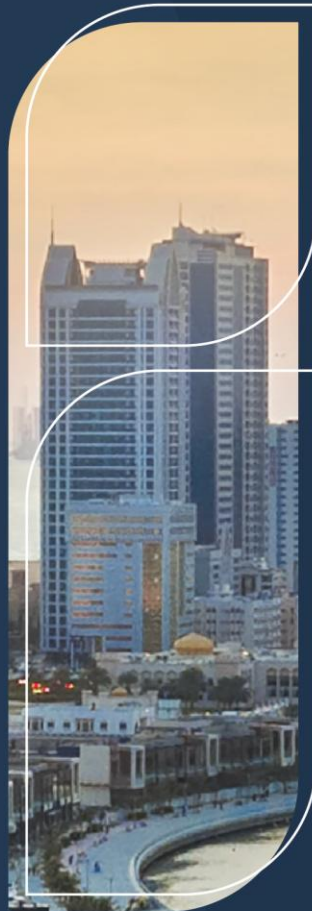
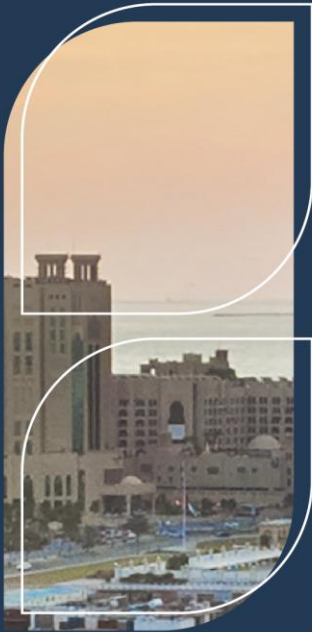


# Department of Finance



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## About the Department

The Department of Finance in the Government of Ajman was established pursuant to Emiri Decree No. (8) of 2002. In 2010, it was reorganized as the Department of Financial and Administrative Affairs under Emiri Decree No. (4) of 2010. In 2012, Emiri Decree No. (15) of 2012 was issued to reorganize it once again as the Department of Finance, designating it as the competent authority responsible for supervising the financial affairs of the Emirate's government.

The Department of Finance seeks to deliver outstanding financial services that contribute to achieving sustainable development in the Emirate of Ajman and enhancing the competitiveness of the state, through the efficient and effective oversight of government financial resources. The Department's responsibilities include preparing and implementing the annual general budget of the Government of Ajman in cooperation with local government entities, issuing final accounts, and supervising public revenues.

The Department also oversees the updating and approval of government resources and the means for their development, in coordination with the relevant government entities. In addition, it prepares draft laws and local decrees related to financial affairs. The Department further provides consultations and technical support to government entities in the areas of implementing the Emirate's unified financial system, thereby enhancing financial governance and improving institutional performance efficiency.

## Overview of the Services Guide

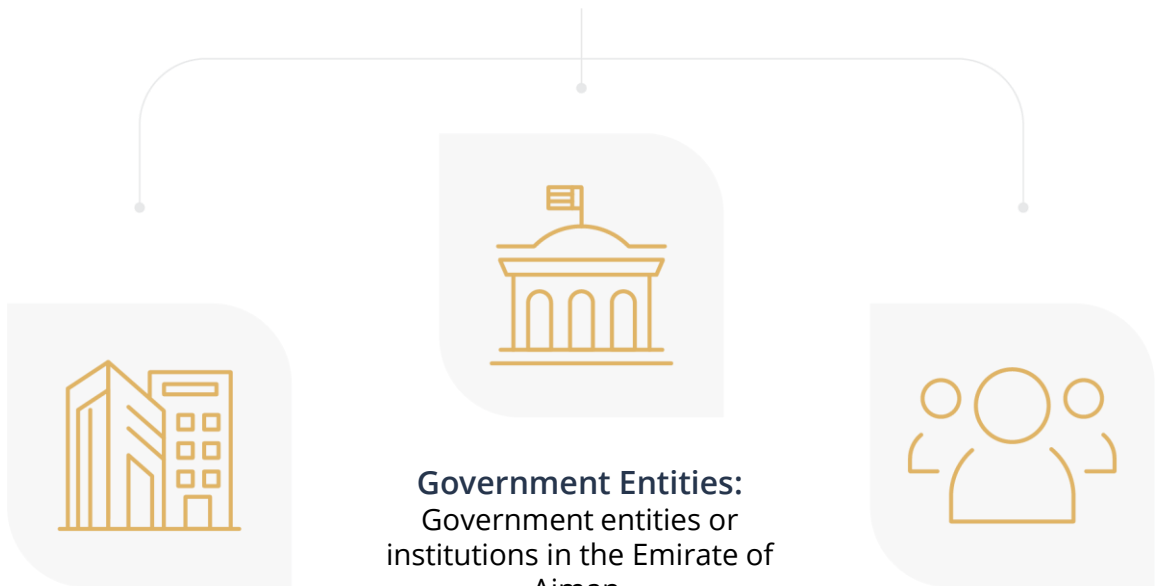
The guide aims to introduce customers and government entities to the services provided by the Department, and to clarify the scope, procedures, and requirements of each service, ensuring transparency and ease of access to government financial services. The guide serves as an approved reference that contributes to unifying service delivery mechanisms, improving customer experience, and enhancing the efficiency and effectiveness of financial operations.



## Customer Journey

The **Customer Journey** outlines the key stages a customer goes through to benefit from the services of the Department of Finance, starting from identifying the service and submitting the request, through completing the required procedures and tracking the application, and concluding with the delivery of the service.

## Customer Categories



### Businesses:

A company or institution licensed by the competent authorities in the country.

### Government Entities:

Government entities or institutions in the Emirate of Ajman.

### Individuals:

Citizens of the United Arab Emirates and residents of the country.

## Department Communication Channels

Communication channels at the Department of Finance are diverse to facilitate effective communication and access to service information:



Department Email  
**info@ajmandof.ae**



Department Website  
**www.ajmandof.ae**



Ajman Contact Center  
**80070**



Instagram  
**ajmandof**



Twitter (X)  
**AJMANFD**



Facebook  
**Department of Finance  
Ajman**



P.O. Box 415, **Ajman**  
**Department of Finance  
Headquarters**



Fax  
**067051110**



Youtube  
**Department of Finance  
Ajman**

## Service Delivery Channels



AjmanPay Wallet  
Application



Tawreed  
Platform



iSupport System



Oracle Cloud  
System

# Strategic Map 2027 – 2025

## Mission



Managing financial capabilities and resources through an innovative and reliable model based on partnership and flexibility, to achieve financial sustainability and enhance quality of life in Ajman.

## Vision



A pioneering financial model for a sustainable financial environment.

## Organizational Values



Innovation



Integration



Flexibility



Proactiveness



Empowerment

## Supporting Institutional Objectives



- Human Capital Development
- Development of Information Technology Capabilities
- Efficient and Effective Planning and Management of Financial Resources
- Sustainability of Operations and Institutional Performance

## Strategic Institutional Objectives



- Stimulating Non-Government Investment in Infrastructure and Public Service Projects
- Developing Flexible and Sustainable Financial Policies that Support Government Readiness
- Enabling Government Entities to Enhance the Efficiency of Managing Physical and Digital Assets
- Enhancing Financial Performance Efficiency through Program and Results-Based Budgeting

## Services Groups

Government Revenue  
Department Services **07**

AjmanPay Services **47**

Government Budget  
Department Services **14**

Supplier Relations  
Services **64**

Government Accounts  
Department Services **26**

Inquiry and  
Consultation Services **39**

# 01

## Government Revenue Department Services

# Government Revenue Department Services

## Bank Account Opening Request



### Service Description

Opening bank accounts with local banks and financial institutions for government entities



### Target Customer Segments

Government Entities



### Service Structure

Primary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Submitting a request through an official letter to the Department of Finance
- Completing signature forms from banking entities
- Receiving an official letter indicating the status of the request



### Service Delivery Channels

Official Letter



### Service-Owning Department

Government Revenue Department



### Service Delivery Partners

Banking Entities



### Required Documents

- Decree establishing the entity
- Administrative decision on banking authorities
- Emiri decree regarding the appointment of the Director General
- Signature specimens from banking entities
- Official documents of authorized signatories: valid copy of passport and Emirates ID



### Service Limitations

- Compliance with Emiri Decree No. (1) of 2019 regarding financial and banking authorities in the Government of Ajman
- Emiri Decree No. (7) of 2024 concerning the Executive Regulations of the Financial Law in the Government of Ajman



### Service Completion Time

10 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

# Government Revenue Department Services

## Request to Add / Modify a Banking Signature



### Service Description

Granting an employee authorization to disburse from the government entity's bank accounts in accordance with the administrative decision on banking authorities issued in this regard.



**Service Structure**  
Supplementary



**Service Type**  
Procedural



**Target Customer Segments**  
Government Entities



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Submitting a request through an official letter to the Department of Finance
- Completing signature forms from banking entities
- Receiving an official letter regarding the status of the request



**Service Delivery Channels**  
Official Letter



**Service-Owning Department**  
Government Revenue Department



**Service Delivery Partners**  
Banking Entities



### Required Documents

- Emiri decree regarding the appointment of the Director General
- Administrative decision on banking authorities
- Personal documents (in case of addition), including a valid copy of the passport and Emirates ID
- Signature specimens from banking entities



**Service Limitations**  
Compliance with Emiri Decree No. (1) of 2019 regarding financial and banking authorities in the Government of Ajman



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Revenue Department Services

## Bank Account Closure Request



### Service Description

Closing the bank account upon completion of its purpose, based on a request from the government entity or a recommendation from the Department of Finance.



### Target Customer Segments

Government Entities



### Service Structure

Supplementary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Submitting a request through an official letter to the Department of Finance
- Completing signature forms from banking entities
- Receiving an official letter regarding the status of the request



### Service Delivery Channels

Official Letter



### Service-Owning Department

Government Revenue Department



### Service Delivery Partners

Banking Entities



### Required Documents

N/A



### Service Limitations

Compliance with Emiri Decree No. (7) of 2024 concerning the Executive Regulations of the Financial Law in the Government of Ajman



### Service Completion Time

5 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

# Government Revenue Department Services

## Request to Cancel a Banking Signature



### Service Description

Cancellation of the banking signatory authorization for the person authorized to disburse from the government entity's bank accounts



### Target Customer Segments

Government Entities



### Service Structure

Supplementary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Submitting a request through an official letter to the Department of Finance
- Receiving an official letter regarding the status of the request



### Service Delivery Channels

Official Letter



### Service-Owning Department

Government Revenue Department



### Required Documents

N/A



### Service Delivery Partners

Banking Entities



### Service Limitations

N/A



### Service Completion Time

5 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

# Government Revenue Department Services

## Request to Study the Update of Service Fees and Violation Penalties



### Service Description

Review of government entities' requests to update service fees and violation penalties.



### Target Customer Segments

Government Entities



### Service Structure

Primary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Submitting a request through an official letter to the Department of Finance
- Receiving the Department of Finance's feedback and initial approval



### Service Delivery Channels

Official Letter



### Service-Owning Department

Government Revenue Department



### Service Delivery Partners

N/A



### Required Documents

- Draft legislation under study
- Benchmarking model for updating service fees and violation penalties



### Service Limitations

Compliance with the Ruler's Representative Decision No. (1) of 2023 regarding the Guide for Calculating Costs and Pricing Government Services



### Service Completion Time

13 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

# Government Revenue Department Services

## Request to Define, Amend, or Deactivate an Activity



### Service Description

Submitting a request to define, modify, or deactivate an activity in the ERP and the AjmanPay Platform



**Target Customer Segments**  
Government Entities



**Service Structure**  
Primary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Revenue Department



### Required Documents

- Emiri decree related to the activity
- Activity definition form



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
Record Exists

# 02

## Government Budget Department Services

# Government Budget Department Services

## Financial Allocation Request



### Service Description

Submission of financial allocation requests for review and approval based on the issued financial circular, and submission of recommendations for final approval by the government leadership.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Primary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Log in to the Oracle Cloud system.
- Access the Budget Monitoring page.
- Select the Planning application.
- Select the service.
- Create a service request, complete the required data, and submit the request.
- Receive an official letter with the approved requests.



**Service Delivery Channels**  
Financial Planning System (Istidama) – EPM



**Service-Owning Department**  
Government Budget Department



### Required Documents

Any additional documents requested by the Department of Finance based on the nature of the request.



**Service Delivery Partners**

- Department of Human Resources
- Department of Digital Ajman



**Service Limitations**  
Compliance with the instructions of the financial circular.



**Service Completion Time**  
As per the issued financial circular



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Budget Department Services

## Transfer Request



### Service Description

Amending the approved budget of the government entity to reallocate financial appropriations between program accounts within the entity



### Target Customer Segments

Government Entities



### Service Structure

Secondary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Logging in to the Oracle Cloud System
- Accessing the Budget Monitoring page
- Selecting the (Execution) application
- Selecting the service
- Creating a service request and completing the required data
- Automatically processing the transfer through the system if it falls within the authorities of the Director General of the submitting entity
- Receiving an email regarding the request status



### Service Delivery Channels

Financial Planning System (Istidama) – EPM



### Service-Owning Department

Government Budget Department



### Service Delivery Partners

- Department of Human Resources
- Department of Digital Ajman



### Required Documents

Supporting Documents



### Service Limitations

Compliance with Decision No. (7) of 2025 regarding the authorities for transfers between financial appropriations included in the annual budget of government departments, and Decision No. (8) of 2025 regarding the delegation of the Director General of the Department of Finance to carry out certain transfers.



### Service Completion Time

5 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

# Government Budget Department Services

## Additional Support Request



### Service Description

Submitting a request for additional financial or logistical support beyond the allocations previously approved in the financial plan.



### Target Customer Segments

Government Entities



### Service Structure

Primary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Logging in to the Oracle Cloud System
- Accessing the Budget Monitoring page
- Selecting the (Execution) application
- Selecting the service
- Creating a service request and completing the required data
- Receiving an email regarding the request status



### Service Delivery Channels

Financial Planning System (Istidama) – EPM



### Service-Owning Department

Government Budget Department



### Service Delivery Partners

- Department of Human Resources
- Department of Digital Ajman



### Required Documents

Supporting Documents



### Service Limitations

An approved initiative number must be available in the financial system.



### Service Completion Time

10 Working days



### Service Fees

N/A



### Service Integration with Other Services

New Initiative Request

# Government Budget Department Services

## New Initiative Request



### Service Description

Applying for approval of a new initiative not previously included in the financial plan.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Primary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Logging in to the Oracle Cloud System
- Accessing the Budget Monitoring page
- Selecting the (Planning) application
- Selecting Initiative Management
- Selecting the version and scenario
- Selecting the annual budget
- Selecting new initiatives
- Creating the request and completing the required data
- Receiving an email regarding the request status



**Service Delivery Channels**  
Financial Planning System (Istidama) – EPM



**Service-Owning Department**  
Government Budget Department



**Service Delivery Partners**

- Department of Human Resources
- Department of Digital Ajman



**Service Limitations**  
N/A



### Required Documents

Supporting Documents for Financial Estimation



**Service Completion Time**  
10 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Budget Department Services

## Inter-Entity Transfer Request



### Service Description

Transferring financial allocations between approved program accounts in the budget from one government entity to another.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Logging in to the Oracle Cloud System
- Accessing the Budget Monitoring page
- Selecting the (Execution) application
- Selecting the service
- Creating a service request and completing the required data
- Receiving an email regarding the request status



**Service Delivery Channels**  
Financial Planning System (Istidama) – EPM



**Service-Owning Department**  
Government Budget Department



### Required Documents

Decision of the Chairman of the Executive Council



**Service Delivery Partners**

- Department of Human Resources
- Department of Digital Ajman



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Budget Department Services

## Request to Cancel and Create Vacant Positions



### Service Description

Submitting a request to cancel existing job vacancies and create new ones.



### Target Customer Segments

Government Entities



### Service Structure

Primary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



### Service Delivery Channels

Support System (iSupport)



### Service-Owning Department

Government Budget Department



### Service Delivery Partners

Department of Human Resources



### Required Documents

N/A



### Service Limitations

The total value of newly created vacancies must be equal to the total value of canceled vacancies.



### Service Completion Time

3 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

# Government Budget Department Services

## Manual Appointment Request



### Service Description

This service applies to all appointments that are not automated in the Human Resources Department system, including completing the appointment procedures, verifying the availability of allocations, and registering the employee in the HR system.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Primary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Budget Department



### Required Documents

- Appointment form
- Appointment decision and commencement of work issued by the entity
- Employee personal documents



**Service Delivery Partners**  
Department of Human Resources



**Service Limitations**  
N/A



**Service Completion Time**  
3 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Budget Department Services

## Balance Adjustment Request



### Service Description

Submitting a request to the competent financial authority to adjust promotion or secondment balances for employees.



### Target Customer Segments

Government Entities



### Service Structure

Supplementary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



### Service Delivery Channels

Support System (iSupport)



### Service-Owning Department

Government Budget Department



### Required Documents

Balance Adjustment Table



### Service Delivery Partners

Department of Human Resources



### Service Limitations

N/A



### Service Completion Time

3 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

# Government Budget Department Services

## Extended Contract Signing Request



### Service Description

Submitting a request for approval to sign a contract extending beyond one financial year that has a financial impact on the approved financial plan.



### Target Customer Segments

Government Entities



### Service Structure

Supplementary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



### Service Delivery Channels

Support System (iSupport)



### Service-Owning Department

Government Budget Department



### Required Documents

- Extended contract signing form
- Supporting documents for financial estimation



### Service Delivery Partners

Department of Digital Ajman



### Service Limitations

N/A



### Service Completion Time

3 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

# Government Budget Department Services

## Manual Secondment or Promotion Entry Request

### Service Description



Submitting a request to manually record a secondment or promotion transaction in the financial system, in cases where automated procedures through the electronic system cannot be completed, in-order-to finalize appointment procedures, verify the availability of required allocations, and record the data in the system.



**Service Structure**  
Supplementary



**Service Type**  
Procedural



**Target Customer Segments**  
Department of Human Resources



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Budget Department



### Required Documents

- Secondment or promotion decision
- Secondment request form (in case of secondment)



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
3 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Budget Department Services

## Request for Financial Impact Assessment of Government Legislation



### Service Description

Studying the financial impact of government legislation on revenues and expenditures as-a-result of any changes that may arise in government entities.



### Target Customer Segments

Legislation Committee of the Emirate of Ajman



### Service Structure

Primary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Submitting a request through an official letter to the Department of Finance
- Receiving an official letter containing the Department of Finance's feedback



### Service Delivery Channels

Official Letter



### Service-Owning Department

Government Budget Department



### Required Documents

A comprehensive preliminary study of the topics and issues proposed to be issued in the form of legislation (draft legislation under study).



### Service Delivery Partners

N/A



### Service Limitations

N/A



### Service Completion Time

15 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

# 03

## Government Accounts Department Services

# Government Accounts Department Services

## Technical Support for the Financial Planning System (Istidama)



### Service Description

Technical support for users of the Financial Planning System provided by the Department of Finance to local entities, including resolving technical issues and following up on the implementation of appropriate technical solutions.



**Service Structure**  
Secondary



**Service Type**  
Procedural



**Target Customer Segments**  
Government Entities



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Accounts Department



### Required Documents

N/A



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Accounts Department Services

## Technical Support for Procurement Applications



### Service Description

Providing technical support to users of the procurement and inventory applications offered by the Department of Finance to local entities, including troubleshooting technical issues and monitoring the implementation of technical solutions.



### Target Customer Segments

Government Entities



### Service Structure

Secondary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



### Service Delivery Channels

Support System (iSupport)



### Service-Owning Department

Government Accounts Department



### Required Documents

N/A



### Service Delivery Partners

N/A



### Service Limitations

N/A



### Service Completion Time

5 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

# Government Accounts Department Services

## Payroll Technical Support



### Service Description

Providing technical support to users of the human resources applications offered by the Department of Finance to local entities, including troubleshooting technical issues and monitoring the implementation of technical solutions.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Accounts Department



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



### Required Documents

N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Accounts Department Services

## Financial Applications Technical Support



### Service Description

Providing technical support to users of the various financial electronic applications offered by the Department of Finance to local entities, including troubleshooting technical issues and monitoring the implementation of technical solutions.



### Target Customer Segments

Government Entities



### Service Structure

Secondary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



### Service Delivery Channels

Support System (iSupport)



### Service-Owning Department

Government Accounts Department



### Required Documents

N/A



### Service Delivery Partners

N/A



### Service Limitations

N/A



### Service Completion Time

5 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

# Government Accounts Department Services

## Technical Support for the Smart Assets System



### Service Description

Providing technical support to users of the various financial electronic applications offered by the Department of Finance to local entities, including resolving technical issues and ensuring the implementation of appropriate technical solutions.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Accounts Department



### Required Documents

N/A



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Accounts Department Services

## Business Intelligence System Technical Support



### Service Description

Providing technical support to users of the BI application offered by the Department of Finance to local entities, including troubleshooting technical issues and monitoring the implementation of technical solutions.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Accounts Department



### Required Documents

N/A



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Accounts Department Services

## Financial Applications User Access Request



### Service Description

Request to Add or Remove Responsibilities and Approvals in Financial Applications



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Accounts Department



### Required Documents

N/A



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Accounts Department Services

## Procurement Applications User Access Request



### Service Description

Request to Add or Remove Responsibilities and Approvals in the SCM System.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Accounts Department



### Required Documents

N/A



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Accounts Department Services

## EPM Application User Responsibility



### Service Description

Request for Add or remove responsibilities and approvals in EPM System.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Accounts Department



### Required Documents

N/A



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Accounts Department Services

## Human Resources Applications Technical Support



**Service Description**  
HRD DBA Services Support Request



**Target Customer Segments**  
Department of Human Resources



**Service Structure**  
Secondary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Logging in to the Salesforce system
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Accounts Department



### Required Documents

A screenshot or any relevant document that provides a clear description of the issue encountered.



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Government Accounts Department Services

## Migration Change Request



### Service Description

HRD CR Migration Services Change Request.



### Target Customer Segments

Department of Human Resources



### Service Structure

Secondary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Logging in to the Salesforce system
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



### Service Delivery Channels

Support System (iSupport)



### Service-Owning Department

Government Accounts Department



### Required Documents

A screenshot or any relevant document that provides a clear description of the issue encountered.



### Service Delivery Partners

N/A



### Service Limitations

N/A



### Service Completion Time

5 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

# Government Accounts Department Services

## Request to Add and Activate a New Account in the Government Chart of Accounts

### Service Description



Submitting a request to open a new general ledger account for accounting purposes related to the nature of the entity, which is reviewed by the Department's Operations Team.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Primary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Logging in to the Salesforce system
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Email



**Service-Owning Department**  
Government Accounts Department



### Required Documents

N/A



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# 04

## Inquiry and Consultation Services

# Inquiry and Consultation Services

## Financial Planning Inquiry and Consultation Request



### Service Description

This service allows government entities to submit Inquiry and Consultation Requests related to the Financial Planning Section.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Informational



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Budget Department



### Required Documents

N/A



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Inquiry and Consultation Services

## Financial Reporting Inquiry and Consultation Request

### Service Description



This service enables government entities to submit Inquiry and Consultation Requests related to the Financial Reporting Section.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Informational



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Budget Department



### Required Documents

N/A



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Inquiry and Consultation Services

## Financial Operations Inquiry and Consultation Request



### Service Description

This service enables government entities to submit Inquiry and Consultation Requests related to the Financial Operations Section.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Informational



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Accounts Department



### Required Documents

N/A



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Inquiry and Consultation Services

## Financial Resources Development Inquiry and Consultation Request

### Service Description



This service enables government entities to submit Inquiry and Consultation Requests related to the Financial Resources Development Section.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Informational



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Revenues Department



### Required Documents

N/A



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Inquiry and Consultation Services

## Revenues Follow-up Inquiry and Consultation Request

### Service Description



This service enables government entities to submit Inquiry and Consultation Requests related to the Revenues Follow-up Section.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Informational



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Revenues Department



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



### Required Documents

N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Inquiry and Consultation Services

## Tax Affairs Office Inquiry and Consultation Request

### Service Description



This service allows government entities to submit Inquiry and Consultation Requests related to the Tax Affairs Office.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Informational



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Tax Affairs Office



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



### Required Documents

N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# Inquiry and Consultation Services

## Policy and Consultation Office Support and Consultation Request

### Service Description



This service allows government entities to submit Inquiry and Consultation Requests related to the Policy and Consultation Office.



**Target Customer Segments**  
Government Entities



**Service Structure**  
Secondary



**Service Type**  
Informational



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Policy and Consultation Office



### Required Documents

N/A



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 Working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

05

## AjmanPay Services

# AjmanPay Services

## AjmanPay Wallet Creation Request



### Service Description

Creating a digital wallet on the AjmanPay Platform for paying government fees and transactions.



**Target Customer Segments**  
Individuals



**Service Structure**  
Primary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Individuals (G2C)



### Steps to Apply for and Obtain the Service

- Selecting "Register" using Digital Identity
- Scanning the Emirates ID and completing the required data
- Receiving an SMS confirming wallet creation



**Service Delivery Channels**  
AjmanPay Wallet Smart Application



**Service-Owning Department**  
Government Accounts Department



### Required Documents

Emirates ID



**Service Delivery Partners**  
First Abu Dhabi Bank



**Service Limitations**  
Users with a Digital ID



**Service Completion Time**  
1 Working day



**Service Fees**  
N/A



**Service Integration with Other Services**  
N/A

# AjmanPay Services

## AjmanPay Wallet Top-Up Request



### Service Description

Adding balance to the wallet through approved electronic channels.



**Target Customer Segments**  
Individuals



**Service Structure**  
Supplementary



**Service Type**  
Procedural



### Service Audience Classification

Government to Individuals (G2C)



### Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select the "Top-Up Balance" request
- Fill in the required information and complete the payment procedure
- Receive a notification confirming service completion



### Service Delivery Channels

- AjmanPay Wallet Smart Application
- Smart Kiosks
- Al-Hajis Center



### Service-Owning Department

Government Accounts Department



### Required Documents

Emirates ID



### Service Delivery Partners

First Abu Dhabi Bank



### Service Limitations

Users with a Digital ID



### Service Completion Time

Immediate



### Service Fees

- FAB Cash Deposit Machines: AED 8
- MBME Kiosks: AED 8
- FAB Mobile App and Internet Banking: AED 8



### Service Integration with Other Services

AjmanPay Wallet Creation Request

# AjmanPay Services

## Beneficiary Addition Request



### Service Description

Adding a beneficiary among wallet users to transfer balance between digital wallets.



**Target Customer Segments**  
Individuals



**Service Structure**  
Supplementary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Individuals (G2C)



### Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select the "Send Money" request
- Fill in the required information and complete the procedure
- Receive a notification confirming service completion



**Service Delivery Channels**  
AjmanPay Wallet Smart Application



**Service-Owning Department**  
Government Accounts Department



### Required Documents

Emirates ID



**Service Delivery Partners**  
First Abu Dhabi Bank



**Service Limitations**  
Users with a Digital ID



**Service Completion Time**  
Immediate



**Service Fees**  
N/A



**Service Integration with Other Services**  
AjmanPay Wallet Creation Request

# AjmanPay Services

## Funds Transfer Request



### Service Description

Instantly transferring funds to beneficiaries registered in the wallet.



**Target Customer Segments**  
Individuals



**Service Structure**  
Supplementary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Individuals (G2C)



### Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select the "Send Money" request
- Fill in the required information and complete the procedure
- Receive a notification confirming service completion



**Service Delivery Channels**  
AjmanPay Wallet Smart Application



**Service-Owning Department**  
Government Accounts Department



### Required Documents

Emirates ID



**Service Delivery Partners**  
First Abu Dhabi Bank



**Service Limitations**  
Users with a Digital ID



**Service Completion Time**  
Immediate



**Service Fees**  
N/A



**Service Integration with Other Services**  
AjmanPay Wallet Creation Request

# AjmanPay Services

## Wallet Refund Request



### Service Description

Redeeming the balance available in the digital wallet and transferring it to bank accounts.



**Target Customer Segments**  
Individuals



**Service Structure**  
Supplementary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Individuals (G2C)



### Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select "My Wallets & Cards"
- Choose the "Withdraw Money from Wallet" request
- Select the current or a new bank account
- Fill in the required information and complete the procedure
- Receive a notification confirming service completion



**Service Delivery Channels**  
AjmanPay Wallet Smart Application



**Service-Owning Department**  
Government Accounts Department



### Required Documents

Emirates ID



**Service Delivery Partners**  
First Abu Dhabi Bank



**Service Limitations**  
Users with a Digital ID



**Service Completion Time**  
Immediate



**Service Fees**  
AED 25 – excluding VAT



**Service Integration with Other Services**  
AjmanPay Wallet Creation Request

# AjmanPay Services

## Temporary Card Block Request



### Service Description

Temporarily blocking the wallet via the platform app with the option to reactivate the card at any time.



**Target Customer Segments**  
Individuals



**Service Structure**  
Supplementary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Individuals (G2C)



### Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select "My Wallets & Cards"
- Choose the "Close Wallet" request
- Complete the procedure
- Receive a notification confirming service completion



**Service Delivery Channels**  
AjmanPay Wallet Smart Application



**Service-Owning Department**  
Government Accounts Department



### Required Documents

Emirates ID



**Service Delivery Partners**  
First Abu Dhabi Bank



**Service Limitations**  
Users with a Digital ID



**Service Completion Time**  
Immediate



**Service Fees**  
N/A



**Service Integration with Other Services**  
AjmanPay Wallet Creation Request

# AjmanPay Services

## Wallet Closure Request



### Service Description

Submitting a request to close the digital wallet.



### Target Customer Segments

Individuals



### Service Structure

Supplementary



### Service Type

Procedural



### Service Audience Classification

Government to Individuals (G2C)



### Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select "My Wallets & Cards"
- Choose the "Close Wallet" request
- Complete the procedure
- Receive a notification confirming service completion



### Service Delivery Channels

AjmanPay Wallet Smart Application



### Service-Owning Department

Government Accounts Department



### Required Documents

Emirates ID



### Service Delivery Partners

First Abu Dhabi Bank



### Service Limitations

Users with a Digital ID



### Service Completion Time

Immediate



### Service Fees

N/A



### Service Integration with Other Services

AjmanPay Wallet Creation Request

# AjmanPay Services

## Sahala Card Request (Individuals)

### Service Description



Issuing a prepaid card for individuals via the AjmanPay Platform, providing a digital payment method without the need for a bank account, with a balance limit of AED 25,000 after verification.



**Target Customer Segments**  
Individuals



**Service Structure**  
Supplementary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Individuals (G2C)



### Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select "My Wallets & Cards"
- Click the "My Cards" button
- Choose "Submit Request" for the Sahala Card (Individuals)
- Fill in the required information and complete the procedure
- Receive a notification confirming service completion



**Service Delivery Channels**  
AjmanPay Wallet Smart Application



**Service-Owning Department**  
Government Accounts Department



**Service Delivery Partners**  
First Abu Dhabi Bank



**Service Limitations**  
Users with a Digital ID



### Required Documents

Emirates ID



### Service Completion Time

Immediate for the virtual card, 3 working days for the physical card



### Service Fees

AED 25 delivery fee - excluding VAT (for physical cards only)



### Service Integration with Other Services

AjmanPay Wallet Creation Request

# AjmanPay Services

## Physical Card Linking Request to Sahala Card (Individuals)

### Service Description



Linking the physical card with the individual Sahala card account on the platform to synchronize balance and transactions between the card and the wallet.



**Target Customer Segments**  
Individuals



**Service Structure**  
Secondary –  
Supplementary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Individuals (G2C)



### Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select “My Wallets & Cards”
- Click the “My Cards” button
- Choose “Link Your Physical Card” for the Sahala Card (Individuals)
- Fill in the required information and complete the procedure
- Receive a notification confirming service completion



**Service Delivery Channels**  
AjmanPay Wallet Smart Application



**Service-Owning Department**  
Government Accounts Department



### Required Documents

Emirates ID



**Service Delivery Partners**  
First Abu Dhabi Bank



**Service Limitations**  
Users with a Digital ID



**Service Completion Time**  
Immediate



**Service Fees**  
N/A



**Service Integration with Other Services**  
AjmanPay Wallet Creation Request

# AjmanPay Services

## Al-Riyada Card Request (Individuals)

### Service Description



Issuing a prepaid card for individuals via the AjmanPay Platform, providing a digital payment method without the need for a bank account, with a balance limit of AED 75,000 and Visa Platinum benefits.



**Target Customer Segments**  
Individuals



**Service Structure**  
Secondary –  
Supplementary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Individuals (G2C)



### Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select “My Wallets & Cards”
- Click the “My Cards” button
- Choose “Submit Request” for the Sahala Card (Individuals)
- Fill in the required information and complete the procedure
- Receive a notification confirming service completion



**Service Delivery Channels**  
AjmanPay Wallet Smart Application



**Service-Owning Department**  
Government Accounts Department



### Required Documents

Emirates ID



**Service Delivery Partners**  
First Abu Dhabi Bank



**Service Limitations**  
Users with a Digital ID



### Service Completion Time

Immediate for the virtual card, 3 working days for the physical card



### Service Fees

AED 25 delivery fee – excluding VAT (for physical cards only)



### Service Integration with Other Services

AjmanPay Wallet Creation Request

# AjmanPay Services

## Silver Card Request (Corporate)



### Service Description

Issuing a prepaid card for companies, providing a digital payment method without the need for a bank account.



### Target Customer Segments

Entities Holding a Valid Commercial License within the Country



### Service Structure

Secondary



### Service Type

Procedural



### Service Audience Classification

Government to Business (G2B)



### Steps to Apply for and Obtain the Service

- Visit the bank branch
- Submit a request to issue the card
- Receive the activated card



### Service Delivery Channels

AjmanPay Wallet Smart Application



### Service-Owning Department

Government Accounts Department



### Service Delivery Partners

First Abu Dhabi Bank



### Required Documents

- Government Silver Card Request Form for Companies
- Valid Emirates ID or Passport
- Commercial License / Company Registration
- Title Deed



### Service Limitations

Users with a Digital ID and a valid commercial license



### Service Completion Time

3 working days



### Service Fees

AED 25 delivery fee - excluding VAT



### Service Integration with Other Services

N/A

# AjmanPay Services

## AjmanPay Platform Onboarding Request



### Service Description

Request to AjmanPay Platform Onboarding Request for Revenue Collection and Report Access.



### Target Customer Segments

- Government Entities
- Semi-Government Entities



### Service Structure

Primary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Send an official letter
- Fill out the membership document and submit it
- Receive a response from the bank via email



### Service Delivery Channels

Official Letter



### Service-Owning Department

Government Accounts Department



### Required Documents

Membership Document



### Service Delivery Partners

First Abu Dhabi Bank



### Service Limitations

N/A



### Service Completion Time

30 working days



### Service Fees

According to the Amiri Decision



### Service Integration with Other Services

N/A

# AjmanPay Services

## Financial Technical Support Request for AjmanPay Platform



### Service Description

Submitting a Technical Support Request for Financial Matters on the AjmanPay Platform, including transaction payments, account balances, or payment processing issues.



### Target Customer Segments

- Government Entities
- Semi-Government Entities



### Service Structure

Secondary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Log in to the iSupport system
- Select the service group
- Choose the required service
- Submit the request and add the required data and attachments
- Receive an email with the request status
- Complete the survey



### Service Delivery Channels

Support System (iSupport)



### Service-Owning Department

Government Accounts Department



### Required Documents

A screenshot or any relevant document that provides a clear description of the issue encountered



### Service Delivery Partners

N/A



### Service Limitations

N/A



### Service Completion Time

5 working days



### Service Fees

N/A



### Service Integration with Other Services

AjmanPay Wallet Creation Request

# AjmanPay Services

## Information Systems Support Request for AjmanPay Platform



### Service Description

Submitting a Technical Support Request for IT-Related Issues on the AjmanPay Platform, such as system errors, login problems, technical malfunctions, and other related issues.



### Target Customer Segments

- Government Entities
- Semi-Government Entities



**Service Structure**  
Secondary



**Service Type**  
Procedural



**Service Audience Classification**  
Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Log in to the iSupport system
- Select the service group
- Choose the required service
- Submit the request and attach the required data and documents
- Receive an email with the request status
- Complete the survey



**Service Delivery Channels**  
Support System (iSupport)



**Service-Owning Department**  
Government Accounts Department



### Required Documents

A screenshot or any relevant document that clearly describes the issue encountered



**Service Delivery Partners**  
N/A



**Service Limitations**  
N/A



**Service Completion Time**  
5 working days



**Service Fees**  
N/A



**Service Integration with Other Services**  
AjmanPay Wallet Creation Request

# AjmanPay Services

## Request for Smart Kiosk Devices to Top Up AjmanPay Wallet



### Service Description

Providing smart kiosk devices, enabling users with multiple and diverse channels to recharge the AjmanPay Wallet.



### Target Customer Segments

- Government Entities
- Semi-Government Entities



### Service Structure

Primary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Send an official letter or email to the department
- Fill out the request form
- Receive an email with the request status



### Service Delivery Channels

Official Letter or Email



### Service-Owning Department

Government Accounts Department



### Service Delivery Partners

MBME



### Required Documents

N/A



### Service Limitations

1. Availability of space to install the device
2. Availability of an internet SIM card
3. Availability of electricity to operate the device
4. The service recipient must



### Service Completion Time

14 working days



### Service Fees

N/A



### Service Integration with Other Services

AjmanPay Platform Onboarding Request

# AjmanPay Services

## Electronic Collection Devices Request



### Service Description

Providing electronic collection devices, enabling users to make payments through service centers of government and semi-government entities.



### Target Customer Segments

- Government Entities
- Semi-Government Entities
- Tasheel Centers



### Service Structure

Primary



### Service Type

Procedural



### Service Audience Classification

Government to Government (G2G)



### Steps to Apply for and Obtain the Service

- Log in to the iSupport system
- Select the service group
- Choose the required service
- Submit the request and attach the required data and documents
- Receive an email with the request status
- Complete the survey



### Service Delivery Channels

Support System (iSupport)



### Service-Owning Department

Government Accounts Department



### Service Delivery Partners

First Abu Dhabi Bank



### Service Limitations

N/A



### Required Documents

N/A



### Service Completion Time

14 working days



### Service Fees

N/A



### Service Integration with Other Services

AjmanPay Platform Onboarding Request



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# Supplier Relations Services

# Supplier Relations Services

## Supplier Registration Request



### Service Description

This service enables companies to register as approved suppliers on the Tawreed platform to participate in government procurement and tenders.



### Target Customer Segments

Entities Holding a Valid Commercial License within the Country



### Service Structure

Primary



### Service Type

Procedural



### Service Audience Classification

Government to Business (G2B)



### Steps to Apply for and Obtain the Service

- Log in to the Tawreed platform
- Select the request
- Add the required data and submit it
- Receive an email with the request status



### Service Delivery Channels

Tawreed Platform



### Service-Owning Department

Government Accounts Department



### Required Documents

Commercial License



### Service Delivery Partners

N/A



### Service Limitations

N/A



### Service Completion Time

1 Working day



### Service Fees

AED 100



### Service Integration with Other Services

N/A

# Supplier Relations Services

## Supplier Registration Renewal Request



### Service Description

This service enables companies to register as approved suppliers on the Tawreed platform to participate in government procurement and tenders.



### Target Customer Segments

Entities Holding a Valid Commercial License within the Country



**Service Structure**  
Supplementary



**Service Type**  
Procedural



### Service Audience Classification

Government to Business (G2B)



### Steps to Apply for and Obtain the Service

- Log in to the Tawreed platform
- Select the request
- Add the required data and submit
- Receive an email with the request status



### Service Delivery Channels

Tawreed Platform



### Service-Owning Department

Government Accounts Department



### Required Documents

Commercial License



### Service Delivery Partners

N/A



### Service Limitations

N/A



### Service Completion Time

1 Working day



### Service Fees

N/A



### Service Integration with Other Services

Supplier Registration Request

# Supplier Relations Services

## Supplier Details Update Request



### Service Description

This service enables registered suppliers to update their information on the Tawreed platform.



### Target Customer Segments

Entities Holding a Valid Commercial License within the Country



**Service Structure**  
Supplementary



**Service Type**  
Procedural



### Service Audience Classification

Government to Business (G2B)



### Steps to Apply for and Obtain the Service

- Log in to the Tawreed platform
- Select the request
- Add the required data and submit
- Receive an email with the request status



### Service Delivery Channels

Tawreed Platform



### Service-Owning Department

Government Accounts Department



### Required Documents

Commercial License



### Service Delivery Partners

N/A



### Service Limitations

N/A



### Service Completion Time

1 Working day



### Service Fees

N/A



### Service Integration with Other Services

Supplier Registration Request

# Supplier Relations Services

## Technical Support Request for the Tawreed Platform



### Service Description

Providing technical support to suppliers using the Tawreed platform.



### Target Customer Segments

Entities Holding a Valid Commercial License within the Country



### Service Structure

Primary



### Service Type

Informational



### Service Audience Classification

Government to Business (G2B)



### Steps to Apply for and Obtain the Service

- Log in to the Tawreed platform
- Click on "Contact Us"
- Add the required data and submit
- Receive an email with the request status



### Service Delivery Channels

Tawreed Platform



### Service-Owning Department

Government Accounts Department



### Required Documents

N/A



### Service Delivery Partners

N/A



### Service Limitations

N/A



### Service Completion Time

3 Working days



### Service Fees

N/A



### Service Integration with Other Services

N/A

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