



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

## Digital Services

**Import restricted fertilizers and agricultural  
conditioners**

**User Guide**


## Table of Contents

Introduction .....	1
Overview .....	1
Getting Started.....	2
Logging in MOCCAIE Website .....	2
View/Update Customer Profile.....	5
Running the 'Go Digital' Services .....	6
Changing the Interface Language .....	6
The User Dashboard.....	7
Using the 'Go Digital' Services .....	8
Digital Services Overview .....	8
Starting a New Request.....	8
How to Pay for a Digital Service.....	10
Retrieve a Service Request .....	12

## Introduction

This guide is developed to help clients and business entities to use the MOCCAE digital services. It will include an overview on how to use the portal, then detailed step-by-step instructions on how to use each service: a brief description about the service, what you need to know or to do before using the service, how to input the required information, how to upload documents, and what to expect upon completing the service.

## Overview

The digital services platform 'Go Digital ' is a 'single service interface, integrated internally within the Ministry portal and externally with other concerned government entities.

It also features proactive communications, such as reminders, eligibility notifications, and informative messages that automatically anticipate the services customers need without receiving application requests. Moreover, it will include a comprehensive customer database and service history to facilitate service application and delivery.

The portal is very easy to use, and it can be accessed in Arabic or English. It is designed to improve customer experience and enhance customer happiness.

## Getting Started

### Logging in MOCCAЕ Website

First you need to log in to the MOCCAЕ website.

- 1- Open your browser then navigate to MOCCAЕ website <https://www.moccae.gov.ae/>
- 2- Click on the *Login* icon.

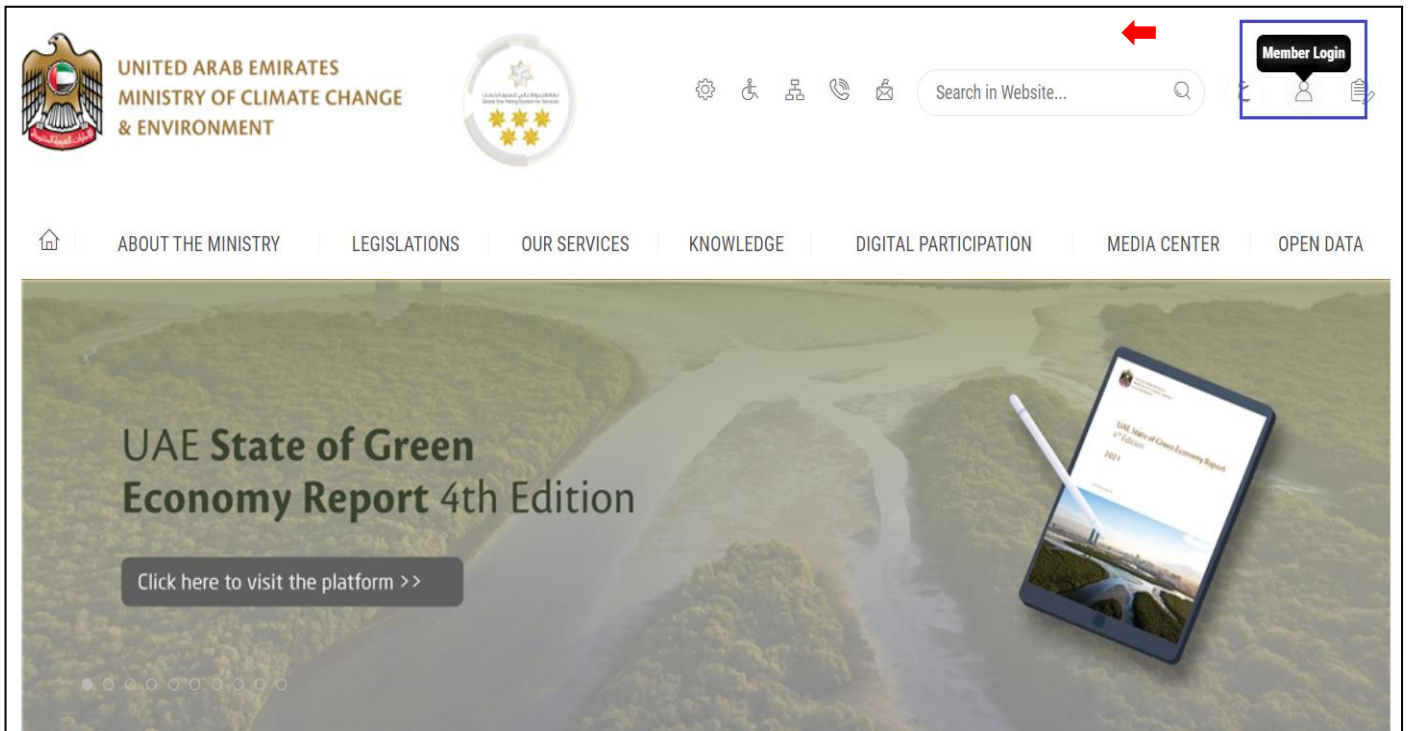


Figure 1 – MOCCAЕ Website Home Page

3- Click on Sign in with UAE PASS.

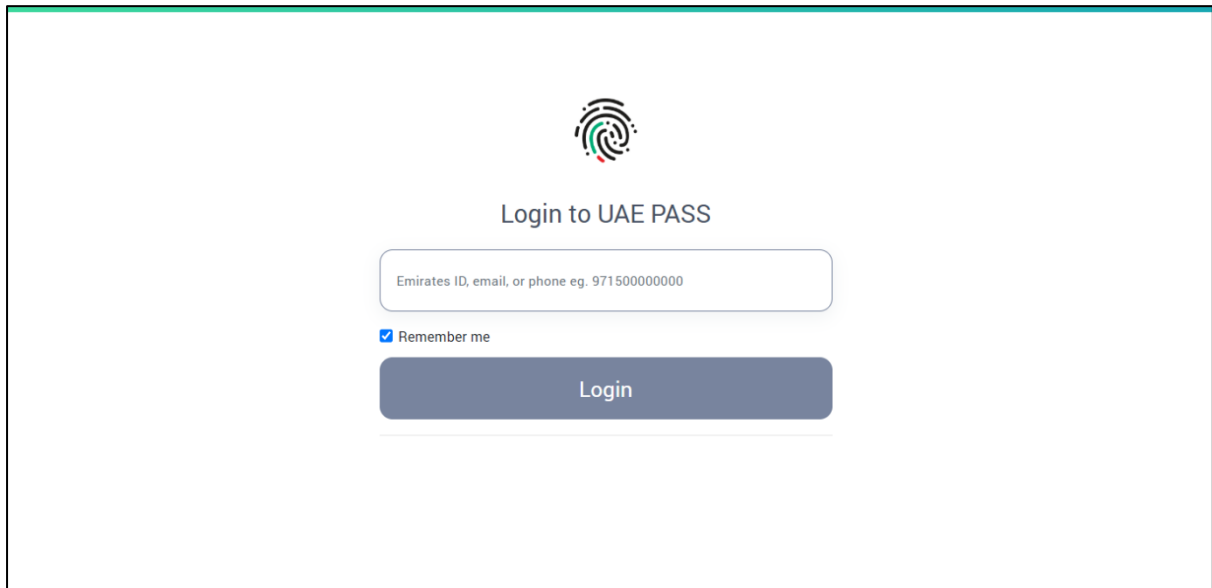
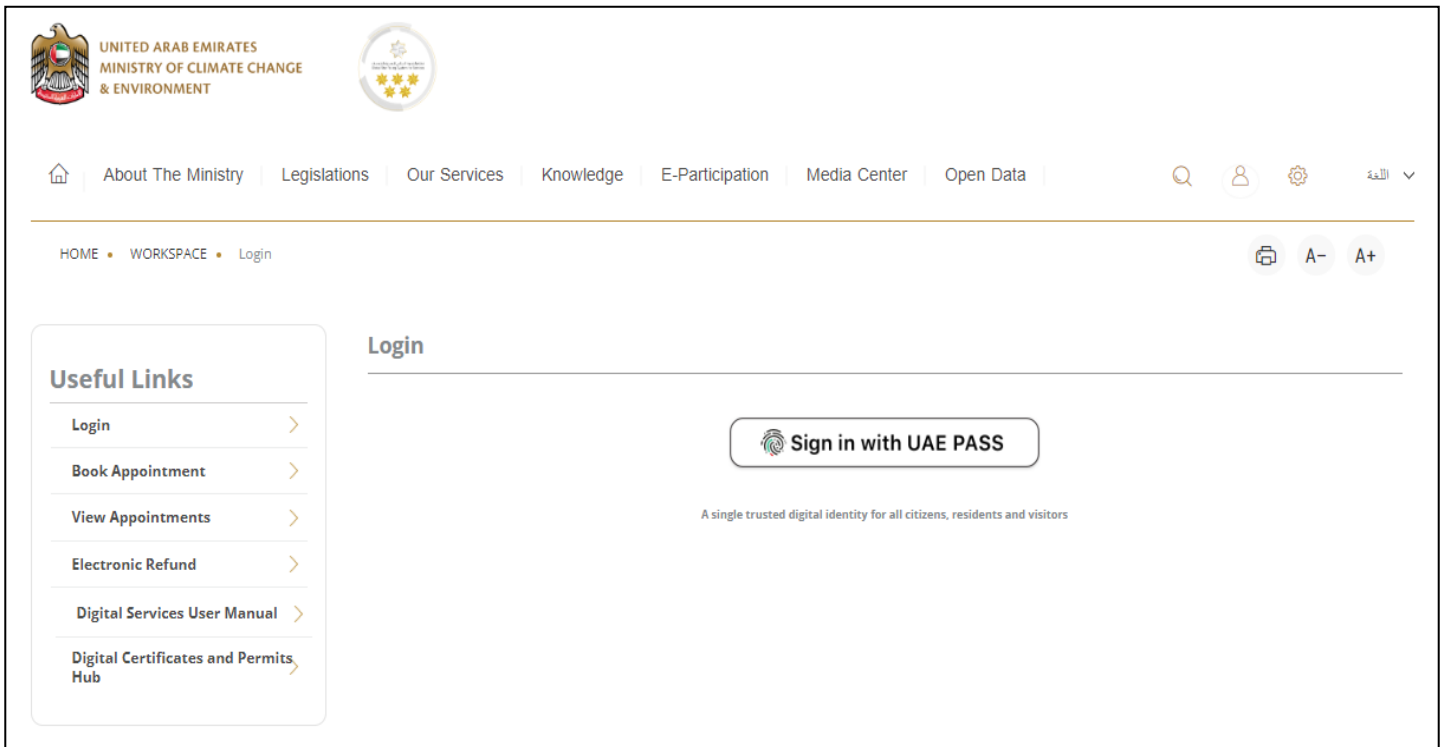


Figure 2 - Login Page

- Select the account then You will be logged in successfully and directed to MOCCAЕ survey page.

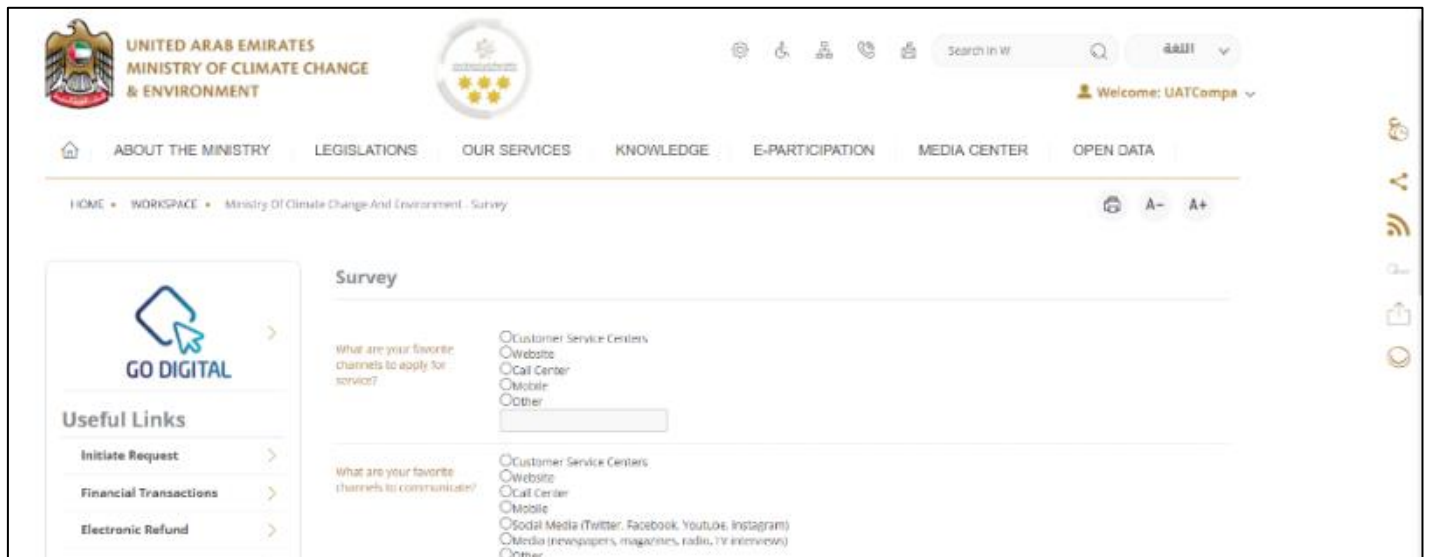
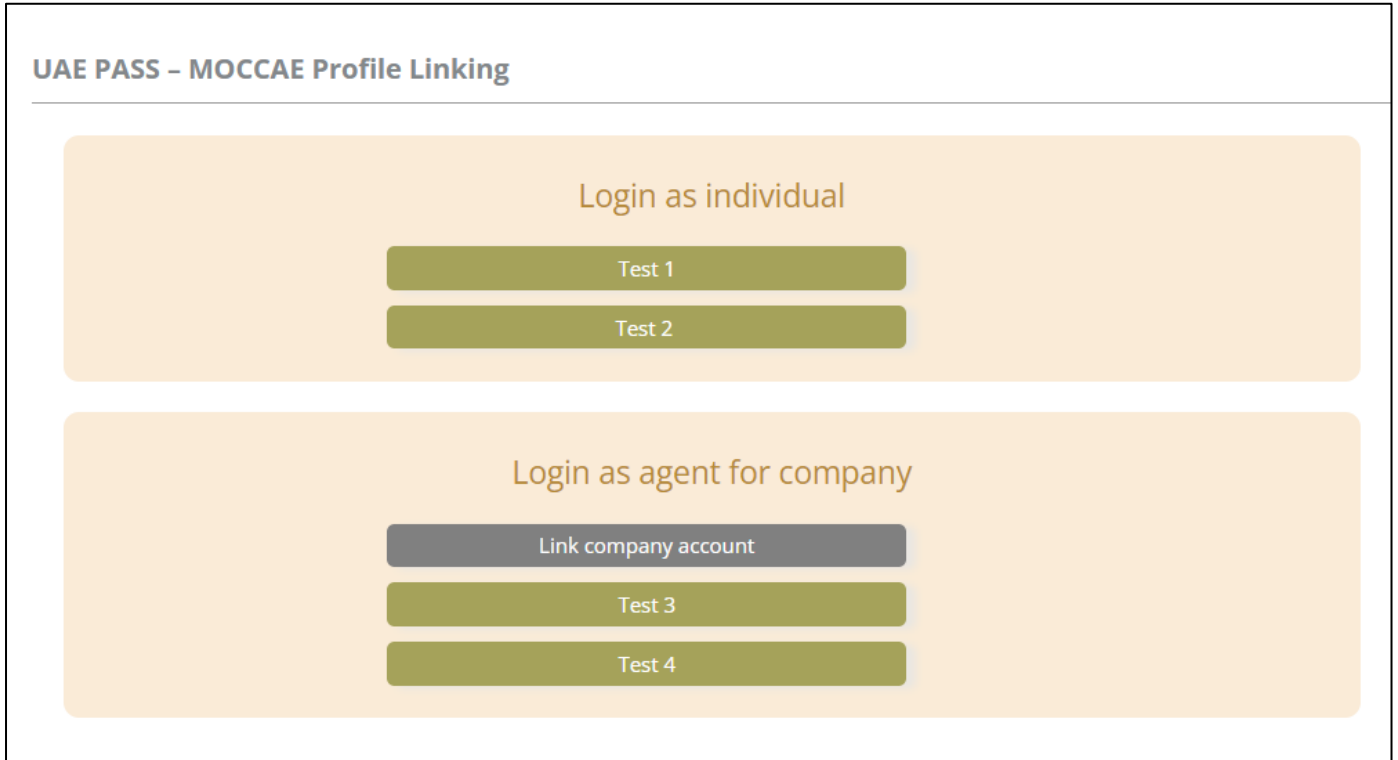


Figure 3 - MOCCAЕ Survey Page

## View/Update Customer Profile

- 1- Click on the profile name displayed on the top of the page.
- 2- Click on *Edit Profile*.

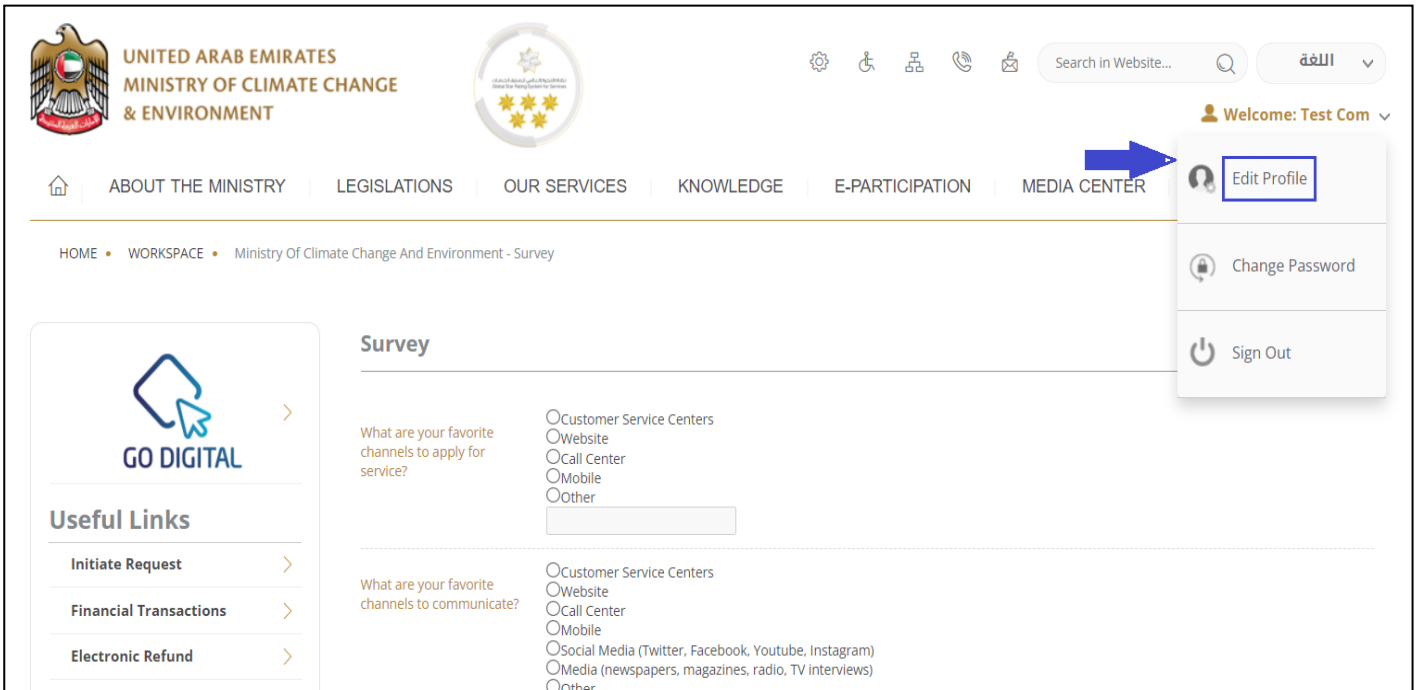


Figure 4 - Update Profile

You will be directed to *Edit Profile* view to modify account details.

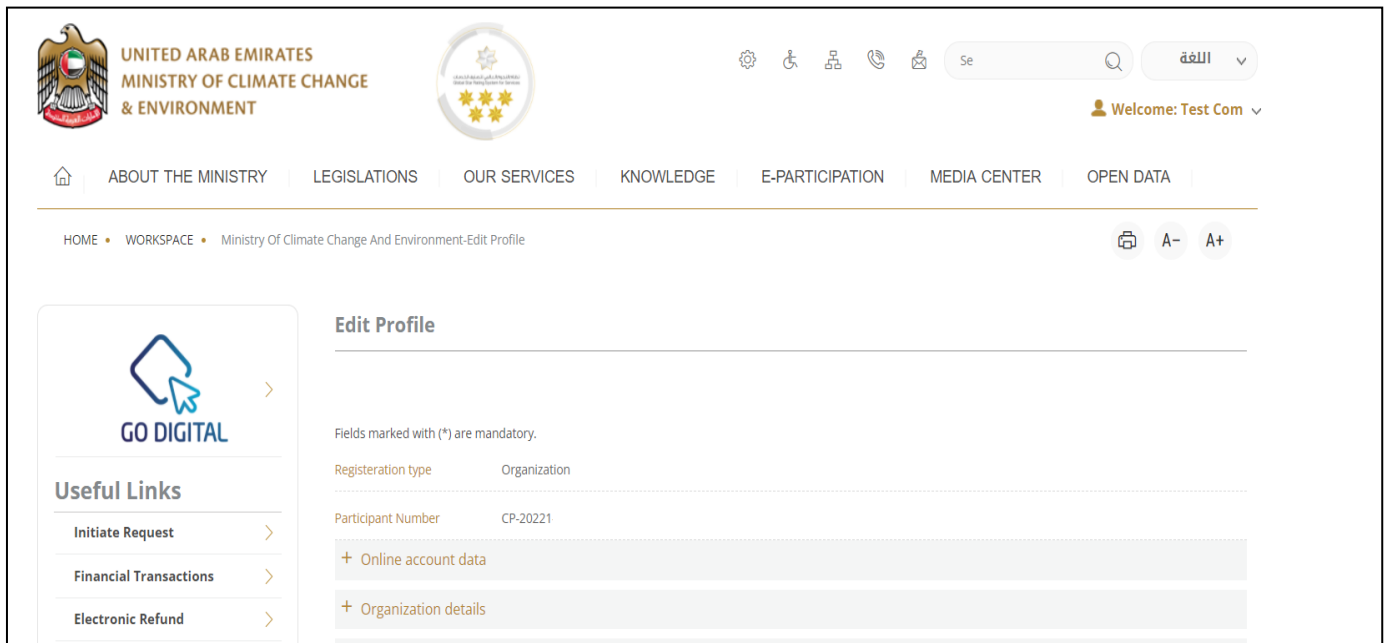



Figure 5 - Edit Profile

## Running the 'Go Digital' Services

The digital services platform can be accessed internally from the MOCCAЕ homepage by clicking on the *Go Digital* icon  to the left of the homepage.

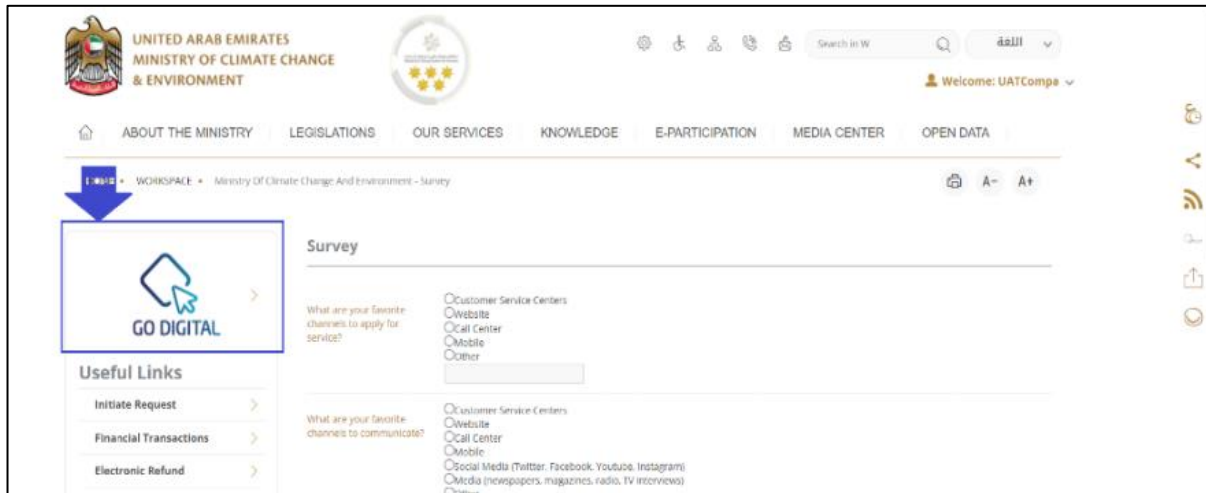


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

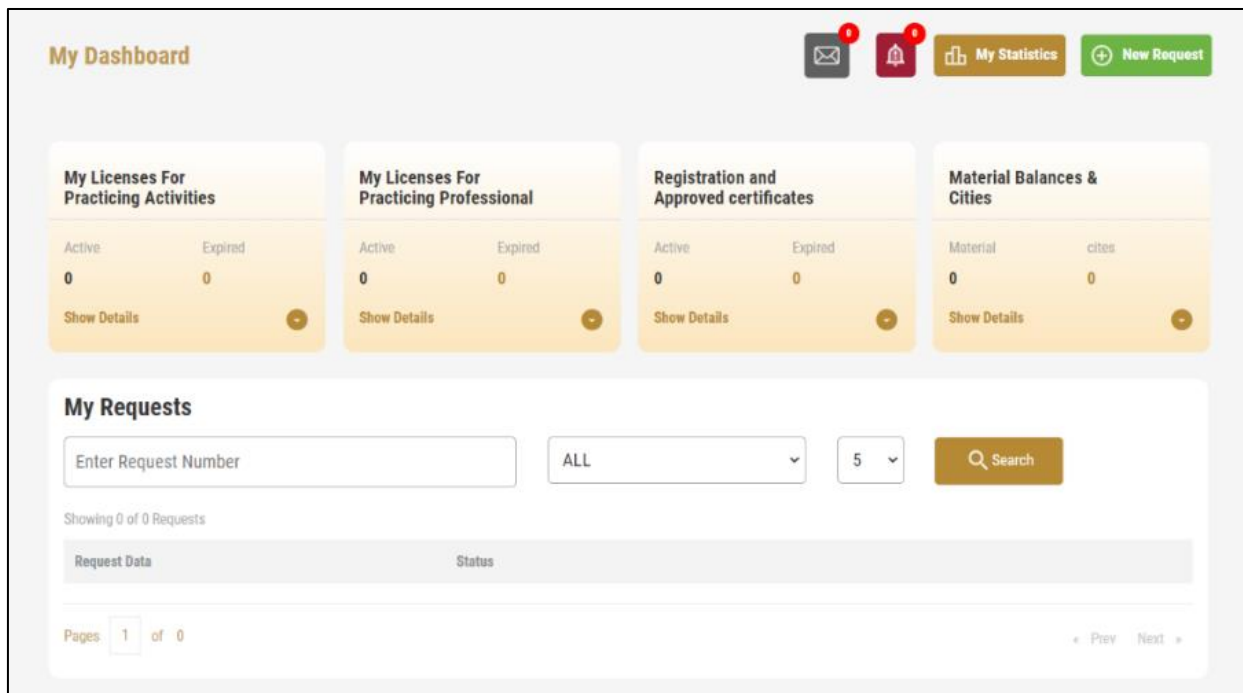


Figure 7- My Dashboard

## Changing the Interface Language

The 'Go Digital' is a bilingual platform. It can be displayed in English or Arabic interface.

To switch to the other interface language, click on the language icon on the top right corner of the main screen.





### The User Dashboard

The 'Go Digital' user dashboard displays information related to customer's requests and licenses, allows the user to create a new request and take actions.

The dashboard displays the following buttons:





	To notify the customer about any messages related to his request to take the proper actions
	To inform the customer with any notifications
 My Statistics	To display statistics about the customer's requests
 New Request	To start a new request

Table 1 - Dashboard Buttons

The dashboard also displays information related to customer's licenses, registrations and certificates, and material balances and cites classified into four categories (see below figure). Click the expand arrow on each service card to display more details about the specific service category.



Figure 8 - Dashboard Digital Service Categories

The last section of the dashboard lists all customer's requests along with their current status.

## My Requests

Enter Request Number  ALL  5

Showing 3 of 7 Requests

Request Data	Status				
<b>REQUEST NO #EA-20092023-2415503</b> Wednesday, September 20, 2023 Export of hazardous waste-Issuance <a href="#">v More Details...</a>	<b>Canceled</b>				
<b>REQUEST NO #EA-20092023-2415463</b> Wednesday, September 20, 2023 Export of hazardous waste-Issuance <a href="#">v More Details...</a>	<b>Canceled</b>				
<b>REQUEST NO #ACL-31072023-03196</b> Monday, July 31, 2023 License for Practicing Animal Care Activities-Add Activity	<b>Completed</b>				

Figure 9 - Customer's Requests List


## Using the 'Go Digital' Services

### Digital Services Overview

The 'Go digital' portal provides digital services for customers to complete their required transactions with MOCCAЕ.

The offered digital services are classified into main categories. Each category includes a number of services.

### Starting a New Request

- 1- To request a new digital service, click on *New Request*  on the dashboard. The following screen will display:

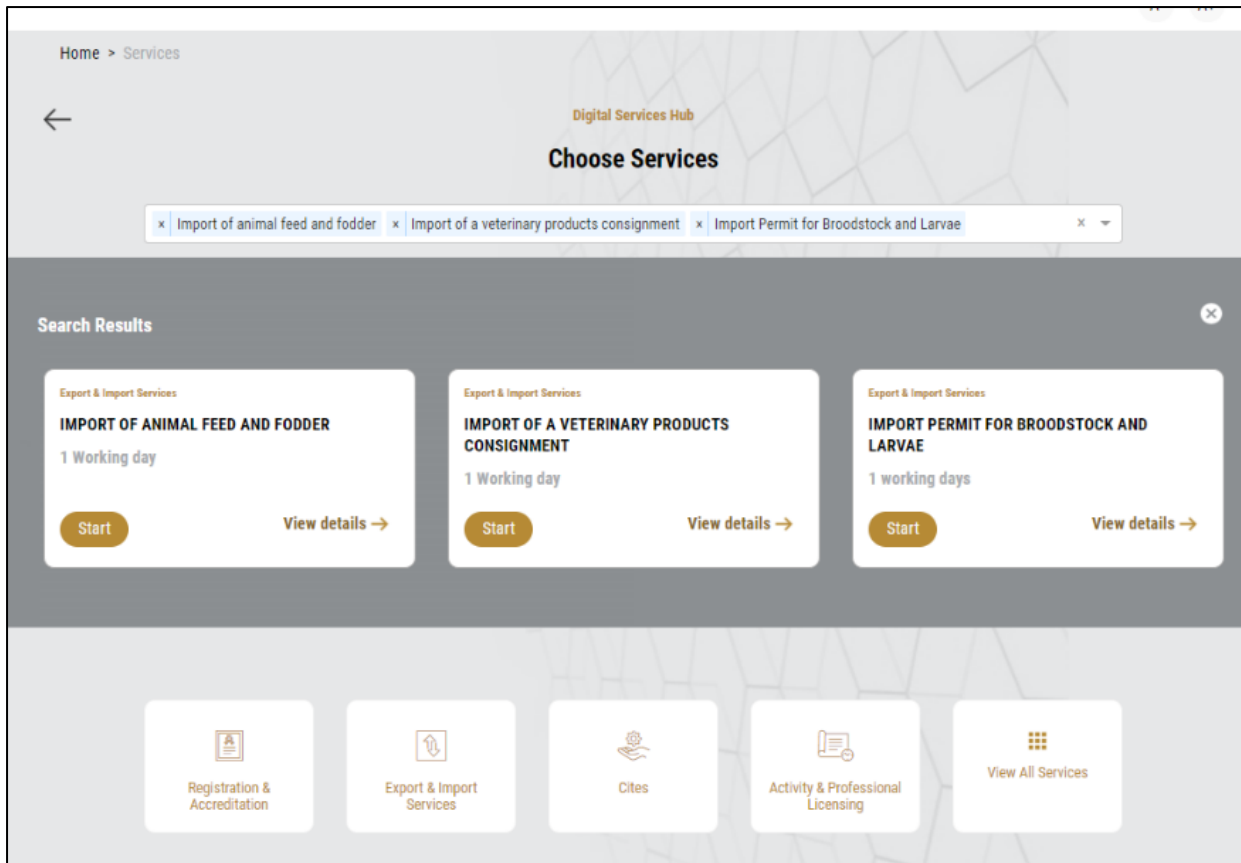


Figure 10 – Service New Request

- 2- Choose the required service either by:
- Selecting the required service from the dropdown list to display the required service card, or
  - Selecting the service category, then the service subcategory to display all available services catalogue.

Each service card shows the service category and name, as well as the time needed to complete the request.

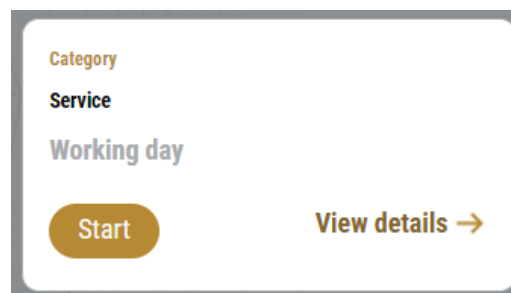


Figure 11 - Service Card

- 3- Click on *Start* **Start** to start the new request.

You can click on *Save as Draft* **Save as Draft** at any view to save all the task information you entered for later viewing or editing.

The following sections will guide you in using the available digital services. Each section will describe the service, list the service terms and conditions, and will guide you to create the service request and what to expect when the service is completed.

### How to Pay for a Digital Service

Once you complete filling in the service request form, in the request review page and after checking in the *I agree to the Terms and Conditions* box, click on *Pay Now* Pay Now. You will be then directed to the payment gateway.

- 1- Choose your payment method (Card or Bank Transfer) then click *Calculate Prices*.

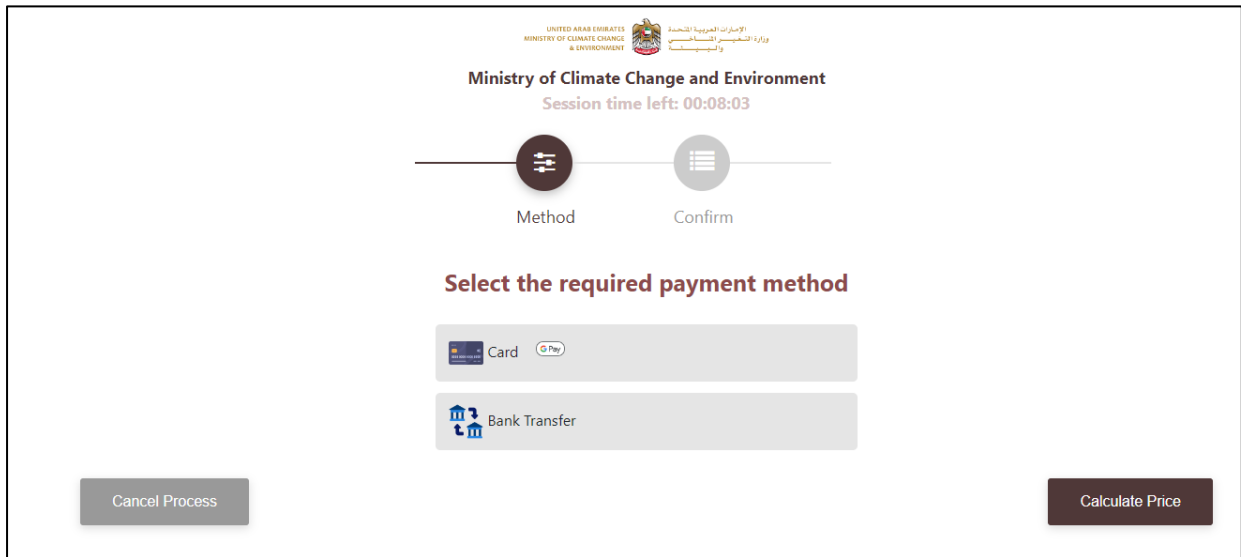


Figure 12 - Payment Gateway

- 2- The fees details will be calculated and displayed. Click on *Proceed with Payment*.

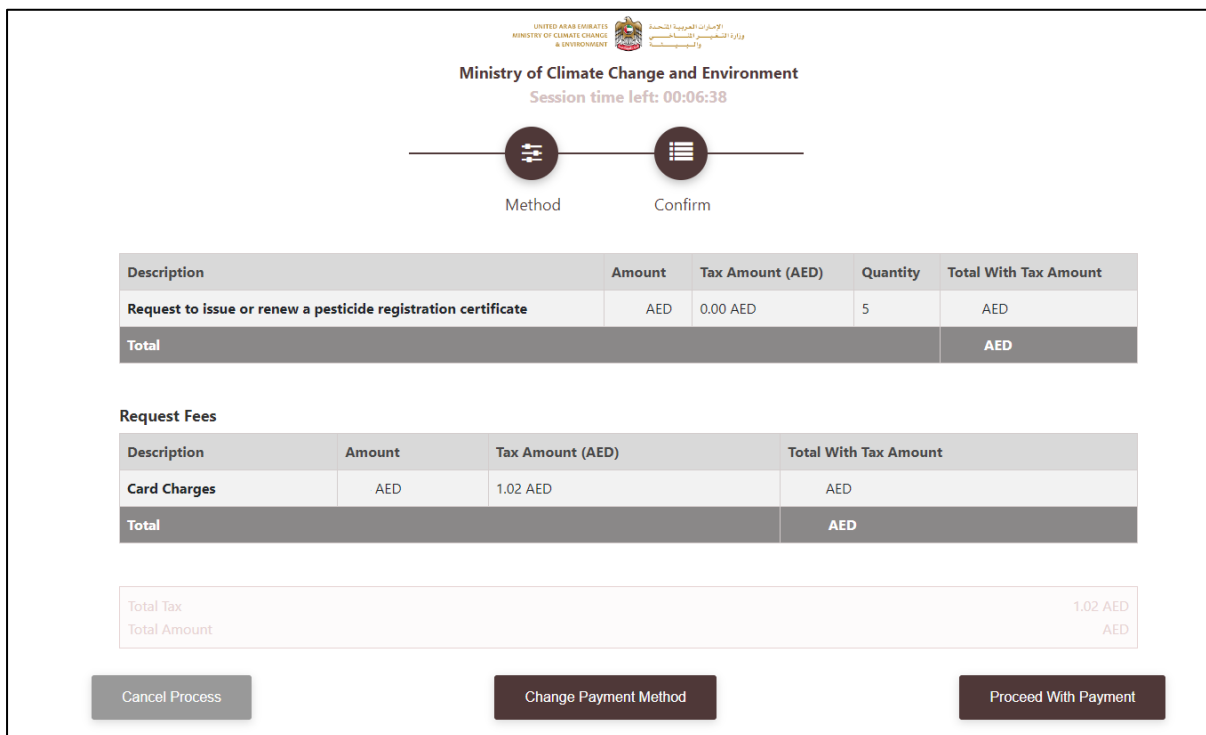
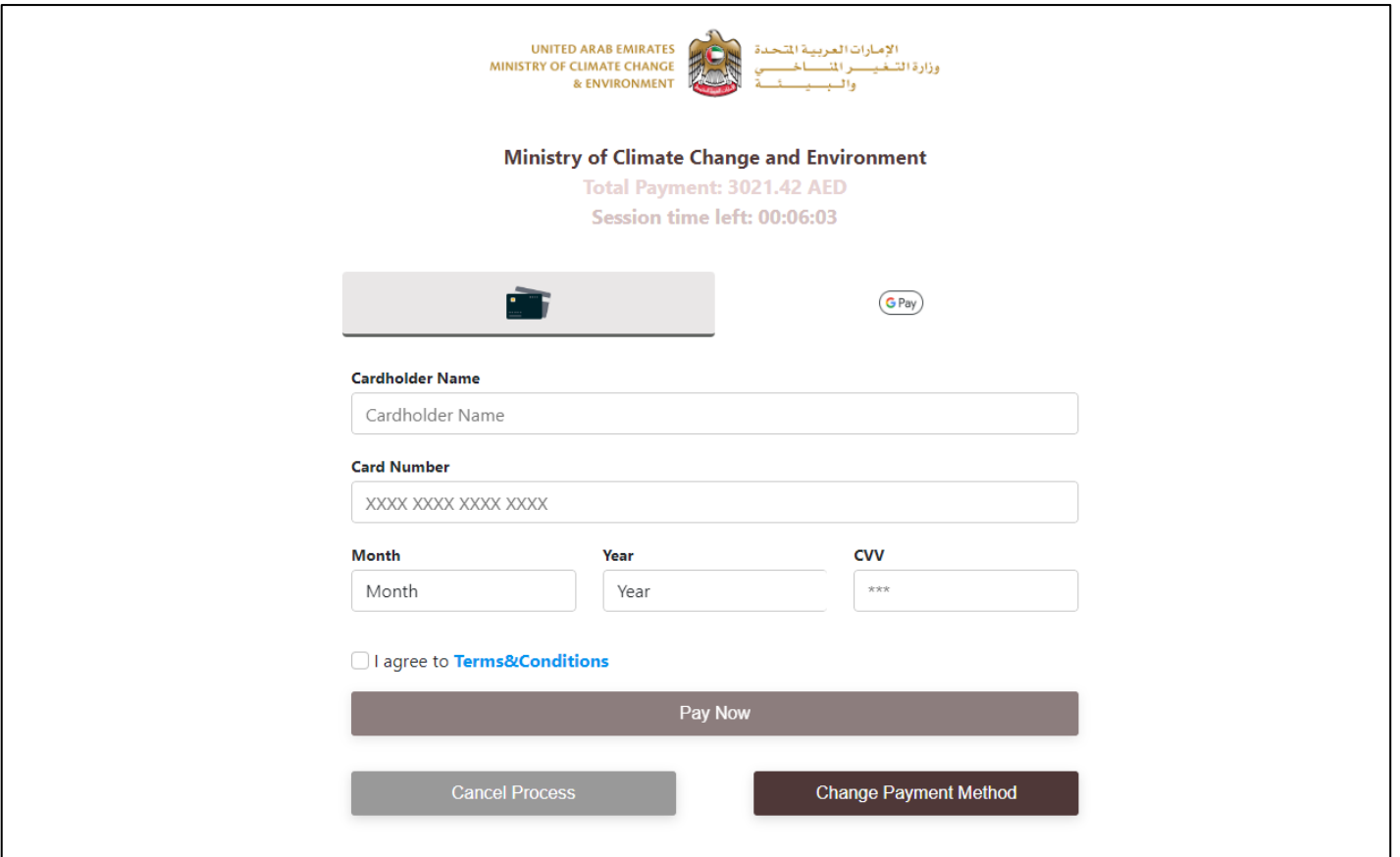


Figure 13 - Service Fees Details

- 1- Enter your Credit Card details then click on *Pay Now*.



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**Ministry of Climate Change and Environment**  
Total Payment: 3021.42 AED  
Session time left: 00:06:03

Cardholder Name  
Card Number  
Month Year CVV

I agree to [Terms&Conditions](#)

Pay Now  
Cancel Process  
Change Payment Method

Figure 14 - Credit Card Details

- 2- Once the payment is complete and successful, you will receive a confirmation message, the service request status will turn to *Initial Review*.

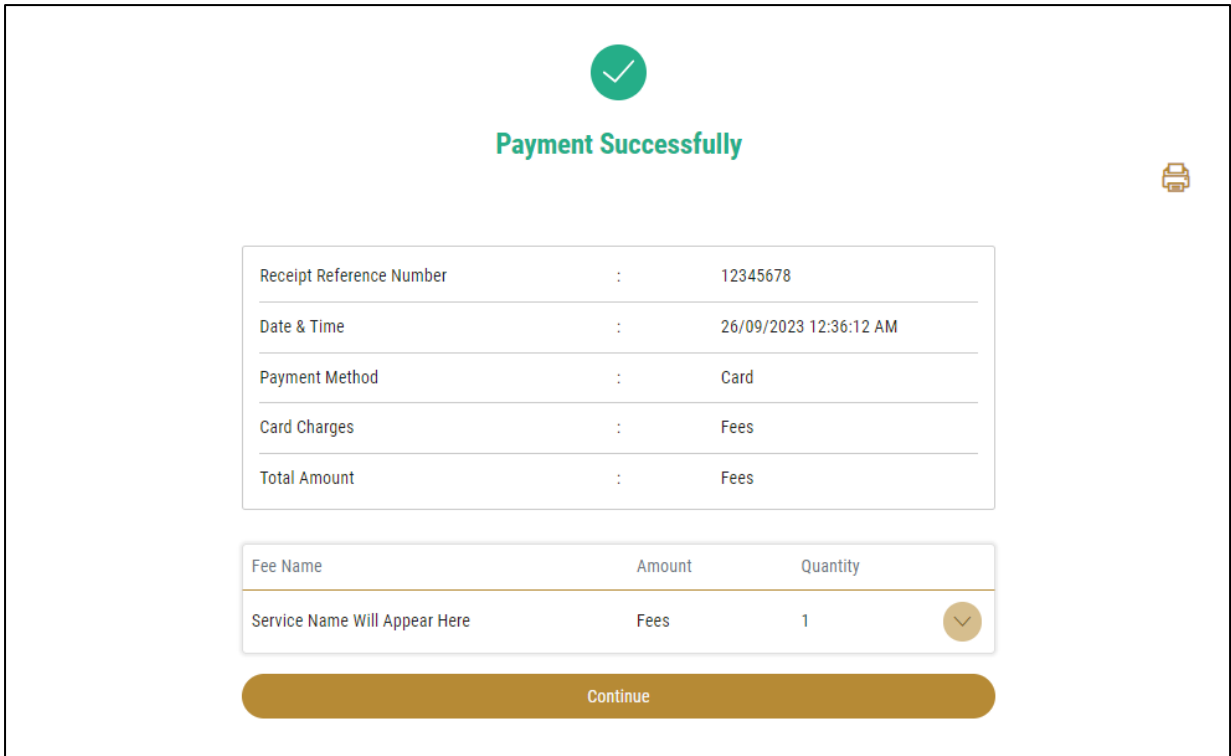


Figure 15 - Payment Confirmation

### Retrieve a Service Request

You can retrieve a previously created request to review the request information only or to take further actions.

- 1- From the dashboard, enter the search by the request number. You can also select the request status to limit the search results.

Or, you can directly locate the request in the list of requests.

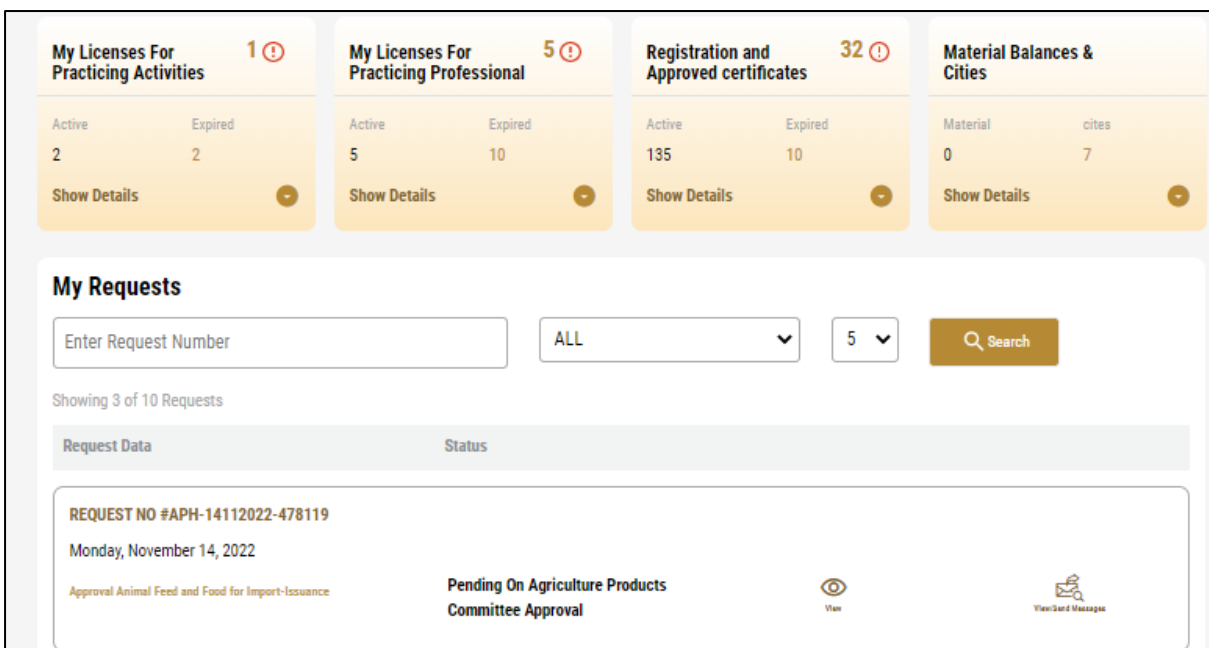


Figure 16 - Select Request to Retrieve

2- You can take any of the following actions on the selected request:






Button	Description
Cancel 	To cancel and delete the request whether it is saved as draft or pending payment
Pay Now 	To pay for a previously created request but you opted to pay the fees at a later time using the Pay Later option
View 	To view request details and make changes if required
View/Send Message 	To communicate directly with MOCCAЕ employee by sending and receiving messages regarding your request
View Payment Receipt 	To view the request payment receipt if it has been already paid

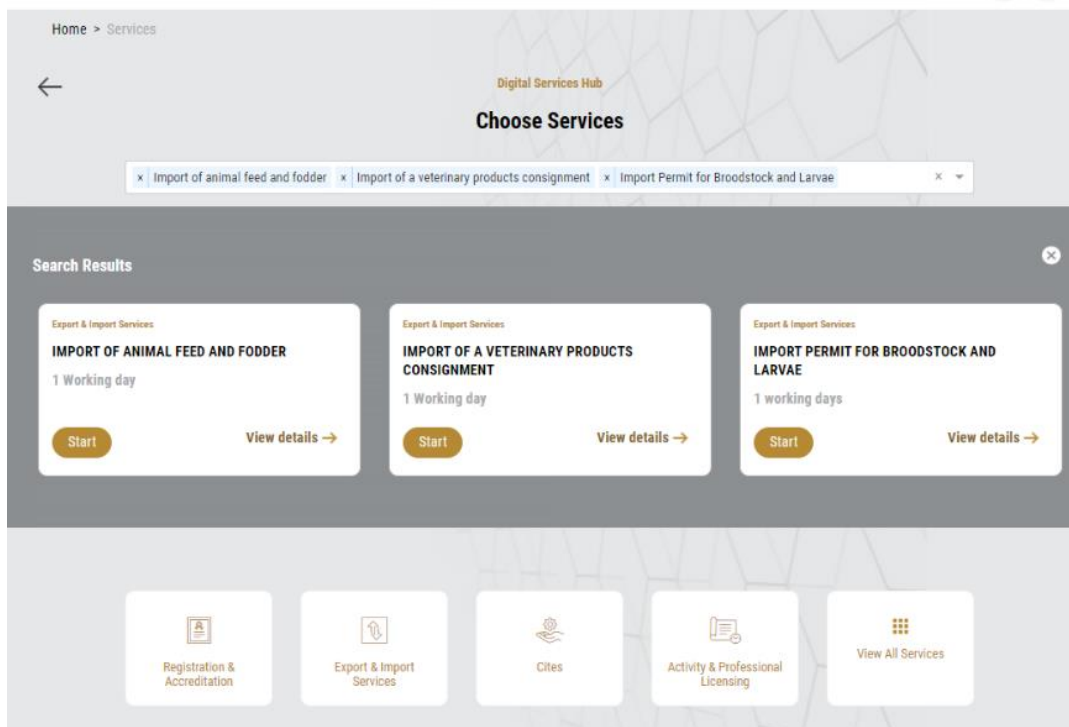
Table 2 – Service Request Actions

## Import restricted fertilizers and agricultural conditioners

### [Service Description](#)

#### To apply for a Import restricted fertilizers and agricultural conditioners

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.



- 2- Select the Service name from the dropdown list, or alternatively click on the *Export & Import Services* category, select the *Animals & Birds* tab, then select the service card.
- 3- Click on *Start* **Start** . The Applicant information view will be displayed.

- a. Select the request purpose

The applicant's information will be displayed and show "request purpose".



## Import of restricted fertilizers and agricultural conditioners

### Applicant Information

Applicant Name \*

x ▼

Edit Applicant Information
New Applicant

---

Request Purpose \*

Commercial
x ▼

Next

Figure 17 - Select Applicant Name

- 4- Click *Next*, then the service details
- 5- The license data related to the service will appear automatically, and the customer must enter the rest of the required data.
  - Such as import data: the country from which the shipment will originate.
  - Shipment data and technical details of the shipment
  - Entry details: The port where the shipment will arrive in the country.

## Import of restricted fertilizers and agricultural conditioners

License Details

Import Details

Shipment Information

Consignment Items

Entrance Data

### License Details

License Number AGL-2022-19109	Certificate Type Certificate for practicing agricultural activity
Last Issuance 27-01-2022	Expiry Date 27-01-2025

### Import Details ✓

<b>Exporting Country *</b> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>Albania</span> <span>▼</span> </div> <p style="font-size: 0.8em; margin-top: 2px;">The country where from items will be exported</p>	<b>Expected Arrival Date *</b> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>05/31/2023</span> <span>📅</span> </div> <p style="font-size: 0.8em; margin-top: 2px;">The date when consignment expected to arrive</p>
<b>Shipping Method *</b> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>By Air</span> <span>✕ ▼</span> </div> <p style="font-size: 0.8em; margin-top: 2px;">Consignment delivery method</p>	
<input type="checkbox"/> <b>Do you want to import raw materials? *</b>	

### Shipment Information i

<b>Registered Fertilizer *</b> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>	<b>Fertilizer Type *</b> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>
<b>Fertilizer Compositions *</b> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>	
Registration Number	Expiration Date
Security approval number	
<b>Description (color - distinctive marks)</b> <div style="border: 1px solid #ccc; height: 30px; width: 100%;"></div>	

License Details

Import Details

Shipment Information

Consignment Items

Entrance Data

**Description (color - distinctive marks)**

**Country Of Origin \***

The country from which it will be exported

**Measurement Unit \***

**Quantity \***

**Batch No. \***

**Package Size \***

**Manufacture Company**

**Main Elements percentage**

**Additives Percentage**

**Producing Company / Factory Country \***

**Notes**

Please mention if any extra information

Add

**Consignment Items**

No items added

The screenshot shows a web form titled "Entrance Data" with a sidebar on the left. The sidebar has two items: "Consignment Items" (highlighted with a vertical bar) and "Entrance Data". The main form area has the title "Entrance Data" and an information icon (i) in the top right corner. Below the title is a label "Port \*" followed by a dropdown menu. Underneath the dropdown is the text "Entry port where the consignment will pass". At the bottom of the form, there are two buttons: "Back" on the left and "Next" on the right.

Figure 18 - Service Information

- 6- When all the required details entered click on "next"
- 7- review your request then "submit".

## Import of restricted fertilizers and agricultural conditioners

License Details

Import Details

Consignment Items

### License Details

License Number AGL-2022-19109	Certificate Type Certificate for practicing agricultural activity
Last Issuance 27-01-2022	Expiry Date 27-01-2025

### Import Details

Exporting Country Albania	Expected Arrival Date 31-05-2023
Shipping Method By Air	Class Fertilizers
Port Dubai International Airport	

### Consignment Items

Class	Type
Fertilizers	▼

Accept Terms & Conditions \*



Back
Submit

8- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.

Fees (AED)

Accept Terms & Conditions \*

Back
Pay fees
Pay Later

- a. To pay the service fees later click on *Pay Later* , then your request will be saved in your dashboard waiting for payment to be processed.
- b. Click on *Pay Now*  to pay for the service immediately. See [How to Pay for a Digital Service](#)

**REQUEST NO #EA-15052023-479732**  
Monday, May 15, 2023





**Pending On Payment**

 Pay Now
 Cancel
 View
 View/Send Messages


9- Once the payment is done, the Import permit will be issued .

**REQUEST NO #EA-02012023-478581**  
Monday, January 2, 2023

**Import Permit Issued**

 Initiate Release Request
 Payments List
 View
 View/Send Messages

10- To download the permit, open the request then click on the download icon below

Request output 

**Outputs**



Certificate Number	Certificate Name		
DXB-FW-157-272961	Consignment Import Permission		

Figure 19 – download permit





When the shipment arrives to the country or few days before you must apply for release (request will remain pending on arrival)

11- To apply for release find the import request from the dashboard

and click on the release Icon 


REQUEST NO #EA-02012023-478581  
Monday, January 2, 2023

**Import Permit Issued**

 Initiate Release Request    Payments List    View    View/Send Messages

12- Fill the applicant details just like in the first step

13- Enter the shipping information

Arrival Date *	Shipping Policy *
<input type="text" value="01/24/2023"/> 	<input type="text"/>
Carrier *	
<input type="text"/>	
Approved Collection Site *	
<input type="text"/>	

14- Upload the required attachments

required attachments

required attachments

15- Click on “ confirm T&C “  
then you’ll be able to pay same time or later

Accept Terms & Conditions \*

Back

Submit

Accept Terms & Conditions \*

Back


Pay fees


Pay Later


16- Once paid the request status will be pending On Vet Auditing or Inspection

REQUEST NO #EA-02012023-478581  
Monday, January 2, 2023

**Pending On Vet Auditing or Inspection**

  
Payments List


  
View


  
View/Send Messages


17- Once the consignment arrives the status of the request will be finished


REQUEST NO #EA-02012023-478581  
Monday, January 2, 2023

**Finished**





  
Payments List

  
View

  
View/Send Messages

18- To download the permit click on the download Icon below request output 

### Outputs

Certificate Number	Certificate Name		
DXB-FW-157-272961	Consignment Import Permission		
DXB-EA-202-272989	Consignment Release Permission		

19-