



UNITED ARAB EMIRATES
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION

Auto Refund

System User Manual



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Department	Finance



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Introduction

The Revenue Refund System User Manual defines the flow and description of the Revenue Refund Customer Portal automatically. It shows how the customer needs to refund and manage revenue refunds using the portal. The proposed document details the functions involved in implementing an automatic recovery system based on the specified scope and business requirements. It is worth noting that the user manual is a document subject to change and development that should be reviewed annually or whenever necessary to ensure its compatibility with the objectives of the federal government, and the procedures established are designed to reflect the leading practices in this field.

Purpose of creating the guide

A guide for customers to use the electronic revenue refund system, and the guide includes guidelines that show the process of operations and the matrix of responsibility distribution.

Field and scope of application

The scope of this document is to provide a functional brief to the end user to understand how the application is supported to return the transaction filed by the customer.



Definitions and Terms

Term	Definition
The Ministry	The Ministry of Human Resources and Emiratization
IBAN	Bank Account Number (International)
Swift Code	A SWIFT code is a code used to identify the country, bank, and branch that an account is registered to.
URN	URN is the 20-digit Payment Receipt Number (Reference Number)
MB Number	MB is the main reference and standard transaction number of 9 digits with a two-letter code

Auto Refund

What is the Auto-Refund service?

The electronic revenue refund system is a system through which the customer submits a request to return the fees paid in error to the Ministry of Human Resources and Emiratization, attached with it all the required documents specified in the system to confirm the eligibility of the refund, provided that they are audited and approved by the financial controller of the Ministry of Human Resources and Emiratization to take the procedures for transferring the amount due to the customer's bank account (individuals / establishments).

What are the advantages of Auto-Refund system?

- The revenue refund system provides a self-portal for customers to register and submit their requests to recover fees, without the need to go to the ministry's headquarters or the businessmen centers.
- The system speeds up the customer's journey in submitting requests and the response time for requests submitted.



Service definition card	
Procedures	
Target group	The private sector (Individual & establishments).
Sub-Service	Auto Refund System
Service definition	The electronic revenue refund system is a system through which the customer submits a request to return the fees paid in error to the Ministry of Human Resources and Emiratization, attached with it all the required documents specified in the system to confirm the eligibility of the response, provided that they are audited and approved by the financial controller of the Ministry of Human Resources and Emiratization to take the procedures for transferring the amount due to the customer.
Service delivery channels	An application for obtaining this service can be submitted through: <ul style="list-style-type: none">● Ministry of Human Resources and Emiratization website● Ministry of Human Resources and Emiratization application.
Service's Procedures	<ol style="list-style-type: none">1. Access the link of the electronic revenue refund service through the MOHRE's website.2. Digital ID login is mandatory for first time customers.3. Submit an electronic request through the electronic revenue refund system, providing the required documents.4. The application is reviewed by the concerned organizational departments to ensure the transaction fulfills all the required conditions and documents5. In case the conditions are not met, the application shall be returned to the customer and the reason shall be clarified, and whether it requires additional documents to be submitted to the system.6. In case the conditions are met, then the transaction will be approved by the Ministry of Human Resources and Emiratization, consequently, ADIB will refund the fees to the customer's bank account (individuals / establishments) through bank transfer.



Documents required	<p>Supporting documents for a fee refund request when the customer exceeds payment required in a transaction:</p> <ol style="list-style-type: none">1. Payment receipt (mandatory attachment)2. A copy of the transaction (mandatory attachment)3. A copy of the trade license (mandatory attachment)4. Payment report - the customer's bank statement (mandatory attachment) with the desired transaction highlighted5. A letter from the bank stating the IBAN (mandatory attachment)6. A letter from the bank stating the SWIFT code (mandatory attachment)7. Other supporting documents (optional) <p>Supporting documents for the fee refund request when the customer chooses a Duplicate transaction:</p> <ol style="list-style-type: none">1. Payment receipt (mandatory attachment)2. Duplicate Payment Receipt (mandatory Attachment)3. A copy of the transaction (mandatory attachment)4. A copy of the duplicate transaction (mandatory attachment)5. A copy of the trade license (mandatory attachment)6. Payment report the customer's bank statement (mandatory attachment) with the duplicated transaction highlighted7. A letter from the bank stating the IBAN (mandatory attachment)8. A letter from the bank stating the SWIFT code (mandatory attachment)9. Other supporting documents (optional)
Service's Requirement	<ul style="list-style-type: none">• The customer must be a resident of the UAE.• The (IBAN) of the customer must be inside the UAE.
Service's fees	There are no fees for the Auto-Refund system service.



Time required to process the refund request	The amount due will be refunded if all the required conditions are met within (5) working days from the date of submitting the application until the completion of the review and audit to complete your transaction.
Corresponding parties	Abu Dhabi Islamic Bank (ADIB)
Inquiry Channels	The customer can inquire about any transaction that has been submitted by tracing the transaction from the ministry's website www.mohre.gov.ae - auto refund page or by the following channels provided by MOHRE <ul style="list-style-type: none">• The call center (600590000)• via e-mail ask@mohre.gov.ae
Service Provider	Abu Dhabi Islamic Bank



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How the system work

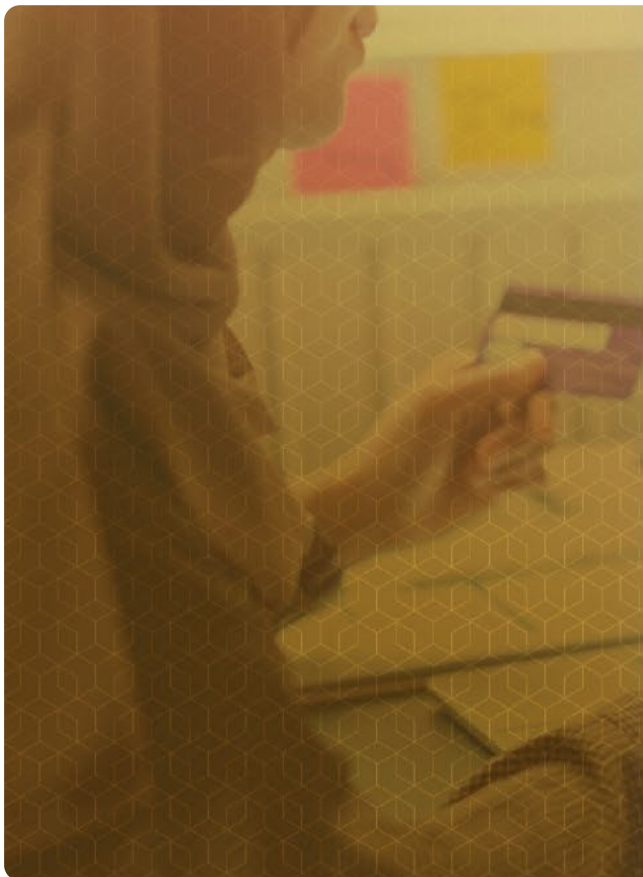




How the system work

Access the service via MOHRE portal


1) Please use the following link to access the service (<https://refund.adib.ae/MOHRE>)



وزارة الموارد البشرية
والتوطين
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION

Login


Username *

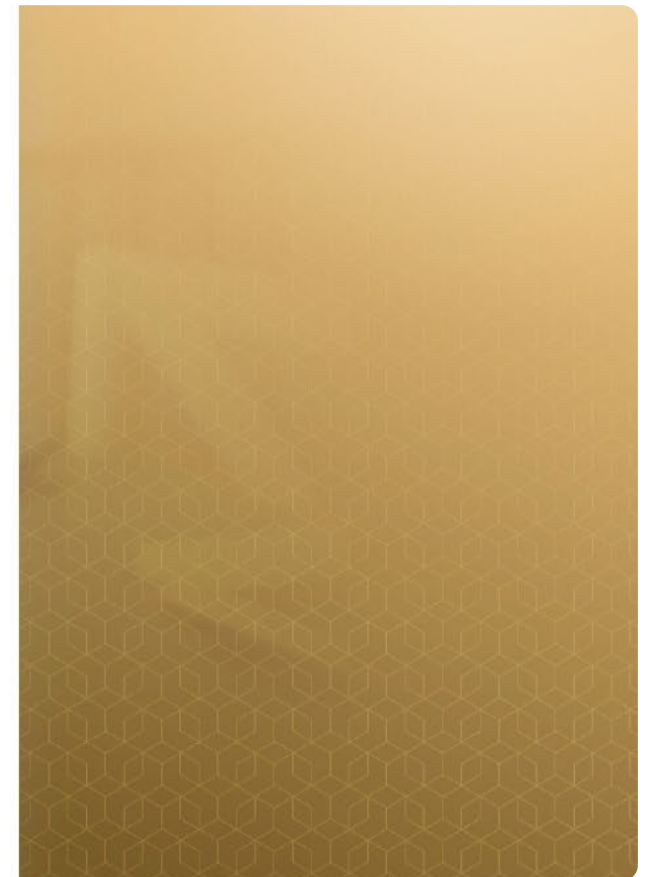
Password * 

[Forgot Password](#)

Login

[Don't have an account?](#)


 [Change language](#)







2) Register / Login (mandatory) to access the Auto Refund System

← general.back


وزارة الموارد البشرية
والتوظيف
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION

Register

First Name En *	Last Name En *	First Name Ar *
Last Name AR *	Email *	Password * 
user.confirmPassword * 	Nationality * ▾	Mobile *

Male Female

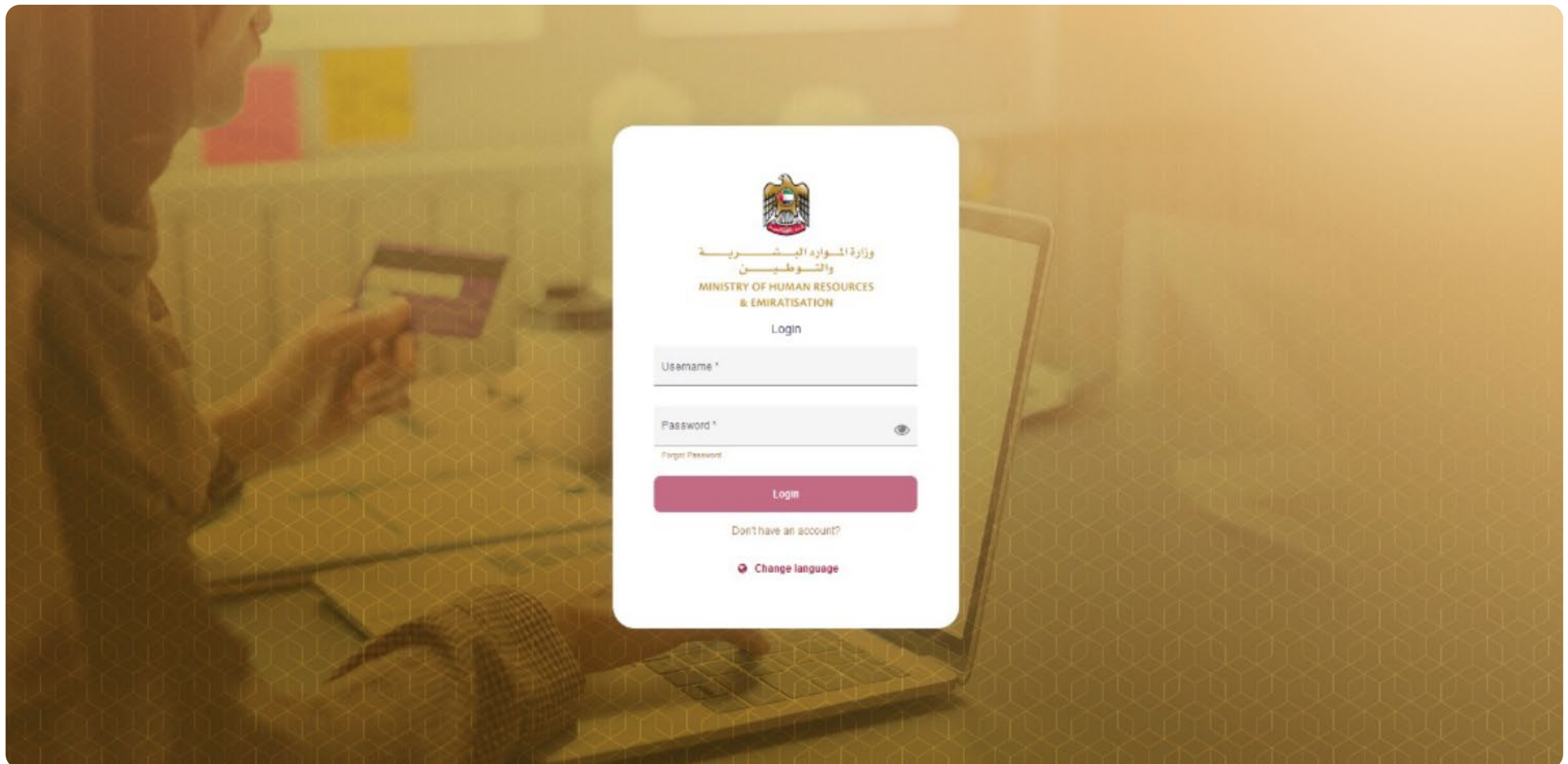
general.register



Select Language

The user can select his appropriate language in the customer portal for automatic revenue refund. The user is provided with two options as the language to be selected:

- I. Arabic language
- II. English language





Start service

User Profile Management

The user can manage their account by clicking on the username from the dashboard as shown below:



Requests

My Profile

Username

MOHAMMED DERAR AL SHRAIDEH

Email

mohsam2005@gmail.com

Mobile

971503036983

First name (English)

MOHAMMED DERAR

Last Name (English)

AL SHRAIDEH

Gender

Male

Nationality

JOR



Request a refund transaction from users, Individual / Establishment

Through the refund requests management screen, the user clicks on the add button to submit a new request as shown below:

The screenshot displays the 'Requests' management interface. At the top left, there is a navigation menu with a 'Requests' icon and label. The main content area features a search bar and a table of requests. The table has four columns: URN, Reason, Status, and Actions. The 'Actions' column contains an eye icon for each row. At the bottom right of the table, there is a pagination control showing 'Per Page 10' and '1 - 10 of 234'.

URN	Reason	Status	Actions
638017071577717463	Exceed Payment	Submitted	
638012680818187485	Exceed Payment	In Progress	
638010988422698176	Duplicate Payment	In Progress	
638010988422698176www	Exceed Payment	Submitted	
638010988422698176ww	Exceed Payment	Approved	
638010383240729494	Exceed Payment	In Progress	
638010380591769283	Exceed Payment	Submitted	
638010375747701688	Exceed Payment	Rejected	
638010366190937442	Exceed Payment	In Progress	
638010312041348246	Exceed Payment	In Progress	



(URN) Receipt Number:

A new request will appear for the user to enter the payment receipt serial number (URN) and then press the search button as shown below:



Requests

[← Back](#) [New Request](#)

Search

URN *

638017071577717463



Search



Click the! mark for URN Receipt Information:

الإمارات العربية المتحدة
وزارة الموارد البشرية
والتوظيف

MOHAMMED DERAR AL SHRAIDEH مرحبا

طلب جديد رجوع

المطلوبات

معلومات الإيصال

الرمز الفعلي (URN) *

الخط المطلوب

Merchant Name

SERVICE ORDER: MO/RE
MID:0000000000 TID:00000000
RECEIPT#:000000 BATCH#:0000
TRX REF: RP000000000000
APP REF: RP000000000000
ACQ REF: 00000000000000

PURCHASE

DATE: DG/MM/YYYY T:12:12:12
URN: XXXXXXXXXXXXXXXXXXXX

SCHEME: VISA
PAN:0000000000000000
EXP DATE:MM/YY PAN_SEQ:00
AMOUNT: 000.00 AED
FEE AMOUNT: 0.00 AED
APPROVAL CODE: 000000

APPROVAL

ATD: A0000000000000
APP NAME: VISA CREDIT
TUR: 0000000000
CVM: 00
TSI: E000

CUSTOMER COPY

إلغاء



The system automatically retrieves the payment information for the receipt number so that the services appear on the screen with all the details of the payment for refund request rendering to the payment situation as the following:

1) To submit a refund request for exceed payment:

The user enters the required data and attaches the documents with the application as the following screens:

Requests dashboard as shown below:

The screenshot displays the 'Requests' dashboard for a user named MOHAMMED DERAR AL SHRAIDEH. The main content area shows a request summary and a detailed form for submitting a refund request.

Request Summary:

URN	Source Reference	Instrument	Amount
638017071577717463	MB	Card	50.61

Authorization Date: 18/10/2022

Information Table:

<input checked="" type="checkbox"/>	Service Code	Arabic Name	English Name	Service Amount	Quantity	Number Of Units	Transaction Amount
<input checked="" type="checkbox"/>	1423000018	خدمات فنية 9	Fixed 9	50.25	0	0	

Reason: Exceed Payment (Selected)
Establishment Id: 3253246

clarification of request status: Exceed payment

Refund Method: IBAN

IBAN: AE420036919861655983713
Bank: NBADAEAA - FIRST ABU DHABI BANK
Swift Code: NBADAEAA
Account Owner Name: AL Furat industrial
Mobile Number: 00971506523165
Email: AKfurat@gmail.com
Account Type: Current










Attachments screen as shown below:



Requests

Attachments


Description	Choose File	
<input type="text" value="Description"/> Payment receipt *	Payment receipt (mandatory attachment).png 	
<input type="text" value="Description"/> A copy of the transaction *	A copy of the transaction (mandatory attachment).png 	
<input type="text" value="Description"/> A copy of the trade license *	A copy of the trade license (mandatory attachment).png 	
<input type="text" value="Description"/> Payment report The customer's bank statement with the discounted transaction highlighted *	Payment report the customer's bank statement (mandatory attachment) with the discounted transaction highlighted.png 	
<input type="text" value="Description"/> A letter from the bank stating the IBAN *	A letter from the bank stating the IBAN (mandatory attachment).png 	
<input type="text" value="Description"/> A letter from the bank stating the Soviet number SWIFT CODE *	A letter from the bank stating the SWIFT CODE (mandatory attachment).png 	
<input type="text" value="Description"/> Other supporting documents	Other supporting documents (optional).png 	

Cancel


Save



2) To submit a refund request for a duplicate payment: Requests dashboard as shown below:



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Hello MOHAMMED DERAR AL SHRAIDEH 

New Request

Requests

Search

URN	Source Reference	Instrument	Amount
638017074918588231	MB	Card	50.61

Authorization Date
18/10/2022

Information

<input checked="" type="checkbox"/>	Service Code	Arabic Name	English Name	Service Amount	Quantity	Number Of Units	Transaction Amount
<input checked="" type="checkbox"/>	1423000018	خدمات تليج و	Fixed 9	50.25	1	0	1

Reason *
Duplicate Payment

Establishment Id
3467345775

Duplicated URN *
346347634763474576

Duplicate Source Reference (MB) *
MB123495153

Classification of requests status *
Duplicate payment

Refund Method

IBAN

IBAN * AE420036919861655983713	Bank * NBADAEAA - FIRST ABU DHABI BANK	Swift Code NBADAEAA	Address
Account Owner Name * AL Furat Industrial			
Mobile Number * 00971525428545	Email * Alfurat@gmail.com	Account Type * Current	



Attachments screen as shown below:



Requests

Attachments

Description	Choose File	
Description Payment receipt *	Payment receipt (mandatory attachment).png	
Description Duplicate Payment Receipt *	Duplicate Payment Receipt (Mandatory Attachment).png	
Description A copy of the transaction *	A copy of the transaction (mandatory attachment).png	
Description A copy of the duplicate transaction *	A copy of the duplicate transaction (mandatory attachment).png	
Description A copy of the trade license *	A copy of the trade license (mandatory attachment).png	
Description Payment report The customer's bank statement with the discounted transaction highlighted *	Payment report the customer's bank statement (mandatory attachment) with the discounted transaction highlighted.png	
Description A letter from the bank stating the IBAN *	A letter from the bank stating the IBAN (mandatory attachment).png	
Description A letter from the bank stating the Soviet number SWIFT CODE *	A letter from the bank stating the SWIFT CODE (mandatory attachment).png	
Description Other supporting documents	Other supporting documents (optional).png	

The user clicks on the Save Request button to submit the refund request, and the status of the request can be reviewed through the dashboard.