

PAYMENT SETTLEMENT USER GUIDE

Introduction

Xpat system now offers an option to agree to a settlement declaration for clearing pending dues and continuing services. This option allows you to adhere to a payment schedule while maintaining access to your services.

How to navigate to the new payment settlement user interface

Step 1: Login to <https://xpat.egov.mv> and go to “Payments” and then select “Pending Fees”

The screenshot shows the Xpat system dashboard. The navigation menu at the top includes Home, Dashboards, Site, Quota, Work Permit, Regularization, **Payments**, Wallet, and Help. A red circle with the number '1' highlights the 'Payments' menu item. A dropdown menu is open under 'Payments', showing options: View Payments, Payment Collections, Pending Visa Payments, Payment Schedule Collections, and **Pending Fees**. A red circle with the number '2' highlights the 'Pending Fees' option. Below the navigation, there are several alert messages. One alert states: 'Attention: You have outstanding dues totaling MVR 211,734.00. This amount includes work permit fees, quota fees, and/or fines. For more details, please click here.' Another alert states: 'Alert: Please be advised that if payments are not settled by the end of September 15th, 2024, your account's access to new permits (including New Work Permits, Employer Change Work Permits, Regularization Work Permits, New Quota Pools, Quota Increases, and New Work Site Registrations) will be temporarily suspended due to outstanding payments. To ensure uninterrupted service, please settle the due payments or digitally agree to the settlement declaration before the deadline.' A large blue system announcement banner reads: 'System Announcement: New Payment Settlement Option Now Available. We are pleased to announce that the XPAT system now offers an option to agree to a payment schedule while maintaining access to your services. Please note the following: 1. Real-Time Fee Updates: Due payments will be reflected in real time under the 'Pending Fees' view. 2. Service Suspension Notice: Services will be automatically temporarily suspended if there are any outstanding dues by the end of September 15th, 2024. An alert will be displayed on the system if your account services are temporarily suspended. 3. Service Resumption: Services will automatically resume as soon as all pending dues are cleared. 4. Affected Services: Temporarily suspended services include, New Work Permits, Employer Change Work Permits, Regularization Work Permits, New Quota Pools, Quota Increases, and New Work Site Registrations. For more details, click the buttons below to view samples of the Settlement Declaration and User Guide. Please note that the settlement declaration must be agreed upon within the XPAT system. Signed documents, emails, or other forms of requests will not be accepted. xpat@1500help.mv' At the bottom of the banner are buttons for 'Settlement Declaration' and 'User Guide'.

Alternatively click on the “settlement declaration” words within the alert message to go to the payment settlement user interface

The screenshot shows the Xpat system dashboard with the 'Dashboards' menu item selected. The navigation menu at the top includes Home, **Dashboards**, Site, Quota, Work Permit, Regularization, Payments, Wallet, and Help. Below the navigation, there are several alert messages. One alert states: 'Attention: You have outstanding dues totaling MVR 211,734.00. This amount includes work permit fees, quota fees, and/or fines. For more details, please click here.' Another alert states: 'Alert: Please be advised that if payments are not settled by the end of September 15th, 2024, your account's access to new permits (including New Work Permits, Employer Change Work Permits, Regularization Work Permits, New Quota Pools, Quota Increases, and New Work Site Registrations) will be temporarily suspended due to outstanding payments. To ensure uninterrupted service, please settle the due payments or digitally agree to the settlement declaration before the deadline.' Below the alerts, there are two summary cards: 'Quota Payments' with a red circle '1' and 'Work Permit Payments'. At the bottom, there are two summary sections: 'Quota' and 'Work permit', both stating 'summary is displayed below'.

Step 2: Locate the "Payment Settlement Agreement," carefully and thoroughly read the terms, and then switch the toggle to "Agree" to accept the agreement and click "Proceed" to submit it.

English / ދިވެހި Toggle on/off to change language

Payment Settlement Agreement

1. Settlement Period: I agree to settle all outstanding payments in full within a 12-month period from the date of this agreement.
2. Monthly Payment Schedule: I understand that a specified payment amount will be required each month to ensure adherence to the agreed settlement schedule.
3. Payment Calculation: The monthly payment amount will be determined based on the outstanding dues as of the 1st day of each month.
4. Due Dates: I agree that the payment for each month's dues will be due on the 10th of the subsequent month. For example, payments calculated on August 1st, 2024 will be due by September 10th, 2024.
5. Consequences of Non-Compliance: I acknowledge that failure to comply with these payment terms will result in the suspension of services until the overdue payments are settled.
6. Commitment to Timely Payments: I understand that maintaining regular and timely payments is essential to avoid service disruptions. I commit to monitoring my payment obligations and ensuring all dues are settled within the stipulated timeframes.
7. Legal Compliance: I acknowledge that this agreement is governed by the applicable laws and regulations, and I agree to comply with all relevant legal requirements in fulfilling my payment obligations.

By digitally agreeing to this settlement, I confirm my understanding of and commitment to the above terms. I am aware that non-compliance may lead to further restrictions on my access to services.

Agree / ފަސަހު **1**

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Note: You can toggle on or off the language option to view the Payment Settlement Agreement in English or Dhivehi

Once the agreement is accepted, the user will be able to view the agreed terms of the payment declaration, including the specific user who agreed to the payment settlement, the date of the agreement, and the employer details, by clicking the "Show Settlement Declaration" button.

Home Dashboards Site Quota Work Permit Regularization **Payments** Wallet Help

Pending fee payments All the pending fee payments are displayed below

Attention: You have outstanding dues totaling **MVR 11,100.00**. This amount includes work permit fees, quota fees, and/or fines. For more details, [please click here](#). [User Guide](#)

Work Permit Fee Work Permit Fee ?	9,100.00	Quota Fee Quota Fee ?	2,000.00	Fines Fines ?	0.00	Total Due Total Dues ?	11,100.00
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- To view detailed information for each fee category, please click on the category name or the due amount.
- Please be aware that this report is now updated in real-time.

1. Work permits that remain uncanceled as of the report generation date are considered active. Consequently, the due amount is calculated up to that date in some cases. If any work permit holder in the list below needs to be cancelled, please ensure the work permit is promptly cancelled.
2. The amounts shown in this list is an estimated figure, as the actual payment required till date may differ, in cases where work permit holder has already departed, and employer has not yet cancelled the permit.

1

Search by workpermit number / passport number / person name

Settlement Declaration Sample View (for reference only)

Settlement Declaration

English / العربية Toggle on/off to change the language

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By digitally agreeing to this settlement, I confirm my understanding of and commitment to the above terms. I am aware that non-compliance may lead to further restrictions on my access to services.

Digitally Agreed By:
User: Ibrahim (A000000)
Agreed Date: 30-Aug-2024
Employer Name: My Org
Registration Number / Id Card: C-0000/2022

[Print](#) [Close](#)

Search by workpermit number / passport number / person name

Frequently Asked Questions (FAQ)

1. When and where can I see the payment due for each month?

The payment due for each month will be generated within the Xpat system and displayed under the pending fees on the 1st of each month.

2. What is the settlement period for my outstanding payments?

You are required to settle all outstanding payments in full within a 12-month period from the date of this agreement.

3. How is the monthly payment schedule determined?

A specified payment amount will be required each month to ensure adherence to the agreed settlement schedule. This amount will be based on the outstanding dues as of the 1st day of each month.

4. How is my monthly payment calculated?

The monthly payment amount is calculated based on the outstanding dues as of the 1st day of each month. This amount will be shown within the Xpat system.

5. When are my payments due?

The payment for each month's dues is due on the 10th of the subsequent month. For example, payments calculated on August 1st, 2024 will be due by September 10th, 2024.

6. What happens if I don't comply with the payment terms?

Failure to comply with these payment terms will result in the suspension of services until the overdue payments are settled.

7. Why is it important to maintain regular and timely payments?

Maintaining regular and timely payments is essential to avoid service disruptions. You are committed to monitoring your payment obligations and ensuring all dues are settled within the stipulated timeframes.

8. When will my suspended services resume?

Services will automatically resume as soon as all pending dues are cleared.

9. How will I know if my services have been temporarily suspended?

An alert will be displayed on the system notifying you that your account services are temporarily suspended if there are any outstanding dues.

10. What legal responsibilities do I have under this agreement?

This agreement is governed by the applicable laws and regulations. You are required to comply with all relevant legal requirements in fulfilling your payment obligations.

11. What does digitally agreeing to this settlement mean?

By digitally agreeing to this settlement, you confirm your understanding of and commitment to the terms of the payment settlement declaration. Non-compliance may lead to further restrictions on your access to services.

12. What services will be temporarily suspended if I fail to pay or agree to the settlement declaration?

If you do not pay or agree to the settlement declaration, or if you do not follow the terms of the settlement declaration, the following services will be temporarily suspended:

1. New Work Permits
2. Employer Change Work Permits
3. Regularization Work Permits
4. New Quota Pools
5. Quota Increases
6. New Work Site Registrations

13. What happens if I have outstanding dues by September 15th, 2024?

If there are any outstanding dues by the end of September 15th, 2024, your services will be automatically temporarily suspended. An alert will be displayed on the system if your account services are temporarily suspended.