New Request

[Edit SR](#)  
[Upload Document](#)  
[Cancel SR](#)  
[Update Address](#)  
[View SR Details](#)

Select Status
▼

Search

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

Jafza RP Correction
Create New Request

[Edit SR](#)  
[Upload Document](#)  
[Cancel SR](#)  
[Update Address](#)  
[View SR Details](#)

Select Status
▼

Search

SR Number	SR Type	Employee Name	Status	Creation Date	Last Update Date	Actions
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6. Enter the details, Courier details and click **Save and Continue**

# RP Correction

4

Jafza RP Correction

1

2

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4

Service RequestUpload DocumentSummaryPayment Confirmation

1

Use this page to create/modify a request for Residence Permit Correction. Once you have entered atleast the mandatory information, you can :

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

Company Name: Middle East And Africa FZCO

Company Id1314

Employee Number\*

Correction due to Customer's mistake?\*

Request Reason\*

Search and Select

Jafza Comments

Courier Details

Courier Required\*Within FreeZone

Courier Location\*Select

Address Line 1\*Plot No .B34BR01, Jafza north

Address Line 2P.O.Box 16871

Contact Name\*

Contact Phone\*05xxxxxxxx

Time\*Select

Save and Continue

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

Jafza RP Correction

1

2

3

4

Service RequestUpload DocumentSummaryPayment Confirmation

Company Name: Middle East And Africa FZCO

SR Number: 20054380

Document Name	File Type	Mandatory	Upload File	View / Delete
Passport Page 1	jpg/jpeg	Yes	<div>Drag and Drop +</div> <div>Select a file or drop one here</div>	<div>📄</div> <div>🗑️</div>
Photograph	jpg/jpeg	Yes	<div>Drag and Drop +</div> <div>Select a file or drop one here</div>	<div>📄</div> <div>🗑️</div>
Visa	jpg/jpeg	Yes	<div>Drag and Drop +</div> <div>Select a file or drop one here</div>	<div>📄</div> <div>🗑️</div>
CIC	jpg/jpeg/pdf	No	<div>Drag and Drop +</div> <div>Select a file or drop one here</div>	<div>📄</div> <div>🗑️</div>
Passport Page 2	jpg/jpeg	No	<div>Drag and Drop +</div> <div>Select a file or drop one here</div>	<div>📄</div> <div>🗑️</div>
Other documents 1	jpg/jpeg/pdf	No	<div>Drag and Drop +</div> <div>Select a file or drop one here</div>	<div>📄</div> <div>🗑️</div>
Other documents 2	jpg/jpeg/pdf	No	<div>Drag and Drop +</div> <div>Select a file or drop one here</div>	<div>📄</div> <div>🗑️</div>
Other documents 3	jpg/jpeg/pdf	No	<div>Drag and Drop +</div> <div>Select a file or drop one here</div>	<div>📄</div> <div>🗑️</div>

Continue and Review

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

# RP Correction

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Jafza RP Correction

3

4

Service RequestUpload DocumentSummaryPayment Confirmation

Details of the selected request are given below.

Company Name: Middle East And Africa FZCO

SR Number: 20054380

Employee Number1340600

Request ReasonTEST

Correction due to Customer's mistake?No

Courier Details

Courier RequiredWithin FreeZone

Courier Location

Address Line 1Plot No .B34BR01, Jafza north

Address Line 2P.O.Box 16871

Contact NameTEST

Contact Phone0500000000

Time9 AM -11 AM

Edit

Document Name	Preview
Passport Page 1	
Photograph	
Visa	

Confirm and Continue

## 9. Click Submit to FreeZone

Jafza RP Correction

4

Service RequestUpload DocumentSummaryPayment Confirmation

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

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

Current Balance Amount

(Deposit minus amount reserved for submitted requests)

895,781.25 AED

Total Charge Amount:20.00 AED

Total VAT Amount:1.00 AED


Total Charge Amount with VAT:21.00 AED

SR Number	Employee	Customer	Status
20054380		Middle East And Africa FZCO	Saved

Submit to FreeZone

*The below confirmation will be displayed*

Jafza RP Correction



Back

✓

✓

✓

4

Service Request

Upload Document

Summary

Payment Confirmation

✓

Your request has been forwarded to the Free Zone for processing. A charge of 20.00 AED and VAT amount 1.00 AED has been reserved for the same.

SR Number	Employee	Customer	Status
20054380		Middle East And Africa FZCO	Submitted to Free Zone

