



UNITED ARAB EMIRATES
MINISTRY OF FINANCE

eInvoicing Service Provider Accreditation Portal

User Guide



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1. Introduction

This manual provides detailed instructions on how to use the eInvoicing Service Provider Accreditation Portal and walks you through the portal's functionalities.

Read this guide thoroughly before you submit your eInvoicing Service Provider Accreditation Application to get your work done faster and more efficiently.



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2. The Purpose of Creating the User Guide

The purpose of this document is to help Service Providers use the eInvoicing Service Provider Accreditation Portal.

Service Providers are encouraged to use this manual whenever they are trying to perform any activity on the eInvoicing Service Provider Accreditation Portal to make sure it's done in a correct and efficient manner.



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3. Manual Review and Development

This User Guide will be reviewed by the Ministry of Finance and updated according to changes or updates.



4. eInvoicing Service Provider Accreditation Portal Introduction

The below process flow diagram provides you a high-level overview of the Accreditation process:



Please make sure you enter accurate information while submitting your accreditation application. Entering wrong or inaccurate information might negatively affect the approval of your accreditation application. The information in your application on this portal is the sole responsibility of the Service Provider.

In case you face any problem with logging into your account, please contact us for assistance via the Ministry of Finance call center at 800533336 or email: info@mof.gov.ae



5. eInvoicing Service Provider Accreditation Portal

Logging in to the portal

Accessing the portal requires logging in with UAE Pass. If you do not have an existing UAE Pass account, please visit <https://uaepass.ae/> to create a new account first.

You will be re-directed to UAE Pass login page to enter your credentials. Complete the Authentication process using UAE Pass mobile app

The image illustrates the login process for the UAE Pass mobile app. It is divided into two main sections:

- Left Section (Login Page):** Shows the 'Login to UAE PASS' interface. It features a fingerprint icon at the top, followed by the text 'Login to UAE PASS'. Below this is a text input field for 'Emirates ID, email, or phone eg. 971500000000'. There is a checked 'Remember me' checkbox and a 'Login' button. At the bottom, there are links for 'Create new account' and 'Recover your account'.
- Right Section (Approve Login Request):** Shows the 'Approve Login Request' screen from the UAE Pass app. It displays the UAE PASS logo and the text 'Login request from MOF DPP WEB'. Below this, it says 'Open your UAE PASS app, select the number shown and confirm to login'. A large number '94' is shown in a box, with an arrow pointing to it from a text box that says 'Enter the number showing on screen into the mobile app to login'. To the right, there is an illustration of a smartphone with a hand icon on the screen, and a 'Cancel Request X' button in the top right corner. At the bottom, it says 'Waiting for your confirmation'.

Annotations with arrows connect the text boxes to the corresponding elements in the screenshots:

- An arrow points from the text box 'Enter your UAE PASS Login Details' to the input field on the login page.
- An arrow points from the text box 'Enter the number showing on screen into the mobile app to login' to the number '94' on the approval screen.

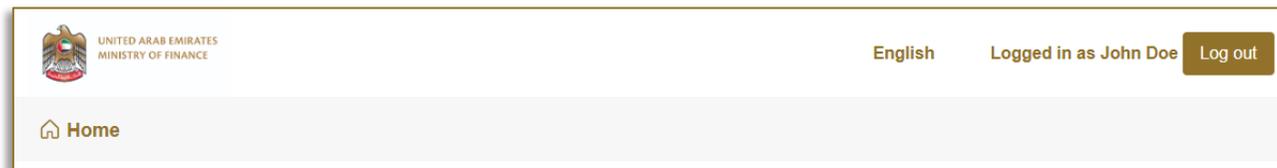
Once you are successfully authenticated, you will be redirected to the Home page of the eInvoicing Service Provider Accreditation Portal which is explained later in this document.



The structure of the portal

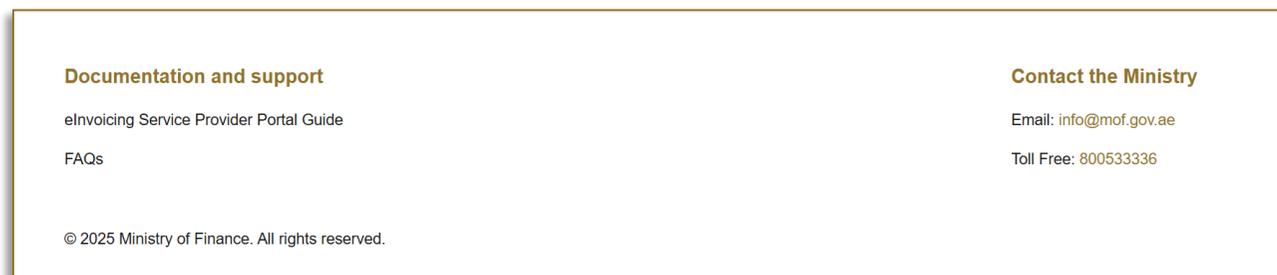
The Portal **header** is always accessible both on the portal and in the accreditation application. The header allows you to:

- Go to the “Home” page of the portal by clicking the Home icon
- Redirect to the Ministry of Finance website by clicking the Ministry of Finance logo
- Change preferred language (English vs. Arabic)
- Log out



The **footer** of the portal provides:

- Link to the portal user guide
- Link to FAQs
- The contact information of the Ministry of Finance

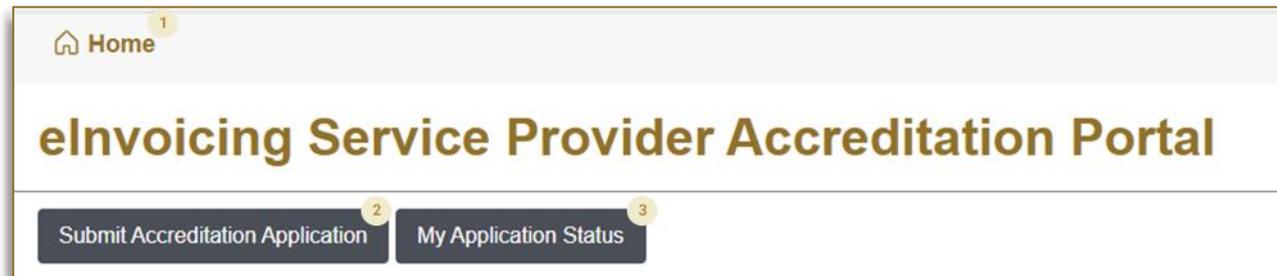




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The portal has **three main pages/tabs**:

1. **Home**
2. **Submit Accreditation Application**
3. **My Application Status**



Home

The first time you log into the eInvoicing Service Provider Accreditation Portal, you will be shown the Home page. In this page you are provided with an introduction to the accreditation process. Here you can see:

- **The high-level flow diagram of the accreditation process**
- **Links to the user guide and FAQs**
- **Mandatory documents required for the accreditation application process**



Introduction

About this service:

Use this service if you are an eInvoicing service provider (referred to as Service Provider) who intends to become an Accredited eInvoicing Service Provider in the UAE.

How to get accredited?



[Service Provider Accreditation Process - User Guide](#)
[Service Provider Accreditation Process - FAQs](#)

Fees: No Fees

Duration of service provision: 90 business days

Audience: eInvoicing Service Providers

Responsible Department: eInvoicing Office

Service Channels: Browser and Responsive Website

Mandatory Documents*:

1. Trade License
2. Proof of Paid-up Capital
3. UAE Corporate Tax Registration Certificate
4. Representative Power of Attorney
5. OpenPeppol PKI certificate
6. Signed Service Provider Agreement with OpenPeppol or any other Peppol Authority
7. Verifiable Proof of eInvoicing Experience
8. Business Continuity ISO 22301 Certificate
9. Details of Technical Environment Design
10. Details of Multifactor Authentication
11. Details of Encryption at Rest and in Transit
12. Details of Regular Security Monitoring
13. ISO/IEC 27001 Certificate
14. Proof of Ongoing Support and Maintenance
15. Proof of how Updates and Upgrades will be Handled
16. Insurance documents (required while submitting pre-approval testing results)

How to submit an application: You can submit a new application using the "Submit Accreditation Application" button at the top of this page.

*Please note that if your business has not yet completed a full 12 months of operation and you do not possess an ISO business continuity certificate, you may submit alternative evidence to substantiate your business's existence for less than 12 months. The Ministry will review your documents and inform you of the deadline for submitting the ISO certificate.



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Submit Accreditation Application

To start an accreditation application, click the **'Submit Accreditation Application'** button. You will then be redirected to the accreditation application page.

Note: this button will be grayed out and not clickable if you have already submitted an application. If you have started an application but have not yet submitted it, clicking this button will take you to your application draft.

My Application Status

The 'My Application Status' tab will be empty during your first login as no application has been submitted yet.

Submit Accreditation Application

My Application Status

Welcome to the eInvoicing Service Provider Accreditation Portal. This page displays the status of your ongoing application. You currently have none. If you want to apply to be accredited, click the "Submit Accreditation Application" button. If you have already started an application, please click on "Submit Accreditation Application" and continue from where you left off.

However, once an application has been submitted the application will be displayed in a table with the relevant information.

Submit Accreditation Application
My Application Status

Welcome to the eInvoicing Service Provider Accreditation Portal. This page displays the status of your ongoing application.

Application Number	Submission Date	Application Type	Status	Actions
2025 - 39 <div style="background-color: #8B733D; color: white; padding: 5px; text-align: center; margin-bottom: 5px;">View Application</div> <div style="background-color: #8B733D; color: white; padding: 5px; text-align: center;">See emails</div>	04-02-2025 12:17	Application accreditation for InvoSync Solutions	Awaiting Service Provider Response	Additional Information Required Deadline: 20/08/2025 <div style="background-color: #8B733D; color: white; padding: 5px; text-align: center; margin-left: auto;">Respond</div>

Showing 1 to 1 of 1 rows

The table contains the following columns:

- **Application Number:** The application number, and two buttons: View Application and See emails. These buttons are explained in further detail in the subsequent sections of this user guide.
- **Submission Date:** The date and time when the application was submitted
- **Application Type:** The type of application (e.g. Accreditation application) + the Legal Name of the Service Provider
- **Status:** The status of the application will be automatically updated based on which stage of the accreditation process you are currently at. The different status codes can be seen in the next section.
- **Actions:** The potential actions that need to be taken by the service provider (e.g. respond to additional information required or uploading test results) and the related deadline. If no actions are needed, this column displays the text “*There are currently no actions needed*”. The different actions are described in a later section.



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Application Status codes

- **Under eInvoicing Office review:** The eInvoicing Office is currently reviewing your application, and no actions are needed from you currently.
- **Awaiting Service Provider response:** The eInvoicing Office is awaiting your response on a certain action (e.g. missing information or uploading of test results).
- **Service Provider response received:** The eInvoicing Office have received your response from a certain action (e.g. missing information or uploading of test results).
- **Service Provider pre-approved:** The eInvoicing Office have granted you the pre-approval accreditation with a certificate.
- **Service Provider accredited:** The eInvoicing Office have granted you full accreditation with a certificate and the application will now be closed.
- **Application rejected:** The eInvoicing Office have rejected your accreditation application and the application will now be closed.



View Application

To view your submitted application at any time, click the 'View Application'-button . This allows you to view and download a copy of your application in PDF format.

View Application

Accreditation Application Summary - 2025 - 42

Document 1 / 21 56%

1

2

Go back

Accreditation Application

Service Provider: Invoice Tech

Application Reference No.: 2025 - 64

Company Profile	
UAE Legal Name	Invoice Tech
UAE Licensing Body	Invoice Tech
Name as on the Main Trade License	John Doe
UAE Main Trade License Number	123456789123456
UAE Trade License Expiry Date	29/02/2028
UAE Corporate Tax Registration Number	123456789123401
Building Name and Number	text
Street	text text
Area	Area 51
Emirate	Abu Dhabi
PO Box	345
Representative First Name	Robert
Representative Last Name	D Junior
Representative Email Address	mail@mail.mail
Representative Phone Number	32453425
Are You a Foreign Headquartered Based Company?	No



See emails

See emails

Clicking on the 'See emails' button takes you to an overview of correspondences. Here you can see all communications received and sent from the eInvoicing Service Provider Accreditation Portal, associated with your accreditation application.

Application no. 2025 - 39

This page provides a list of all emails associated with this application.

Show lines

Document Title	Date	Sender
Reminder – Upload pre-approval testing results for Accreditation Application 2025 - 39	23-02-2025 08:00	eInvoicing Office
Reminder to fill in required additional information - 2025 - 39	23-02-2025 08:00	eInvoicing Office
Acknowledgement of submission of Insurance documents 2025 - 39	21-02-2025 11:09	eInvoicing Office
Additional information request for accreditation application 2025 - 39	21-02-2025 11:05	eInvoicing Office
Reminder to fill in required additional information - 2025 - 39	19-02-2025 08:00	eInvoicing Office
Reminder – Upload pre-approval testing results for Accreditation Application 2025 - 39	19-02-2025 08:00	eInvoicing Office
Reminder to fill in required additional information - 2025 - 39	16-02-2025 08:01	eInvoicing Office
Reminder – Upload pre-approval testing results for Accreditation Application 2025 - 39	16-02-2025 08:01	eInvoicing Office
Additional information request for accreditation application 2025 - 39	13-02-2025 13:35	eInvoicing Office
Reminder – Upload pre-approval testing results for Accreditation Application 2025 - 39	12-02-2025 08:00	eInvoicing Office

Showing 1 to 10 of 17 rows

Previous Next



Clicking on any link in the 'Document Title' column opens the email in PDF format. The email can be downloaded or printed.

Acknowledgement of submission of accreditation application 2025 - 42

Dear Applicant,

Thank you for submitting your accreditation application.
Application No: 2025 - 42
Submission date: 06-02-2025

The Ministry of Finance will review your application and respond to you within the next 90 business days.

The Ministry may request additional information if required. After submitting the additional information, it may take the Ministry a further 30 business days to respond to your application.

For any inquiry or assistance, please contact us on:
Within UAE: 800533336 | Outside UAE: +971 XXX
Email us at info@mof.gov.ae or login to the accreditation portal through the following link:
<https://sc5cloud18.scs5.cbrain.net/SelfService/mycases/show/portal>.

Kind regards,
The Ministry of Finance

عزيزي مقدم الطلب،
نشكركم على تقديم طلب الاعتماد.
رقم الطلب: (XXX)
تاريخ التقديم: (اليوم - الشهر - السنة)

ستقوم وزارة المالية بمراجعة طلبكم، وسيتم الرد عليكم خلال مدة أقصاها (90) يوم عمل.

يرجى العلم أنه من الممكن أن تطلب الوزارة معلومات إضافية، والتي في حال تقديمها، قد تحتاج الوزارة إلى مدة إضافية تصل إلى (30) يوم عمل لاستكمال مراجعة الطلب.

يرجى التواصل معنا لأي استفسار أو مساعدة:
من داخل دولة الإمارات العربية المتحدة: 800533336 |
من خارج دولة الإمارات العربية المتحدة: +971 XXX



Actions

During the accreditation process, various actions will require your response through the submission of specific information (visible in the Actions column). Some of these actions are mandatory, while others occur only under specific circumstances.

When clicking the button Respond in the action column you are redirected to the required page with options to enter the required information, attach any required documents and submit them.

Some examples of these actions are explained below

Additional Information Required

This action appears if the eInvoicing Office determines whether any documentation within the application is non-compliant or incomplete. Issues may range from incorrect contact details to insufficient supporting documentation.

Additional Information Required

Additional Information Required for Your eInvoicing Service Provider
Accreditation Application (page 1 of 2)

SAVED 12:27:01

The Ministry of Finance has reviewed your accreditation application with application number 2025 - 39 and requires additional information.
To proceed with the review process, please address the below comments and resubmit your application.

Field Name	Comments from the Ministry
UAE Legal Name	Name does not match documentation
Overview Of The eInvoicing Solution	Please provide more information of your solution

Next Cancel



Click the “next” button to enter the additional information or amendments that have been requested and then click on “Submit”

Accreditation Application (page 2 of 2)

The Ministry of Finance has reviewed your accreditation application with application number 2025 - 39 and requires additional information.
To proceed with the review process, please address the below comments and resubmit your application.

Deadline for Service Provider to respond
20-08-2025

Field Name	Comments from the Ministry	Amended Details *	Service Provider Comments (optional)
UAE Legal Name	Name does not match documentation	<input type="text" value="InvoSync Solutions"/>	<input type="text"/>
Overview Of The invoicing Solution	Please provide more information of your solution	<p><input type="button" value="Amend"/> <input type="button" value="Remove"/> <input type="button" value="Replace"/></p> <p><input type="button" value="Extra"/> <input type="button" value="Remove"/> <input type="button" value="Replace"/></p> <p><input type="text"/> <input type="button" value="Select files"/></p> <p>Please note that any documents you upload at this time will replace your previously submitted attachments for the Overview of Your invoicing Solution. Therefore, kindly resubmit all documents related to this requirement. Attachment Guidelines: Maximum File Size: 25 MB. Allowed Formats: PDF, JPG, PNG, etc. You can select 10 files.</p>	<input type="text" value="I have now provided more information. Please let me know if you need more documentation"/>

Provide any additional comments/remarks (optional field)

By submitting this application, I certify that all information and documents provided are true, complete, and accurate to the best of my knowledge. I understand that any false statements, omissions, or misrepresentations may result in the rejection of my application or other legal consequences. I acknowledge that the Ministry of Finance reserves the right to request additional information, verify the submitted details, and approve or deny the application at its sole discretion

◀ Previous



ISO 22301 Certificate

If you selected "No" in response to the question, "*Do you have the Business Continuity ISO 22301 Certificate?*" on your application, you will be required to upload the certification upon acquisition, within the specified deadline.

Upload Business Continuity ISO 22301 Certificate

Upload Business Continuity ISO 22301 Certificate

Attach Business Continuity ISO 22301 Certificate SAVED 10:23:39

Select file

By submitting this, I certify that all information and documents provided are true, complete, and accurate to the best of my knowledge. I understand that any false statements, omissions, or misrepresentations may result in the rejection of my application or other legal consequences. I acknowledge that the Ministry of Finance reserves the right to request additional information, verify the submitted details, and approve or deny the application at its sole discretion.

Submit Cancel



Insurance documents

Once the eInvoicing Office has reviewed your initial application, you will be required to upload the necessary insurance documents.

eInvoicing Service Provider Accreditation Application (Insurance Documents)

eInvoicing Service Provider Accreditation Application (Insurance Documents) SAVED 13:56:03

Please note that all insurance policies must be issued within the State

Service Provider Name: InvoSync Solutions
Application Number: 2025 - 70

Comments from eInvoicing Office
Please upload your insurance documents

Professional indemnity insurance *

Select file

Crime insurance *

Select file

Cyber fraud insurance *

Select file

Additional Comments (optional field)

By submitting these insurance policy documents, I certify that all information and documents provided are true, complete, and accurate to the best of my knowledge. I understand that any false statements, omissions, or misrepresentations may result in the rejection of my application or other legal consequences. I acknowledge that the Ministry of Finance reserves the right to request additional information, verify the submitted details, and approve or deny the application at its sole discretion.

Submit Cancel



Pre-Approval OpenPeppol Testing

Once the eInvoicing Office has assessed that you are ready to perform the Pre-Approval Testing with OpenPeppol, you will get an action to upload the documentation once testing is completed.

eInvoicing Service Provider Accreditation Application (Pre-approval Testing – OpenPeppol Testing)

eInvoicing Service Provider Accreditation Application (Pre-approval Testing – OpenPeppol Testing) SAVED 11:37:08

Service Provider Name: Invoice Tech

Application Number: 2025 - 42

Comments from eInvoicing office

Please upload relevant documentation

Pre-approval OpenPeppol Testing Results *

Select files

Attachment Guidelines: Maximum File Size: 25 MB. Allowed Formats: PDF, JPG, PNG. You can select 10 files.

Comments (optional field)

By submitting this, I certify that all information and documents provided are true, complete, and accurate to the best of my knowledge. I understand that any false statements, omissions, or misrepresentations may result in the rejection of my application or other legal consequences. I acknowledge that the Ministry of Finance reserves the right to request additional information, verify the submitted details, and approve or deny the application at its sole discretion.

Submit Cancel



Pre-Approval End-User Onboarding Testing

Once the eInvoicing Office has assessed that you are ready to perform the Pre-Approval End-User Onboarding Testing with the FTA, you will get an action to upload the documentation once testing is completed.

eInvoicing Service Provider Accreditation Application (Pre-approval Testing – End User Onboarding Testing)

eInvoicing Service Provider Accreditation Application (Pre-approval Testing – End User Onboarding Testing) SAVED 14:29:16

You are required to complete your pre-approval end-user onboarding and upload the passed testing results only.

Service Provider Name: InvoSync Solutions
Application Number: 2025 - 70

Comments from eInvoicing Office *

Please upload documentation once testing is complete

Upload End User Onboarding Testing Results *

Select Files

Attachment Guidelines: Maximum File Size: 25 MB. Allowed Formats: PDF, JPG, PNG. You can select 10 files.

Redirection URL for eInvoicing Production Environment (English) *

Is your eInvoicing portal available in Arabic? *

Yes
 No

Firewall Details (Required for End User Onboarding)

Source Host Name *

Source IP Address *

Point of Contact for Production Related Matters (optional field)

Service Provider Comments (optional field)

By submitting this, I certify that all information and documents provided are true, complete, and accurate to the best of my knowledge. I understand that any false statements, omissions, or misrepresentations may result in the rejection of my application or other legal consequences. I acknowledge that the Ministry of Finance reserves the right to request additional information, verify the submitted details, and approve or deny the application at its sole discretion.

Submit Cancel



Production OpenPeppol Testing

Once the eInvoicing Office has assessed that you are ready to perform the Production Testing with OpenPeppol, you will get an action to upload the documentation once testing is completed.

eInvoicing Service Provider Accreditation Application (Production Trial run - OpenPeppol Testing)

eInvoicing Service Provider Accreditation Application (Production Trial run - OpenPeppol Testing) SAVED 11:38:42

Service Provider Name: Invoice Tech

Application Number: 2025 - 42

Comment from eInvoicing Office

Please upload relevant documentation

OpenPeppol testing result *

Attachment Guidelines: Maximum File Size: 25 MB. Allowed Formats: PDF, JPG, PNG.
You can select multiple files.

Comments (optional field)

I confirm that I want to submit this information to the Ministry of Finance

Cancel



Production End-User Onboarding Testing

Once the eInvoicing Office has assessed that you are ready to perform the Production End-User Onboarding Testing with the FTA, you will get an action to upload the documentation once testing is completed.

eInvoicing Service Provider Accreditation Application (Production Trial run – End User Onboarding Testing)

eInvoicing Service Provider Accreditation Application (Production Trial run – End User Onboarding Testing)

SAVED 14:50:43

You are required to complete your Trial run End User Onboarding and Upload the Passed Testing Results Only

Service Provider Name: Invoice Tech

Application Number: 2025 - 42

Comments from eInvoicing Office *

Please upload relevant documentation

acc:Upload End User Onboarding Trial Run Results *

Select files

Attachment Guidelines: Maximum File Size: 25 MB. Allowed
Formats: PDF, JPG, PNG.
You can select 10 files.

Service Provider Comments (optional field)

By submitting this, I certify that all information and documents provided are true, complete, and accurate to the best of my knowledge. I understand that any false statements, omissions, or misrepresentations may result in the rejection of my application or other legal consequences. I acknowledge that the Ministry of Finance reserves the right to request additional information, verify the submitted details, and approve or deny the application at its sole discretion.

Submit Cancel



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5. User Guide Version Control

English Version	Date	Description of Changes	Editor	Approver
1.0	05-03-25	Frist version	MoF Supplier Team	MoF