



# USER MANUAL

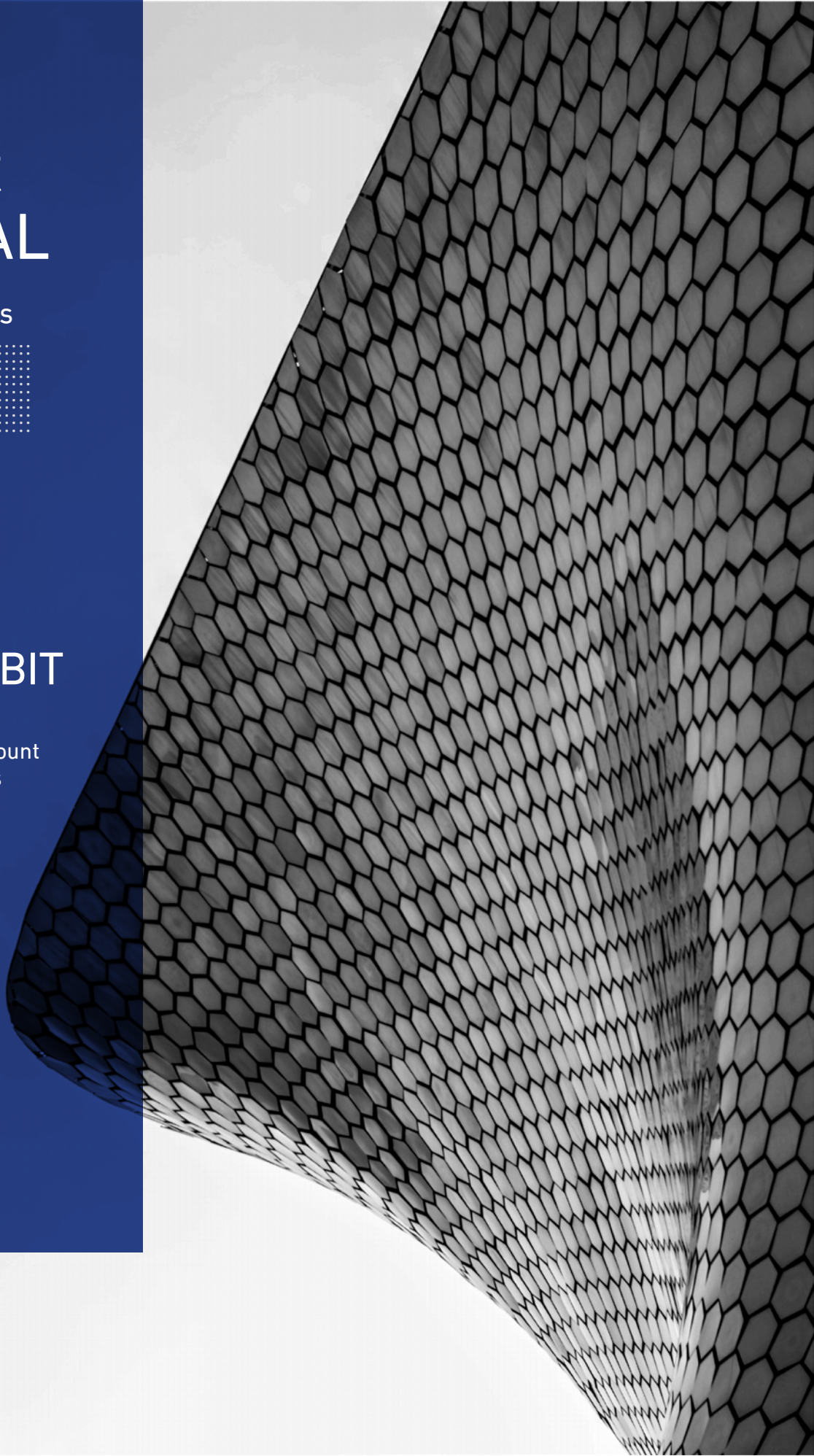
for e-Services



## DIRECT DEBIT

Paying the due amount  
by installments

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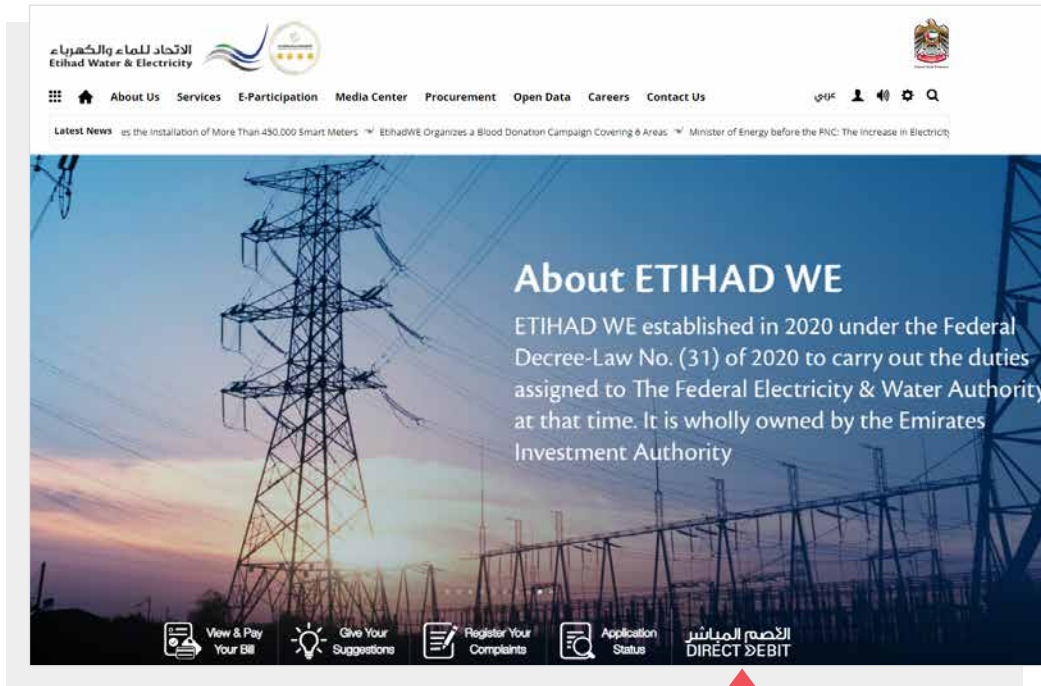


“Direct Debit” service is an e-service that allows the user to submit an application pay the services fees or his bills in installments by direct debit from his bank account.

Visit Etihad WE website through the link below:

[www.etihadwe.ae](http://www.etihadwe.ae)

Click on “Direct Debit” link as shown below.



Click here to access the service



## STEP ONE:

In “Transfer Option” you have two options :

Insert your etihadwe “Account Number”. Select from “ID Type” list and insert the ID number in the next field and click “Submit”.

The screenshot shows the 'Direct Debit Registration' page. At the top, there is a navigation bar with the company logo and name in Arabic and English, and a menu with links: About Us, Services, E-Participation, Media Center, Procurement, Open Data, and Contact Us. On the right side of the navigation bar, there are icons for user profile, volume, settings, and search. Below the navigation bar, the breadcrumb 'eServices > Customer' is visible. The main heading is 'Direct Debit Registration' with the logo 'الأصم المباشر DIRECT DEBIT' on the right. The form contains the following fields:

- Account Number \***: A text input field containing '221000110452'.
- ID Type \***: A dropdown menu currently showing 'Trade License Number'.
- ID Number**: A text input field containing '562453'.

At the bottom of the form, there are two buttons: 'Submit' and 'Reset'.

**STEP TWO:**

In “Contract Account Details” most of details will appear automatically. In “Customer Name” insert your name in English as per your bank account. Select from “Area/Region” list.

In “Installment Plan Details” section, select the type of amount you want to pay in installments from “Request Type” list. Specify the amount in “Requested Amount”. Click on “Calculator button” to display Installment plans table. Select the suitable plan from table, and “Installment Plan Start Date” and “Installment Plan End Date” will specified automatically.

The screenshot shows the 'Direct Debit Registration' form. It is divided into two main sections: 'Contract Account Details' and 'Installment Plan Details'.

**Contract Account Details:**

- Account Number:** 221000110452
- Business Partner Number:** 1000446108
- Customer Name:** TEST NAME (Annotated: "Your Name in English as per you bank account")
- Emirates ID / Trade License:** 562453
- Mobile No.:** +971561407785
- Email Address:** accounts@blook9.ae
- Account Class:** الشركة الممر التجارية
- Customer Type:** Commercial
- Area / Region:** RAS AL KHIMA (Annotated: "Select Area")

**Installment Plan Details:**

- Request Type:** Consumption Amount (Annotated: "1. Select request type")
- Amount Due:** 1488870.25
- Eligible Amount:** 1116652.69
- Requested Amount:** 1000000 (Annotated: "2. Requested amount")
- Installment Plan Start Date:** 10-08-2022
- Installment Plan End Date:** 10-01-2023

**Installment Plan Table:**

Select	Number of Months	Installment Amount Per Month.
<input type="radio"/>	02 Months	500000.00
<input type="radio"/>	03 Months	333333.33
<input type="radio"/>	04 Months	250000.00
<input type="radio"/>	05 Months	200000.00
<input checked="" type="radio"/>	06 Months	166666.67

Annotated: "3. Click on Calculator button to show Installment plans" (pointing to the calculator icon) and "4. Select Plan" (pointing to the selected 06 Months option).

**STEP TWO:**

In “Bank Account Details” section, insert your “IBAN Number”. The “Bank Name” and “Account Holder Name(English)” will be displayed automatically.

Select from “Account Type” list and Check on “I agree [to the Terms & Conditions](#)” checkbox and click “Apply”.

#### Bank Account Details

IBAN Number *	Bank Name	Account Holder Name ( English )
<input type="text" value="AE650260001015342737301"/>	<input type="text" value="Emirates NBD Bank"/>	<input type="text" value="TEST NAME"/>

Account Type \*

Comments

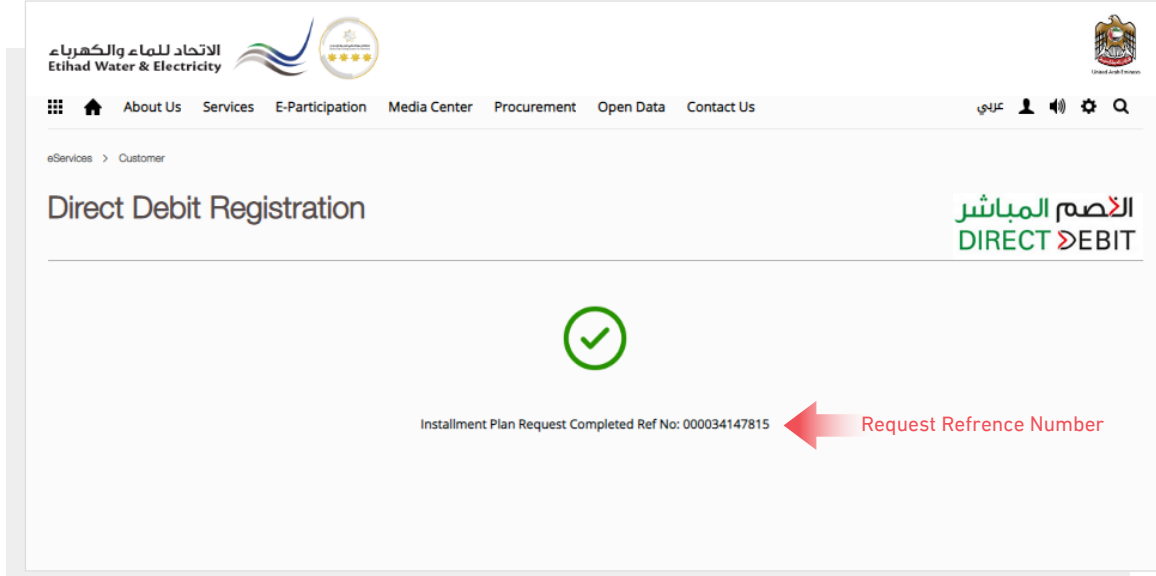
I agree to the [Terms & Conditions](#)





## STEP THREE:

The request has been submitted. You will receive a notification to confirm the successful submission of your application via email and SMS. Plus, you will receive an Application Reference Number so you can follow up your request status.



End of e-Service

For Inquiry

Email: [cs@etihadwe.ae](mailto:cs@etihadwe.ae)

Call Center: 8003392