
Appointing the HR Signatory

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Why is the Change?



Moving From



Moving To



Service Provider **DocuSign**®

Why this Change?

- **Greater efficiency** - Clients can sign anywhere, anytime.
- **Saves money** - no more printing and faxing documents.
- **Better security** - DMCC has partnered with DocuSign the #1 e-signature brand.
- **Best Solution** - Deliver best solution to our members.



Who can be an HR Signatory?



Who can be the HR Signatory?

In order to activate
please apply for
Manage KYC SR and
visit DMCC counter



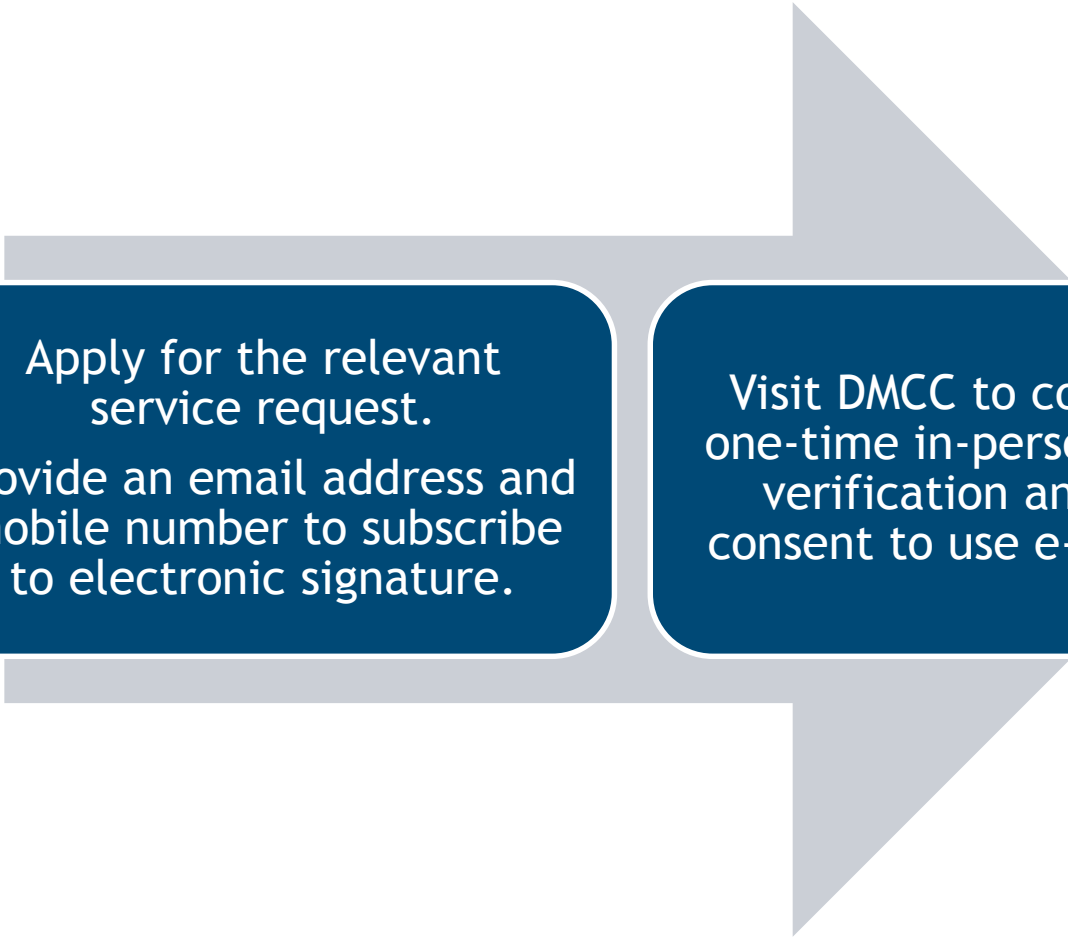
Single Shareholder



Multiple Shareholders



E-Signature Subscription Mandatory Steps



Apply for the relevant service request.
Provide an email address and mobile number to subscribe to electronic signature.

Visit DMCC to complete a one-time in-person identity verification and sign a consent to use e-signature.

Manage KYC Service Request



Manage KYC & E-sign Subscription SR

- It is a free service request which facilitates the following:
 - Appointment of HR Signatory
 - Revoking the appointment of an existing HR Signatory.
 - Updating the details of the HR Signatory.
 - Updating the annual KYC for existing shareholders and officeholders.



Navigating to SR

Company Services



Update KYC Information



Manage KYC and E-Sign Subscription

The screenshot displays the DMCC web application interface. The top navigation bar includes the DMCC logo and links for 'Create Case', 'DMCC Live Support', and contact information. The main menu features categories like HOME, MY COMPANY, MY EMPLOYEES, MY REPORTS, MY REQUESTS, MY CASES, MY SUPPORT, and MY E-SIGN. The 'Company Services' section is highlighted in the sidebar. The main content area is titled 'Company Service Requests for Production Testing Account' and provides instructions on applying for various services. It lists several service categories: Company Amendment Services (including Appointments, Company termination, Employment contract master, Establishment card, Financial year, Name change, and Share capital), Customer Appeals (including Amendments), Licensing Services (including Additional License, Amendments, License Renewal, and Permits), and Value Added Services (New) (including Commemorative Certificate). A 'Portal Balance' section on the left shows the current balance and other financial details. The bottom of the page shows a Windows taskbar with various application icons and the system clock.



Correspondence Details

Learning on Simplilearn x SurveyMonkey - Manage x customer - Production x

https://devfull-dmccpoc.cs6.force.com/customer/a00/e?nooverride=1&RecordType=012N000000002RtAI&retURL=%2Fcustomer%2FVF_Company_Services&service_request_title=Manage+KYC+and+E-Sign+Subscription&sfdc.override=1&type=Manage_KYC_and_E_Sign_Subst

Apps Login | Salesforce Login - DMCC Made | SurveyMonkey: Free Login - KnowledgeTR Employee: Mohammed Infographics Announcements Salesforce data loader Word to HTML - Free Escape game - real cl1a635f6-a099-4ede Login | Salesforce Empower

DMCC Create Case DMCC Live Support +971 4 424 9800 800 3622 asif Test

HOME MY COMPANY MY EMPLOYEES MY REPORTS MY REQUESTS MY CASES MY SUPPORT MY E-SIGN Search... Submit

Employee Services
Company Services
Member Services
Property Services
Value Added Services
Compliance Services

Manage KYC and E-Sign Subscription

Service Request Edit Save Cancel

Service Request Details - Internal Required Information

Record Type 951-Manage KYC and E-Sign Subscription
External Status
Update KYC/E-Sign Update KYC and E-Sign
Employee Email ID
sendEmailToMSE
Contact Name
Sys_AnnualKYCSR
Sys Required Docs not Uploaded
Finalize Amendments
Linked SR
Submitted Date
SR Template
Owner asif Test

Portal Balance

Portal Balance	1,884,742.666.87	AED
Total Visa Deposit	0.00	AED
Available Visa Deposit	-36,000.00	AED
Operating Name	Production Testing Account	
Visas Used/Visas Allowed	5 / 100	

Top-up Balance

Company Details
Customer Production Testing Account

Correspondence Details
Portal User's Email mohammed.adian@dmcc.a Send SMS To Mobile
Customer Comments
DMCC Comments
Rejection Reason

Save Cancel

ABOUT DMCC PORTAL
The DMCC Member Portal enables our members to check their actions items, apply for services, access records, generate reports, ask questions and much more. We are committed to bringing the best solutions to our members so that they can stay focused on the things that matter the most.

EN 13:42 20/11/2016

Please enter the Company Details and Portal user Correspondence Details and click 'Save'.



Update KYC and E-Sign Subscription

Please click on
Update KYC and E-
Sign Subscription

The screenshot displays the 'Service Request Detail' page for an internal request. The page is divided into several sections: Portal Balance, Service Request Details, Company Details, Correspondence Details, DMCC Comments, SR Documents, Notes & Attachments, and Service Request History.

Portal Balance:

Portal Balance	1,884,742,666.87	AED
Total Visa Deposit	0.00	AED
Available Visa Deposit	-36,000.00	AED
Operating Name	Production Testing Account	
Visas Used/Visas Allowed	5 / 100	

Service Request Details - Internal:

SR No	1636312	Employee Email ID	
Record Type	951-Manage KYC and E-Sign Subscription	sendEmailToMSE	<input type="checkbox"/>
Created By	asil Test, 20/11/2016 13:43	Contact Name	
Last Modified By	asil Test, 20/11/2016 13:43	Sys_AnnualKYC SR	<input type="checkbox"/>
External Status	Draft	Sys Required Docs not Uploaded	<input type="checkbox"/>
Update KYC/E-Sign	Update KYC and E-Sign	SR Menu Text	Manage KYC and E-Sign Subscription-Update KYC Information-Company Amendment Services
		Finalize Amendments	<input type="checkbox"/>
		Linked SR	
		Submitted Date	
		SR Template	Manage KYC and E-Sign Subscription
		Status	Draft
		Owner	DMCC

Company Details:

Customer	Production Testing Account
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Correspondence Details:

Portal User's Email	mohammed.adlan-dmcc.ae@example.com	Send SMS To Mobile	+971557724900
Customer Comments			

DMCC Comments:

DMCC Comments	Rejection Reason
---------------	------------------

SR Documents:

Download/Upload/Review Doc

Notes & Attachments:

New Note Attach File

No records to display

Service Request History:

Date	User	Action
20/11/2016 13:43	asil Test	Created



Auto Populating the Existing details in the System

Details existing in the system will auto populate once 'Enter Details' is clicked.

Manage KYC and E-Sign Subscription

This service request is intended for the purpose of updating all the details of the member company's shareholders and officeholders and to initiate the E-signature Subscription process. The service request is also intended to enrol the company's HR Signatory Role who can be also an active employee for the purpose of initiating the E-signature Subscription.

Company Details

Account Name: Production Testing Account Account Number: 133241

Individual Personal Details

Passport Details

Passport No. Nationality

General Information

Title First Name
 Last Name Middle Name

Passport Details

Full Name (As Per Passport) Gender
 Date of Birth Place of Birth
 New Passport Number Country of Issue
 Passport Issue Date Passport Expiry Date
 Place of Issue

Communication Information

Mobile Number Personal Email

Legal Address

Apt./Villa Number Street/Area
 City of Current Residence Country of Current Residence
 P.O.Box / Postal Code / Zip Code



HR Signatory Role

The screenshot displays the DMCC Member Portal interface. The 'Role Details' section contains a table with the following roles and their applicability:

Position	Applicable for Role
Manager	<input type="checkbox"/>
Director	<input type="checkbox"/>
Secretary	<input type="checkbox"/>
Legal Rep	<input type="checkbox"/>
Share Holder	<input type="checkbox"/>
HR Signatory	<input type="checkbox"/>

The 'HR Signatory' role is highlighted with a green box. A callout bubble on the left says 'Select HR Signatory Role'.

Below the table, the 'ABOUT DMCC PORTAL' section states: 'The DMCC Member Portal enables our members to check their actions items, apply for services, access records, generate reports, ask questions and much more. We'

Editable Fields on the Service Request

Shareholders / Officeholders

- All fields can be edited except:
 - Name
 - Nationality
 - Legal Address

Employees

- Communication Information
- Communication Address
- E-Signature Subscription Information
- Role Details

Error - Existing E-signature Details

The system will not accept if the same contact number and email address is already registered for another individual

The screenshot shows a web browser window with the DMCC logo and navigation links. The main heading is "Manage KYC and E-Sign Subscription". Below this, a paragraph explains the service request. A yellow error box contains the following text:

Error:
 VR# 600 - Another contact in this company has the same E-Signature details.
 A-198984 : ONUR CIDIK, Passport No- U11470291 & Nationality- Turkey

Below the error message, there are sections for "Company Details" and "Individual Personal Details". The "Company Details" section shows "Account Name" as "POWERSHIP OPERATION DMCC" and "Account Number" as "108509". The "Individual Personal Details" section has a "Save" button and a "Clear" button. Below this, there is a "Passport Details" section with input fields for "Passport No." (65789T43CVGRGWRRDDD) and "Nationality" (Colombia). A link "Click here to change Name/Nationality/Legal Address" is also present.

Save Service Request

DMCC

HOME MY COMPANY MY EMPLOYEES MY REPORTS MY REQUESTS MY CASES MY SUPPORT

Employee Services
Company Services
Member Services
Property Services
Value Added Services
Compliance Services

Manage KYC and E-Sign Subscription

This service request is intended for the purpose of updating all the details of the member company's shareholders and officeholders and to initiate the E-signature Subscription process. The service request is also intended to enrol the company's HR Signatory Role who can be also an active employee for the purpose of initiating the E-signature Subscription.

Company Details

Account Name POWERSHIP OPERATION DMCC Account Number 108509

Existing Individual/Corporate Details

Action	Contact	Passport	Nationality	ESign Mobile	ESign Email	Status
Edit	Nuri Dogan Karadeniz	U11855825	Turkey	+971557724900	meenal.saxena@dmcc.ae	Draft

Portal Balance

Portal Balance	16,499,957,341.00	AED
Total Visa Deposit	18,000.00	AED
Available Visa Deposit	- 33,000.00	AED
Operating Name	POWERSHIP OPERATION DMCC	
Visas Used/ Visas Allowed	3 / 160	

Back to Service Request Finalise

Click 'Back to Service Request' to edit the information



View Amendments

Update KYC/ESign Update KYC and E-Sign SR Template Manage KYC and E-Sign Subscription

Status Draft

Owner DMCC

Finalize Amendments ☐

Company Details

Customer POWERSHIP OPERATION DMCC

Correspondence Details

Portal User's Email meenal.saxena@dmcc.ae Send SMS To Mobile +971557724900

Customer Comments

DMCC Comments

DMCC Comments Rejection Reason

Edit Update KYC and E-Sign Subscription Submit

Amendments

Amendment No	View History	Last Name	First Name	Full Name (As Per Passport)
A-199075	View Amendment History	Escobar	Pablo	Pablo Garcia ttdddd

SR Documents Download/Upload/Review Doc

Click on 'View Amendment History' to view all the amendments



Amendment History Details

The fields that are amended will show this icon

Amendment Field History Details		
▼ Communication Address		
Old Communication Apartment/Villa/Office Number	New Communication Apartment/Villa/Office Number	Colombia , Medellin
Old Communication Street/Area	New Communication Street/Area	
Old Communication City	New Communication City	Medelin
Old Communication Country	New Communication Country	Colombia
Old Communication P.O.Box/Zip Code	New Communication P.O.Box/Zip Code	989
▼ UAE Visa Information		
Old Visa Type	New Visa Type	
Old Visa Number	New Visa Number	
Old Visa Expiry Date	New Visa Expiry Date	
Old Emirates ID	New Emirates ID	
Old Visa UID	New Visa UID	
▼ E-Signature Subscription Information		
Old Mobile Number	New Mobile Number	+971565370449
Old Email Address	New Email Address	ms.meens@gmail.com
▼ Role Details		



SR Documents

Upload the required documents

Customer Comments

DMCC Comments Rejection Reason

[Edit](#) [Update KYC and E-Sign Subscription](#) [Submit](#)

Amendments

Amendment No	View History	Last Name	First Name	Full Name (As Per Passport)
A-199075	View Amendment History	Escobar	Pablo	Pablo Garcia tttdd

SR Documents [Download/Upload/Review Doc](#)

Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
A-199075-HR Signatory Appointment Letter	Pablo Escobar	HR Signatory Appointment Letter is required when appointing a HR Signatory. Please download, print, sign and upload a copy for DMCC's records.		Generated	20/11/2016	20/11/2016	Click to View Document
A-199075-HR Signatory Appointment Letter	Pablo Escobar	HR Signatory Appointment Letter	Copy & Original	Pending Upload	20/11/2016	20/11/2016	Upload Document

Notes & Attachments [New Note](#) [Attach File](#)

No records to display

Service Request History

Date	User	Action
20/11/2016 14:59	Angela Bulauan	Created.

[Back To Top](#) Always show me [more records](#) per related list



Documents to be Uploaded - Screenshots

HR Signatory Appointment Letter is auto generated

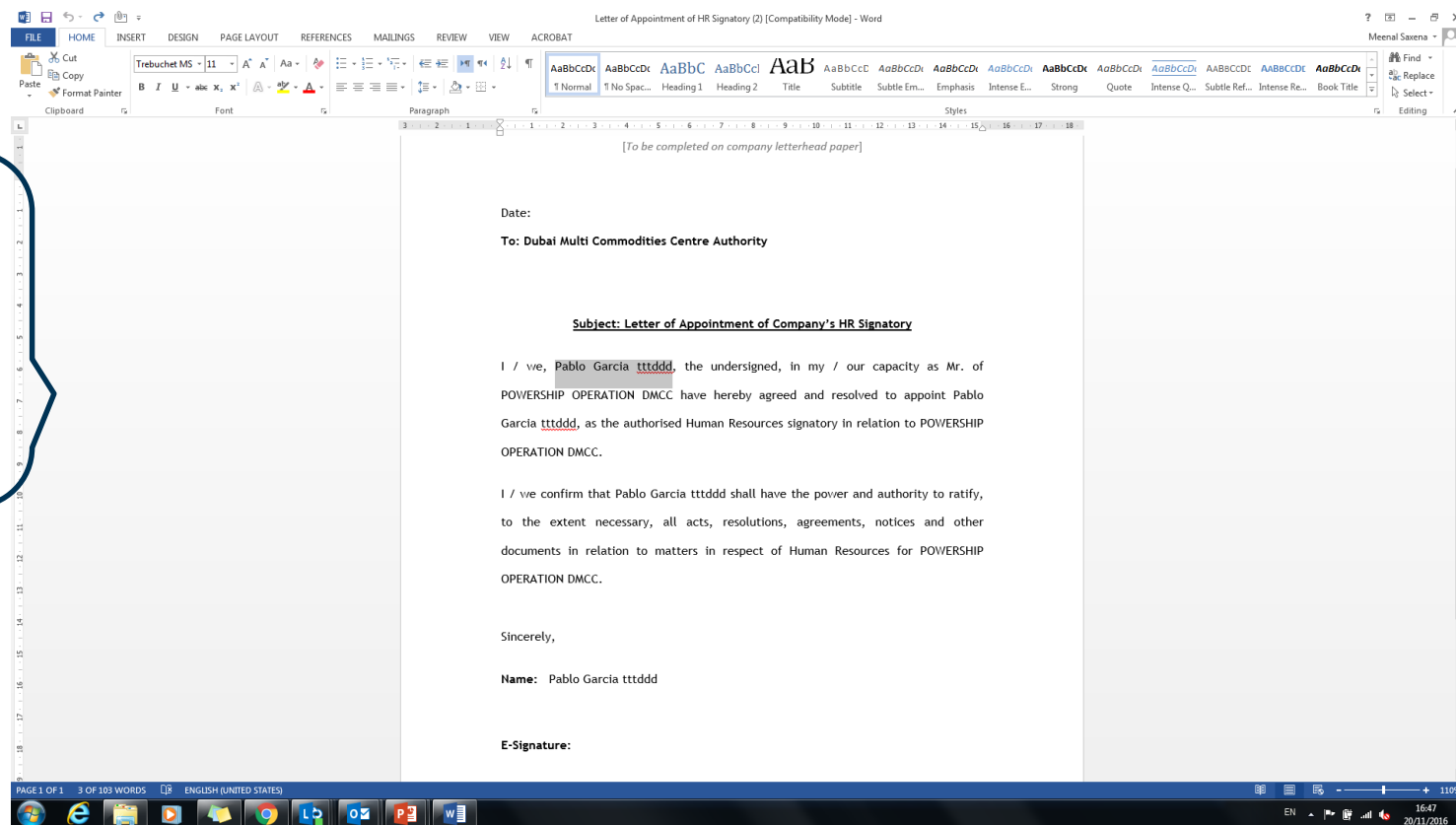
Action	Name	Instructions	Copy / Original	Original Verified	Status	DMCC Comments	Customer Comments	Last Modified Date
Upload	A-199075-HR Signatory Appointment Letter	HR Signatory Appointment Letter	Copy & Original	<input type="checkbox"/>	Pending Upload			20/11/2016 16:27
Generated Documents								
Click to View Document	A-199075-HR Signatory Appointment Letter	HR Signatory Appointment Letter is required when appointing a HR Signatory. Please download, print, sign and upload a copy for DMCC's records.			Generated			20/11/2016 16:27

Action	Name	Instructions	Copy / Original	Original Verified	Status	DMCC Comments	Customer Comments	Last Modified Date
Preview Replace	A-198983-Applicant's passport copy with visa page	Applicant's passport copy with visa page		<input type="checkbox"/>	Uploaded			17/11/2016 12:47
Preview Replace	A-198983-Proof Of Address(Utility Bill, Bank Account Details)	Proof Of Address(Utility Bill, Bank Account Details)		<input type="checkbox"/>	Uploaded			17/11/2016 12:47



HR Signatory Appointment Letter

HR Signatory Appointment Letter needs to be signed by an authorised signatory and cannot be signed by the HR signatory themselves.



Submit the Service Request

Click on Submit to finalise the SR

DMCC

DMCC Live Support | Angela Bulauan

Manage KYC and E-Sign Subscription

1636324

Amendments [1] | Notes & Attachments [0] | Service Request History [1]

Service Request Detail

Edit Update KYC and E-Sign Subscription **Submit**

Service Request Details - Internal

SR No	1636324	Employee Email ID	
Record Type	951-Manage KYC and E-Sign Subscription	Contact Name	
Created By	Angela Bulauan, 20/11/2016 14:59	SR Menu Text	Manage KYC and E-Sign Subscription-Update KYC Information-Company Amendment Services
Last Modified By	Angela Bulauan, 20/11/2016 16:11	Linked SR	
External Status	Draft	Submitted Date	
Update KYC/ESign	Update KYC and E-Sign	SR Template	Manage KYC and E-Sign Subscription
		Status	Draft
		Owner	DMCC
		Finalize Amendments	<input type="checkbox"/>

Company Details

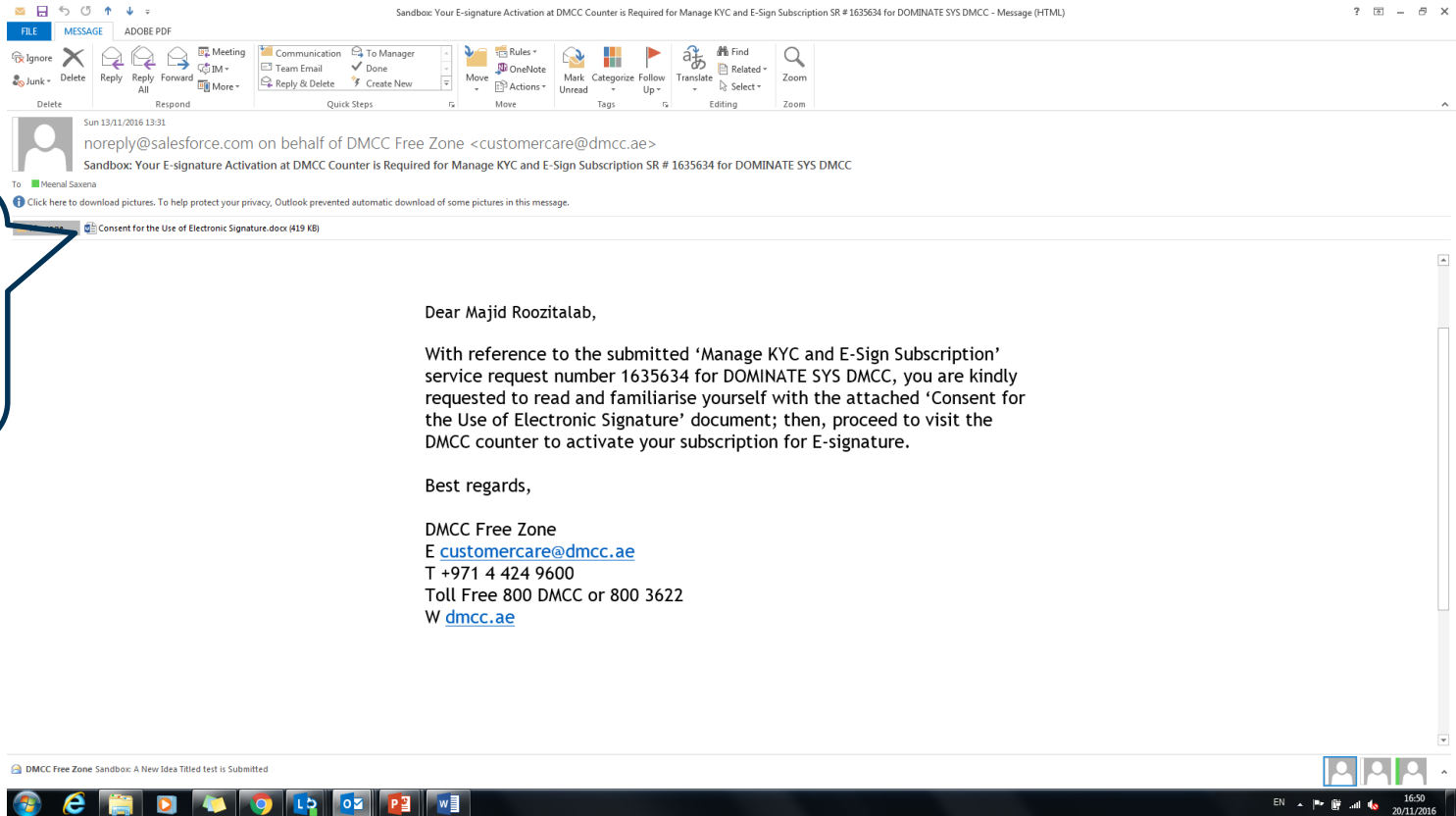


Auto Notification and Next Steps



Auto Notification to Appointed HR Signatory

HR Signatory will receive the Consent document to facilitate reviewing the document before visiting DMCC.



Visit DMCC Counter to Activate E-Signature

**DMCC****Counter**

What to bring for the activation at the DMCC Counter?

The HR Signatory must bring the following:

1. Their Passport or Emirates ID for the physical identity verification.
2. The same mobile number mentioned in the service request to receive the authentication code for e-signature at the counter.

More Information

To learn more about the E-signatures and how to apply, please visit our website at www.dmcc.ae/esignatures to refer to the following:

- Guidelines
- FAQs
- E-signature subscription Quick Reference Guide

DMCC

Thank You