Service Request Manual

Employment Services – Request to Transfer an Employee to DMCC.

Purpose

This document is designed to define and illustrate the online process related to 'Request to transfer an employee to DMCC'. This document will brief you on how to apply for this service request and what to expect at the different stages in terms of the online interface, the notification emails and text messages as well as the expected output.

Relevant Documents

The Request for 'Transfer an Employee to DMCC' operates in conjunction with, but not limited to the below stated policies and guidelines:

- Employee Visa Transfer Application Guidelines;
- DMCC Company Regulations;
- Free Zone Rules & Regulations and
- GDFRA Rules and Regulations.

Applicability

This document will apply to all DMCC member companies with active licences who are applying for employee residence visa transfer from other Free Zones to DMCC.

Data Classification: Sensitive

Important Notes

- A valid Establishment Card is mandatory to proceed with the visa transfer.
- The applicant's passport must be valid for 6 months.
- The residence visa should be valid for 3 months.
- The applicant's dependents will not be affected by the transfer.
- The transfer form should be valid at the stamping stage.
- The original Emirates ID is mandatory to be submitted at the stamping stage; if lost, the applicant must submit a police report.
- A valid health insurance under the DMCC company sponsorship/coverage issued through a local insurance company must be provided.
- All the designations must be supported with relevant educational qualifications, attested by the Ministry of Foreign Affairs in Dubai.
- The residence visa transfer is applicable only between Dubai Free Zones.
- The transfer form will be issued with 2 months validity through DMCC authority.
- Emirates ID registration and medical fitness request typing services are also provided by DMCC (optional).
- In case the Emirates ID registration typing service is not selected initially at the service request creation, the company has the option to create a separate SR through 'Employee Services – Employee Residence Permit – Emirates ID Typing'.
- In case the medical fitness request service is not initially selected at the service request creation, the company has the option to create a separate SR through 'Employee Services – Employee Residence Permit – Medical Fitness Request Typing'.
- Candidates who are new to UAE and are doing first-time registration, need to visit Emirates ID service point at preventive medical centers to capture biometrics. They need to carry their original passport and a copy of the Emirates ID registration form and ensure to get the Emirates ID registration form stamped.
- All Draft SRs will automatically be voided after sixty (60) calendar days from their creation date if no action is taken by the DMCC Member.
- SRs awaiting DMCC Member Company action will be automatically nullified if the required actions aren't completed within ninety (90) calendar days from the SR's return date.
- DMCC Member Company admin can request for service cancelation by clicking the 'Cancel Request' button.
- A cancellation fee will be charged to the DMCC Member's portal if the Member opts for its

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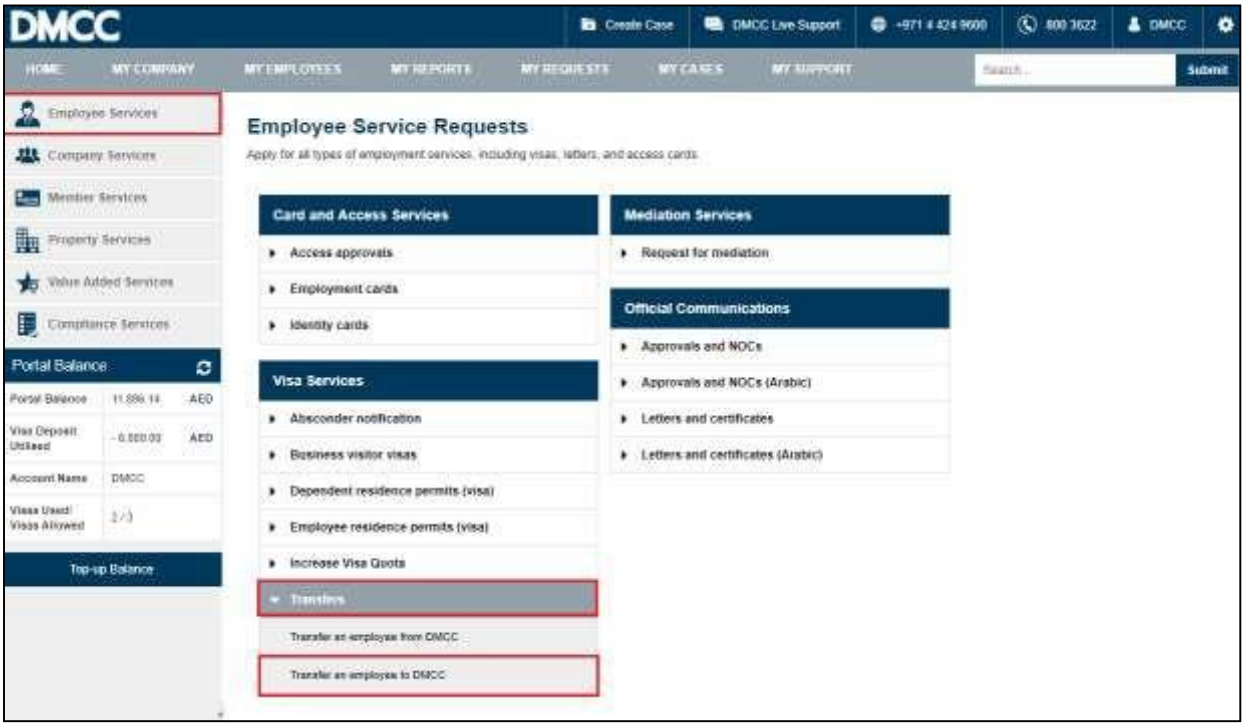
cancellation, or if the system auto-cancels the SR after the 90 days. (Please refer to the Schedule of Charges)

1. Complete the application form to apply for 'Employment Services - Visa services – Transfers – 'Transfer an employee to DMCC' on the DMCC portal.



2. Insert the company's valid license number.

3. To apply for DMCC Emirates ID typing, please tick the 'Apply for Emirates ID Typing Request' box. (Optional and for an additional fee. Refer to the Schedule of Charges)

4. To apply for DMCC Medical Fitness request, please select the type of medical service request.

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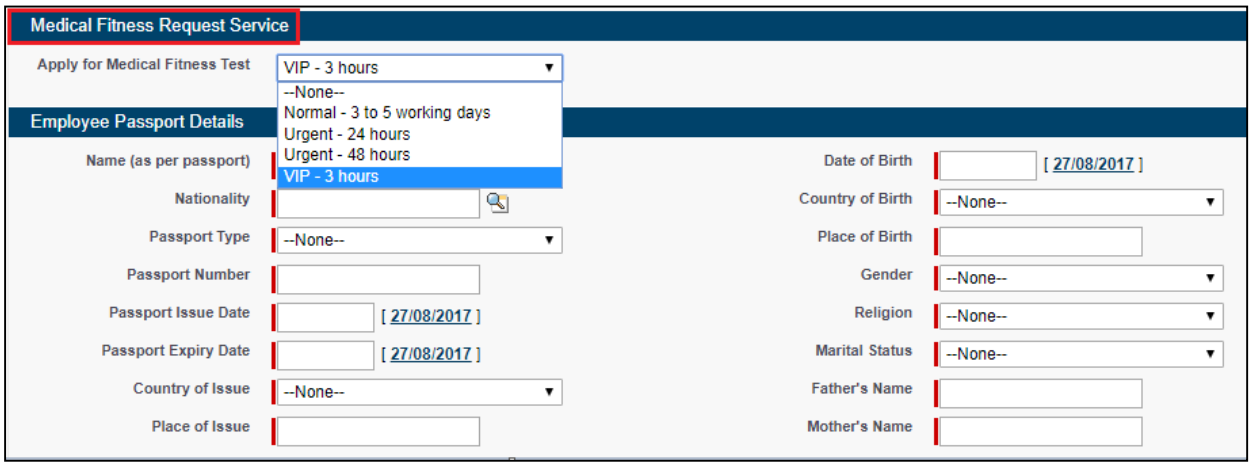
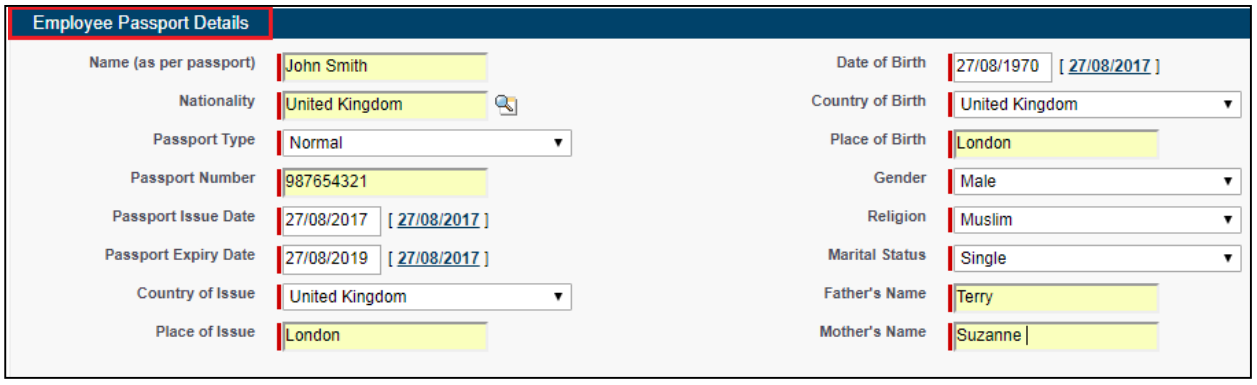
Please note that the medical fitness test type once selected, cannot be changed or upgraded. (Optional and for an additional fee. Refer to the Schedule of Charges)



5. Fill in the 'Employee Passport Details'. Kindly ensure that all details are accurate and matches the passport.



6. Fill in the 'Employee E-Signature Details'. Please ensure to enter the employee's valid email address and mobile number.

7. Fill in the 'Employee Job Details' and 'Additional Job Details'. Please ensure that all the information is correct and accurate to avoid any delay in the process. You may refer to the orange help button for guidance.

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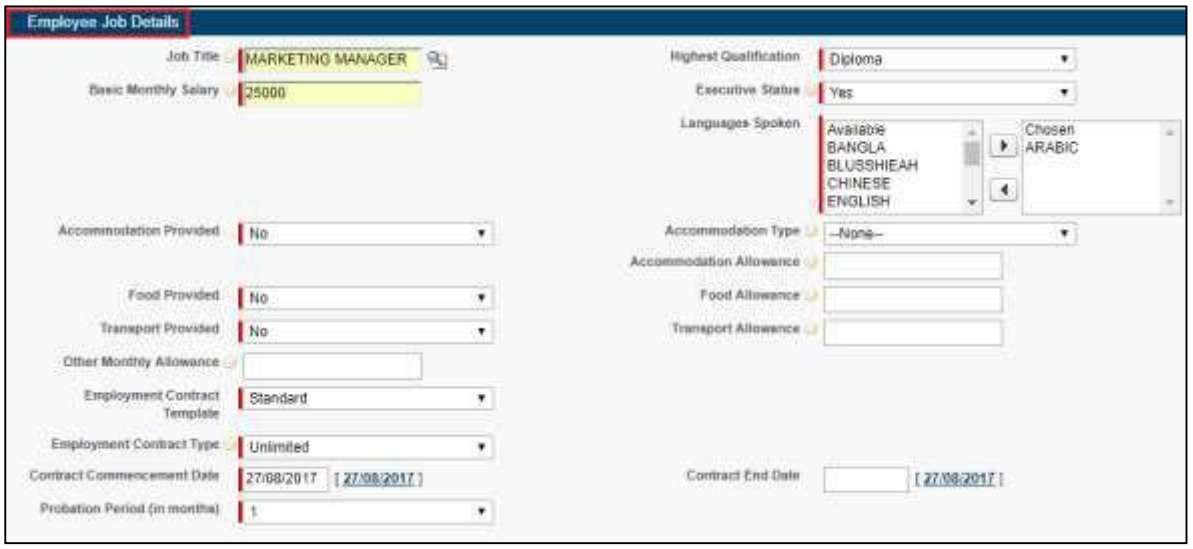
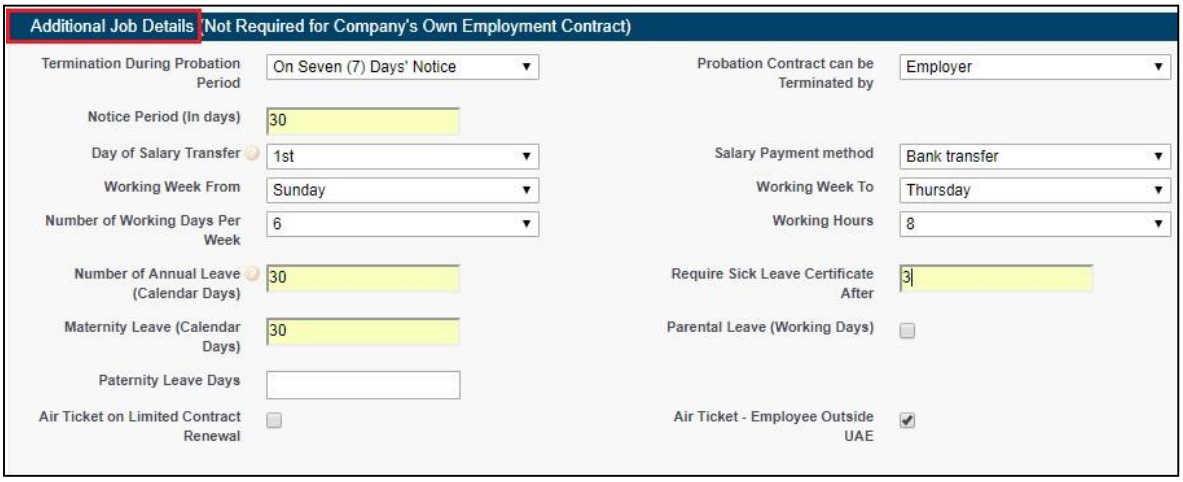
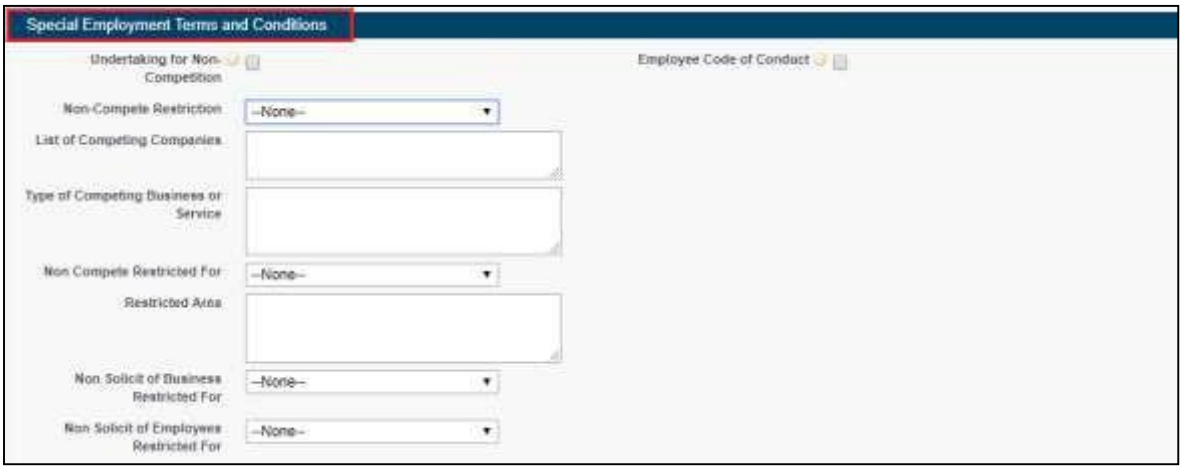




8. Mention any special terms and conditions regarding the non-competition restriction & code of conduct. (Optional)



9. Fill in the 'Employee Address Details' mentioning the address details inside the UAE and in

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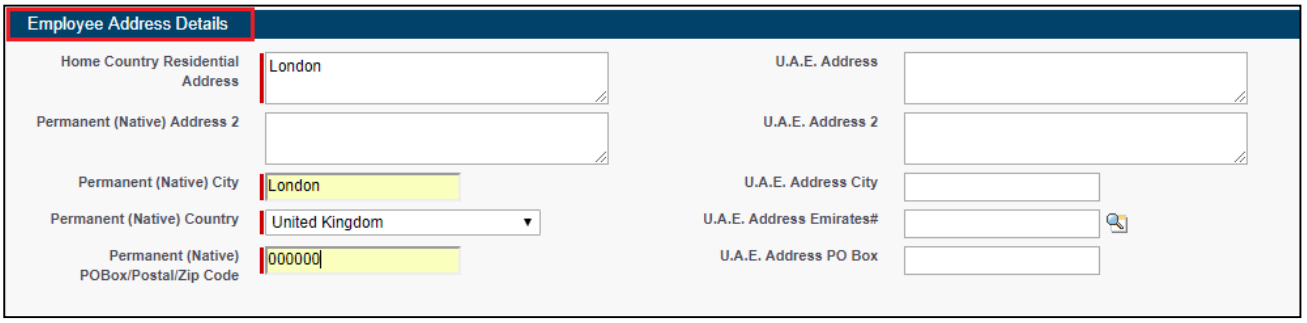
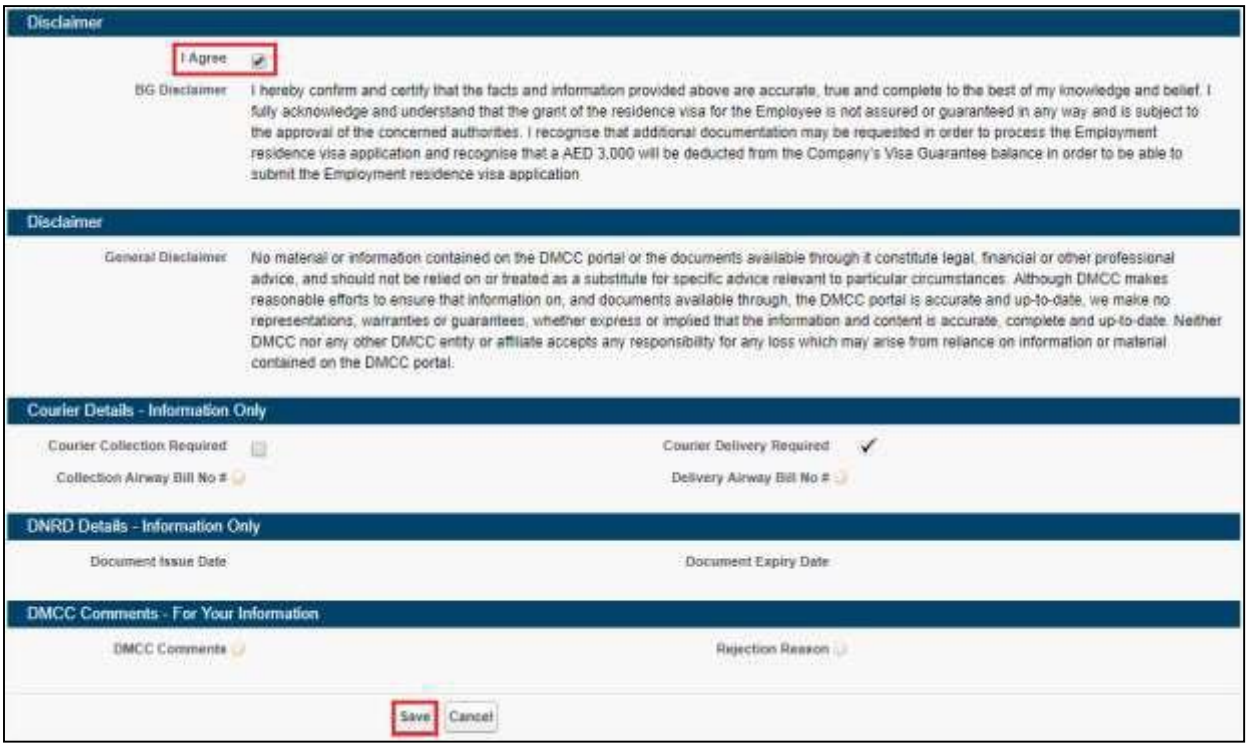
home country.



10. Fill in the 'Employee Existing Visa Details'. Kindly ensure that all details are accurate to avoid any delay in the process. Fill in the portal user details and mobile number to receive status notifications from DMCC in the 'Correspondence Details'.

11. Please tick the disclaimer after reading the content carefully. Then, click 'Save' to receive the service request number.



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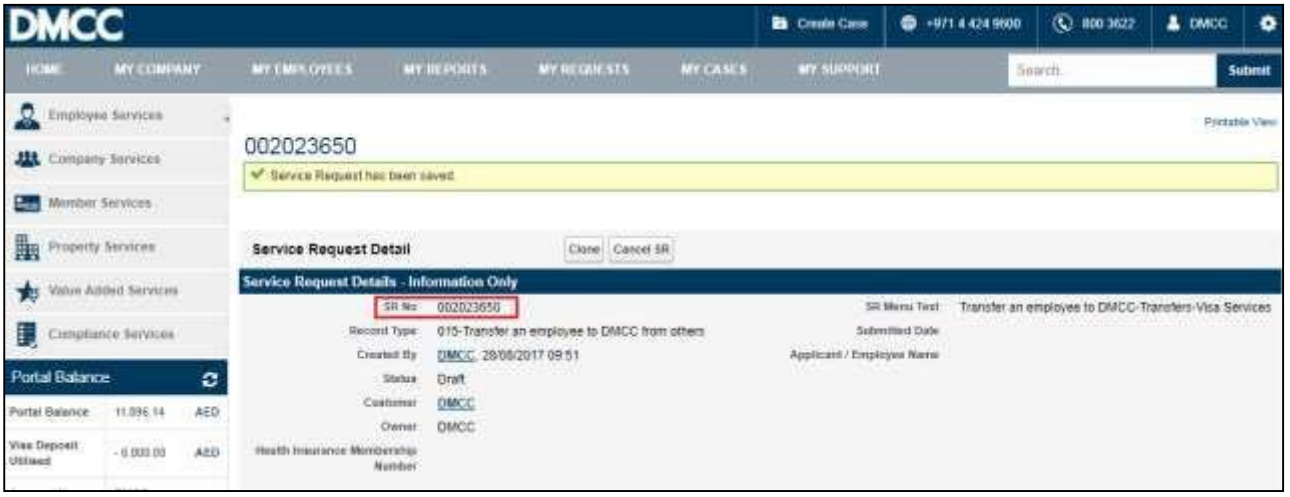
12. Take a note of the service request number for future follow-ups and company records.



13. Click the 'Download/Upload/Review Doc' button to upload the required documents under the 'SR Documents' section. Please ensure to upload the documents in the exact size and format as mentioned in the instructions.

Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Applicant's Passport Copy with Visa Page		Upload a copy of the applicant's passport and visa page		Pending Upload	28/08/2017	28/08/2017	View e-Document
Colour Passport Size Photo (JPEG)		Upload a copy of the latest passport size colour photo (JPEG).		Pending Upload	28/08/2017	28/08/2017	View e-Document
Company Establishment Card		Upload a copy of the Company Establishment Card in JPEG format (Size less than 1MB| Exact Height: 1167| Exact Width: 850| Dpi: 100) To adjust your document size, you may use this online tool https://ezgif.com/resize		Pending Upload	28/08/2017	28/08/2017	View e-Document
Highest Educational Certificate		Upload a copy of the highest educational certificate attained. You will be informed if an original attested version is required.		Pending Upload	28/08/2017	28/08/2017	View e-Document
Previous Company Establishment Card		Upload a copy of the previous company's Establishment Card	Copy Required	Pending Upload	28/08/2017	28/08/2017	View e-Document
NOC To Transfer Visa To DMCC Company		No Objection Certificate (NOC) from present sponsor - download, sign and upload		Generated	28/08/2017	28/08/2017	View e-Document

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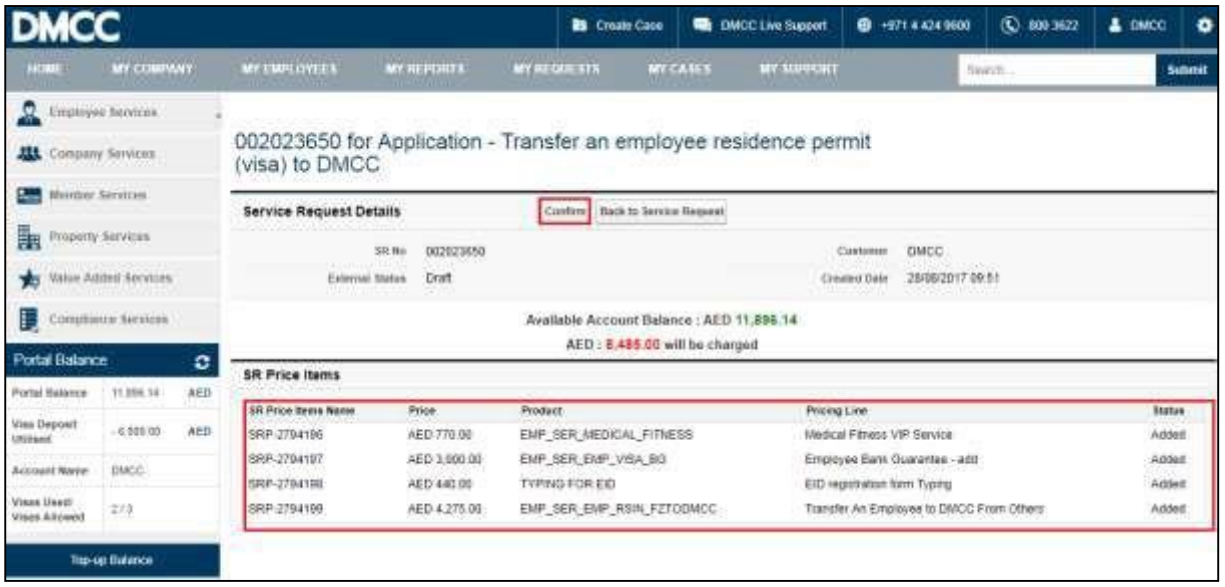
14. After uploading the documents, click ‘Submit’ and proceed with the payment.

15. Check the price details and click ‘Confirm’.



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16. Receive an email notification from DMCC confirming that the application is submitted.

Dear Valued Member,

We have received the following request: Application - Transfer an employee to DMCC from others.

Your request number is 002023650

Please note that effective 30th June 2016 in accordance with Dubai Health Insurance Law no. 11, all Dubai residents including DMCC Shareholders are required to have a Dubai Health Authority compliant health insurance. In this regard, proof of health insurance is required at the next step of the visa stamping process to obtain an employee residence visa. You will simply need to provide the applicants health insurance details, and upload a copy of the health card or Certificate of Health Insurance (CHI) issued by an approved insurer.

For your convenience you may contact DMCC□s insurance partner, Insure Direct (Brokers) LLC on the below contact details, to benefit from the Exclusive DMCC Health Insurance Solution, underwritten by Daman.

Insure Direct (Brokers) LLC
T: +9714 4548829/ +9714 7046666 (option 2 followed by option 1.)
E: insurance@dmcc.ae

alternatively, you may choose any of the insurance companies approved by the Dubai Health Authority (DHA). Please refer to the following link for Permitted Insurers by the DHA
at http://www.isahd.ae/Home/PermittedInsuerers

kindly be informed that you will need a copy of the issued Transfer form in order to apply for health insurance.
Best regards,

DMCC Free Zone

E customercare@dmcc.ae

Toll free 800 DMCC (800 3622)

T +971 4 424 9600

W dmcc.ae

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17. The HR Signatory of the company receives an email notification with the relevant employment documentation to electronically sign them

Dear Abdul Faial,

This email contains the employment documentation for meenal saxena. Please review and electronically sign the documentation in order to proceed with the employment visa.

Once you have e-signed the employment documentation, this will automatically be sent to the employee for his / her e-signature if you have selected 'e-signature by email' for your employee. If you have opted for the employee to do 'in person signing at DMCC Counter', please ensure you provide the employee with a copy of his / her employment documentation before the employee comes to the counters to e-sign the documentation.

The employment relationship between you and your employee is governed by the UAE Federal Law No. 8 of 1980 (as amended) (the Labour Law). If any future changes are made to the employment contract, you are required to resubmit the updated version to DMCC through the service request titled 'Employment Contract Amendment'.

Before you proceed with e-signing, DMCC recommends that you read through the below guidelines and FAQs to learn more about DMCC's employment matters and how to electronically sign the employment documentation.

Once you are ready to proceed, you can review and sign the employment documentation.

DMCC Admin sent you a document to review and sign.

REVIEW DOCUMENTS

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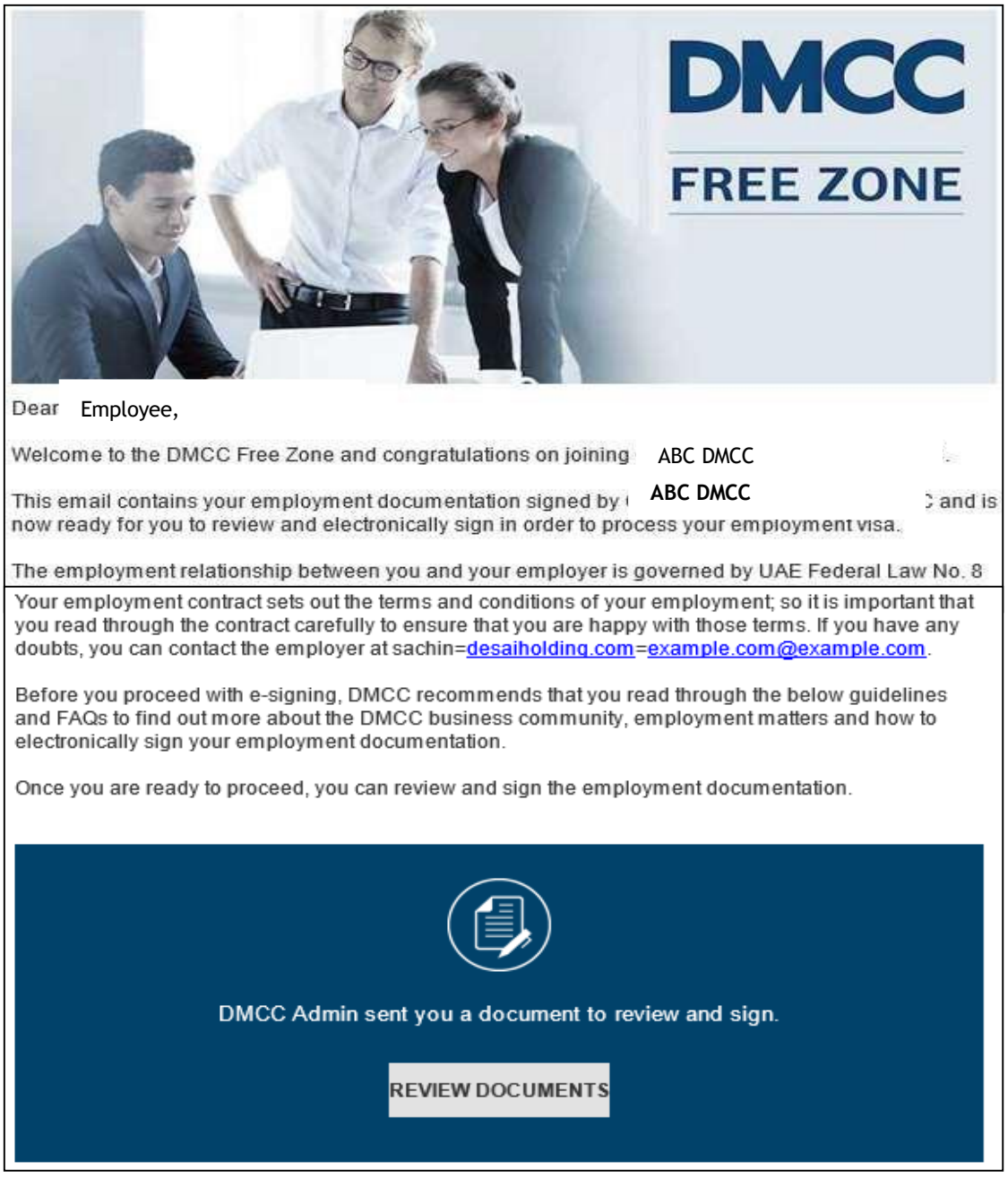
18. Once the HR signatory has completed the e-signing, the employee receives a notification to e-sign the same employment documentation.



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19. Once both parties have signed the documents, the step status will be updated as 'Closed'.

20. Receive an email notification confirming the issuance of the transfer form.

Dear Member

Transfer Form for the service request: TRANSFER FORM-Visas-Internal with request number 002024140 has been prepared by DMCC.

Please collect the Transfer Form from the Member Services Counters.

Regards
DMCC Customer Care Team
E customercare@dmcc.ae
T 800 3622(DMCC) tollfree or +971 4 424 9600
W dmcc.ae

21. Receive the below email notification if the Emirates ID typing service from DMCC was selected.

Dear DMCC,

Your request for the Emirates ID Form for Employee under service request number: 002023650 has been submitted.

Please visit the DMCC Client Service Centre Counter with the original passport and 1 passport size photograph to proceed further with the Emirates ID typing form process.

To track the progress of your request, please log on to your DMCC Member Portal at

https://portal.dmcc.ae/communitylogin and search by the service request number 002023650.

Best regards
DMCC Customer Care Team

E customercare@dmcc.ae
T 800 3622(DMCC) toll-free or +971 4 424 9600
W dmcc.ae

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22. Receive the below email notification if the medical fitness test request from DMCC was selected.

Dear Valued Member,

We have received the following request: Medical fitness request typing for DMCC.

Your request number is 002024141.

You will be updated soon with the progress.

Regards
DMCC Customer Care Team

E customercare@dmcc.ae
Tollfree 800 3622(DMCC)
or T +971 4 424 9600
W dmcc.ae

23. Receive the below notification once the Emirates ID registration form typing is done.

Dear Valued Member,

Your request for the Emirates ID Form for John Smith under service request number: 2023478 has been typed and uploaded on the DMCC member portal.

Please proceed to download and print the Emirates ID Form from the SR Documents section and follow the instructions mentioned in the □Next Step□ section in the EID Form.

For new applicants who have never been issued an Emirates ID before, please note that they must carry the printed Emirates ID form request along with the original passport and visit the Emirates ID Authority centre to submit the application.

Once the medical fitness certificate is received, please upload a copy of the medical fitness certificate and the health insurance on the service request and then, visit the DMCC Client Service Centre Counter with the original passport, original medical fitness certificate, the Emirates ID registration form and 2 passport size photographs to proceed with the employees residence visa stamping.

To track the progress of your request, please log on to your DMCC Member Portal at

https://portal.dmcc.ae/communitylogin and search by the service request number Emirates ID Typing.

Best regards,
DMCC Customer Care Team

E customercare@dmcc.ae
T 800 3622(DMCC) toll-free or +971 4 424 9600
W dmcc.ae

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24. Then, receive a notification to update the applicant's health insurance details.

Dear Valued Member,

Thank you for submitting your application to DMCC with the service request number.

With reference to your application, DMCC requires you to update the applicant's health insurance details and to upload a copy of a health card or Certificate of Health Insurance (CHI) issued by an approved insurer in order to complete your request.

Please click here and the follow these steps to provide the details and upload the relevant document:

- Click on button "Edit" to select the health insurance provider, enter the health insurance policy number and select the health insurance expiry date.
- Click on "Save"
- Click on the button "Download/Upload/Review Doc" to upload Health Insurance Card or Certificate Copy.
- Click on the button " Return back to SR step"
- Under the section "Step Transition", click on the button "Change" to update the step status from "Awaiting Insurance Details Update" to "Insurance Details Updated".

If you have any further questions or follow-up regarding this matter, please address your email to customercare@dmcc.ae Alternatively you may call our call centre number 800 3622 or +971 4 424 9600 between 8 a.m. to 5 p.m. Sunday to Thursday

Best Regards,

DMCC Free Zone
E customercare@dmcc.ae
Toll Free 800 DMCC (3622)
T +971 4 424 9600
W dmcc.ae

25. Under the service request 'SR Documents', click 'View E-Document' to view the Emirates ID registration form and medical request form. Print a copy of the medical request form and approach the designated medical centre to complete your medical test.

SR Documents — Download/Upload/Review Doc

Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Applicant's Passport		Upload a copy of the applicant's passport and visa page. Original passport will be required.	Copy & Original	Uploaded	02/08/2017	02/08/2017	View e-Document
Colour Passport Size Photo (JPEG) x 2		Upload a copy of the latest passport size colour photo (JPEG). 2 originals will be required.	Copy & Original	Uploaded	02/08/2017	02/08/2017	View e-Document
Company Employment Card (CEC)		Upload a copy of the Company Employment Card. Original will be required.	Copy & Original	Uploaded	02/08/2017	02/08/2017	View e-Document
Establishment Card		Upload a copy of the Establishment Card	Copy Required	Uploaded	02/08/2017	02/08/2017	View e-Document
Proof of Health Insurance (Card or Certificate)		Upload a Proof of Health Insurance	Copy Required	Uploaded	02/08/2017	02/08/2017	View e-Document
Medical Form		Medical Form - typed by DMCC DNRD typing team		Uploaded	02/08/2017	02/08/2017	View e-Document

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Sample of the Medical Fitness Request:

GOVERNMENT OF DUBAI

هيئة الصحة بدبي
DUBAI HEALTH AUTHORITY

طلب فحص اللياقة الطبية
Medical Fitness Application

Application ID

Date: التاريخ:

Dear Customer,

Thank you for using DHA Online Medical Fitness Request Service. Your request has been submitted with the following details:

Name		الاسم
Visa Type		نوع التأشيرة
Request Type		نوع الطلب
Urgency Type		فئة الاستعجال
Payment Method		طريقة الدفع

Medical Center		المركز الطبي
Passport Number		رقم جواز السفر
Emirates ID		بطاقة الهوية
Email		البريد الإلكتروني
Sponsor Name		اسم الكفيل

Residency / Entry Permit Number		رقم الإقامة / تصريح الدخول

* Please note the Application ID for any enquiries about your request.
* Please note that the Typing Centre Fees are 50 AED.

The following are required by DHA upon processing your request:

1. Original passport or Emirates ID card (mandatory)
2. Residence permit copy

1. جواز السفر الأصلي أو بطاقة الهوية (إلزامي)
2. صورة عن تأشيرة الدخول مع صورة عن الإقامة

رؤيتنا تقديم خدمات صحية عالمية المستوى ترتقي بإمارة دبي لتحقيق مكانة مميزة على خارطة العالم الصحية
Our Vision is to provide Health Services of an international level recognizing and marking Dubai at the world health map.

Printed By ALI MAHMOOD / ali.mirza@dmcc.ae from DMCC.

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Sample of the Emirates ID Registration Form:

استمارة تسجيل
REGISTRATION FORM

قدم بتاريخ
SUBMITTED ON

رقم الإيصال
RECEIPT NO.

رقم العملية
TRANSACTION N

رقم الطلب
APPLICATION NUMBER

هيئة الإمارات للهوية
EMIRATES IDENTITY AUTHORITY

تجديد بطاقة الهوية
المقدم لديه طلب قيد الاجراء بأحدى خدمات الإقامة (جديد , تجديد , نقل كفالة) ومسجل مسبقاً بهيئة الامارات للهوية (بطاقة الهوية المراد تجديدها غير منوفرة

ID CARD RENEWAL
Applicant is applying for residency new / renew / sponsorship transfer and is previously registered in Emirates Identity Authority (ID card to be renewed is NOT available)

سيتم التواصل معك في حال وجود تعديل
مطلوب وقت حاضرية البطاقة للتسليم
يرجى التأكيد من دقة هذه المعلومات
You will be contacted in case of required modification and once your card is ready for delivery. Please make sure this information is accurate.

الإسم
NAME

الجنس
GENDER

تاريخ الميلاد
DATE OF BIRTH

الجنسية
NATIONALITY

الرقم الموحد
UNIFIED NUMBER

رقم جواز السفر
PASSPORT NUMBER

تاريخ انتهاء الجواز
PASSPORT EXPIRY DATE

رقم خلاصة القيد
Family Book No.

رقم البلدة / رقم الأسرة
City Number / Family Id

NEXT STEP
Capture your biometrics at one of our service points

الإجراء التالي
أخذ البصمات بأحد مراكز التسجيل التابعة لهيئة الإمارات للهوية

An appointment with all details will be sent to you through an SMS on mobile number In case you do not receive an SMS two weeks from submitting your application please call 042376000

سيتم ارسال مععد التسجيل من خلال رسالة نصية قصيرة على هاتف رقم في حال عدم استلام الرسالة خلال اسبوعين من تاريخ تقديم الطلب الرجاء الإتصال على 042376000

IMPORTANT NOTES

ملاحظات هامة

For information on registering for Emirates ID card call 042376000

للاستفسار عن معاملة التسجيل لبطاقة الهوية، يرجى الاتصال على 04237600

The legal typing fee of this application is AED 30 only where the typing centre is legally bound to this amount. If you have been over charged or have any comments on the typing centre please call 042376000

الرسوم القانونية لمكاتب الطباعة 30 (ثلاثون) درهماً فقط لاغير وفي حال تحصيل رسوم إضافية تعتبر زيادة غير قانونية وتعرض مكتب الطباعة للمسائلة القانونية. في حال وجود اي ملاحظة على مكاتب الطباعة يرجى الإتصال على 04237600

The ID card has to be pierced during the filling of the application

ضرورة ثقب بطاقة الهوية اثناء عملية التحديد ومسحها

The ID card is your property and should be handed back to you along with this application

بطاقة الهوية هي ملك للعميل يحتفظ بها بعد الإنتهاء من عملية إستمارة التحديد او التسديد

Please revise the entered ID number & expiry date in your application

التأكد من صحة رقم الهوية وتاريخ انتهائها المدخل بالطلب

You may be notified to revisit the typing centre for modifications to your application. Amount of AED 5 for the modification will be charged as typing fees if you proceed to a different typing centre than the one who last submitted the application

قد يتم التواصل معك لطلب تعديل بالطلب المقدم عن طريق زيارة إحدى مراكز الطباعة المعتمدة. رسوم الطباعة للتعديل 5 درهم لاغير في حاله تعديل الطلب بمكتب طباعة مختلف عن المكتب الاخير الذي قدم منه الطلب

Please revise the application type highlighted on top of the application.

الرجاء التأكد من صحة نوع الطلب المقدم الموضح أعلاه

You may be requested to complete the required fees by paying any difference between the previously paid amount and the required fee

قد يتم التواصل معك لطلب إستكمال الرسوم المطلوبة بدفع الفارق بين المبلغ المدفوع سابقاً والقيمة المطلوبة للطلب

The applied card validity will be reviewed and could be changed while processing your application

سيتم مراجعة صلاحية البطاقة المقدمة وقد يتم تعديله أثناء التدقيق على الطلب

اتصل على
CALL US ON
04 2376000

لمزيد من المعلومات
FOR MORE INFORMATION
www.emiratesid.ae

الطباعة بواسطة
SUBMITTED BY
[user name] [typing centre name], [Emirate], [City]

تاريخ الطباعة
PRINTED ON
01 January 2011, 02:34 PM

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26. Upon receipt of the medical test results document, upload it in the same service request ‘SR Documents’ under ‘Medical Fitness Certificate’. Click ‘Upload’ to upload the health insurance card & medical fitness certificate.

27. Receive an email notification confirming the submission to the Immigration Department (GDRFA).

Dear Member

Your service request 002024143 for John-PP#987654321 has been submitted to GDRFA.

We will update you as soon as it is processed.

Regards
DMCC Customer Care Team

E customercare@dmcc.ae
T 800 3622(DMCC) tollfree or +971 4 424 9600
W dmcc.ae

28. Receive a notification confirming the approval of the application from the Immigration Department (GDRFA).

Dear Member

Your service request **002024143** for John-PP#987654321 has been approved by GDRFA.

Please check DMCC member portal for delivery/collection details.

Regards
DMCC Customer Care Team

E customercare@dmcc.ae
T 800 3622(DMCC) tollfree or +971 4 424 9600
W dmcc.ae

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29. Please refer to the ‘Delivery Airway Bill Number’ on the service request to track the delivery of the passport.

30. You can check the status of your application at any stage on the DMCC website via the Visa Status Checker at www.dmcc.ae/free-zone/support/how-guides/visa-status-checker.

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