


Submit an internal service request

The website allows taxpayers to submit an internal service request by following these steps:

1. The taxpayer shall access the taxpayer's website.
2. The system shows the main page that contains the top navigation bar according to the type of taxpayer and automatically transfers the taxpayer to the "My Requests" list.
3. The taxpayer checks "internal services" from the top navigation bar. As a result, a drop-down menu for "Internal Services" appears.
4. The taxpayer clicks on "Send an internal service request".
5. The system displays a set of readable fields represented by a gray background (as in the "Taxpayer Number" field ) , and these fields represent the taxpayer's data.
6. The taxpayer chooses an application from the list of available applications by clicking on a link ([send request](#))

Note: If there are no requests, the system will show "No services available".

7. The system retrieves the "request number" and "service name".
8. The taxpayer can attach an attachment by clicking on the "Attach the required documents" link.
9. The taxpayer enters the codes shown in the "Enter the codes shown below" field.

Notes:

- If the taxpayer enters the codes incorrectly, the system displays a warning message "Error entering the codes, please make sure that the code matches the image shown."
- The taxpayer can change the icons shown to him by clicking on the icon. Accordingly, the system shows a new set of symbols.

10. The taxpayer clicks on the "Send" button to send the request.

Note: If the taxpayer clicks on the "Send" button without correctly entering the displayed codes, the system will display a warning message "Please enter the codes".

The system will show the application number if the transmission process is successful, so that the taxpayer can follow up on the status of the application through "Inquiry about the status of the request" or " Follow-up on the internal requests sent " .