



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# Digital Services

Import of pets (cats / dogs)

User Guide


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## 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.

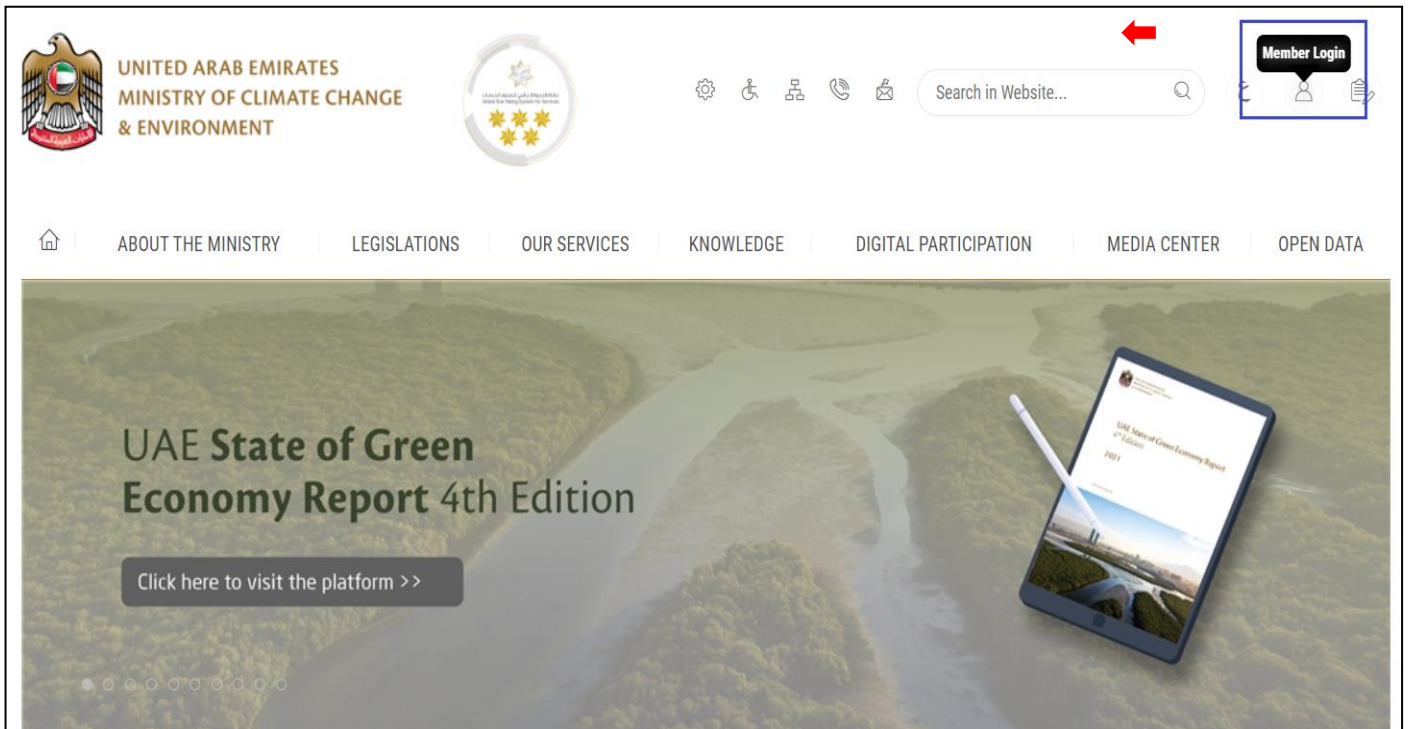


Figure 1 – MOCCAЕ Website Home Page

3- Click on Sign in with UAE PASS.



Figure 2 - Login Page

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

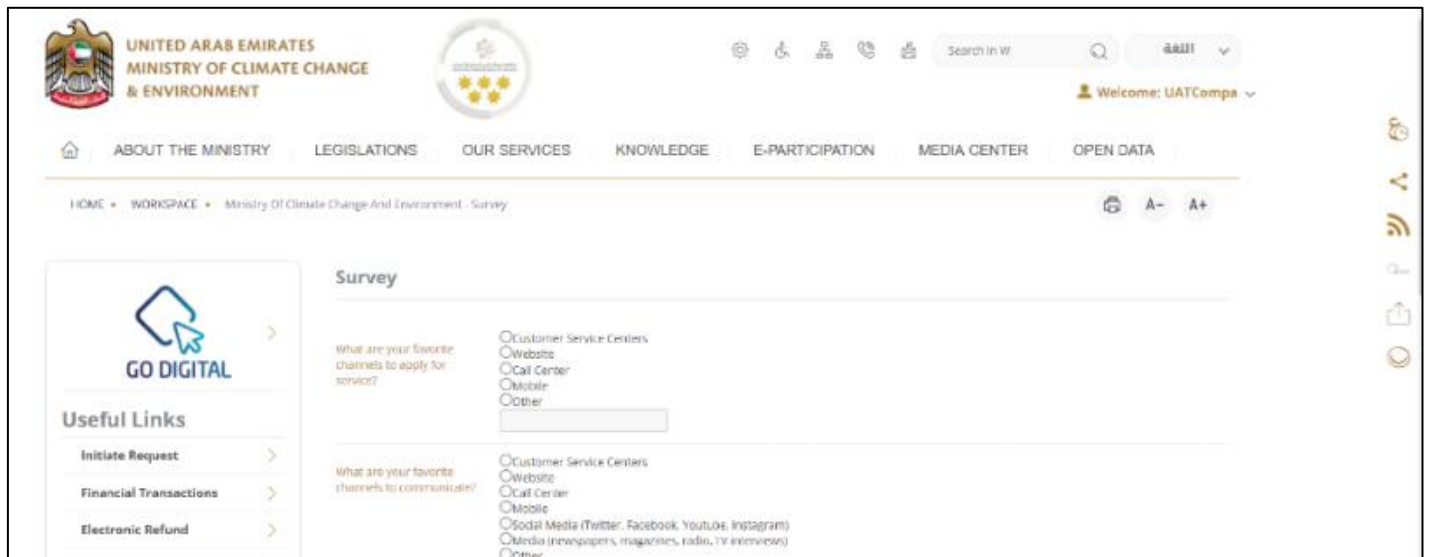
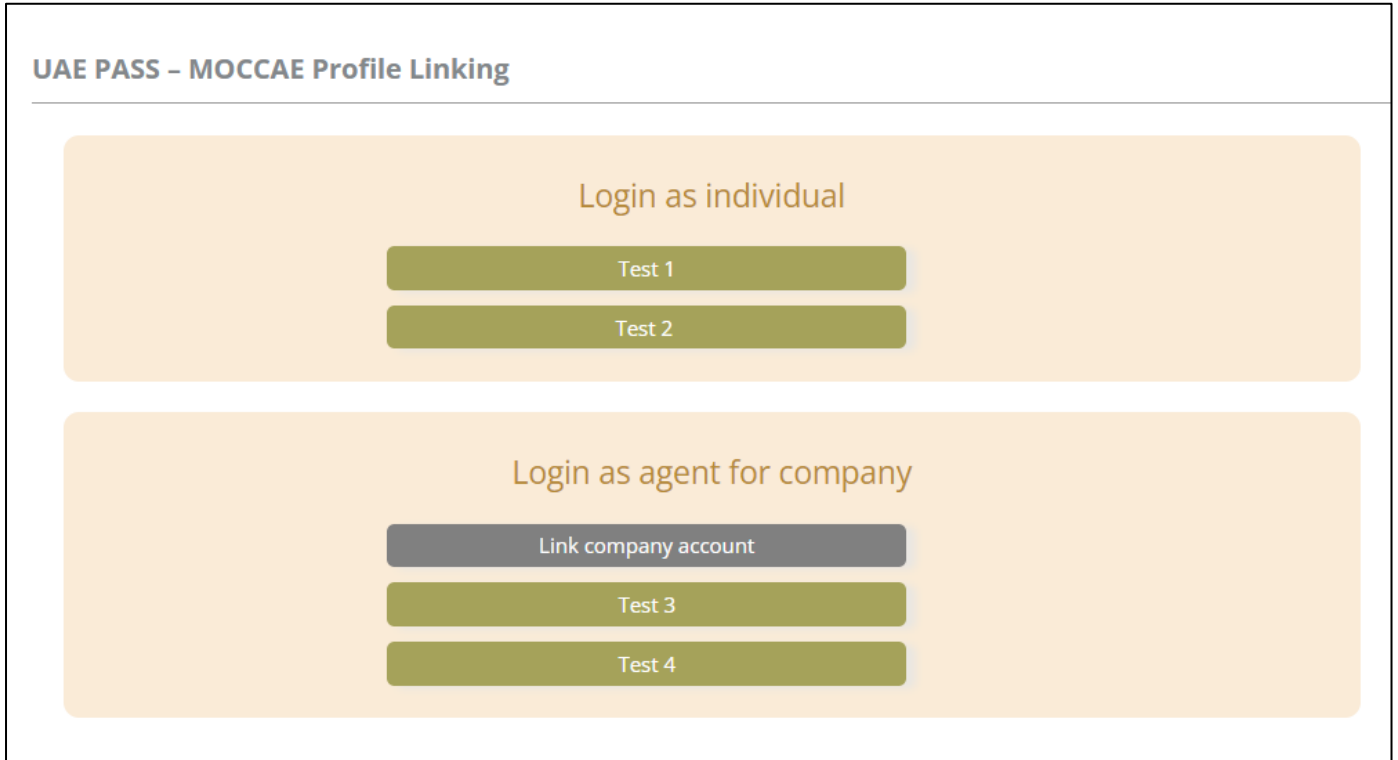


Figure 3 - MOCCAIE Survey Page

## View/Update Customer Profile

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

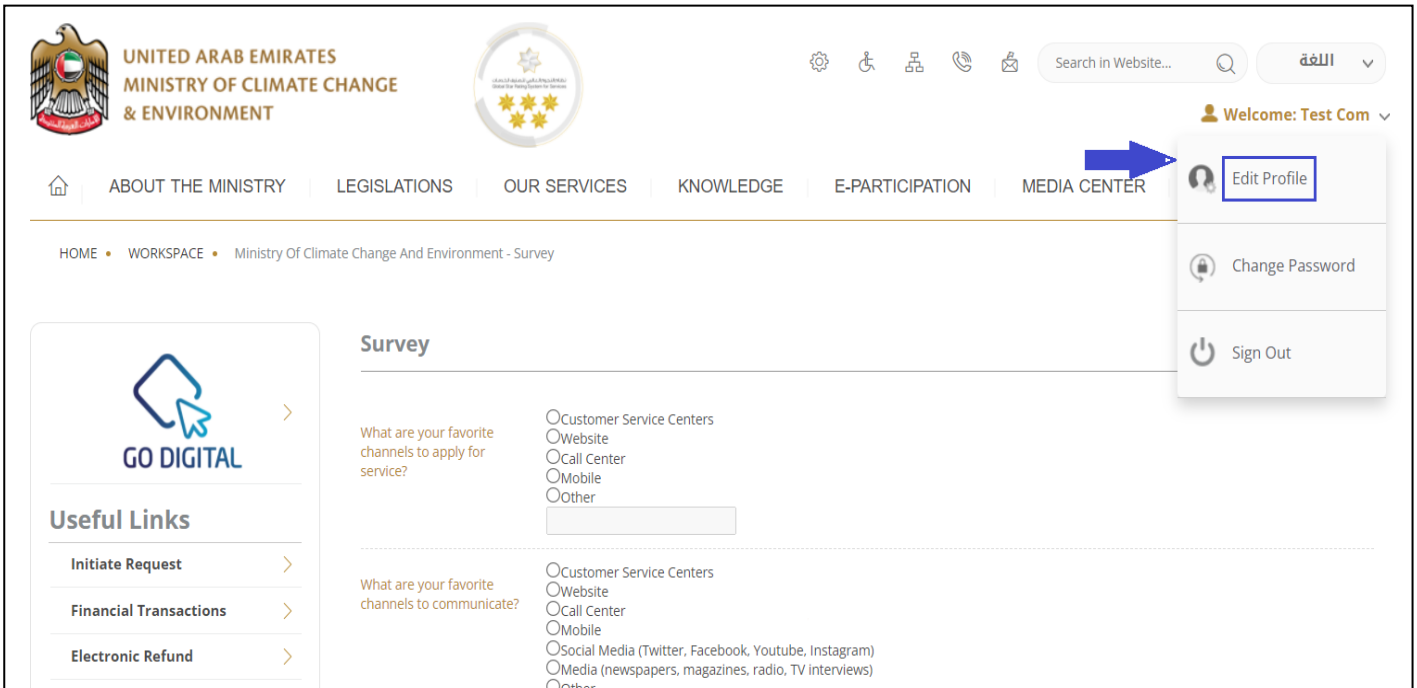


Figure 4 - Update Profile

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

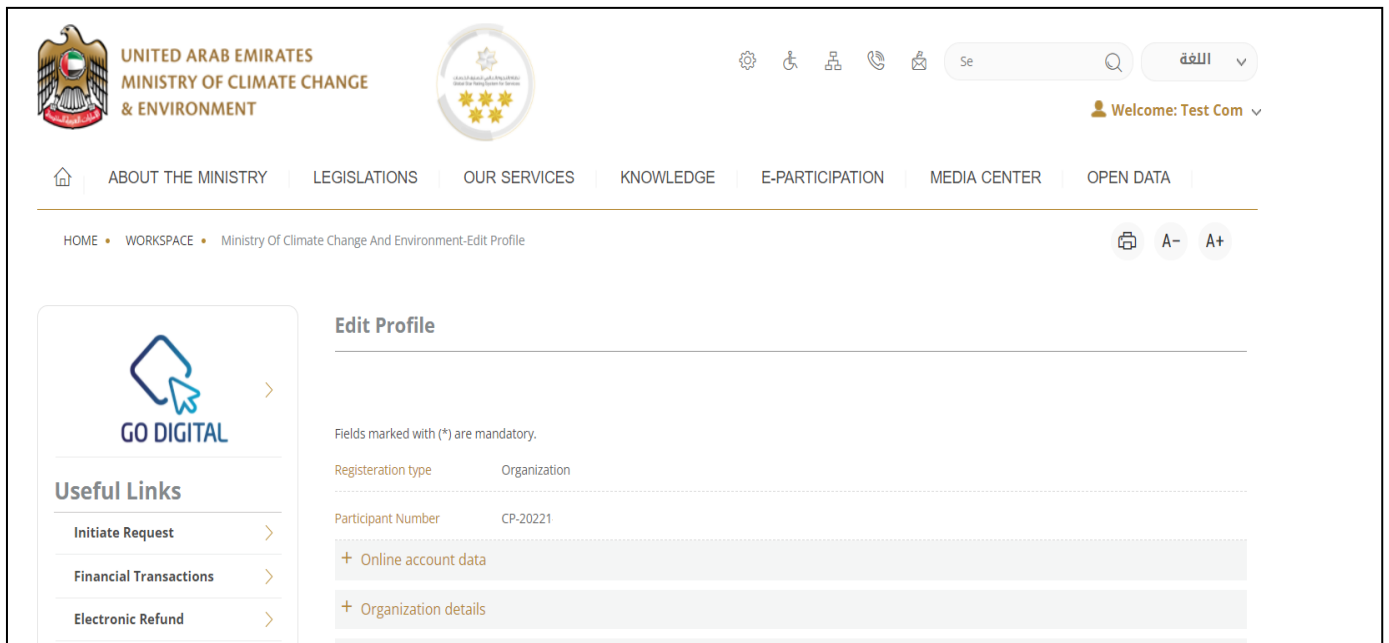



Figure 5 - Edit Profile

## Running the 'Go Digital' Services

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

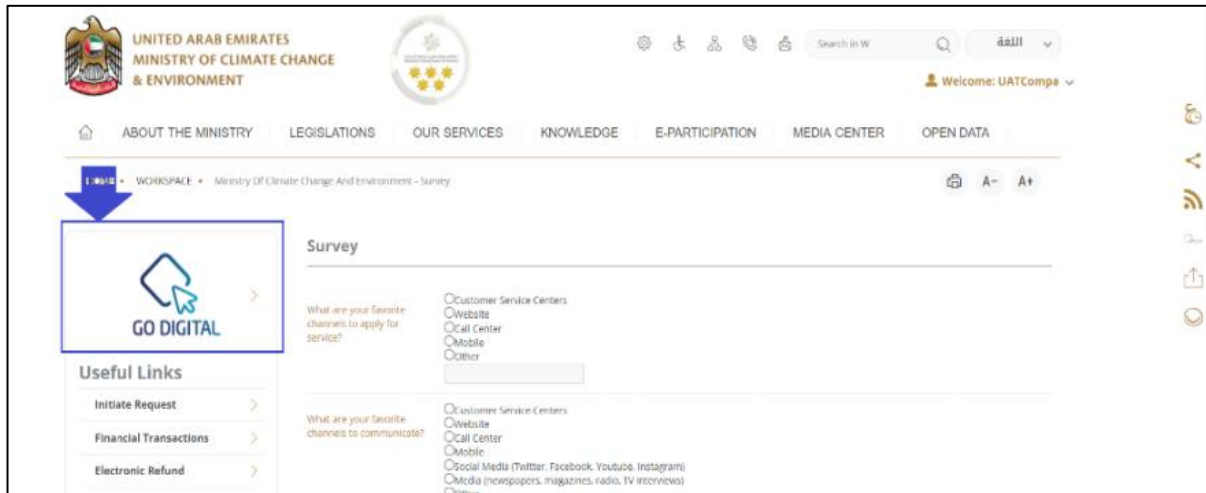


Figure 6 - 'Go Digital' Icon

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 More Details...	<b>Canceled</b>				
<b>REQUEST NO #EA-20092023-2415463</b> Wednesday, September 20, 2023 Export of hazardous waste-Issuance More Details...	<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:

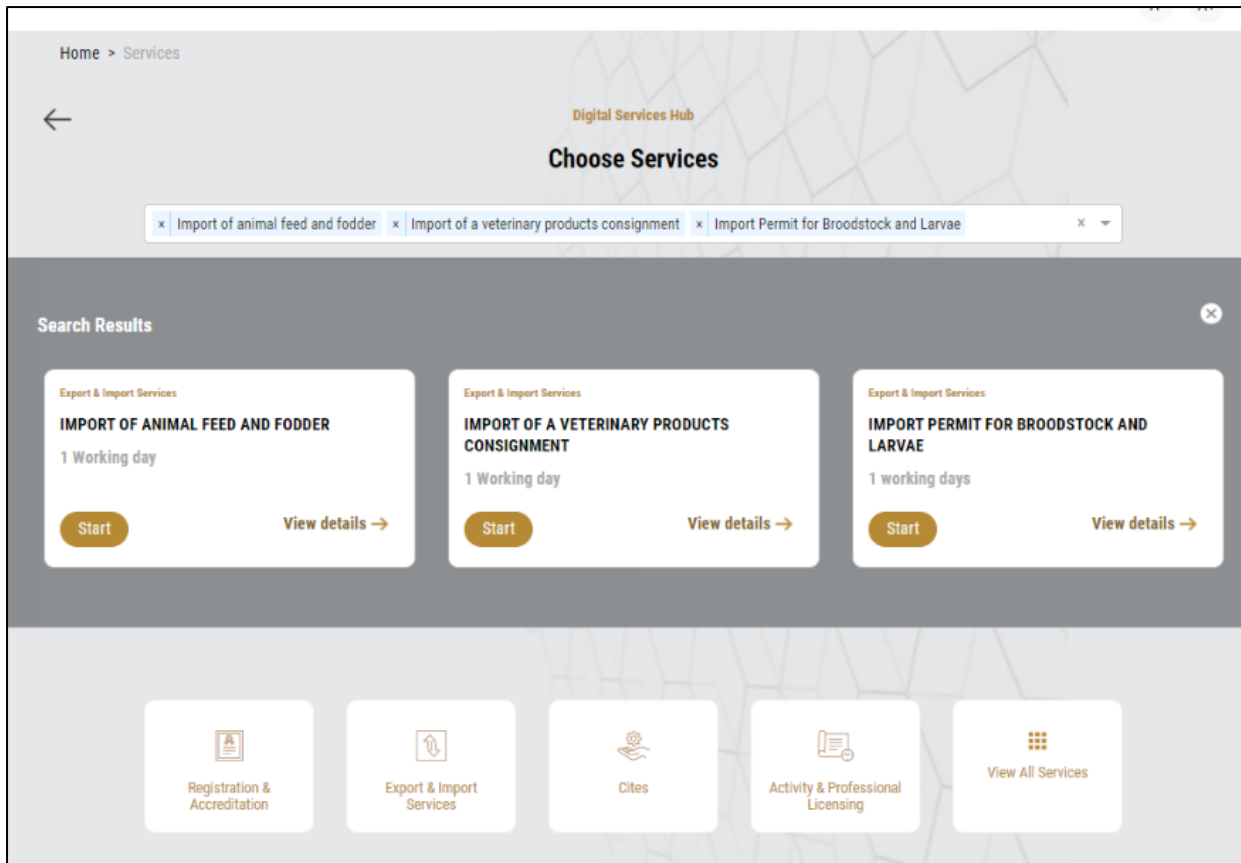


Figure 10 – Service New Request

- 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.

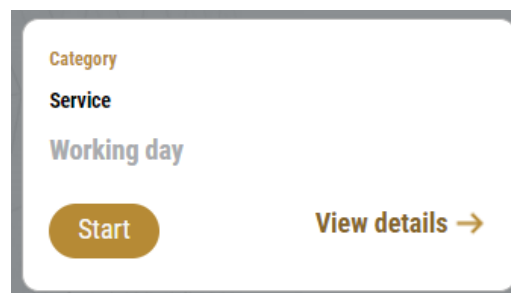


Figure 11 - Service Card

- 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*.

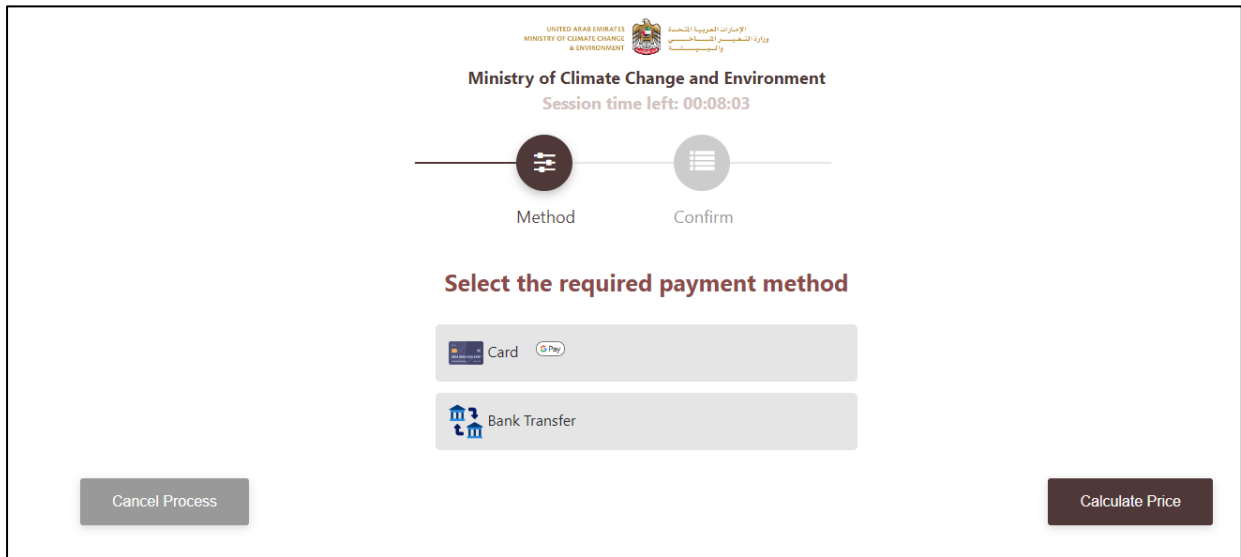


Figure 12 - Payment Gateway

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

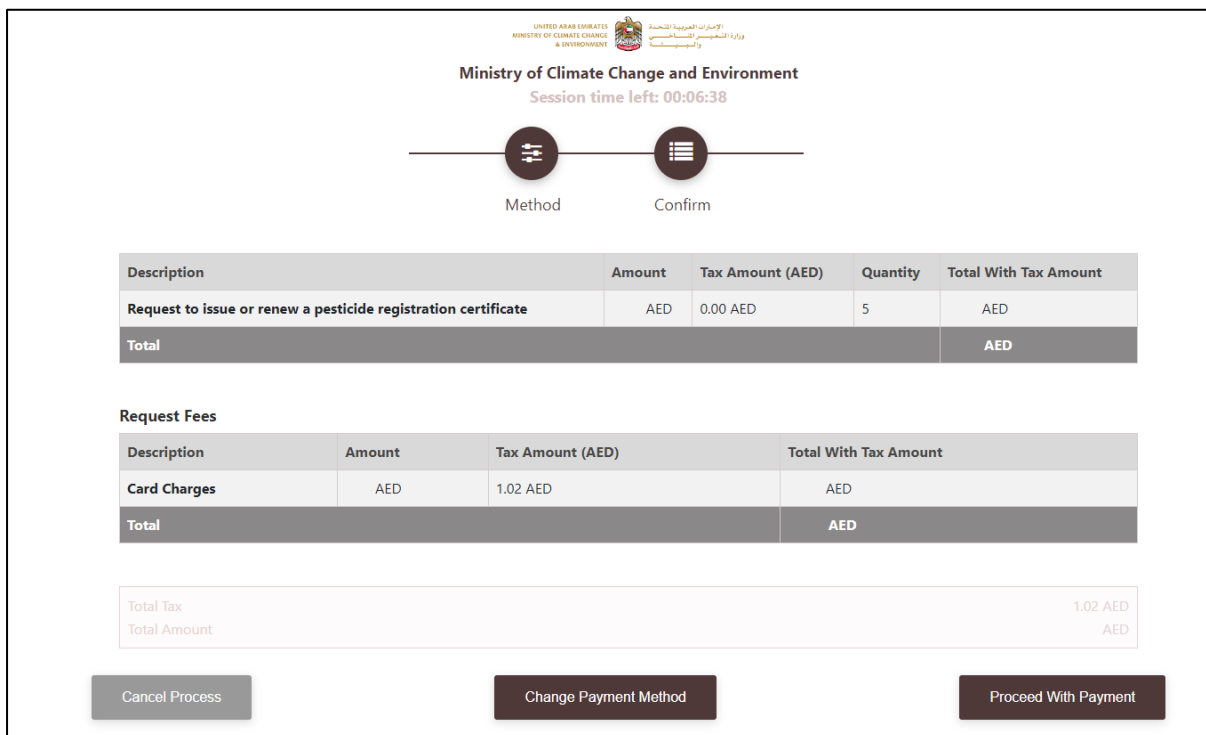


Figure 13 - Service Fees Details

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

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والبيئة

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

Cardholder Name  
Cardholder Name

Card Number  
XXXX XXXX XXXX XXXX

Month  
Month

Year  
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*.

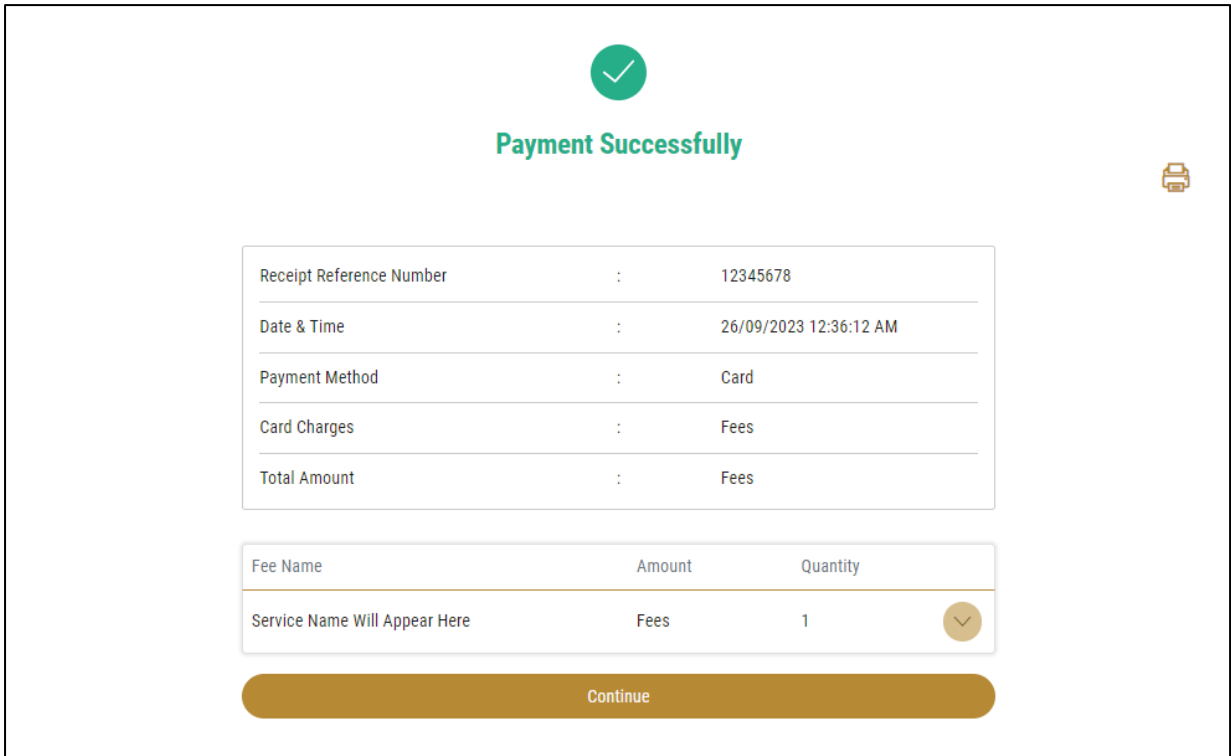


Figure 15 - Payment Confirmation

### 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.

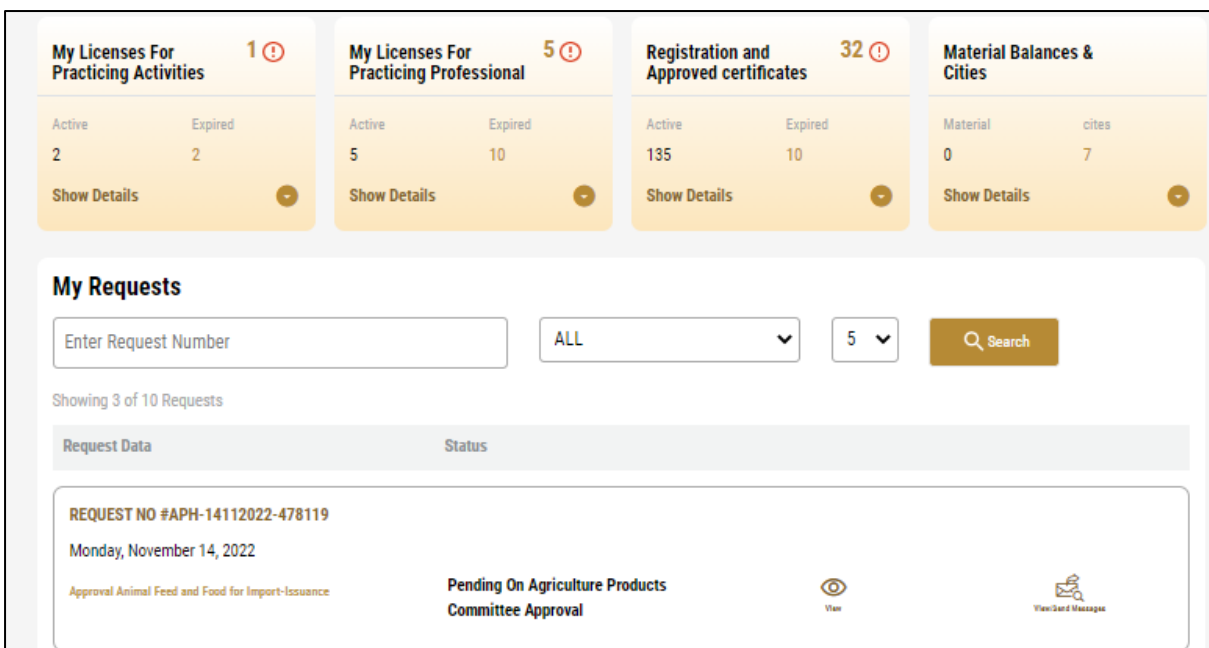


Figure 16 - Select Request to Retrieve

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

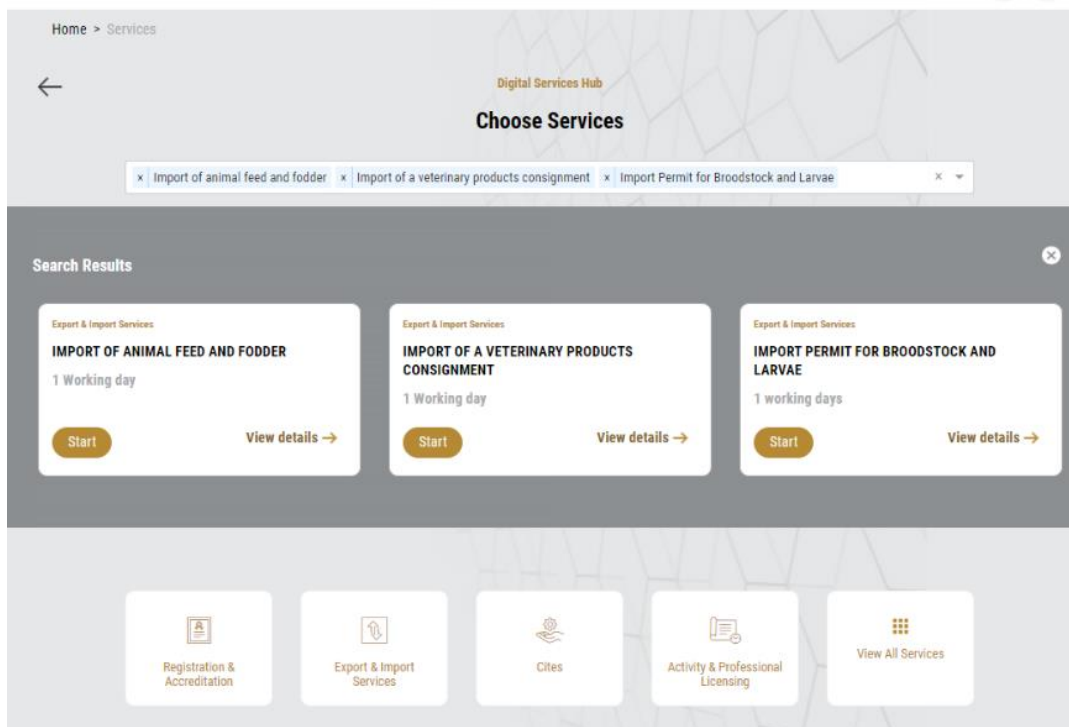
Table 2 – Service Request Actions

## Import of pets (cats / dogs)

### [Service Description](#)

#### To apply for a Import of pets (cats / dogs)

- 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.

Select the request purpose

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



## Import of pets (cats / dogs)

### Applicant Information

Applicant Name \*

x ▼

Edit Applicant Information
New Applicant

Next

Figure 17 - Select Applicant Name

- 4- Click *Next*, then the service details

## Import of pets (cats / dogs)

Import Details

Shipment Information

Consignment Items

Entrance Data

### Import Details (i)

Exporting Country \*

The country where from items will be exported

تاريخ الوصول المتوقع \*

التاريخ المتوقع لوصول الإرسالية

Shipping Method \*

Consignment delivery method

I agree with the terms and conditions and to comply with it \*

Terms and Conditions applied for Imported Animal Type (PDF - 0.5MBs)

Terms and Conditions applied for Resident Animal Type (PDF - 0.5MBs)

<p>Import Details</p> <hr/> <p>Shipment Information</p> <hr/> <p>Consignment Items</p> <hr/> <p>Entrance Data</p>	<p><b>Import Type *</b></p> <input type="text"/> <p>Sub classification of the imported item(s)</p> <p><b>Class *</b></p> <input type="text"/> <p>Classification of the imported item(s)</p> <p><b>Category Type ( Breed ID) *</b></p> <input type="text"/> <p><b>Scientific Name</b></p> <input type="text"/> <p><b>Description (color - distinctive marks)</b></p> <input type="text"/> <p><b>The country where the animals were located before the country of export *</b></p> <input type="text"/> <p><b>Gender *</b></p> <input type="text"/> <p><b>Date of birth *</b></p> <input type="text" value="mm/dd/yyyy"/> <p>The date of birth must be greater than 84 days From expected arrival date</p> <p><b>Last Vaccine Validity In Years *</b></p> <input type="text"/> <p><b>The last date of immunization against rabies *</b></p> <input type="text" value="mm/dd/yyyy"/> <p>The period between the date of birth of the animal and the immunization date should not be less than 84 days</p> <p>The period between the last vaccination of the animal and the date of arrival shall not be less than 21 days in case of first vaccination or if there a time gap between last 2 vaccination and not more than the vaccination validity. In case of exceed vaccination validity, the animal shall be vaccinated again.</p> <p><b>Chip Number *</b></p> <input type="text"/> <p><b>Notes</b></p> <input type="text"/> <p>Please mention if any extra information</p> <p><b>Add</b></p>
---	---

Figure 18 - Service Information

5- Click *Next* to review your request.

### Import of pets (cats / dogs)

Exporting Country	Expected Arrival Date
Greece	26-05-2023

Shipping Method	Class
By Air	Class

Port  
Dubai International Airport

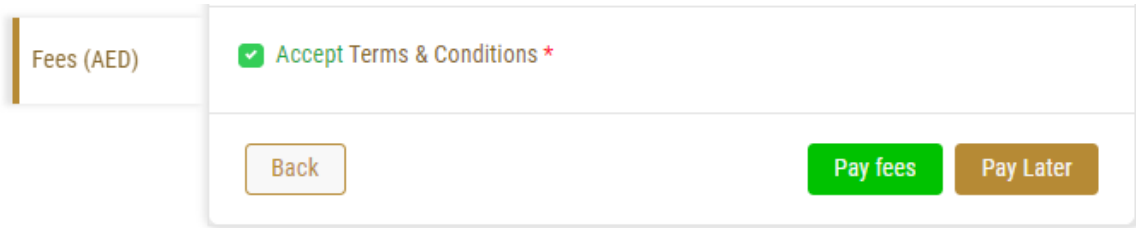
Consignment Items	
Class	Type
Cats	قطط أليفة

Accept Terms & Conditions \*

Figure 19 – Service Request Review

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







- a. To pay the service fees later click on *Pay Later* Pay Later, then your request will be saved in your dashboard waiting for payment to be processed.
- b. Click on *Pay Now* 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

Import of pets (cats / dogs)-Issuance **Pending On Payment**





 Pay Now
 Cancel
 View
 View/Send Messages


7- 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

8- To download the permit, open the request then click on the download icon below  
Request output 




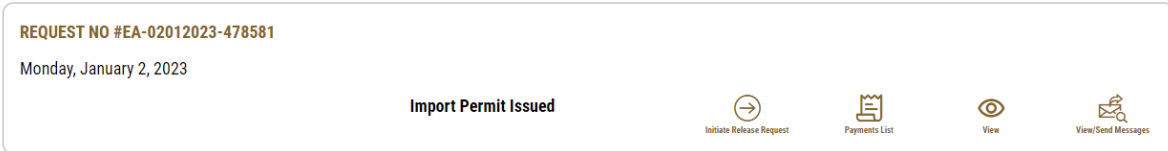
Outputs			
Certificate Number	Certificate Name		
DXB-FW-157-272961	Consignment Import Permission		

Figure 20 – download permit

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


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

and click on the release Icon 



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

11- Enter the shipping information

Arrival Date \*  

Shipping Policy \*

Carrier \*

Approved Collection Site \*

## 12- Upload the required attachments

### Import of pets (cats / dogs)



A document of immunizations or a passport with the required data \*

Upload a File

a laboratory test certificate should be attached to the Antibody Titration Test for rabies issued by a laboratory approved by the competent authorities of the State of export, with the possibility of including the result of the laboratory test in the health certificate \*

Upload a File

A health certificate from an official, approved body \*

Upload a File

Customs declaration or bill of lading \*

Upload a File

In the case of importation of animals who were resident in the State, a copy of the Veterinary Health Certificate issued by the Ministry shall be required when the animal leaves the country \*

Upload a File

13- 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


14- 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


15- 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

16- 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	