

Replacement of Lost / Damaged Possession Certificate

User Manual

June 2017

1- Overview

When you have your possession certificate lost or damaged, you can perform Replacement of lost /damaged Possession Certificate Replacement service using RTA website. Performing the service through the RTA website saves your time and effort.

Getting Started

For Issuing Replacement of lost /damaged Possession Certificate, you will go through two main processes. The first process includes logging into your account and going to the service. In the second process, you will go through a four-step procedure to issue a new possession certificate.

First Process – Logging into the Service

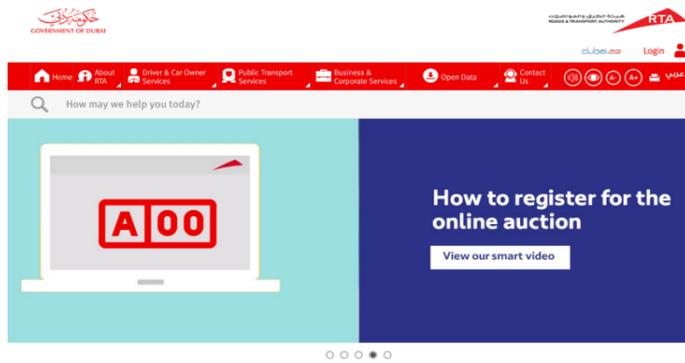
Log into the system with your account details, and go to your dashboard Licensing services. Then, go to My Vehicles services section to choose the required service and proceed with Replacement of lost /damaged Possession Certificate service.

Second Process – Replacement of lost /damaged Possession Certificate

After choosing the Replacement of lost /damaged Possession Certificate service, you need to accept the Terms & Conditions and start proceeding with the service process that will be mentioned in below sections .

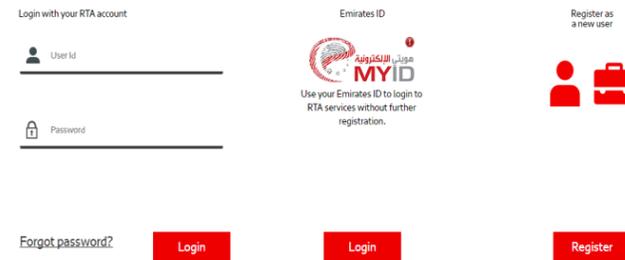
Replacement of lost /damaged Possession Certificate

Step 1

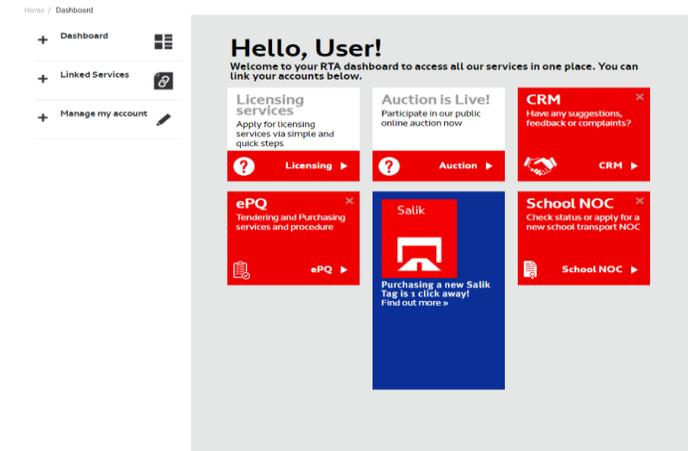


Step 2

Login to access all RTA Services in one place



Step 3

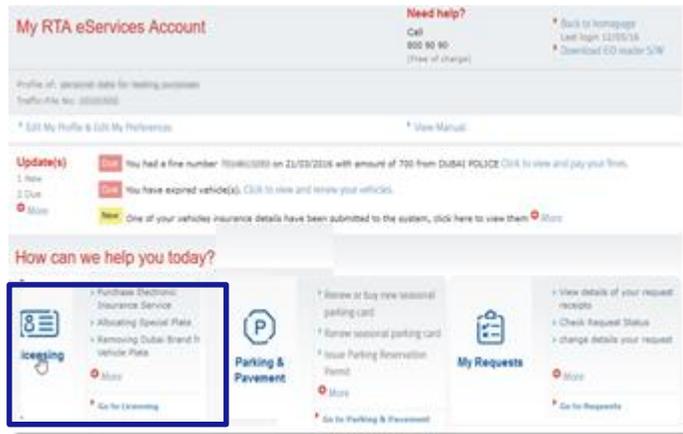


- Visit www.rta.ae
- Click on  icon as shown above.

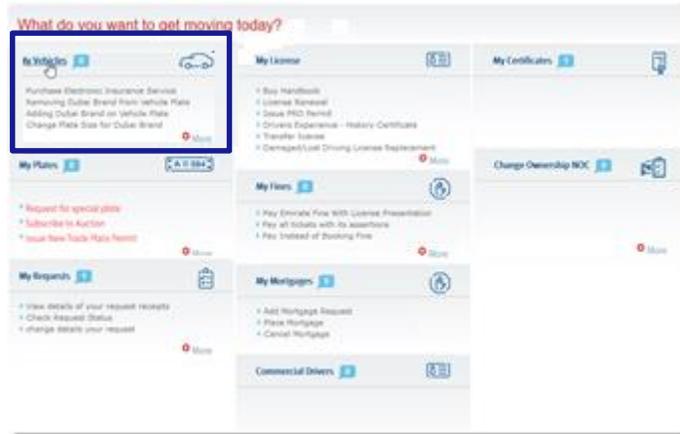
- Enter your checker's account username and password and click '**Login**'.

- Once the user logs in, he will be redirected to his dashboard.
- Click on the '**Licensing Services**' icon.

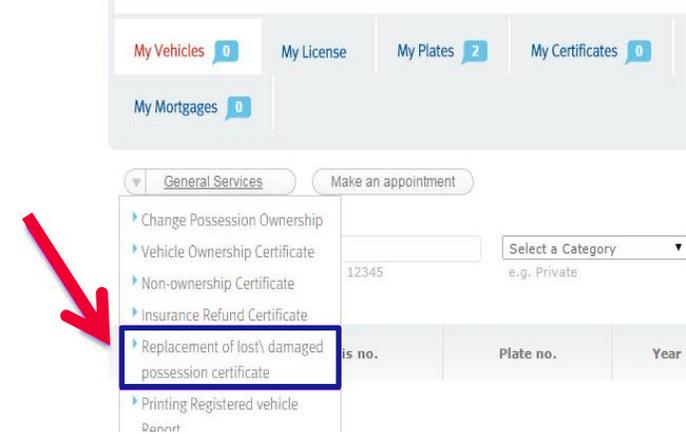
Step 4



Step 5



Step 6

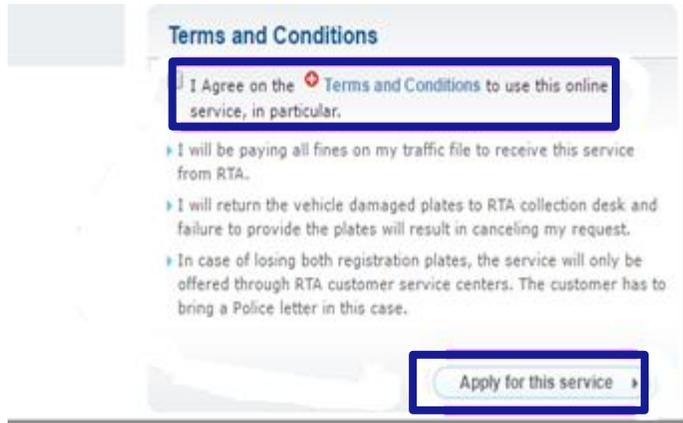


- From the licensing dashboard, click on **Licensing**.

- Click on **'My Vehicles'** link from the service list.

- Go to “General Services” drop down list and click on the required service “Replacement of Lost/Damaged Possession Certificate”.

Step 7



Terms and Conditions

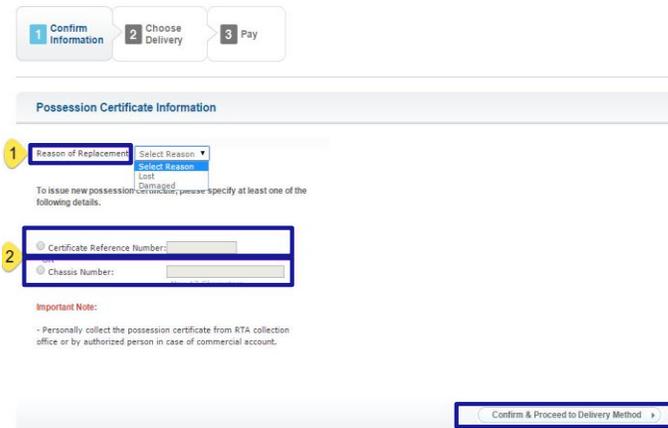
I Agree on the Terms and Conditions to use this online service, in particular.

- I will be paying all fines on my traffic file to receive this service from RTA.
- I will return the vehicle damaged plates to RTA collection desk and failure to provide the plates will result in canceling my request.
- In case of losing both registration plates, the service will only be offered through RTA customer service centers. The customer has to bring a Police letter in this case.

Apply for this service

- Agree to the Terms & Conditions and click **Apply for this service**.

Step 8



1 Confirm Information 2 Choose Delivery 3 Pay

Possession Certificate Information

1 Reason of Replacement
 Lost
 Damaged
 To issue new possession certificate, please specify at least one of the following details.

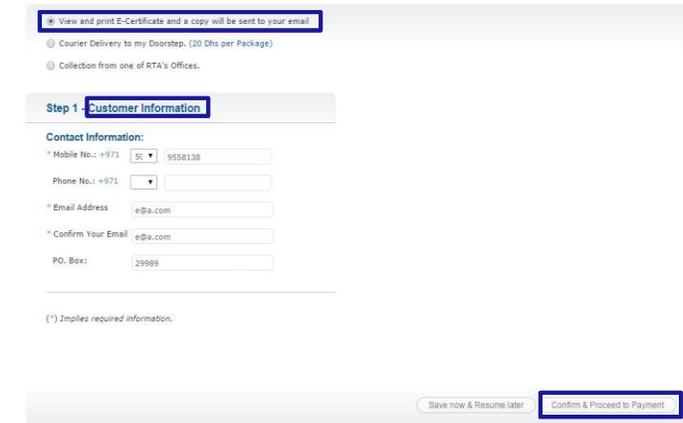
2 Certificate Reference Number:
 Chassis Number:

Important Note:
- Personally collect the possession certificate from RTA collection office or by authorized person in case of commercial account.

Confirm & Proceed to Delivery Method

- Select the reason of replacement, **Lost** or **Damaged**, and enter one of the following:
 - The Certificate Reference Number.
 - The Chassis Number.
- Click on “Confirm and Proceed to Delivery Method” button to continue to the next step.

Step 9



View and print E-Certificate and a copy will be sent to your email
 Courier Delivery to my Doorstep. (20 Dirh per Package)
 Collection from one of RTA's Offices.

Step 1 Customer Information

Contact Information:

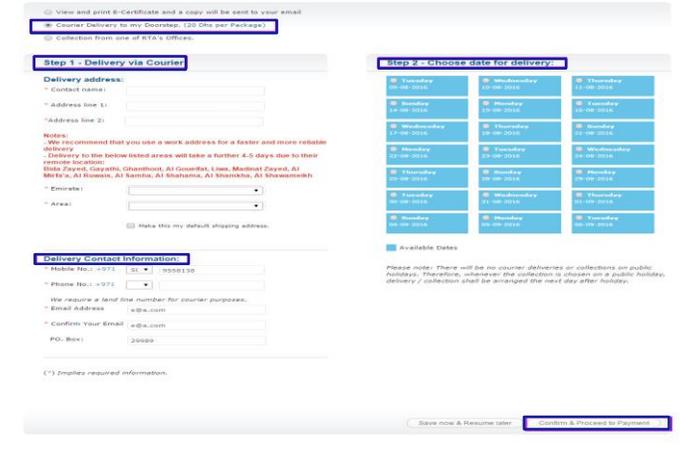
* Mobile No.: +971 5C 9558138
 Phone No.: +971
 * Email Address: e@a.com
 * Confirm Your Email: e@a.com
 P.O. Box: 29989

(*) Implies required information.

Save now & Resume later **Confirm & Proceed to Payment**

- Select one of the following 3 **delivery methods** options:
Option 1: View and print E-certificate and a copy will be sent to your email.
Enter your ‘**Contact Information**’ and then click on ‘**Confirm and Proceed to Payment**’ button.

Step 10



View and print E-Certificate and a copy will be sent to your email

Courier Delivery to my Doorstep (20 DHS per Package)

Collection from one of RTA's Offices

Step 1 - Delivery via Courier

Delivery address:

Contact name:

Address line 1:

Address line 2:

Notes: We recommend that you use a work address for a faster and more reliable delivery. As the below listed areas will have a maximum 2-3 days delay to their remote location: **State Street, Giza, Ghazal, Al Gosaif, Lina, Madinat Zayed, Al Mirfa, Al Rawan, Al Samia, Al Shamla, Al Shamsa, Al Shamsa, Al Shamsa, Al Shamsa.**

Emirate:

Area:

Make this my default shipping address.

Delivery Contact Information

Mobile No.: +971

Phone No.: +971

We require a land line number for courier purposes.

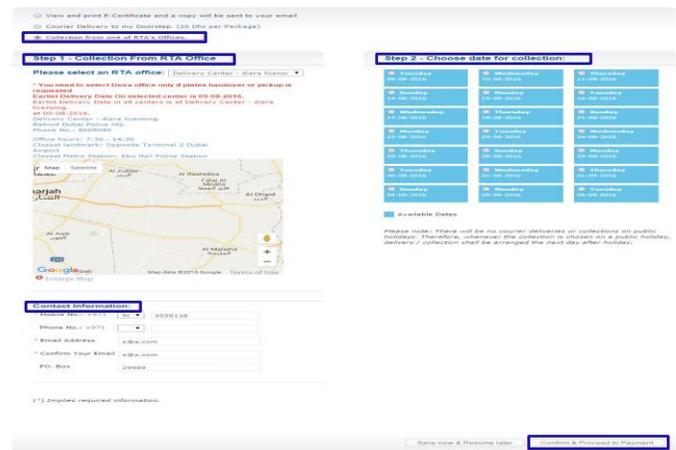
Email Address:

Confirm Your Email:

PO. Box:

(*) implies required information.

Step 11



View and print E-Certificate and a copy will be sent to your email

Courier Delivery to my Doorstep (20 DHS per Package)

Collection from one of RTA's Offices

Step 1 - Collection from RTA Office

Please select an RTA office:

* You must select this office only if plates, hardware or package is damaged.

Earliest Delivery Date On selected center is 09:00:00 AM.

Earliest Delivery Date in the center is at Delivery center - date.

Working Hours: 09:00:00 AM - 05:00:00 PM.

Delivery Center:

Phone No.:

Office Hours: 09:00 - 04:00

Closest Landmark:

Closest Station:

Map: 

Available Dates

Please note: There will be no courier deliveries or collections on public holidays. Therefore, whenever the collection is chosen on a public holiday, delivery / collection shall be arranged the next day after holiday.

Delivery Contact Information

Mobile No.: +971

Phone No.: +971

We require a land line number for courier purposes.

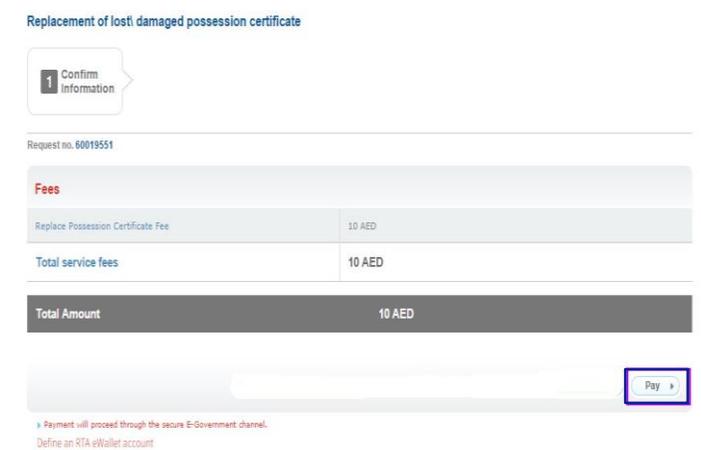
Email Address:

Confirm Your Email:

PO. Box:

(*) implies required information.

Step 12



Replacement of lost/damaged possession certificate

1 Confirm Information

Request no. 60019551

Fees	
Replace Possession Certificate Fee	10 AED
Total service fees	10 AED
Total Amount	10 AED

Payment will proceed through the secure E-Government channel.

Define an RTA eWallet account

- **Option 2:** Courier delivery to my doorstep (20 DHS per package)
- Enter your **'Delivery address'** details and your **'Delivery Contact Information'** details and choose your date of delivery.
- Click on **'Confirm and Proceed to Payment'** button to continue.

- **Option 3:** Collection from one of RTA's offices.
- Select an RTA office from the drop down list and enter your **'Contact Information'** details and then choose a date for collection.
- Click on **'Confirm and Proceed to Payment'** button to continue.

- After choosing the delivery method, you will begin the payment process.
- Click on **"Pay"** button to continue.

شهادة حيازة بدل فاقد أو تالف

دليل المستخدم

يونيو 2017

جميع الحقوق محفوظة لهيئة الطرق والمواصلات © 2017

نظرة عامة

يمكنك إجراء خدمة إصدار شهادة حيازة بدل فاقد أو تالف باستخدام الموقع الإلكتروني للهيئة مما يوفر عليك الوقت والجهد.

البداية

لإصدار شهادة حيازة بدل فاقد أو تالف ستمر بمرحلتين:

المرحلة الأولى - تسجيل الدخول و الوصول إلى الخدمة.

سوف تقوم بتسجيل الدخول إلى النظام مع تفاصيل الحساب الخاص بك، والذهاب إلى خدمات الترخيص، ثم الذهاب إلى قسم خدمات المركبات الخاصة لبدء عملية إصدار شهادة حيازة بدل فاقد أو تالف.

المرحلة الثانية - إصدار شهادة حيازة بدل فاقد أو تالف.

- تأكيد البيانات
- التوصيل.
- الدفع.
- استلام الإيصال.

إصدار شهادة حيازة بدل فاقد أو تالف

الخطوة 1



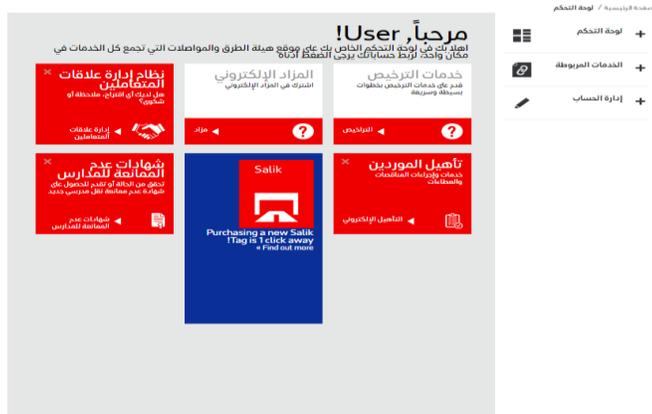
- قم بزيارة موقع الهيئة www.rta.ae
- انقر على الزر  **تسجيل الدخول**

الخطوة 2



- أدخل اسم المستخدم وكلمة المرور وانقر على **تسجيل الدخول**.

الخطوة 3



- سيتم إعادة توجيه المستخدم إلى لوحة التحكم.
- انقر على أيقونة **خدمات الترخيص**.

