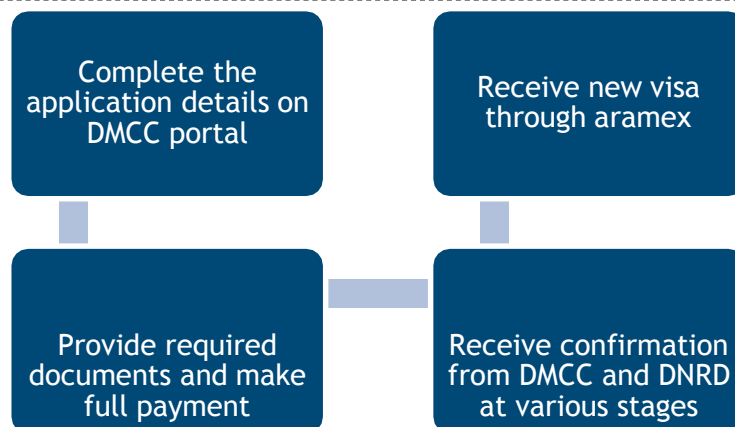# STEP BY STEP GUIDE

Guideline	**Application – Stamp an existing residence permit (visa) in a replacement or new passport**
Version/Date	Version 1, 18th June 2014
Who should use this guide	Any employer who wants to get existing residence permit (visa) stamped in a replacement or new passport for an employee in the DMCC Free Zone
Purpose of this guide	To provide a detailed step by step guide for anyone wishing to get existing residence permit (visa) stamped in a replacement or new passport for an employee on the DMCC member portal.
Steps	

Complete the application details on DMCC portal

Receive new visa through aramex

Provide required documents and make full payment

Receive confirmation from DMCC and DNRD at various stages

|	
Before you begin	The DMCC application for existing residence permit (visa) stamped in a replacement or new passport for an employee is online. At any point if you have issue, there are many consultants that can assist you with this process. Call us on 800 DMCC if you would like more information.
	There will be a number of documents that you will need to upload on the DMCC portal. Review our Applications Guidelines at www.dmcc.ae under Free Zone, Applications Guidelines to familiarise yourself with our requirements.
	You may wish to save scanned copies of documents on your computer before you begin. Note: the maximum file size per file is 10MB.
	If you don't have certain information, don't worry, you will be able to Save your request and return later to complete.

LOGIN and get started

Open the following link
www.portal.dmcc.ae

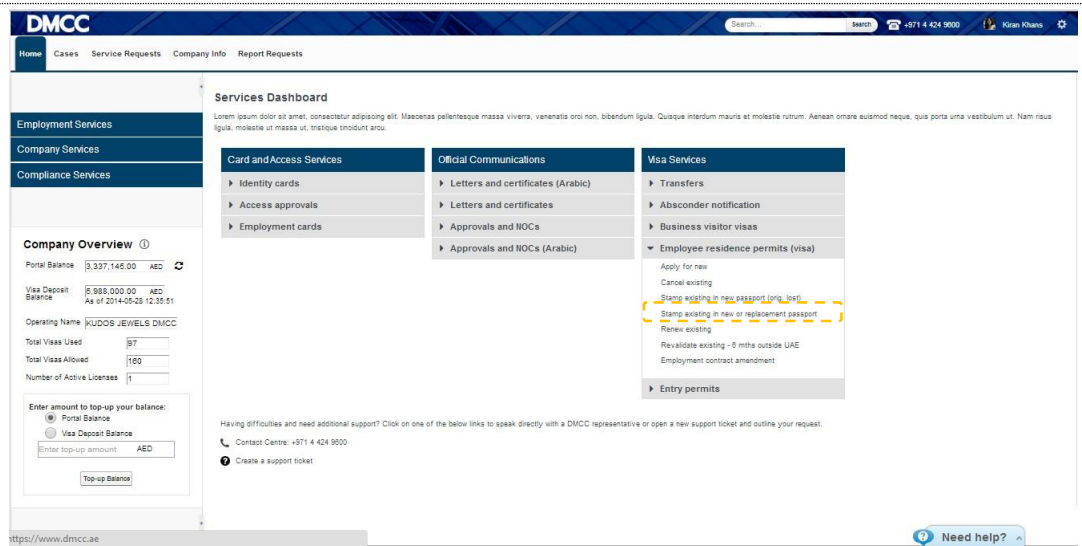Once you see this screen, type in your user name and password to login and get started
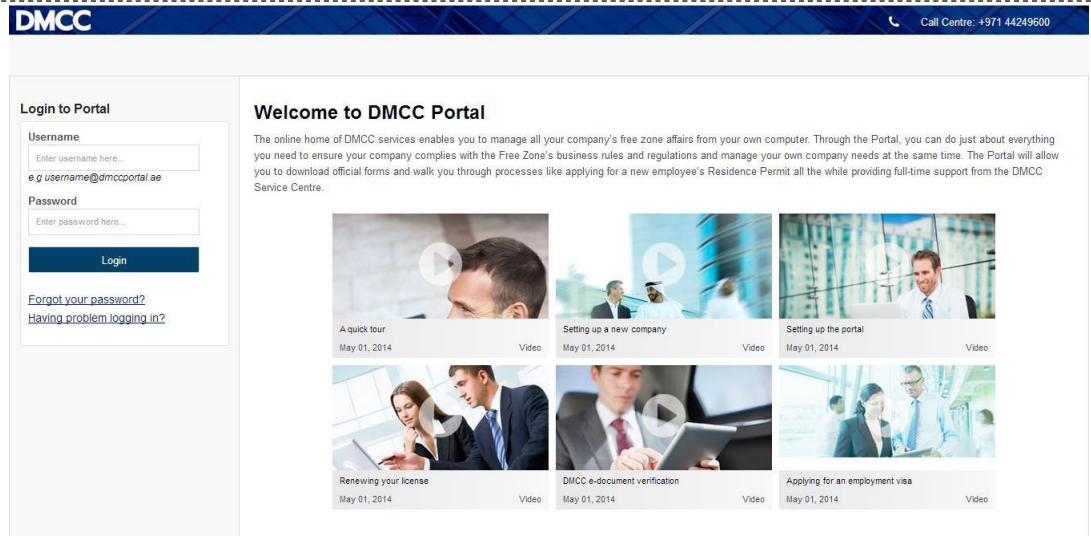
On logging in you will see the Services Dashboard.

Click on "Employment services"
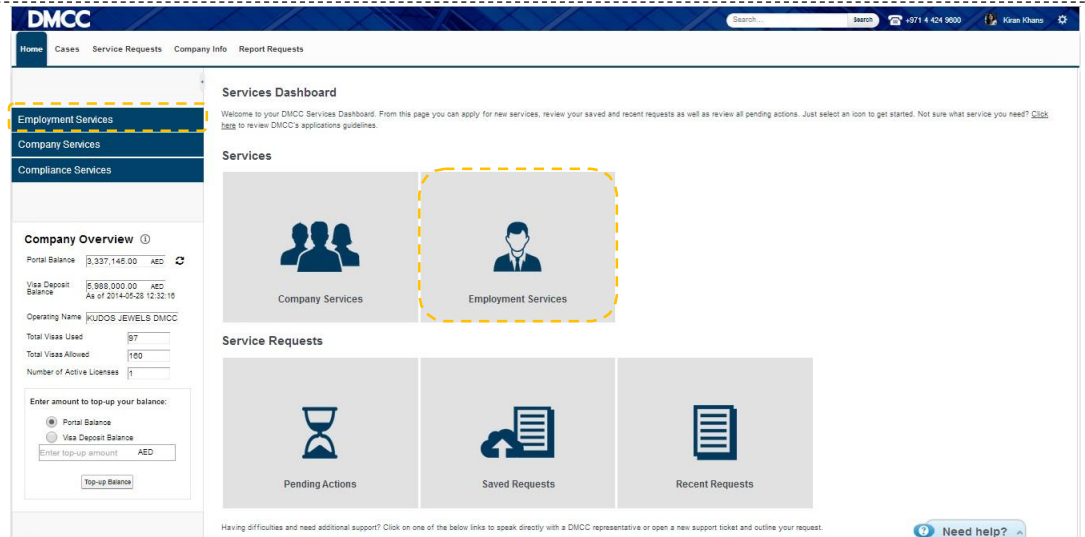
Then select "Visa Services" to expand the category and then "Employment residence permits(visa)" section
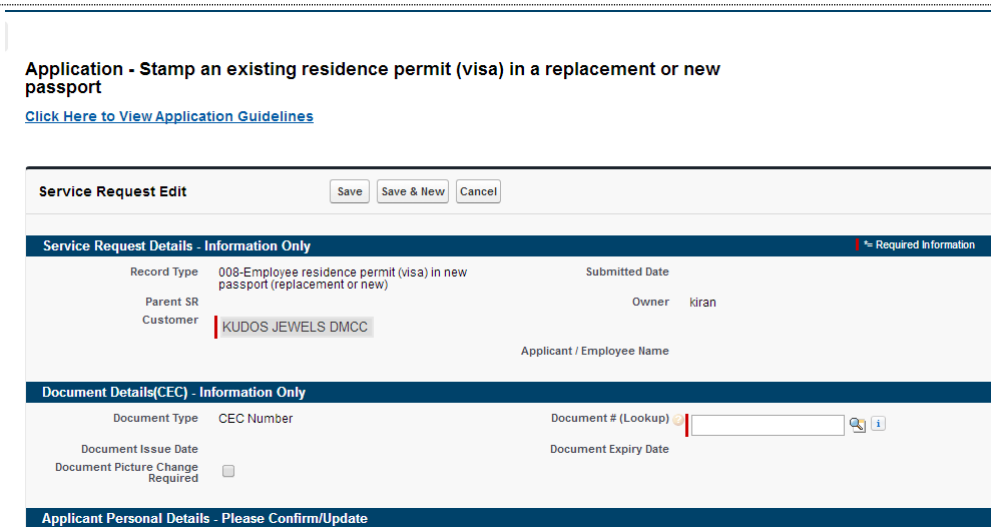
Click on "Stamp existing in replacement or new passport"

You will be directed to the "Stamp an existing residence permit (visa) in a replacement or new passport" application form.

A "WalkMe" pop-up will appear to guide you. This pop-up will guide you step-by-step through the application. It can be turned off at any time.

Tip: You can close the Company Overview by clicking the left hand arrows. This will give you full screen view.

Fill out all the information. Anything marked with a red line is mandatory to fill out.

You will need the employee's CEC number to fill out this section. Click the magnifying glass on the right

Application - Stamp an existing residence permit (visa) in a replacement or new passport

Click Here to View Application Guidelines

Service Request Edit	Save	Save & New	Cancel

Service Request Details - Information Only   ↸ Required Information

Record Type	008-Employee residence permit (visa) in new passport (replacement or new)	Submitted Date	
Parent SR		Owner	kiran
Customer	KUDOS JEWELS DMCC		
		Applicant / Employee Name	

Document Details(CEC) - Information Only

Document Type	CEC Number	Document # (Lookup)	
Document Issue Date		Document Expiry Date	
Document Picture Change Required	☐		

Applicant Personal Details - Please Confirm/Update

On clicking the magnifying glass, a lookup will pop up

In the search field enter "doc*", or if you know the document number please enter it and click "Go"

The search will generate results based on your criteria.

Choose your document

You will be re-directed to the application form and the document number will be populated.

Please check your correspondence details. Update if you wish to and click "save"

Search ~ customer - Google Chrome

https://uat-dmccpoc.cs5.force.com/customer/_ui/common/data/LookupPage?lkfm=editPage

🔍 **Lookup**

ⓘ Employee Documents No. based on document type selected in the Service request
Search With - CEC No, Or Passport No , Or Person Passport Name

doc*   [Go!]

Search ⦿ Name ○ All Fields

< Clear Search Results

Search Results

✎ Document Details [1]   Show Filters

Document #	Document Type	Document Status	Passport Name	Account	Passport No.	Nationality	Card Number	Em
DOC-00071491	CEC Number	Active	JAGABANDHU	KUDOS JEWELS DMCC	F1585448	India	CEC Number-00071491	JA DU

Correspondence Details - Please confirm/update

Email	kiran.khan@nsigulf.com	Send SMS To Mobile	+971567899729

Save   Save & New   Cancel

Required Documents and Editing Information

The page will refresh with all the information available on the system regarding your employee.

At this point review all the information carefully.

If you need to make changes, please double click the filled in section (example marked) and re fill.

Click save once done.

You will now need to upload all the required documents. These will be listed further down the page.

You will need to scroll down and find them in the section called "SR Documents".

Click on "Download/Upload/Review Doc" next to SR Documents

The page will update as shown.

To upload the documents, click on Upload.

The page will appear as below.

Click on "Browse" and select the relevant document. Then click on "Open". The document will upload. Click on Save.

Repeat this step for all documents required to upload.

All uploaded documents can be reviewed and replaced if necessary.

Once all required documents are uploaded, click on "Return back to SR".

Action	Name	Instructions	Copy / Original	Original Verified	Status	DMCC Internal Comments	DMCC Comments	Customer Comments	Last Modified Date
Upload	Passport Copy	Upload a copy of the applicant's passport and visa page. Original passport will be required.	Copy & Original	☐	Pending Upload				14/12/2015 12:44
Upload	Old /Lost Passport Copy	Upload a copy of old/lost passport.		☐	Pending Upload				14/12/2015 12:44
Upload	Company Employment Card (CEC)	Upload a copy of the Company Employment Card. Original will be required	Copy & Original	☐	Pending Upload				14/12/2015 12:44
Upload	Latest Passport Size Photos	Upload a copy of the latest passport size colour photo (JPEG). 2 originals will be required.		☐	Pending Upload				14/12/2015 12:44

Click on "Submit"

Application - Stamp an existing residence permit (visa) in a replacement or new passport

Printable View

« Back to List: Service Requests

SR Price Items (Service Request) [1] | Notes & Attachments [0] | Service Request History [1]

Service Request Detail   Edit   Submit   Cancel SR

Complete payment

This screen will appear.

A payment of AED 460 is required to continue with the application.

If you have balance in your account, you can go ahead and click 'confirm'.

In case there is no balance, you will need to top up your portal balance and return back to the request to proceed on

The payment is made via credit card into the company's portal account.

Service Request
0549443 for Application - Stamp an existing residence permit (visa) in a replacement or new passport

Service Request Details	Confirm	Back to Service Request

SR No	0549443	Customer	KUDOS JEWELS DMCC
External Status	Draft	Created Date	18/06/2014 11:10

Available Account Balance : AED **2,602,215.00**

AED : **460.00** will be charged

SR Price Items

SR Price Items Name	Price	Product	Pricing Line	Status
SRP-95088	AED 460.00	EMP_SER_RP_TRANS_PASS	Employee Residence Permit (Visa) In a New Passport (Replacement Or New)	Added

An e-mail and a text message will be sent confirming your request.

A Request number will be automatically generated and included in both the text message and email.

Once you application is approved, you will receive an email a text message with the status of your application.

Dear Member

We have received the following request: Application - Stamp an existing residence permit (visa) in a replacement or new passport.

Your request number is 0549443.

You will be updated soon with the progress.

Congratulations on filling out the visa form. We wish you great success, and look forward to serving you well.