User Manual

Government Payments Inquiry Service (Individuals)
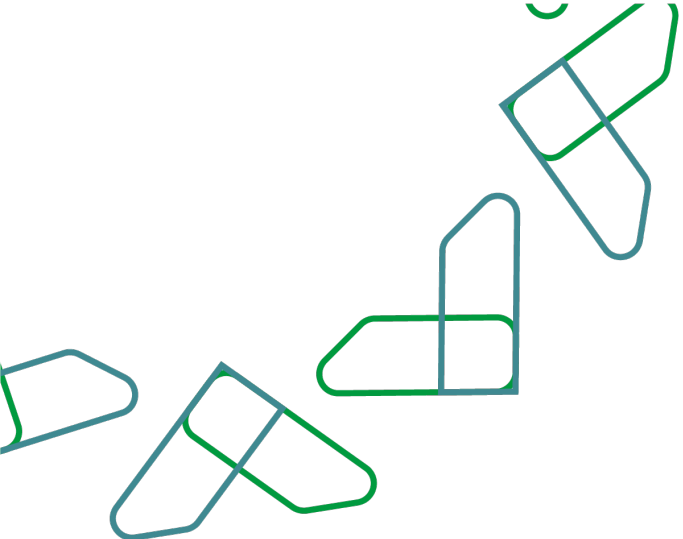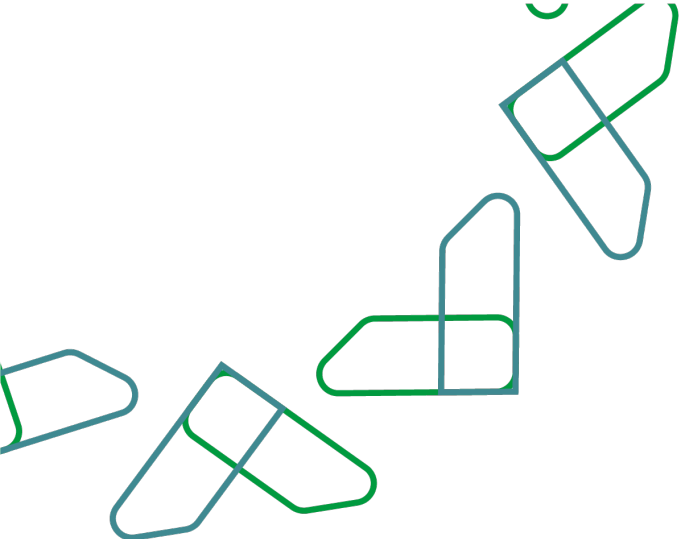
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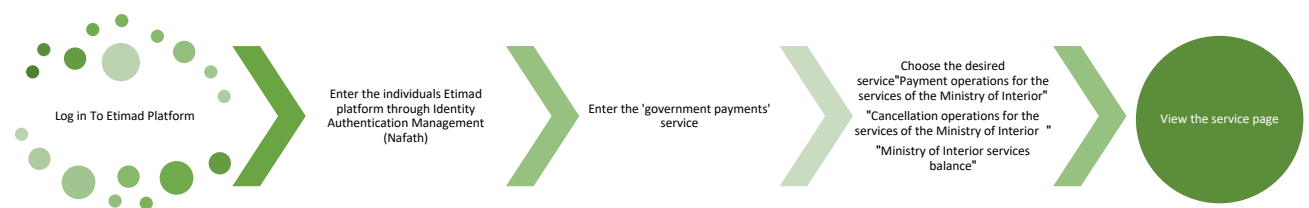# Government Payments Inquiry Service

Introduction

Based on the Kingdom's 2030 vision and its orientations towards improving work efficiency and increasing the effectiveness of projects according to the needs of the national economy, the Ministry of Finance launched a comprehensive guidance to activate electronic services to benefit from its services and view them in detail through Etimad platform.

Service Description

This service enables users (individuals - citizens and residents) to inquire about government payments - the Ministry of Interior's payments that they paid and review the details of their payments and their balance, the service enables the users to review the canceled processes and review the state of payments on these canceled operations. The service was also updated by adding the ability to inquire about the total balance and the details of the payments that this balance came from.

Service Workflow

Log in To Etimad Platform

Enter the individuals Etimad platform through Identity Authentication Management (Nafath)

Enter the 'government payments' service

Choose the desired service"Payment operations for the services of the Ministry of Interior" "Cancellation operations for the services of the Ministry of Interior " "Ministry of Interior services balance"

View the service page

User instructions

Log in to Etimad Platform

Use the following link to access the platform: https://etimad.sa
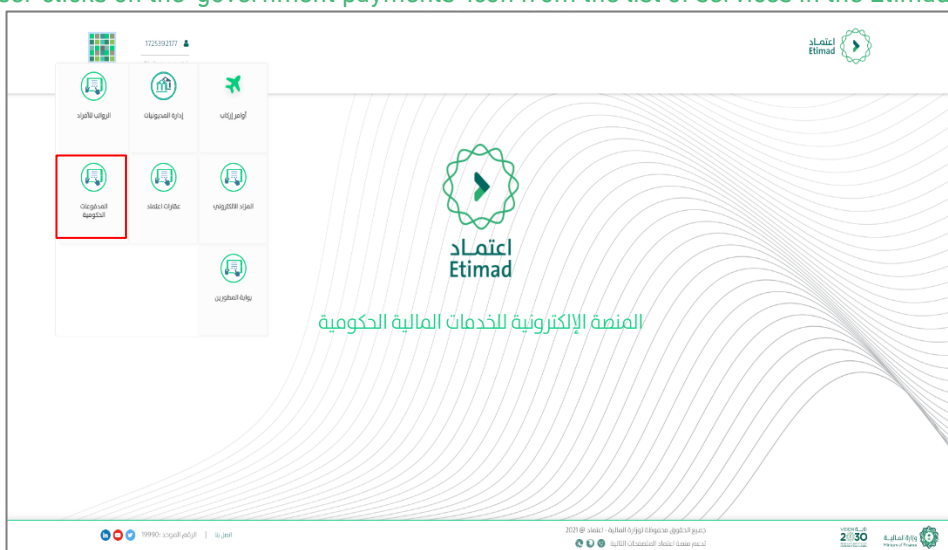Choose "Individuals"
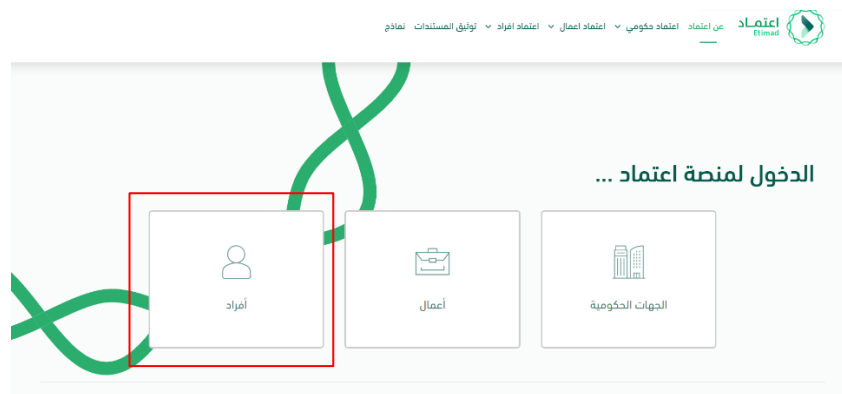
After that, the Identity Authentication Management (Nafath)
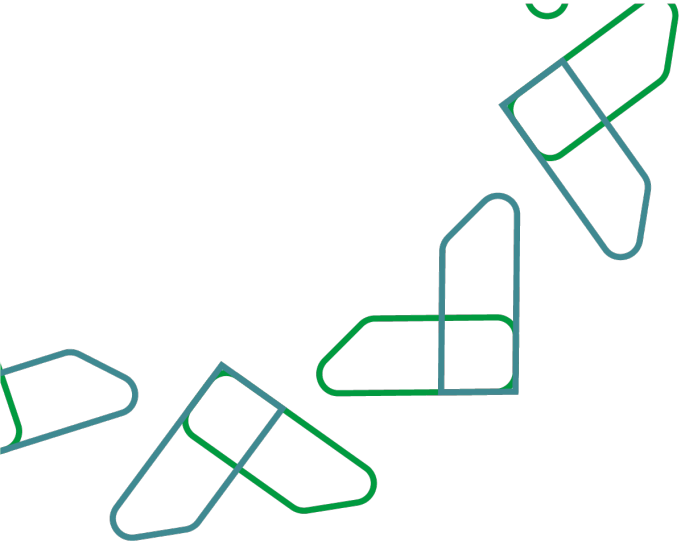login page appears through which you enter the 'ID number', Password 'and the OTP and Sign In.

"Payment operations for the Ministry of Interior" Service

The user clicks on the 'government payments' icon from the list of services in the Etimad platform

The user chooses "Payment operations for the Ministry of Interior" Service
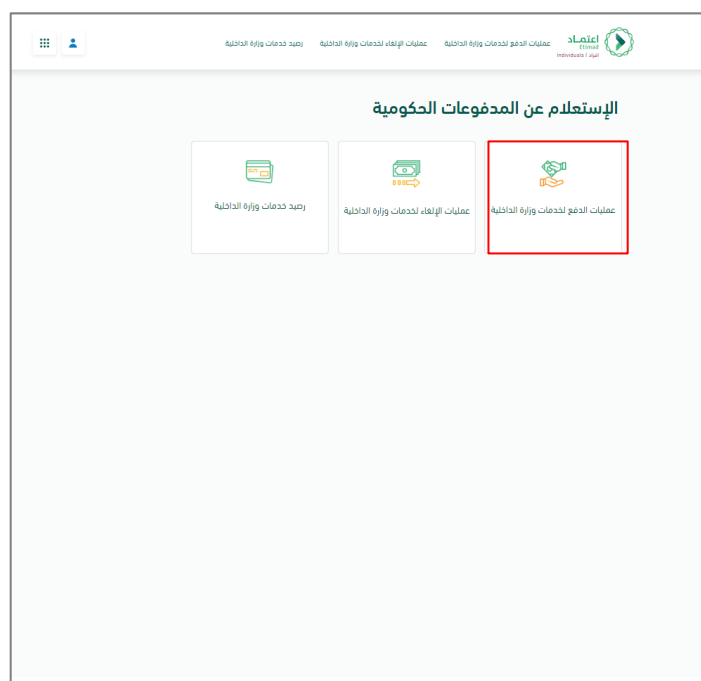
The system redirects the user to the service page and displays a summary of 10 government payments to the Ministry of Interior.

The user can search by filtering the following (beneficiary number, customer number, sector, service, time period "from" and "to") and clicking on the search icon
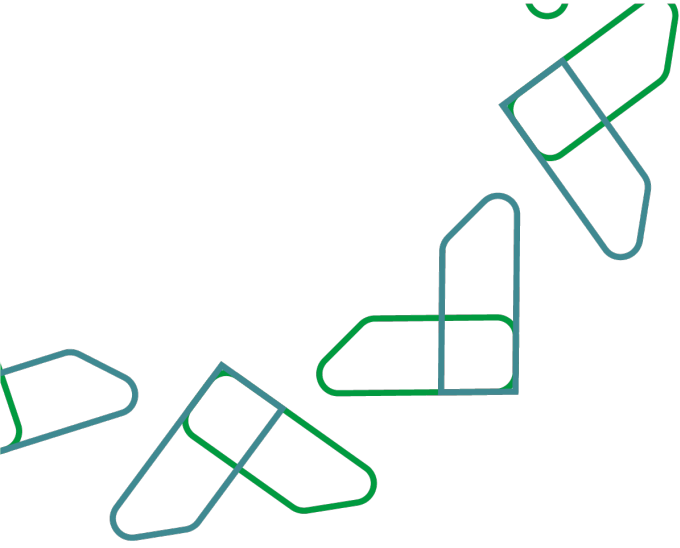
The user can review details about a specific payment from the list of payments shown in the screen by pressing the details button shown in the figure.

The system displays the payment details.

The system also provides the option to export the payment list to an Excel file by clicking on the 'Download Excel file' button.
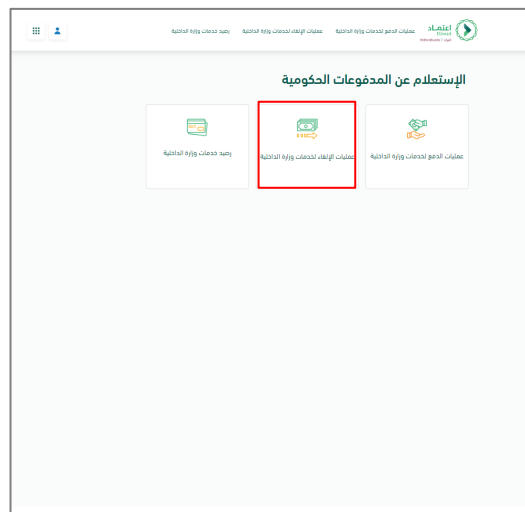

"Cancellation operations for The Ministry of Interior" Service.
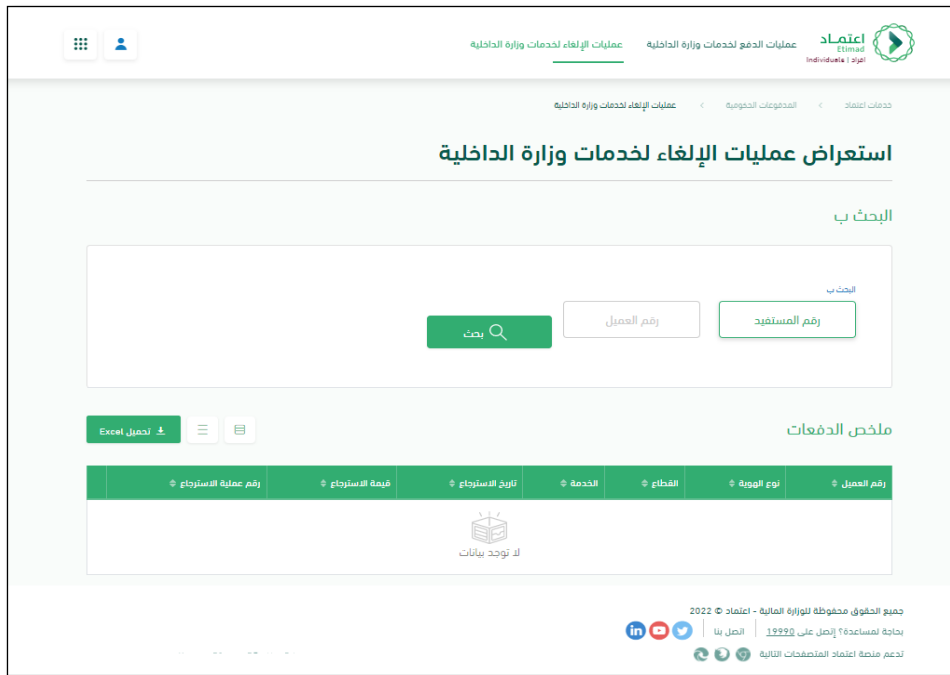
The user clicks on the 'government payments' icon from the list of services in the Etimad platform
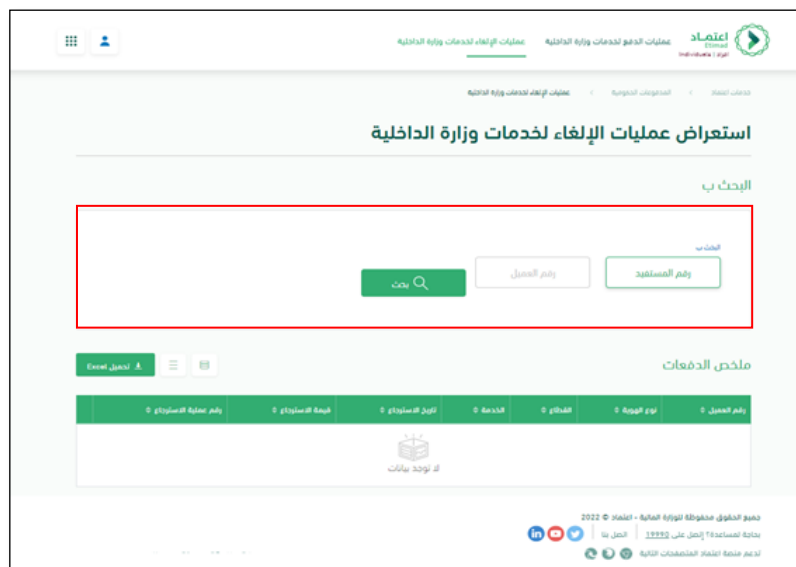

**The user chooses "Cancelation operations for the Ministry of Interior" Service**

The system redirects the user to the service page

The user can search by filtering the following (beneficiary number, customer number) and clicking on the search icon.

The user can view the details about a specific cancelled operation by clicking the details button shown next to the operation.

The system displays the cancelled operation details.

The system also provides the option to export the cancelled operations to an Excel file by clicking on the 'Download Excel file' button.

"Ministry of Interior services balance" Service

The user clicks on the 'government payments'.

The user chooses 'Ministry of Interior services balance'.
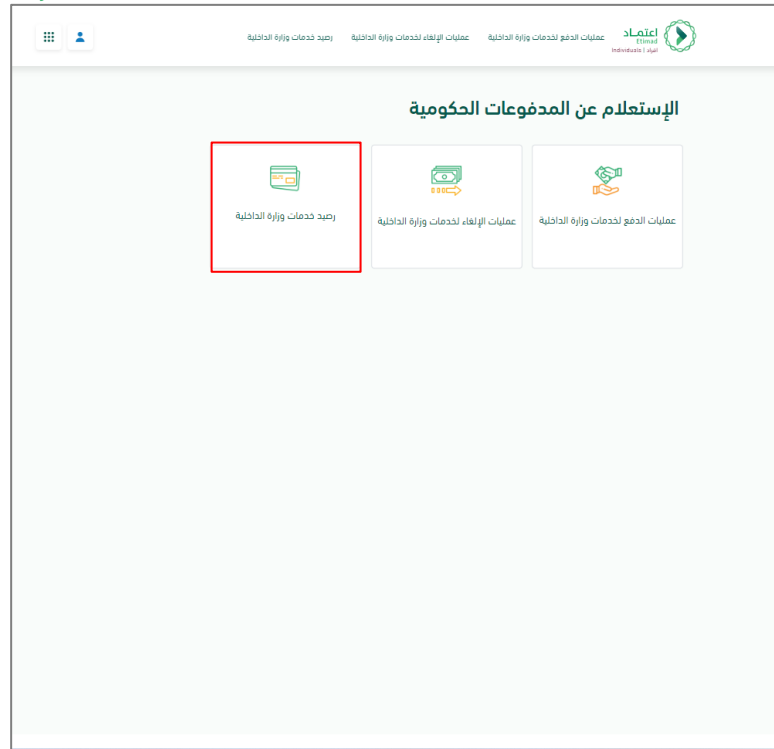
The system redirects the user to the service page.
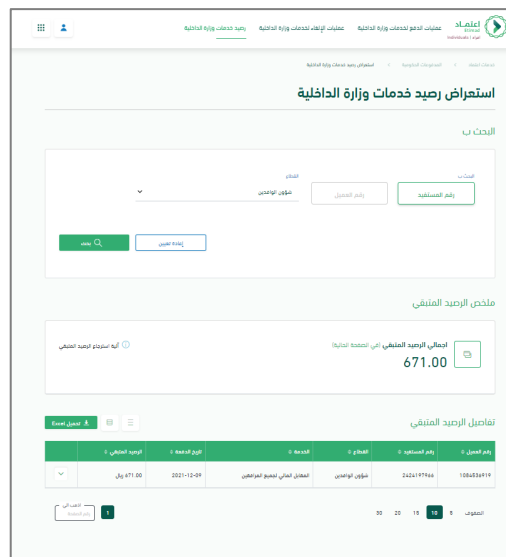
The user can display the total service balance of a specific sector from the sectors of the Ministry of Interior, with the details of the payments that the balance came from by searching with (the identity number of the beneficiary, the customer's identity number) and then choose the sector and click on the 'search' button.

The user can display additional information about the payment operation by clicking the details button shown next to the operation.

The system displays additional details about the payment from which the total balance came.

يتيح النظام أيضا إمكانية تصدير جدول تفاصيل الرصيد المتبقي الى ملف اكسل من خلال الضغط على زر "تحميل إكسل" فيقوم النظام بتصدير البيانات في ملف اكسل وتخزينه في جهاز المستخدم

The system also provides the option to export the details of the remaining balance to an Excel file by clicking on the 'Download Excel file' button.

اعتمـاد

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Thank You