

DubaiNow screen-level design specification

Renew a Permit

Authenticated DubaiNow journey to renew a linked municipal permit. Reuse UAE PASS claims and DubaiNow profile data; validate issuer eligibility, upload evidence, pay, track processing, and download the renewed e-permit.

Design principles

- Never re-collect verified identity data.
- Block submission with clear issuer reasons.
- Keep one primary action per decision.

Navigation model

DubaiNow authenticated shell. Linear 8-screen flow: Introduction ' Permit selection ' Eligibility ' Documents ' Review ' Payment ' Tracking ' Outcome. Back preserves draft; BottomA

Integration contracts

UAE PASS

Reuse authenticated verified identity claims.

DATA EXCHANGED

Authenticated identity claims subject to confirmed scope · Consent and assurance context

RECOVERY

Do not request verified identifiers again. Offer issuer linkage remediation if required claims are unavailable.

Issuing authority permit system APIs — assumed, confirm scope

Permit lookup, eligibility, submission, status, and e-permit issuance.

DATA EXCHANGED

Permit metadata and eligibility reasons · Application, document references, status, e-permit

RECOVERY

Save draft, retry safely, show last-known status, and prevent submission when validation is unavailable.

Payment gateway — assumed, confirm availability

Online fee collection and payment reconciliation.

DATA EXCHANGED

Payment token, amount, transaction status, receipt reference

RECOVERY

Allow retry after decline; for paid-but-unsubmitted requests, reconcile without a second charge.

Document storage and verification service — assumed, confirm scope

Secure upload storage and verification status.

DATA EXCHANGED

Document file, metadata, verification result

RECOVERY

Preserve draft; enable retry or replacement with a visible failure reason.

Screen specifications

renew-intro

Renew a Permit

Set expectations before permit lookup.

ENTRY

Authenticated DubaiNow session. · UAE PASS identity available in session.

COMPONENTS

StatusBar · TopBar · ServiceIntro · StepperItem

FIELD PROVENANCE

Authenticated account	DUBAINOW
Verified identity status	UAE_PASS
Service prerequisites	SYSTEM

STATES

Default · Service unavailable

permit-selection

Select permit

Select a linked permit or resolve linkage.

ENTRY

User starts renewal. · Issuer permit-list request initiated.

COMPONENTS

StatusBar · TopBar · StepperItem · DynamicField

FIELD PROVENANCE

Linked permit (required)	ENTITY
Permit number	USER
Linkage result	SYSTEM

STATES

Linked permits loaded · No linked permits · Record mismatch

eligibility

Eligibility and requirements

Validate issuer rules before collecting documents or payment.

ENTRY

A permit is selected or manually matched. · Issuer eligibility check completed or retried.

COMPONENTS

StatusBar · TopBar · StepperItem · SummaryField

FIELD PROVENANCE

Renewal eligibility	ENTITY
Fees and outstanding fines	ENTITY
Required documents and inspection	ENTITY

STATES

Eligible · Blocked by fine or compliance · Inspection or approval required

documents

Upload documents

Collect and track issuer-required supporting evidence.

ENTRY

Eligibility permits online continuation. · Issuer has returned document requirements.

COMPONENTS

StatusBar · TopBar · StepperItem · AttachmentField

FIELD PROVENANCE

Required supporting document (required)	USER
Document requirement	ENTITY
Verification status	SYSTEM

STATES

Upload in progress · Verification pending · Rejected or missing document

review

Review renewal

Confirm the application package and agreement before payment.

ENTRY

Required documents are accepted or permitted as pending by issuer rules. · Latest fee calculation available.

COMPONENTS

StatusBar · TopBar · StepperItem · ReviewSummary

FIELD PROVENANCE

Permit and renewal period	ENTITY
Applicant details	UAE_PASS
Contact details	DUBAINOW

STATES

Ready for payment · Fee changed · Draft saved

payment

Pay renewal fee

Collect payment and submit the renewal package.

ENTRY

User has confirmed review agreement. · Issuer fee calculation is current.

COMPONENTS

StatusBar · TopBar · StepperItem · SummaryField

FIELD PROVENANCE

Amount payable	ENTITY
Payment method (required)	USER
Payment and submission status	SYSTEM

STATES

Ready to pay · Payment declined or timed out · Paid; submission pending reconciliation

tracking

Application status

Show issuer processing and required follow-up.

ENTRY

Payment confirmed and application submitted or queued. · Tracking ID available when issued by issuer.

COMPONENTS

StatusBar · TopBar · StepperItem · MessagePanel

FIELD PROVENANCE

Tracking ID	SYSTEM
Application status	ENTITY
Inspection or remediation detail	ENTITY

STATES

Submitted / under review · Inspection or corrective action required · Processing delayed

outcome

Renewal outcome

Deliver approved permit or explain denial.

ENTRY

Issuer returns final approved or rejected decision. · E-permit retrieval attempted after approval.

COMPONENTS

StatusBar · TopBar · MessagePanel

FIELD PROVENANCE

Decision and expiry date	ENTITY
E-permit	ENTITY
Payment receipt	SYSTEM

STATES

Approved; e-permit ready · Approved; e-permit retrieval pending · Rejected

Quality and measurement

ACCESSIBILITY

- Use 56px minimum field/action targets and visible focus states.
- Announce upload, payment, and status changes through live regions.
- Do not rely on colour alone for verification or blocked states.

ANALYTICS EVENTS

- permit_renewal_started
- permit_eligibility_resolved
- permit_payment_result

Evidence inventory

Service Details - Roads & Transport Authority

https://rta.ae/wps/portal/rta/ae/home/rta-services/service-details?serviceld=531&utm_source=openai