

UNITED ARAB EMIRATES
MINISTRY OF FINANCE



الإمارات العربية المتحدة
وزارة المالية

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Ministry of Finance

User Manual

User manual – Submit inquiries about the ministry's services

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Introduction

This document briefs the flow and description of Submit inquiries about the ministry's service. It illustrates how a customer can raise and manage inquiries by using the portal. The proposed document details out the functionalities involved in implementing the inquiry service based on defined scope and process.

The purpose of creating the manual

Availability of the service on the website and smart application of the Ministry of Finance to be used by customers to manage all inquiries submitted

Scope of Service

The customer's desire to know or clarify information related to the ministry's procedures or way of working in order to facilitate his dealings with the ministry and its procedures

Add New Inquiry

The customer can access the service through the Ministry of Finance portal

<https://www.mof.gov.ae/ar/pages/default.aspx>, by selecting the electronic services option as shown below.

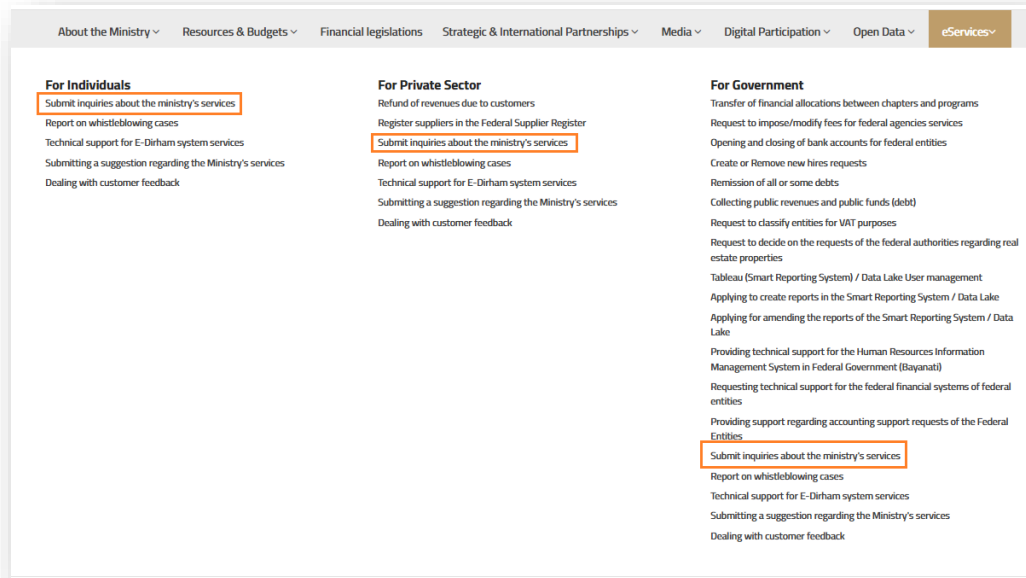


Figure 1: Add New Inquiry

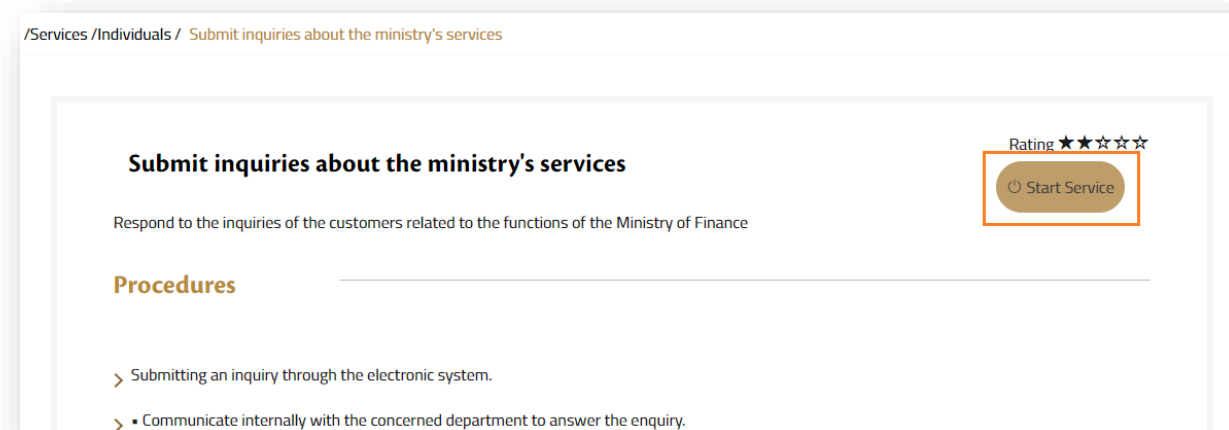


Figure 2: Start Service

After successfully landing to service, the customer will reach the start page as shown in the

image below.

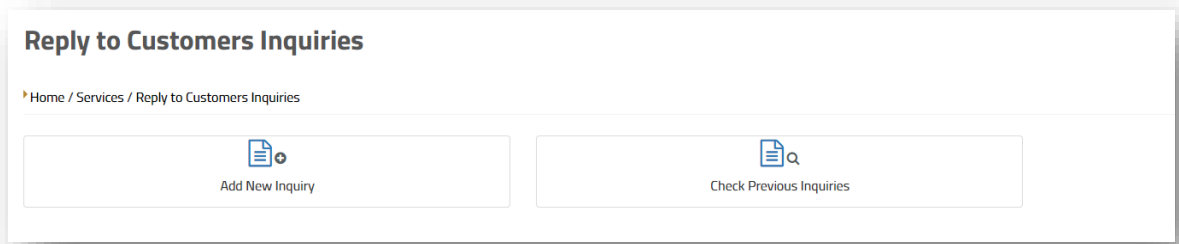


Figure 3: Landing page

The user can do following actions such as

- a. Add new inquiry
- b. Check Previous Inquiry

The user will go directly to the page for entering a new inquiry directly after clicking on the “Add a new inquiry” box from the main page, and the data entry screen will open below:

Inquiry Details :


Name *

Email *

Mobile Number *

Subject *

Inquiry Summary *

Verification Code * I'm not a robot  reCAPTCHA
Privacy - Terms

Attachments :

Allowed file are *.PDF and *.JPG, size should not exceed 2 MB

Attachment

Attachment

Attachment

Figure 4: Submit new inquiry page

When the customer arrives at the inquiry submission page, there are only five information that he must fill out:

- The name
- E-mail
- mobile number
- Subject
- Summary of the inquiry

Upon completion of the application process, the customer must specify the percentage of happiness according to the form below:

Happiness Meter

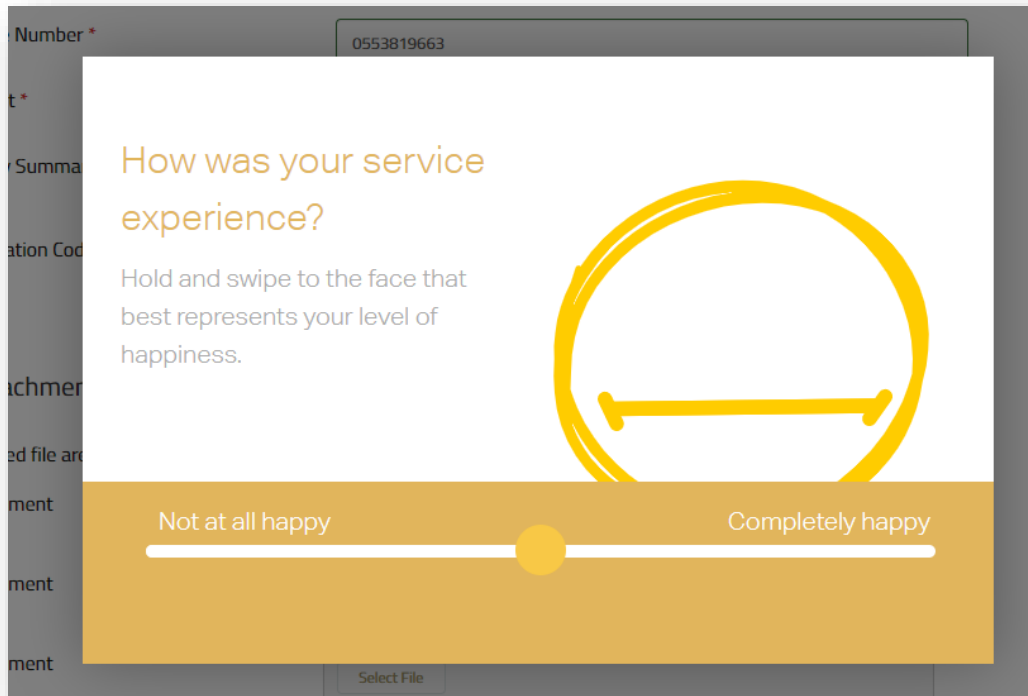


Figure 4: Happiness meter

Check previous inquires :

This is done using the e-mail and the Inquiry Key, which is obtained from the e-mail that the customer received after completing the submission of the inquiry.

Home / Services / Reply to Customers Inquiries / Check Previous Inquiries

Check Previous Inquiries :

Email *

Inquiry Key (Sent by email) *

You must enter the value for this field.

Figure 5: Check previous inquiry