



# Customer Registration and Update Profile

**USER  
MANUAL**

ISSUE DATE

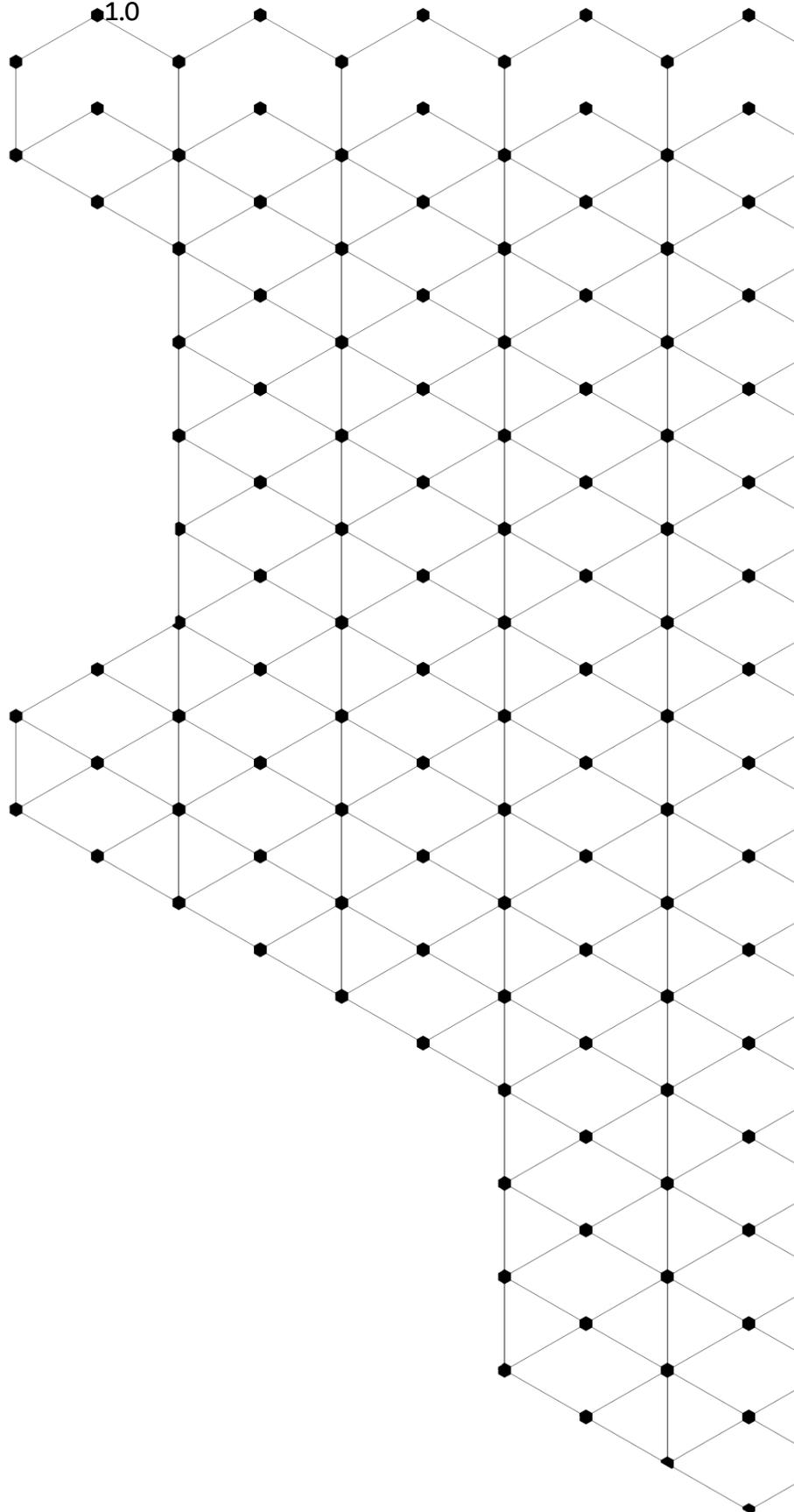
30 Nov 2023

REVISION DATE

03 Dec 2023

VERSION

1.0



## Overview

The objective of this Tutorial is to learn the DEWA SAP Customer Registration and Update. : Customer Registration is used to create new customer of Scrap Sales for Organization and Individual.

### 1.1. Service features

- Customer Registration for Scrap Sales (Organization)
- Customer Registration For Scrap Sales (Individual)
- Track Customer Application
- Update The Customer

### 1.2. How to request (steps+ screen screenshots)

#### 1.2.1. Customer Registration For Scrap Sales (Organization)

##### Customer Registration Page

**Information:** Customer Registration is used to create new customer of Scrap Sales for Organization and Individual. to access this portal.

The screenshot shows the DEWA website's 'Other User' registration page. On the left, there is a 'Welcome to DEWA' section with a list of user types: Consumer, Contractor / Consultant, Supplier, Job Seeker, Government, EXPO 2020 Dubai Participant, and 'Other User' (highlighted in green). The main form area is titled 'Other User' and includes a 'Choose Service' dropdown menu (highlighted with a red box and a yellow '1'), a 'Username' field, a 'Password' field, and a 'Remember Me' checkbox. Below the form are buttons for 'Login', 'Enroll for the Service', and 'Already Enrolled? Track'. A note at the bottom states: 'Note: Your login session will be timed out after 20 minutes of inactivity. Please read our Terms & Conditions and Privacy & Security Policy.'

**User Action:** Click on **Choose Service** button and select Scrap from dropdown. For ex. Scrap Sales selected.



Welcome to DEWA

I am

- Consumer
- Contractor / Consultant
- Supplier
- Job Seeker
- Government
- EXPO 2020 Dubai Participant
- Other User**

Other User

Choose Service

Scrap Sale

Username

Password

Remember Me

Login Enroll for the Service Already Enrolled? Track

Note: Your login session will be timed out after 20 minutes of inactivity. Please read our Terms & Conditions and Privacy & Security Policy.

Welcome to DEWA

I am

- Consumer
- Contractor / Consultant
- Supplier
- Job Seeker
- Government
- EXPO 2020 Dubai Participant
- Other User**

Other User

Choose Service

Scrap Sale

Username

Password

Remember Me

Login Enroll for the Service Already Enrolled? Track

Note: Your login session will be timed out after 20 minutes of inactivity. Please read our Terms & Conditions and Privacy & Security Policy.

**User Action:** You can click [Enroll for the Service](#) link to create new customer.

Government of Dubai logo and navigation: Home, Investor Relations, EasyPay. Search, Arabic, Login.

### Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

**Company Details**

**Company Type**  
 Organization  Individual

**Trade License Issued By**  
 -- Select --

**Trade license Number**  
 Trade license Number

**Trade License - Date of Expiry**  
 Trade License - Date of Expiry

**Trade License - Date of Issue**  
 Trade License - Date of Issue

**Company Name**  
 Company Name

Footer: Services, Locations, Support, Chat With Rammas, Try Rammas Powered by ChatGPT BETA

**User Action:** Select Organization  radio button to create Customer for Organization.

Government of Dubai logo and navigation: Home, Investor Relations, EasyPay. Search, Arabic, Login.

### Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

**Company Details**

**Company Type**  
 Organization  Individual

**Trade License Issued By**  
 -- Select --

**Trade license Number**  
 Trade license Number

**Trade License - Date of Expiry**  
 Trade License - Date of Expiry

**Trade License - Date of Issue**  
 Trade License - Date of Issue

**Company Name**  
 Company Name

Footer: Services, Locations, Support, Chat With Rammas, Try Rammas Powered by ChatGPT BETA

**User Action:** Select Trade License Issue by authority from  drop down list. For Ex. DUBAI ECONOMIC DEVELOPMENT selected as below.

Government of Dubai | Home | Investor Relations | EasyPay

هيئة كهرباء ومياه دبي  
Dubai Electricity & Water Authority

العربية | Login

Trade License Number:

Trade License - Date of Expiry:

Trade License - Date of Issue:

Company Name:

Services | Locations | Support | Chat With Rammas | Try Rammas Powered by ChatGPT BETA

Government of Dubai | Home | Investor Relations | EasyPay

هيئة كهرباء ومياه دبي  
Dubai Electricity & Water Authority

العربية | Login

### Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

Company Details

Company Type:  Organization  Individual

Trade License Issued By:

Trade License Number:

Trade License - Date of Expiry:

[Terms & Conditions](#) | [Privacy & Security Policy](#) | [Sitemap](#) | [Website Survey](#) | [The Workplace & Careers](#) | [Customer Care Centre Services](#)

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Services | Locations | Support | Chat With Rammas | Try Rammas Powered by ChatGPT BETA

**User Action:** Enter **Trade license Number** of customer and select Trade License Expiry date  as below.

Government of Dubai logo and navigation menu (Home, Investor Relations, EasyPay) are at the top. The page title is "Create Account with DEWA (General Services)". A note states "All fields are mandatory, unless marked optional." Under "Company Details", "Company Type" has "Organization" selected. "Trade License Issued By" is set to "DUBAI ECONOMIC DEVELOPMENT". "Trade License Number" is "1063694" and "Trade License - Date of Expiry" is empty. A red box highlights the empty date field with a yellow callout bubble containing "1". A green "Verify Trade License" button is at the bottom of the form. The footer includes "Terms & Conditions", "Privacy & Security Policy", "Sitemap", "Website Survey", "The Workplace & Careers", "Customer Care Centre Services", "Security E-Plan", "© 2023 Dubai Electricity & Water Authority (DEWA). All Rights Reserved. This site is best viewed using IE 11 and above, Mozilla Firefox, Safari and Chrome." and "Last updated on: 29 August 2023".

The form is identical to the previous screenshot, but the "Trade License - Date of Expiry" field is now populated with "14 September 2025". A red box highlights the "Verify Trade License" button with a yellow callout bubble containing "1".

**User Action:** Click on  button to validate the entered details. You will see Date of issue is automatically fetched.

The screenshot shows a web form titled "Verify Trade License". At the top, there are two dropdown menus: "Trade License Number" with the value "1063694" and "Trade License - Date of Expiry" with the value "14 September 2025". Below these is a green "Verify Trade License" button. The form contains several input fields: "Trade License - Date of Issue" (19 May 2022), "Company Name" (highlighted with a red box and a yellow callout bubble with '1'), "VAT Registration Number (Optional)" (with a yellow callout bubble with '1'), "Company Telephone Number (Optional)" (with a yellow callout bubble with '1'), "Mobile No" (500000000), and "E-mail". There is also an "Address Details" section with "Street (Optional)" and "Country" (United Arab Emirates).

**User Action:** Enter Company Name for customer.

This screenshot shows the same "Verify Trade License" form, but with the "VAT Registration Number (Optional)" field highlighted with a red box and a yellow callout bubble containing the number '1'. The "Company Name" field now contains the text "Siemens Tech-pvt ltd". The "Company Telephone Number (Optional)" field also has a yellow callout bubble with '1'. The "Trade License - Date of Expiry" field now has the value "14 September 2025".

**User Action:** VAT Registration Number is optional field, you can enter VAT number in same field.

Organization  Individual

Trade License Issued By  
DUBAI ECONOMIC DEVELOPMENT

Trade License Number  
1063694 ✓

Trade License - Date of Expiry  
14 September 2025 ✓

Verify Trade License

Trade License - Date of Issue  
19 May 2022

Company Name  
Siemens Tech pvt ltd ✓

VAT Registration Number (Optional)  
1547 ✓

Code  
+971

Company Telephone Number (Optional)  
Company Telephone Number

Extension

Code  
+971

Mobile No  
Mobile Number 500000000 1

E-mail  
E-mail

Address Details

**User Action:** Enter Company Telephone Number and extension for it.

Organization  Individual

Trade License Issued By  
DUBAI ECONOMIC DEVELOPMENT

Trade License Number  
1063694 ✓

Trade License - Date of Expiry  
14 September 2025 ✓

Verify Trade License

Trade License - Date of Issue  
19 May 2022

Company Name  
Siemens Tech pvt ltd ✓

VAT Registration Number (Optional)  
1547 ✓

Code  
+971

Company Telephone Number (Optional)  
47378662 ✓

Extension  
271

Code  
+971

Mobile No  
Mobile Number 500000000 1

E-mail  
E-mail

Address Details

**User Action:** Enter Customer Mobile Number.

The screenshot shows a web form for 'EasyPay' with the following fields and values:

- Code: +971
- Company Telephone Number (Optional): 47373662
- Extension: 731
- Code: +971
- Mobile No: 587888737
- E-mail: i.mad (highlighted with a red box and a yellow callout '1')
- Address Details:
  - Street (Optional):
  - Country: United Arab Emirates
  - Emirate (Optional): -- Select --
  - P.O. Box (Optional): P.O. Box
- Attachments:
  - Trade License: Upload your File

**User Action:** You need to provide customer email in the email address field.

The screenshot shows the same web form as above, but with the following changes:

- E-mail: ssm@archur
- Address Details:
  - Street (Optional): Street (highlighted with a red box and a yellow callout '1')
  - Country: United Arab Emirates
  - Emirate (Optional): -- Select --
  - P.O. Box (Optional): P.O. Box

**User Action:** Fill up the Customer Address Details like Street, Country, Emirates and PO box. Enter Street Name of customer organization.

The screenshot shows a registration form with the following fields:

- Code:** +971
- Company Telephone Number (Optional):** 47373662
- Extension:** 231
- Code:** +971
- Mobile No:** 587888737
- E-mail:** sateem@techlin
- Address Details:**
  - Street (Optional):** 17-Naves, Building 1
  - Country:** United Arab Emirates
  - Emirate (Optional):** -- Select --
  - P.O. Box (Optional):** P.O. Box
- Attachments:** Trade License, Upload your File

At the bottom right, there are links for Locations, Support, Chat With Us, and Try Rammas. A red box highlights the Country dropdown menu, and a yellow circle with the number 1 is next to the Emirate dropdown menu.

**User Action:** You can select country from country dropdown list. By default United Arab Emirates is selected.

This screenshot is identical to the previous one, but with a red box highlighting the Emirate dropdown menu and a yellow circle with the number 1 next to it, indicating the user action.

**User Action:** Select Emirates for customer address.

The screenshot shows a registration form with the following fields: Phone Number (+971 47373662), Code (+971), Mobile No (587888737), E-mail (sawase@hach.in), Street (Optional) (17, Nicos, Building 1), Country (United Arab Emirates), Emirate (Optional) (DUBAI), and PO Box (Optional) (PO Box). A red box highlights the PO Box field, and a yellow circle with the number 1 is positioned below it. The Attachments section includes a 'Trade License' section with an 'Upload your File' button. A note states: 'Note that the maximum size allowed for each attachment is 2MB. Formats allowed: jpg, png, pdf. This field is required.' A 'Next' button is located at the bottom of the form.

**User Action:** Enter PO Box Details for customer.

This screenshot shows the same registration form as above, but with the PO Box field filled with the value '2312'. The 'Upload your File' button in the Attachments section is now highlighted with a red box, and a yellow circle with the number 1 is positioned below it. The 'Next' button remains at the bottom.

**User Action:** Click on **Upload your File** button to upload Customer Trade License copy.

The screenshot shows a registration form with the following fields and values:

- Phone Number: +971 47373662
- Mobile No: +971 587888737
- E-mail: siemens@tech.in
- Street (Optional): 17 Nixon, Building 1
- Country: United Arab Emirates
- Emirate (Optional): DUBAI
- P.O. Box (Optional): 23123

Under the Attachments section, a PDF file named "Trade License.pdf" (36455 KB) is uploaded. A "Next" button with a "1" indicator is visible at the bottom.

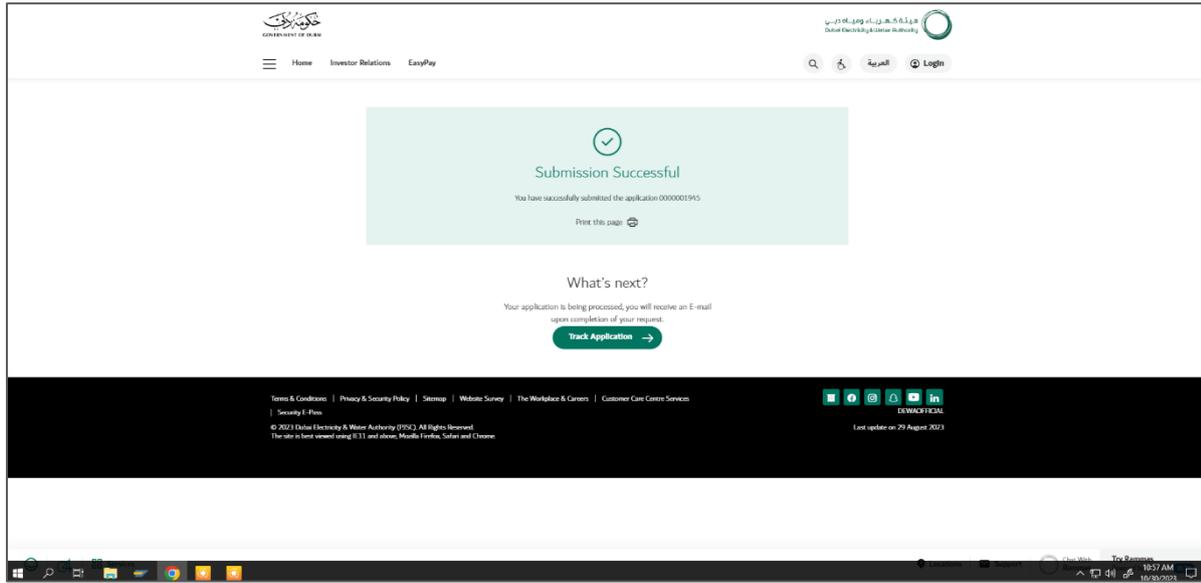
**User Action:** Click on  button and you will receive OTP on Email.

The screenshot shows the same registration form as above, but with a modal window titled "Verify Email Address" overlaid. The modal contains the following text:

Verify Email Address  
Email containing a 6 digit verification code has been sent to your registered Email ID with DEWA **siemens@tech.in**

Below the text are six input boxes for the verification code. The first box contains the digit "1" and is highlighted with a red box and a yellow "1" icon. A "RESEND CODE (2/64)" button is located below the input boxes. At the bottom of the modal, it says "Not my Email ID? Contact Customer Care Center".

**User Action:** Enter OTP received on email for verification. On Submission you will receive successful message with application number as below.



## 1.2.2. Customer Registration For Scrap Sales (Individual)

### Customer Registration Page

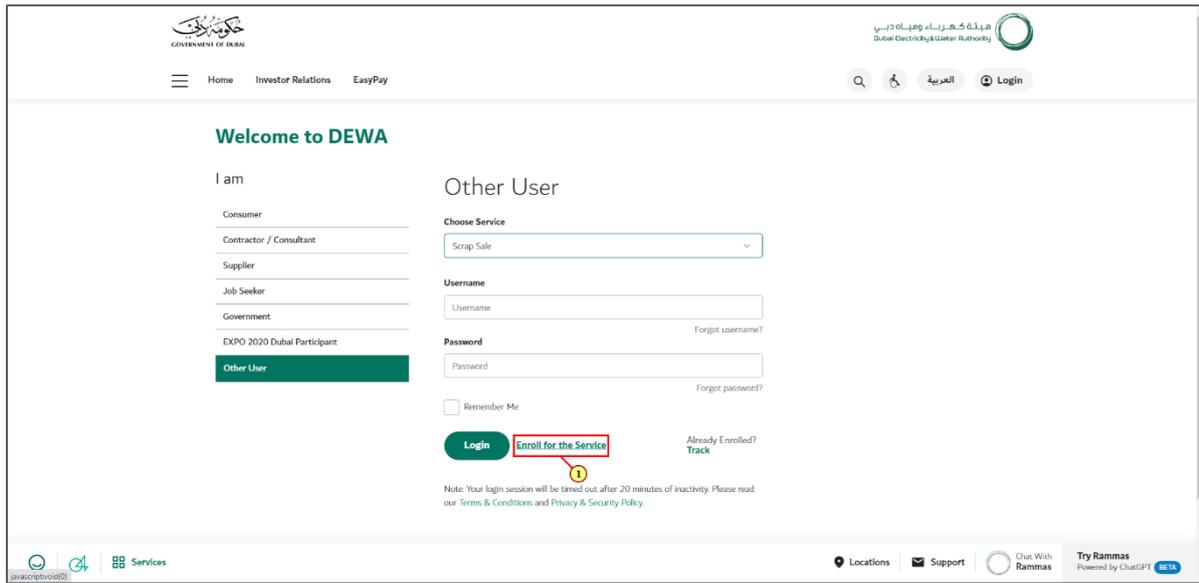
**Information:** Customer Registration is used to create new customer of Sales for Organization and Individual.

<https://www.dewa.gov.ae/en/miscellaneous/login> to access this portal.

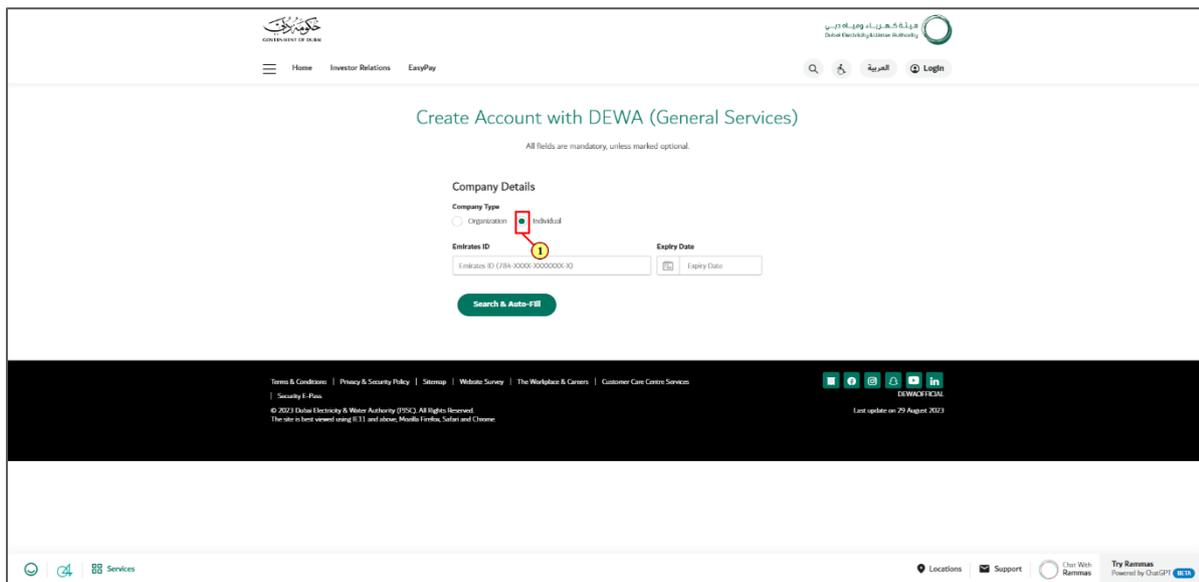
The screenshot shows the DEWA login page. On the left, under 'I am', the 'Other User' option is selected. On the right, the 'Choose Service' dropdown menu is open, and 'Scrap Sales' is highlighted. A red box and a yellow circle with the number 1 are placed around the 'Choose Service' dropdown to indicate the user's action.

**User Action:** Click on **Choose Service** button and select Scrap Sales from dropdown. For ex. Scrap Sales selected.

This screenshot shows the same page as the previous one, but now the 'Scrap Sales' option is selected in the 'Choose Service' dropdown menu. The 'I am' section remains 'Other User'. The footer contains various links and social media icons.



**User Action:** You can click [Enroll for the Service](#) link to create new customer.



**User Action:** Select Individual  radio button to create Customer for Individual Person.

**User Action:** For individual customer you need to enter Emirates Id for the customer.

**User Action:** Enter Expiry Date 



**User Action:** Click on **Search & Auto-Fill** button to fetch the customer details based on emirates id.

**User Action:** Enter Customer Telephone Number with extension as below.

79A137696920855 ✓ 17 January 2013 ✓

Search & Auto-Fill

### Details Of Individual

First Name: ABHIM Last Name: AMTESYAN

Code: +971 Mobile No: 56\*\*\*\*76

Code: +971 Company Telephone Number (Optional): 47585466 Extension:  

Email Address: (example@domain.com) ⓘ

### Address Details

Street (Optional): Street

Country: United Arab Emirates

Emirate (Optional): Select... P.O. Box (Optional): P.O. Box

79A137696920855 ✓ 17 January 2013 ✓

Search & Auto-Fill

### Details Of Individual

First Name: ABHIM Last Name: AMTESYAN

Code: +971 Mobile No: 56\*\*\*\*76

Code: +971 Company Telephone Number (Optional): 47585466 Extension: 323

Email Address: (example@domain.com) ⓘ

### Address Details

Street (Optional): Street

Country: United Arab Emirates

Emirate (Optional): Select... P.O. Box (Optional): P.O. Box

**User Action:** You need to provide customer email in the email address field.



794137696920855 ✓ 17 January 2013 ✓

Search & Auto-Fill

Details Of Individual

First Name: ABHIM Last Name: AMTESYAN

Code: +971 Mobile No: 56\*\*\*\*76

Code: +971 Company Telephone Number (Optional): 47585466 Extension: 323

Email Address: abhiman@choccart.com

Address Details

Street (Optional): Street

Country: United Arab Emirates

Emirate (Optional): Select P.O. Box (Optional): P.O. Box

**User Action:** Fill up the Customer Address Details like Street, Country, Emirates and PO box. Enter Street Name of customer organization.

794137696920855 ✓ 17 January 2013 ✓

Search & Auto-Fill

Details Of Individual

First Name: ABHIM Last Name: AMTESYAN

Code: +971 Mobile No: 56\*\*\*\*76

Code: +971 Company Telephone Number (Optional): 47585466 Extension: 323

Email Address: abhiman@choccart.com

Address Details

Street (Optional): 17-Nices, Building 1

Country: United Arab Emirates

Emirate (Optional): Select P.O. Box (Optional): P.O. Box

**User Action:** Select Emirates for customer address.

79615769620855 ✓ 17 January 2023 ✓

Search & Auto-Fill

### Details Of Individual

First Name: ABHIM Last Name: AMTESYAN

Code: +971 Mobile No: 56\*\*\*\*76

Code: +971 Company Telephone Number (Optional): 47585466 Extension: 323

Email Address: abhiman@choccart.com

### Address Details

Street (Optional): 12-Nover, Building 1 ✓

Country: United Arab Emirates

Emirate (Optional): DUBAI P.O. Box (Optional): 103 Box 1

**User Action:** Enter PO Box Details for customer

Home Investor Relations EasyPay العربية Login

### Address Details

Street (Optional): 12-Nover, Building 1 ✓

Country: United Arab Emirates

Emirate (Optional): DUBAI P.O. Box (Optional): 342 ✓

### Attachments

Emiratation ID

Upload your File

Note that the maximum size allowed for each attachment is 2MB. Formats allowed: jpg, png, pdf

Next

Terms & Conditions | Privacy & Security Policy | Sitemap | Website Sitemap | The Workplace & Careers | Customer Care Center Services

Security E-Plan

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Last updated on 29 August 2023

Services Locations Support Chat With Ramesses Try Ramesses Powered by ChatGPT

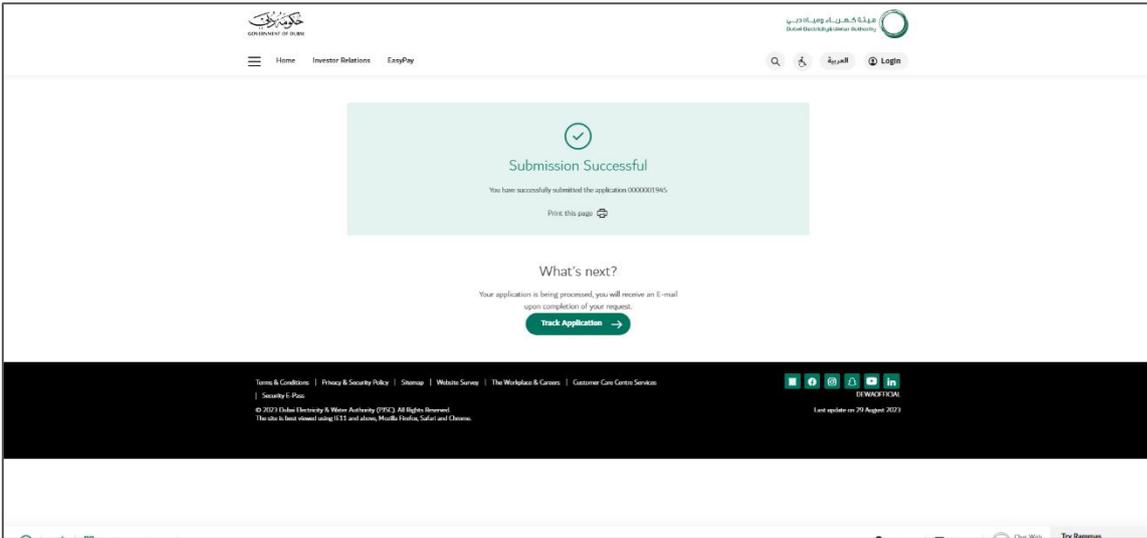
**User Action:** Click on **Upload your File** button to upload Customer Trade License copy.

The screenshot shows a web form for registration. Under 'Address Details', there are dropdown menus for 'Street (Optional)' (17, Noor, Building 1), 'Country' (United Arab Emirates), 'Emirate (Optional)' (DUBAI), and 'P.O. Box (Optional)' (3421). Under 'Attachments', there is an 'Upload your File' button and a PDF attachment named 'Emirates ID.pdf' with a size of 22255\_KB. A green 'Next' button is located at the bottom center of the form area.

**User Action:** Click on **Next** button and you will receive OTP on Email

The screenshot shows the same registration form as above, but with a modal window open for 'Verify Email Address'. The modal contains a 6-digit verification code (the first digit '4' is highlighted with a red box and a yellow '1' in a circle), a 'RESEND CODE (2:55)' button, and a link for 'Not my Email ID? Contact Customer Care Center'. The background form shows fields for 'Code' (+971), 'Company Telephone Number (Optional)' (4226463), 'Extension', and 'Email Address' (whismani@technoart.com).

**User Action:** Enter OTP received on email for verification. On Submission you will receive successful message with application number as below.

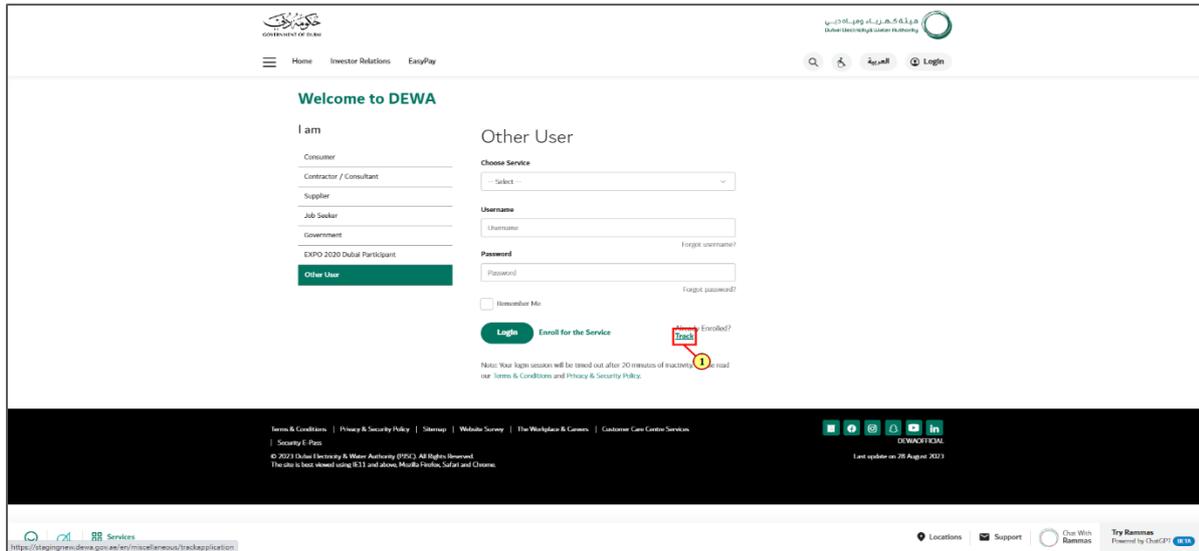


### 1.2.3. Track Customer Application

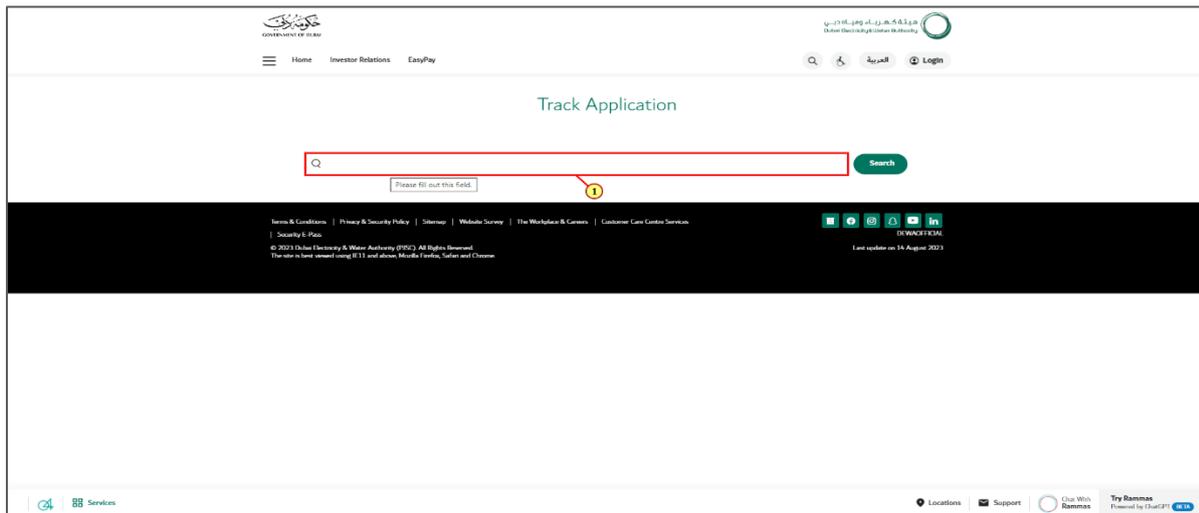
#### Customer Registration Page

**Information:** Customer Registration is used to create new customer of Sales for Organization and Individual.

<https://www.dewa.gov.ae/en/miscellaneous/login> to access this portal.



**User Action:** Click on **Track** link to track the customer applications.



**User Action:** Enter the application number in the search field and click on **Search** button.

The screenshot shows the 'Track Application' page on the DEWA website. At the top, there are navigation links for Home, Investor Relations, and EasyPay. A search bar contains the number '1949'. To the right of the search bar is a 'Search' button with a notification icon. Below the search bar is a dark footer bar with links for Terms & Conditions, Privacy & Security Policy, Sitemap, Website Survey, The Workplace & Careers, and Customer Care Centre Services. Social media icons for Facebook, Twitter, Instagram, YouTube, and LinkedIn are also present. The footer includes the text '© 2023 Dubai Electricity & Water Authority (DEWA). All Rights Reserved. The site is best viewed using IE11 and above, Mozilla Firefox, Safari and Chrome.' and 'Last update on 14 August 2023'. At the bottom, there are links for Locations, Support, Chat With Rammas, and Try Rammas.

The screenshot shows the 'Track Application' page with search results for the ID '0000001949'. The search bar now contains '0000001949'. Below the search bar, there are two results listed in a table-like format:

	<b>Request for User Enrollment</b>	<b>In Progress</b>
	Subline Service:	0000001949
	<b>Request Submitted</b>	30 Oct 2023, 01:21 PM

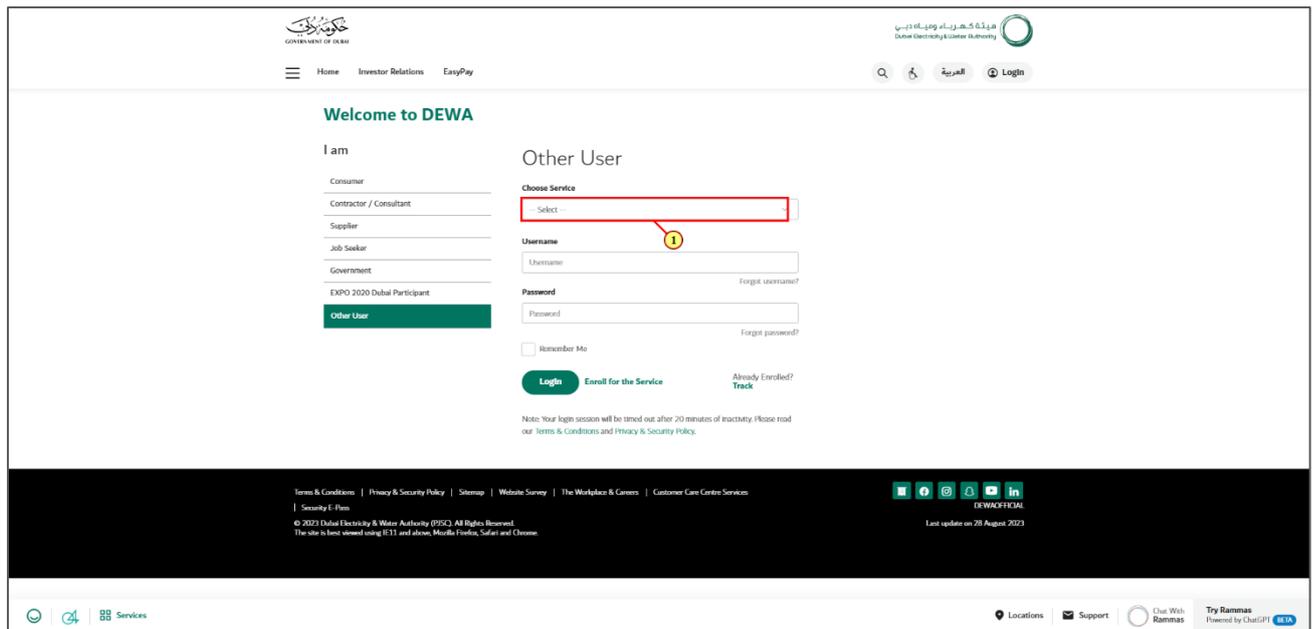
The rest of the page layout, including the footer and navigation, remains the same as in the previous screenshot.

## 1.2.4. Update The Customer

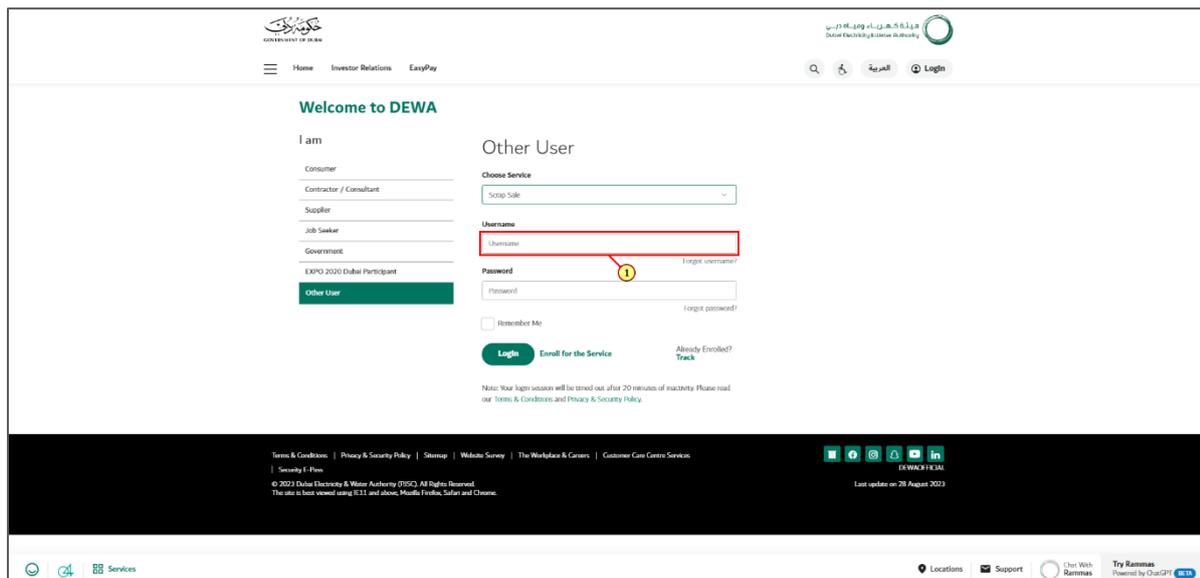
### Customer Registration Page

**Information:** Customer Registration is used to create new customer of Scrap Sale for Organization and Individual.

<https://www.dewa.gov.ae/en/miscellaneous/login> to access this portal.



**User Action:** Click on **Choose Service** button and select Scrap from dropdown. For ex. Scrap Sales selected.



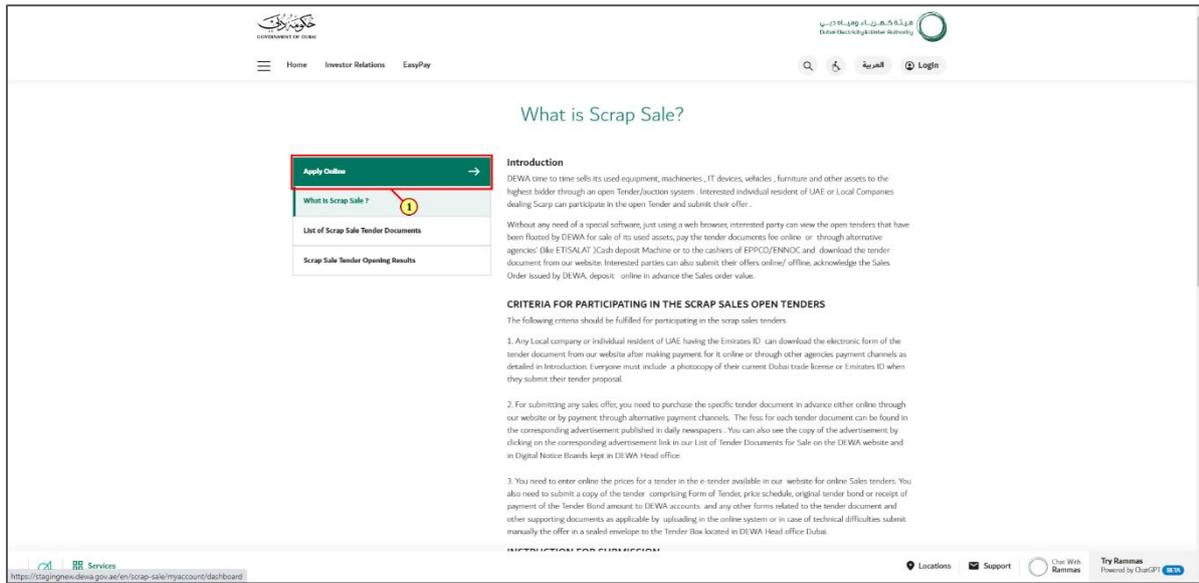
**User Action:** Enter **Username** and **Password** for customer.



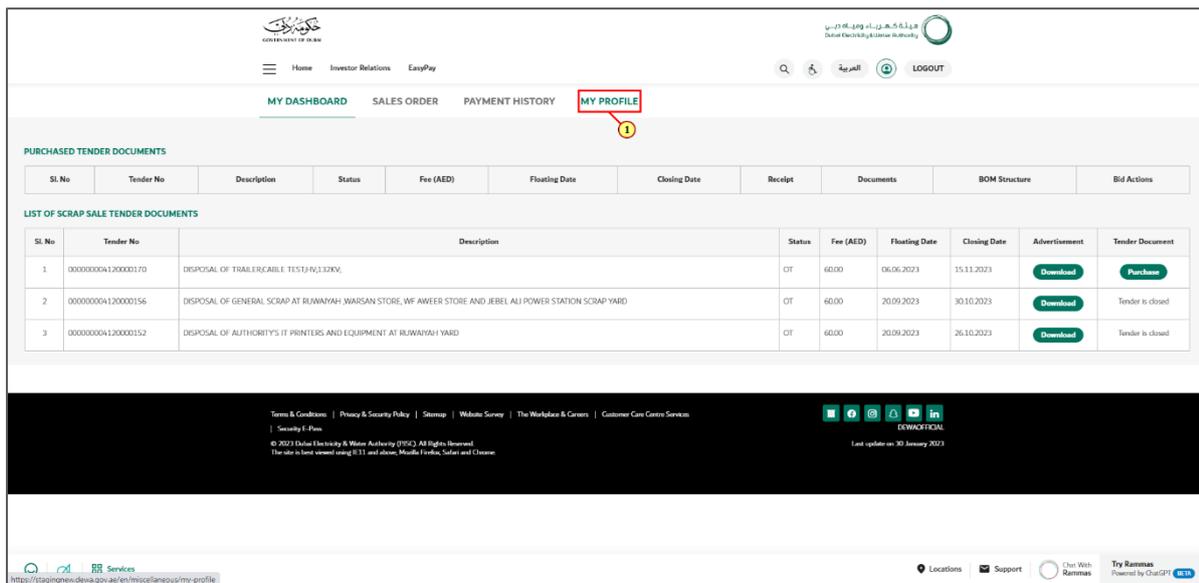
The screenshot shows the DEWA login page. On the left, under "I am", there is a list of user roles: Consumer, Contractor / Consultant, Supplier, Job Seeker, Government, EXPO 2020 Dubai Participant, and "Other User" (highlighted in green). On the right, under "Other User", there is a "Choose Service" dropdown menu set to "Scrap Sale". Below that are fields for "Username" (containing "Eindaf/DA") and "Password" (with a red box around it and a yellow circle with the number 1). There are "Remember Me" and "Login" buttons. A note at the bottom states: "Note: Your login session will be timed out after 20 minutes of inactivity. Please read our Terms & Conditions and Privacy & Security Policy."

This screenshot is identical to the one above, but with a red box around the "Login" button and a yellow circle with the number 1 pointing to it. The "Password" field is no longer highlighted.

User Action: Click on  button to access in customer profile.



User Action: Click on **Apply Online** button.



User Action: Click on **MY PROFILE** tab to update customer profile.

Update Profile

Company Details

Company Type  
 Organization  Individual

Trade License Issued By  
 DUBAI SICRIN CASSI AUTHORITY

Trade License Number  
 2141289432

Trade License - Date of Expiry  
 01 January 2024

Trade License - Date of Issue  
 01 June 2023

Company Name  
 Test Defect 789

VAT Registration Number (Optional)  
 2140981248

Code  
 +971

Company Telephone Number (Optional)  
 41293128

Extension  
 12312

**User Action:** Click on **Company Details** tab to update the customer fields. For Ex. Company Telephone Number, Customer Mobile Number, Emirates, PO Box number etc. as below screenshot.

Trade License Issued By  
 DUBAI SICRIN CASSI AUTHORITY

Trade License Number  
 2141289432

Trade License - Date of Expiry  
 01 January 2024

Trade License - Date of Issue  
 01 June 2023

Company Name  
 Test Defect 789

VAT Registration Number (Optional)  
 2140981248

Code  
 +971

Company Telephone Number (Optional)  
 41293128

Extension  
 12312

Code  
 +971

Mobile No  
 541293128

E-mail  
 testdefect789@domain.com

Address Details

Street (Optional)  
 789th street

Country  
 United Arab Emirates

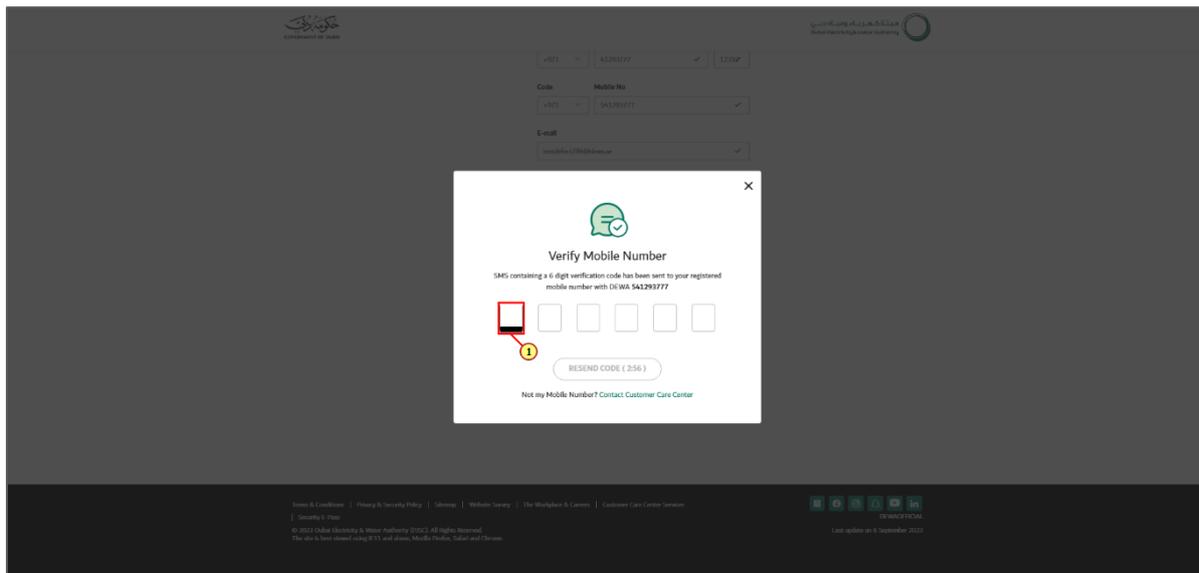
Emirate (Optional)  
 FPO Box (Optional)



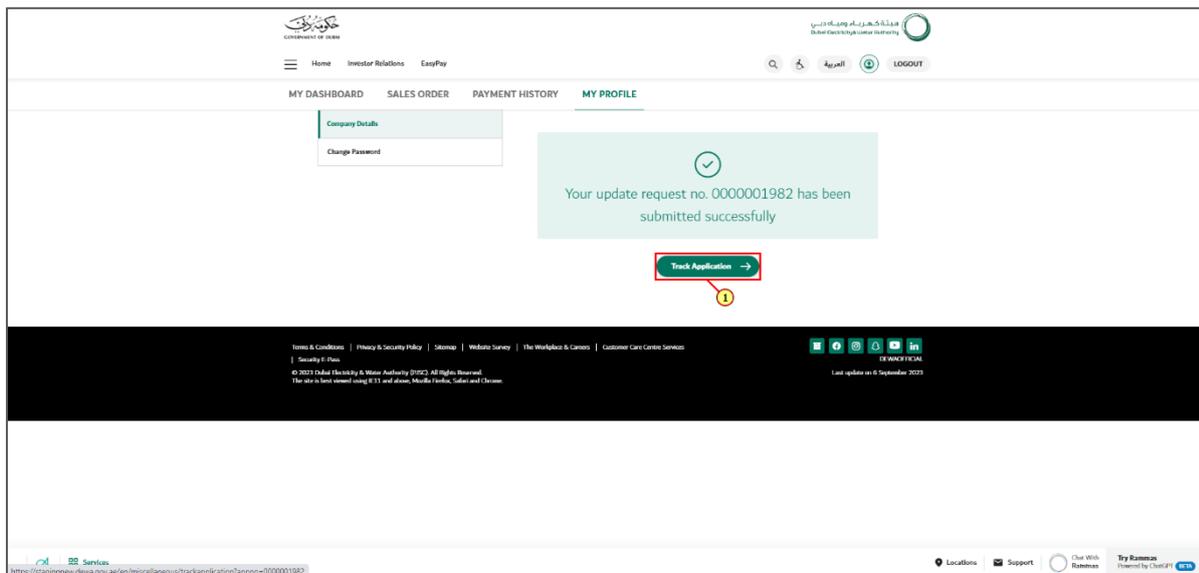
The screenshot shows a registration form with the following fields: Country (+971), Code (51291777), Mobile No (+971 541291216), E-mail (tsnd@ect784hd@duae.ae), Street (Optional) (786ch street), Country (United Arab Emirates), Emirate (Optional) (DUBAI), and P.O. Box (Optional) (161296). A red box highlights the P.O. Box field, and a yellow callout bubble with the number '1' points to it. Below the form is an 'Update Information' button. The footer contains links for Terms & Conditions, Privacy & Security Policy, Sitemap, Website Survey, The Workplace & Careers, and Customer Care Center Services, along with social media icons and the text '© 2021 Dubai Electricity & Water Authority (DEWA). All Rights Reserved. The site is best viewed using IE 11 and above, Mozilla Firefox, Safari and Chrome. Last updated on 5 September 2021'.

This screenshot is identical to the one above, but the red box and callout bubble are removed. A yellow callout bubble with the number '1' now points to the 'Update Information' button. The rest of the form and footer are the same.

**User Action:** Click on **Update Information** button to submit the updated details. On submission you will receive OTP on Mobile.



**User Action:** Enter OTP received on Customer Mobile number. You will receive successful message with application number as below.



**User Action:** You can click on  button to check the application status.

Track Application

0000001982 Search

- Request for User Enrollment **In Progress**
- Request Submitted **Completed**  
18 Oct 2023, 02:13 PM

Services

Locations Support Clear With Renewals Try Renewals