



UNITED ARAB EMIRATES
MINISTRY OF JUSTICE

Ministry of Justice

United Arab Emirates

Request Submission

User Guide

Smart Justice System

Version 2.0

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CHAPTER 1

About this Guide

This user manual explain the steps for submitting requests.

This user guide will help you as follows:

- Submit Request
- Request Ref No.
- Print the request

User

- Lawyer/Party

Callouts

There are two types of callouts:



A Tip provides good-to-know information that helps users complete a task or procedure.



Warning means an information that has an impact on the user or the data.

CHAPTER 2

Submit Case Request

Follow these steps to submit your request.

1. Click on Case Management - My Cases, the following page will be displayed.

My Active Cases							
Case Party	Case No	Case Type	Reference No	Status	Department	Updated Date	Action (if applic...
شركة أيجد للاستثمار	AJCME8889	مراكز التوفيق والمصالحة في المحكمة المدنية - تجاري - أخرى	201978700	Hearing	لجنة التوفيق والمصالحة الأولى	19/03/2019 10:42	
شركة ما وراء البحار للتطوير	AJCME888009	مراكز التوفيق والمصالحة في المحكمة المدنية - تجاري - أخرى	9098098089	Hearing	لجنة التوفيق والمصالحة الأولى	21/03/2019 08:43	

My Cases

2. Click on  to view the details.

Summary Information

Add Lawyer Remove Lawyer Request Pack And Go Document Bundle Withdraw Representation Add Document

My Cases

3. Click on the Request tab. The details will be displayed.

Case Ad-hoc Task Form

0% 50% 100%

Search Case Main Request Details Documents

SEARCH CASE

Previous Cancel Next

Request Details

4. Click on Next. The following page will be displayed.

REQUEST SUBMISSION

The screenshot shows a progress bar at the top with three stages: 0% Search Case, 50% Main Request Details (current), and 100% Documents. Below the progress bar, the 'MAIN REQUEST DETAILS' section contains several form fields: 'Request Name' with a dropdown menu showing 'Select One' and a text input field; 'Applicant Name' with a text input field containing 'شركة ما وراء البحار'; 'Applicant Type' with a dropdown menu showing 'Select One'; 'Entity Name' with a text input field; and 'Request Details' with a large text area. At the bottom, there are 'Previous', 'Cancel', and 'Next' buttons, along with a 'Leave Message' button.

Request Details

5. Enter the details then click on Next.



- Select the request name from the dropdown menu or type in the box.
- The request displayed varies based on the case type.
- Some requests subject to payment.
- The request will be routed for approval once submitted and paid.
- Some requests may require approval by the court judge.

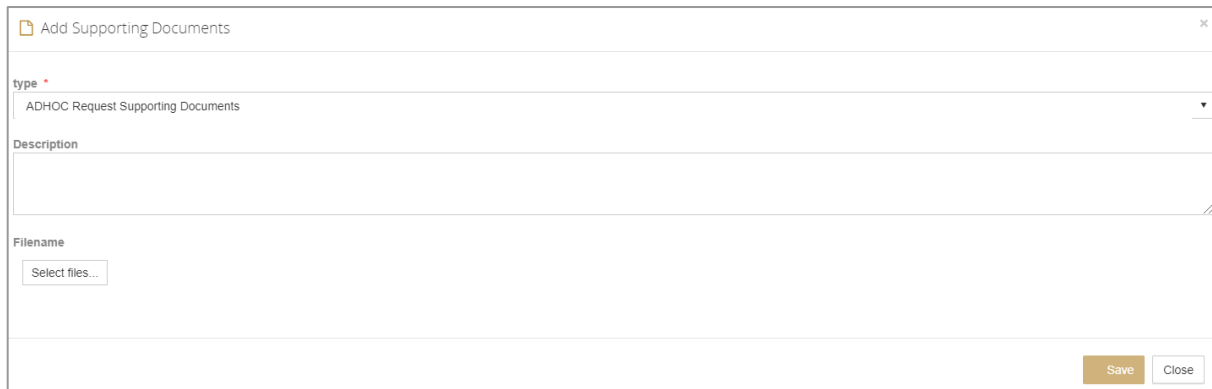
4. Enter the entity then key in the details and click on Next.

The screenshot shows a progress bar at the top with four stages: 0% Search Case, 25% Main Request Details, 75% Documents (current), and 100% Task Fee Details. Below the progress bar, the 'DOCUMENTS' section features a table with columns: Filename, type, Description, Uploaded By, Uploaded Date, and Action (if applic...). The table is currently empty. Below the table, there is a pagination bar showing '0' items per page and a message: 'You do not have item or tasks available now'. At the bottom, there are 'Previous', 'Cancel', and 'Next' buttons.

Upload documents

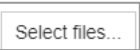
5. Click on , the following popup will be displayed.

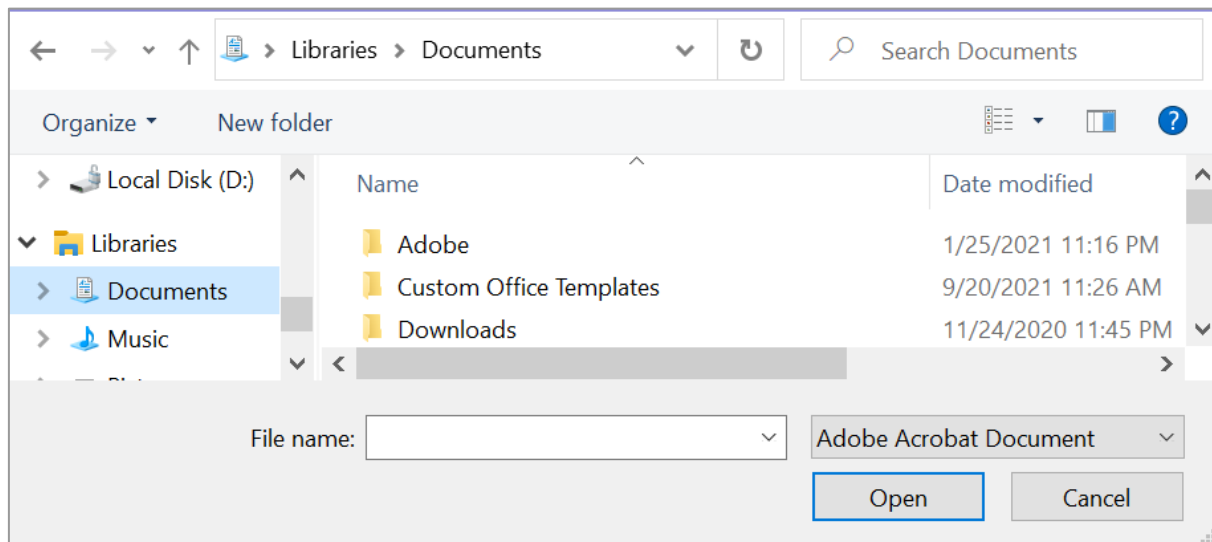
REQUEST SUBMISSION



The screenshot shows a web form titled "Add Supporting Documents". It has a "type" dropdown menu with "ADHOC Request Supporting Documents" selected. Below it is a "Description" text area. At the bottom, there is a "Filename" section with a "Select files..." button. The form has "Save" and "Close" buttons at the bottom right.

Select Document Type

6. Enter the Remarks then click on  to select the file



Select File

7. Click on the file then press Open and click on Save.
8. Repeat the steps above to upload more files then click on Submit
9. Your request will be submitted successfully.

CHAPTER 3

Submit Ad-hoc Request

Follow these steps to submit your request.

1. Click on the side menu Request Management then click on Submit Request.

Request Adhoc Submission Form

0% Request Submission Detail 100% Documents

REQUEST SUBMISSION DETAIL

Submission Request Case Number *
Please Add Court Type, Proceeding Type, Case Number and Year

Select Court * Select One

Court Type * Select One

Select Request Type * Select One

Request Detailed Information *
Please enter up to 50 characters

Contact Number *
Enter email + mobile no

Previous Save Cancel Leave Message

Submit Request

2. Enter the details then click on Next.

Request Adhoc Submission Form

0% Request Submission Detail 100% Documents

DOCUMENTS

Filename	type	Description	Uploaded By	Uploaded Date	Action (if applic...)

0 20 items per page You do not have item or tasks available now

For individuals (National/resident), you must attach the Emirates ID copy. For visitors, attach your passport copy. For companies, attach articles of incorporation, establishment ID, and license. To add a new document, click on (+).

Previous Save Cancel Submit

Upload Document

3. Click on .

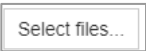
REQUEST SUBMISSION

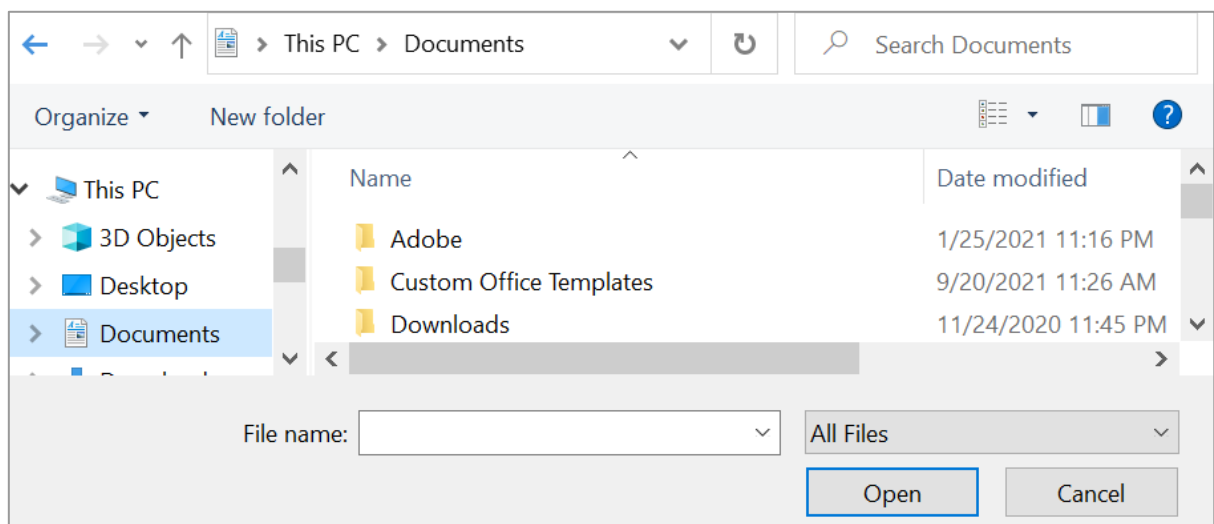
The screenshot shows a web form titled "Add Supporting Documents". It contains the following fields:

- Group**: A dropdown menu with "Request Submission Documents" selected.
- type**: A dropdown menu with "Select One" selected.
- Description**: A large text area for entering details.
- Filename**: A section with a "Select files..." button.

At the bottom right, there are "Save" and "Close" buttons.

Select Document

4. Select the document and click on .



Add File

5. Click to add the file. You can repeat the steps above to add more documents then click on Submit.
6. Your request will be submitted.



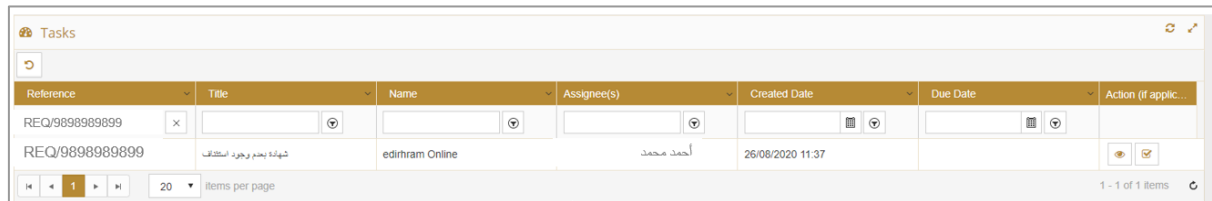
- Make sure to check your dashboard regularly to know the status of your request.
- The menu Request Submission List allows you to view your submitted requests.
- The menu Draft Requests allows you to continue working/completing your unfinished requests.

REQUEST SUBMISSION

Pay for the Request

Follow these steps to search for the request ref no.

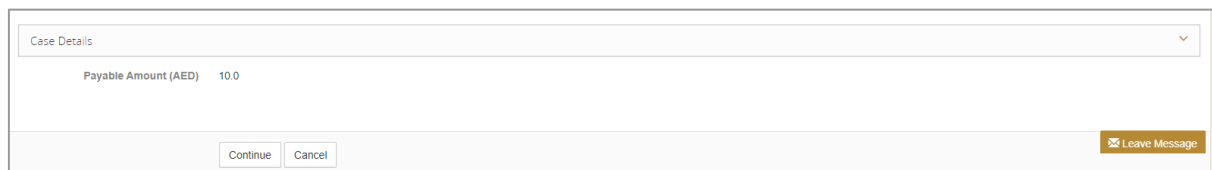
1. Click on the Dashboard then enter your ref number.



The screenshot shows a 'Tasks' dashboard with a table of request items. The table has columns for Reference, Title, Name, Assignee(s), Created Date, Due Date, and Action (if applic...). The first row shows a request with Reference 'REQ/9898989899', Title 'شهادة بعدم وجود اشتغال', Name 'edirham Online', Assignee(s) 'أحمد محمد', and Created Date '26/08/2020 11:37'. The dashboard also includes a search bar, a filter icon, and a 'Leave Message' button.

Cases

2. Click on , the following page will be opened.



The screenshot shows a 'Case Details' page with a dropdown menu for 'Case Details'. Below the dropdown, it displays 'Payable Amount (AED) 10.0'. At the bottom, there are 'Continue' and 'Cancel' buttons, and a 'Leave Message' button on the right.

Search Results

2. Click on Continue, you will be routed to the payment page.
3. Follow the on-screen instructions to make the payment.

View/Print the request

Follow these steps to print the request.

1. Go to Case Management - My Cases then enter the search criteria.



2. Click on this icon to open the case tabs.
3. Go to Documents Section.

Documents					
					
Filename	type	Description	Uploaded By	Uploaded Date	Action (if applic...
					

Documents

4. Click on the file link to download the PDF to print it out.