



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

## Digital Services

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**Issue an import permit for live animals and birds**

## 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 MOCCA Website

First you need to log in to the MOCCA website.

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

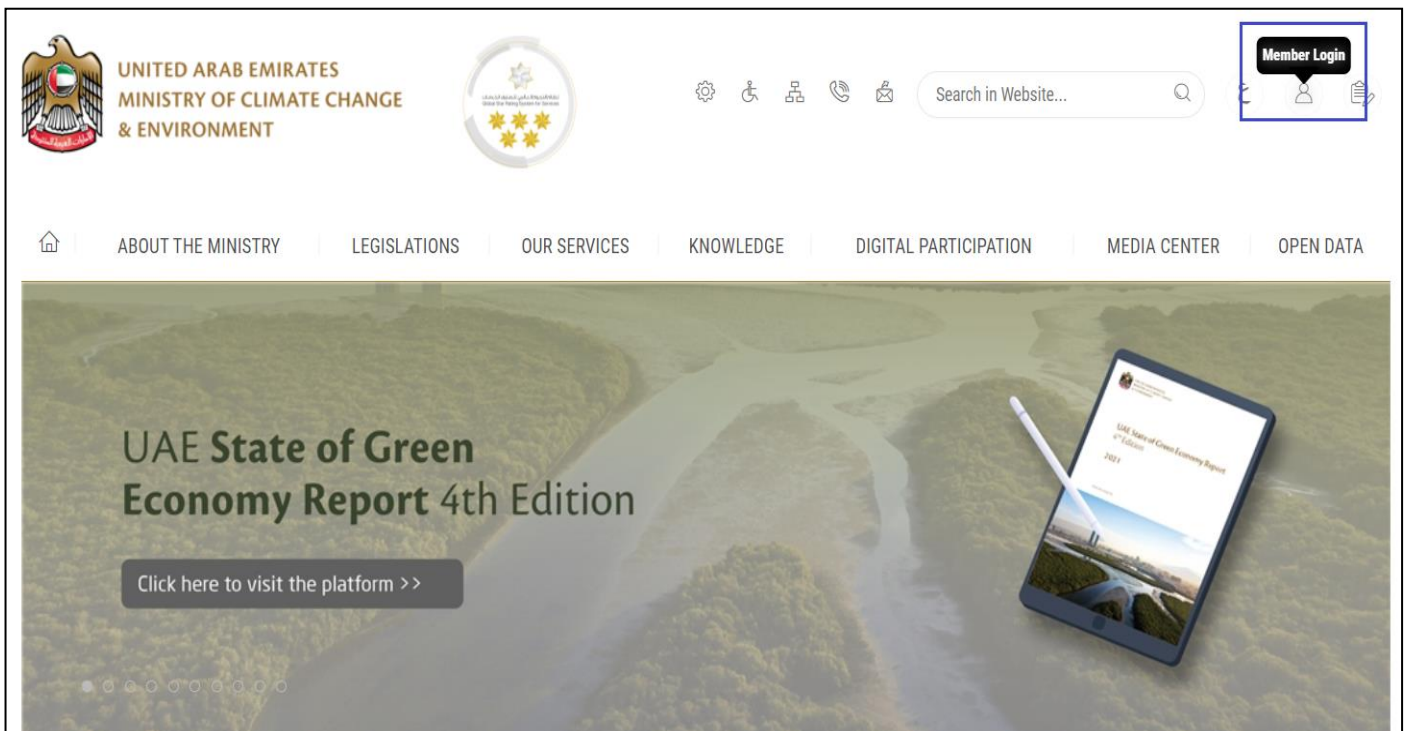


Figure 1 – MOCCA Website Home Page

### 3- Click on Sign in with UAE PASS.

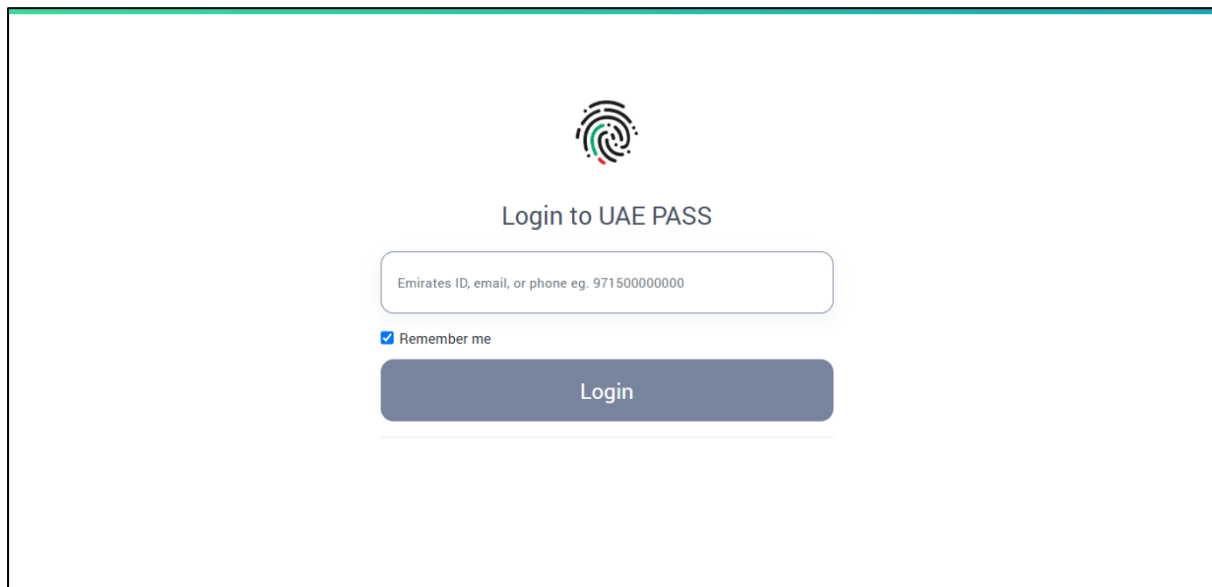
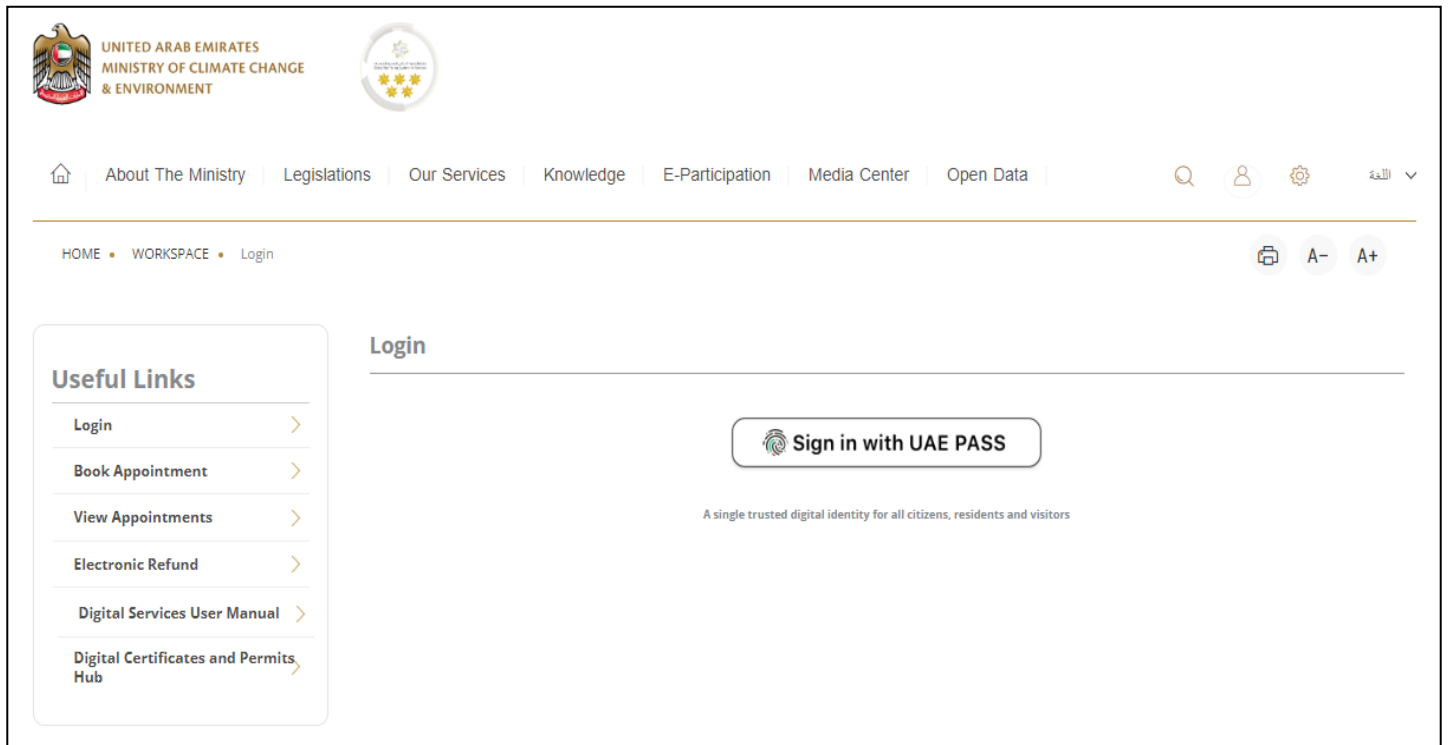


Figure 2 - Login Page

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

## UAE PASS – MOCCAIE Profile Linking

### Login as individual

Test 1

Test 2

### Login as agent for company

Link company account

Test 3

Test 4

The screenshot displays the MOCCAIE Survey Page. At the top, the header features the United Arab Emirates Ministry of Climate Change & Environment logo and a navigation menu with links: ABOUT THE MINISTRY, LEGISLATIONS, OUR SERVICES, KNOWLEDGE, E-PARTICIPATION, MEDIA CENTER, and OPEN DATA. A search bar and a user welcome message 'Welcome: UATCompa' are also present. The main content area is titled 'Survey' and contains two questions:

- What are your favorite channels to apply for service?
  - ☐ Customer Service Centers
  - ☐ Website
  - ☐ Call Center
  - ☐ Mobile
  - ☐ Other
- What are your favorite channels to communicate?
  - ☐ Customer Service Centers
  - ☐ Website
  - ☐ Call Center
  - ☐ Mobile
  - ☐ Social Media (Twitter, Facebook, Youtube, Instagram)
  - ☐ Media (newspapers, magazines, radio, TV interviews)
  - ☐ Other

A sidebar on the left titled 'Useful Links' includes links for 'Initiate Request', 'Financial Transactions', and 'Electronic Refund'. The bottom of the page shows a 'GO DIGITAL' logo and a 'Workspace' breadcrumb trail.

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*.

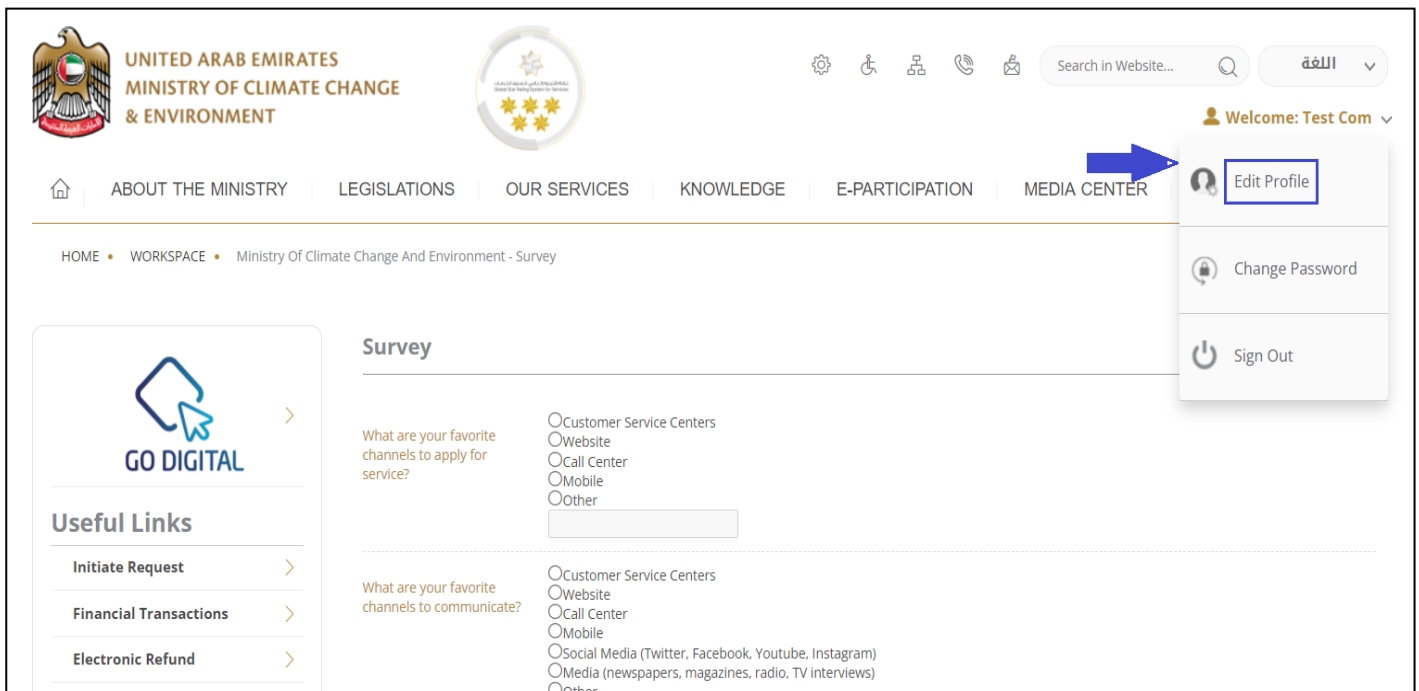


Figure 4 - Update Profile

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

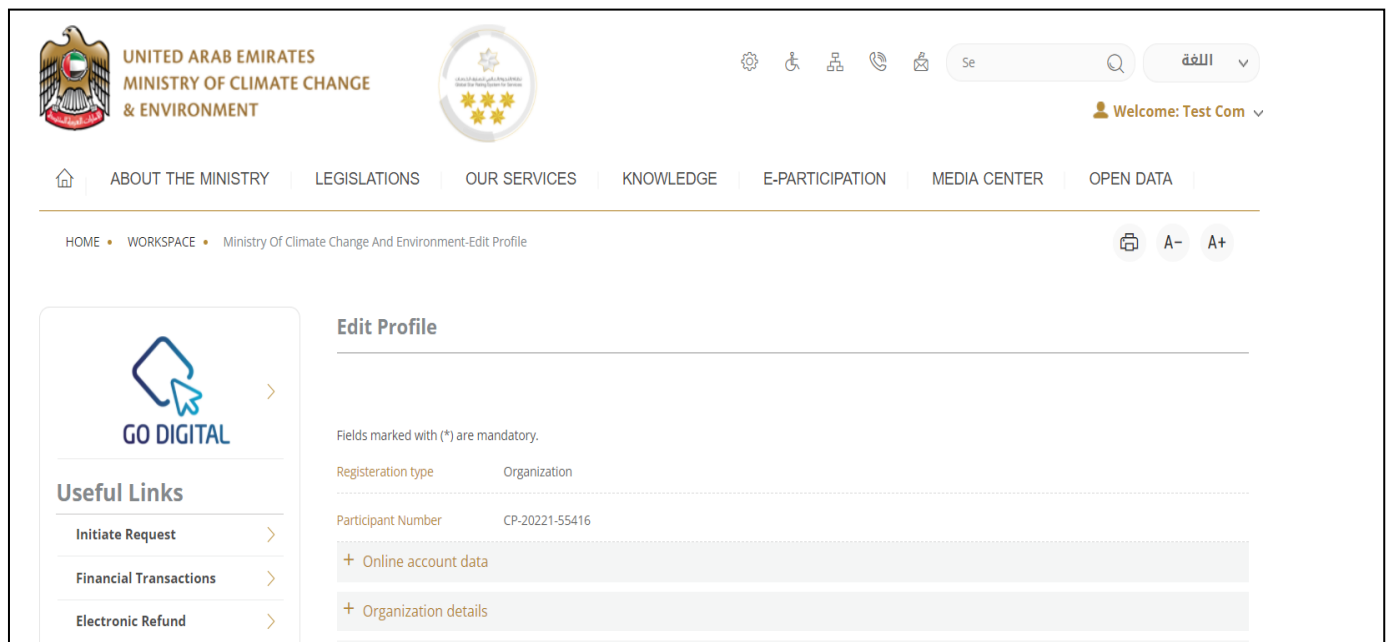



Figure 5 - Edit Profile

## 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.

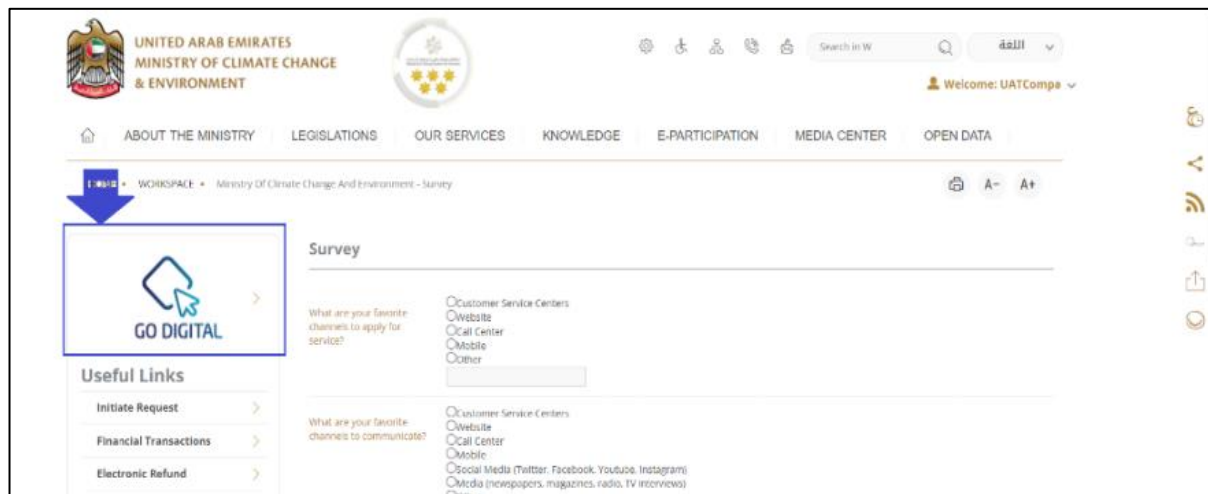
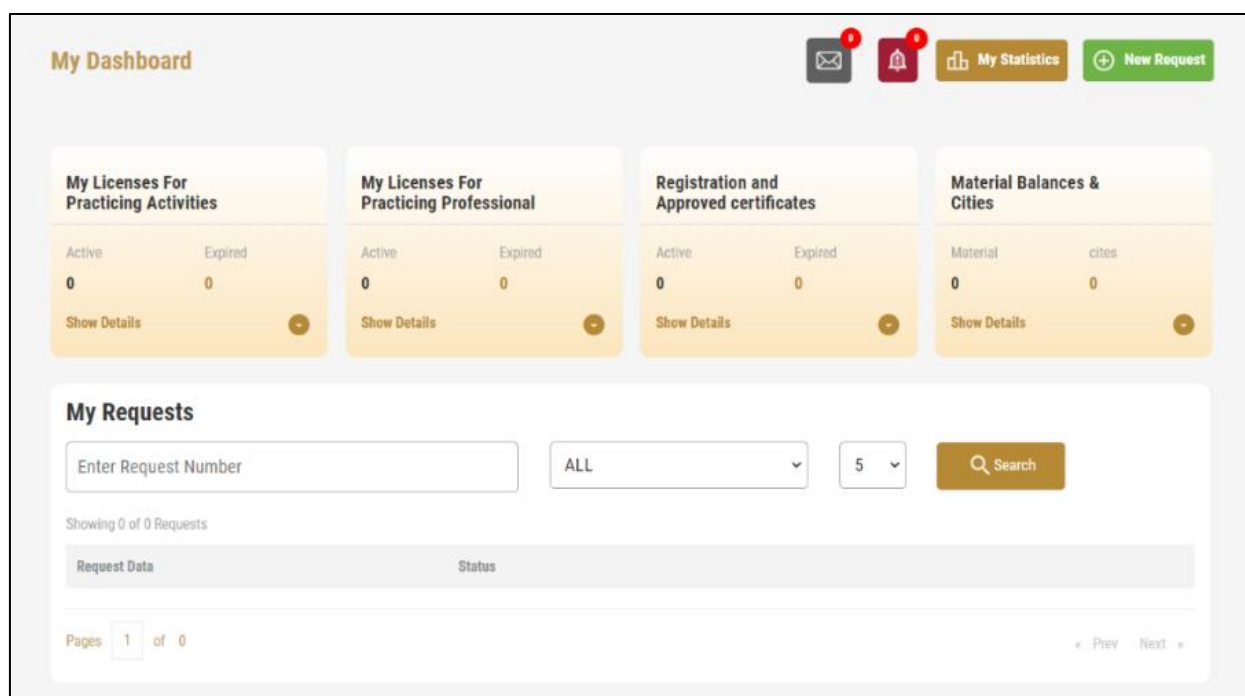


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.





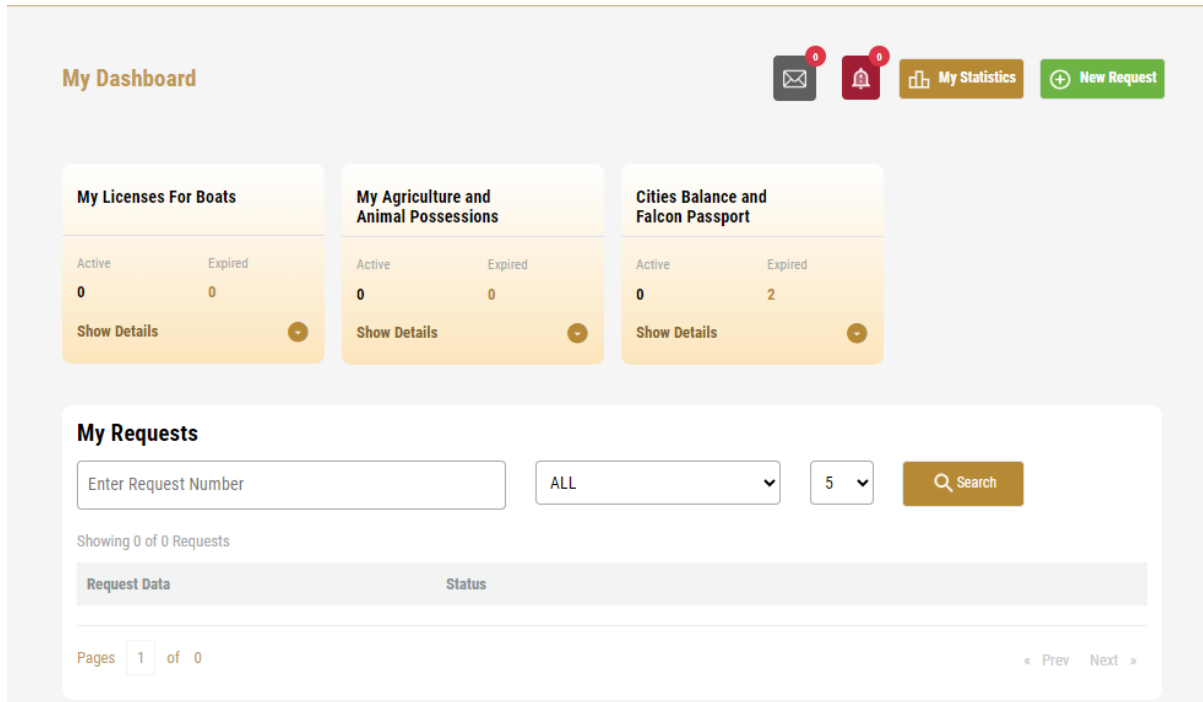


Figure 7- My Dashboard

## 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
	To display statistics about the customer's requests
	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.

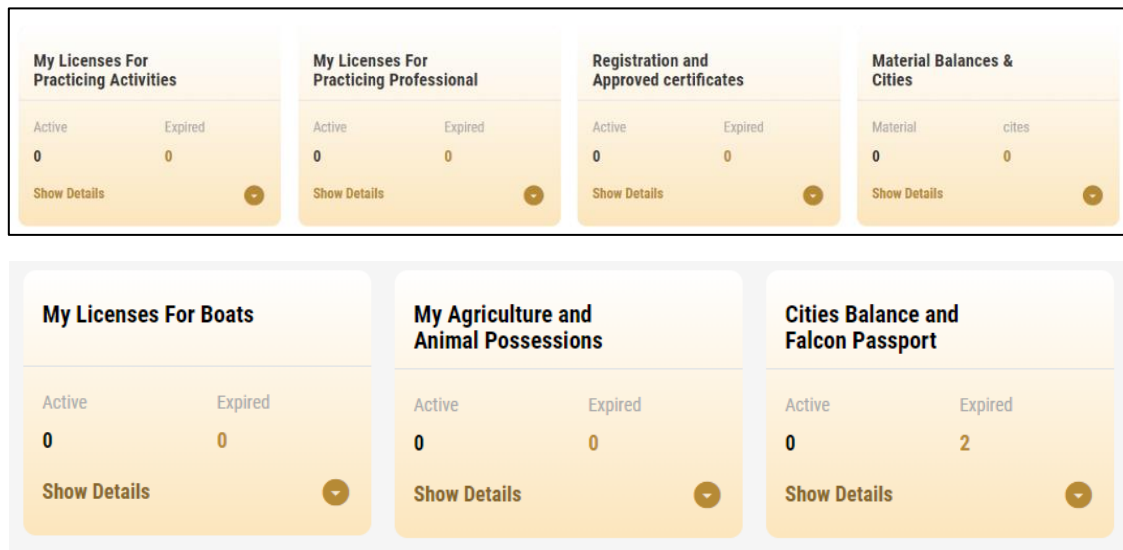


Figure 8 - Dashboard Digital Service Categories

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

### My Requests

Enter Request Number

ALL

5

Search

Showing 3 of 7 Requests

Request Data	Status		
<div>REQUEST NO #EA-20092023-2415503</div> <div>Wednesday, September 20, 2023</div> <div>Export of hazardous waste-Issuance</div> <div> <div> <div>▼</div> More Details... </div> </div>	Canceled	View	View/Send Me...
<div>REQUEST NO #EA-20092023-2415463</div> <div>Wednesday, September 20, 2023</div> <div>Export of hazardous waste-Issuance</div> <div> <div> <div>▼</div> More Details... </div> </div>	Canceled	View	View/Send Me...
<div>REQUEST NO #ACL-31072023-03196</div> <div>Monday, July 31, 2023</div> <div>License for Practicing Animal Care Activities-Add Activity</div>	Completed	Download	<div>  View Payment... </div> <div>  View </div> <div>  View/Send Me... </div>

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 MOCCAE.

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:

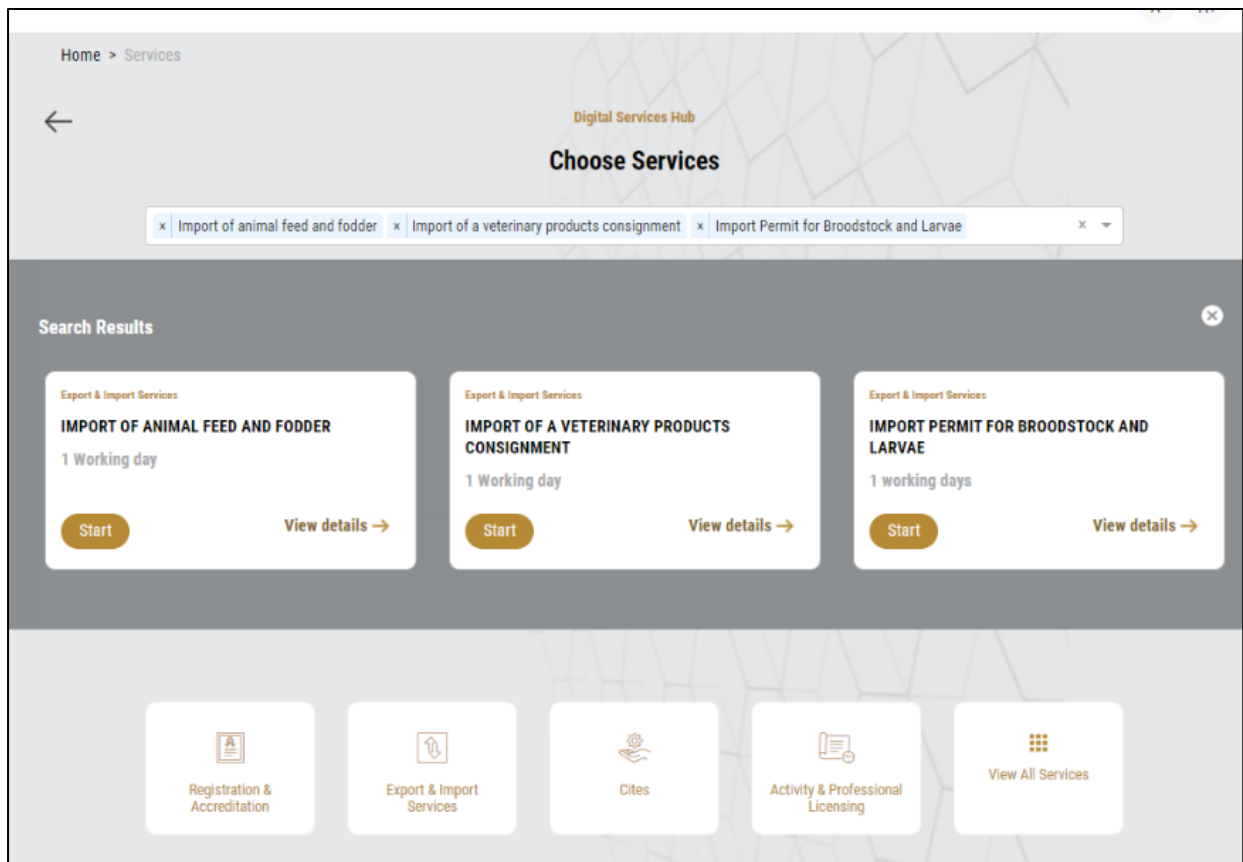


Figure 10 – Service New Request

- 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.

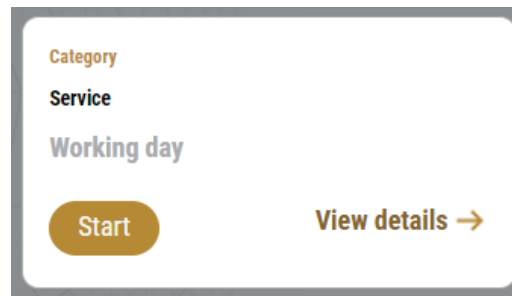


Figure 11 - Service Card

- 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*.

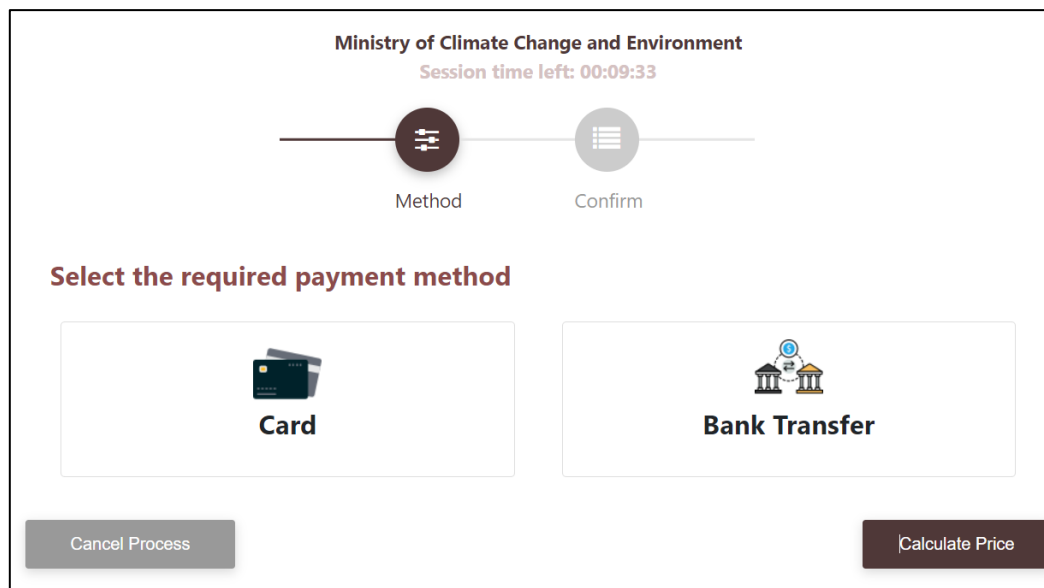




Figure 12 - Payment Gateway

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

**Ministry of Climate Change and Environment**  
 Session time left: 00:06:56

  
 Method

  
 Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Service Name that has been requested		0.00 AED	1	AED
<b>Total</b>				<b>AED</b>

**Request Fees**

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	6.8 AED	0.34 AED	7.14 AED
<b>Total</b>			<b>7.14 AED</b>

Total Tax
AED

Total Amount
AED

Cancel Process

Change Payment Method

Proceed With Payment

Figure 13 - Service Fees Details

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

**Ministry of Climate Change and Environment**  
 Total Payment: 1007.14 AED  
 Session time left: 00:07:33

**Cardholder Name**

**Card Number**

**Month**

**Year**

**CVV**

☒ I agree to [Terms&Conditions](#)

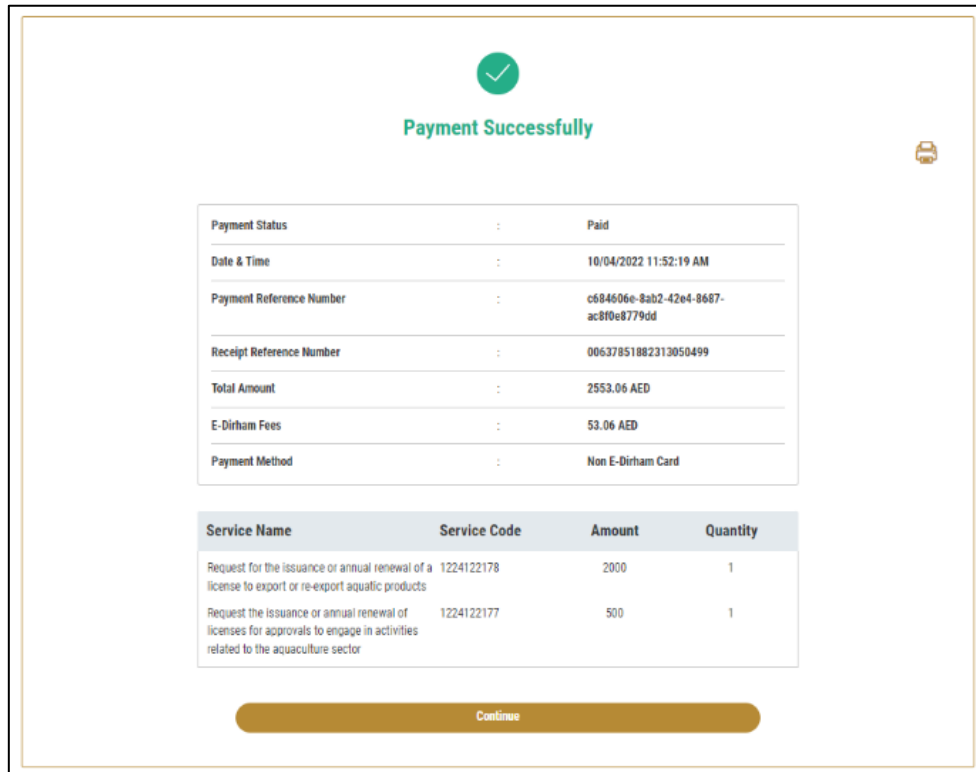
Pay Now


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*.



  
**Payment Successfully**



Payment Status	:	Paid
Date & Time	:	10/04/2022 11:52:19 AM
Payment Reference Number	:	c684606e-8ab2-42e4-8687-ac8f0e8779dd
Receipt Reference Number	:	00637851882313050499
Total Amount	:	2553.06 AED
E-Dirham Fees	:	53.06 AED
Payment Method	:	Non E-Dirham Card

Service Name	Service Code	Amount	Quantity
Request for the issuance or annual renewal of a license to export or re-export aquatic products	1224122178	2000	1
Request the issuance or annual renewal of licenses for approvals to engage in activities related to the aquaculture sector	1224122177	500	1

[Continue](#)

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.

The screenshot displays a user dashboard with four main sections at the top, each with a count and a 'Show Details' button:






- My Licenses For Practicing Activities**: 1 (warning icon). Active: 2, Expired: 2.
- My Licenses For Practicing Professional**: 5 (warning icon). Active: 5, Expired: 10.
- Registration and Approved certificates**: 32 (warning icon). Active: 135, Expired: 10.
- Material Balances & Cities**: Material: 0, cities: 7.

Below these is the **My Requests** section, which includes a search bar, a dropdown for 'ALL', a dropdown for '5', and a 'Search' button. It shows 'Showing 3 of 10 Requests'.

Request Data	Status
<b>REQUEST NO #APH-14112022-478119</b> Monday, November 14, 2022 Approval Animal Feed and Food for Import-Issuance	Pending On Agriculture Products Committee Approval View View/Send Messages

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 MOCCAE employee by sending and receiving messages regarding your request
View Payment Receipt 	To view the request payment receipt if it has been already paid

1- Table 2 – Service Request Actions


## Issue an import permit for live animals and birds

### Service Description

[Service Card](#)

### To apply for Issue an import permit for live animals and birds

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

- 1- Select the Request name from the dropdown list, or alternatively click on the *Registration & Accreditation Services* category, select the *Veterinary Products* tab, then select the service card.
- 2- Click on *Start* . The Applicant information view will be displayed.
- 3- Add the Applicant Information by:
  - a. Selecting the applicant's name from the list, if available
  - Or
  - b. Click on *Add Applicant* to add the applicant's name using the Emirate ID number, then click on *Find*.

The applicant's information will be displayed.

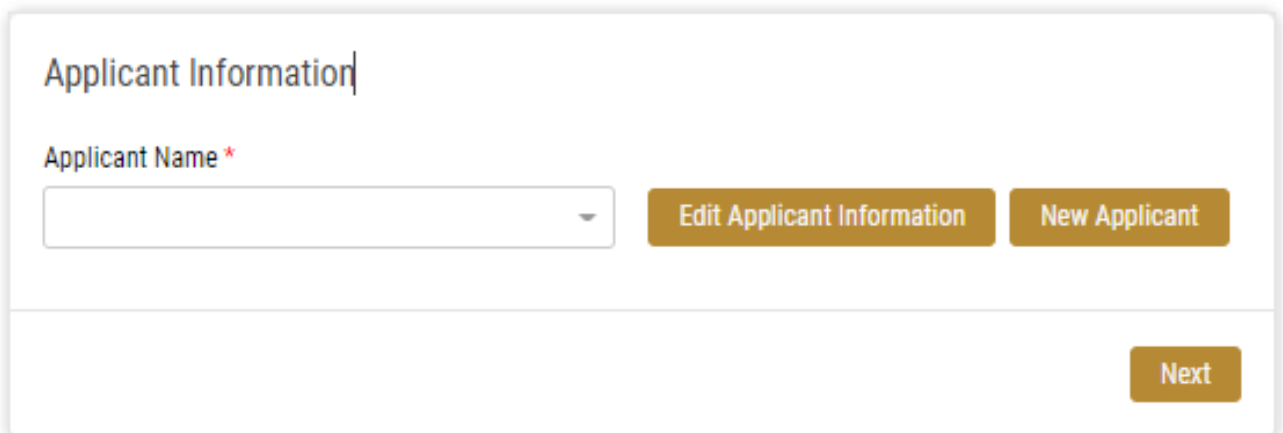


Figure 17 - Select Applicant Name

- 4- If necessary, you can update the applicant's Mobile Number and Email ID where the applicant will receive all service-related messages.



## Applicant Information

Applicant Name \*

Cancel Adding

---

☒ ID

☐ Passport

ID No. \*

784-

Verify ID No.

Emirates ID format 784-XXXX-XXXXXXXX-X

---

Name \*

Mobile No. \*

Example: 00971123456789

Email

Preferred Language \*

☐ Arabic
☐ English
☐ Urdu

Next

Figure 18 - Applicant's Information Page

5- Click *Next*, then the service details view will be displayed, to Fill the required information

License Details
Import Details
Shipment Information
Consignment Items
Entrance Data

### License Details

License Number ACL-2022-14891	Certificate Type Practicing Animal Activities License
Last Issuance 27-01-2022	Expiry Date 27-01-2023

### Import Details

Exporting Country \*
The country where from items will be exported

Expected Arrival Date \*

mm / dd / yyyy

The date when consignment expected to arrive

Shipping Method \*
Consignment delivery method

Class \*
Classification of the imported item(s)

### Shipment Information

Type \*

Country Of Origin \*
The country from which it will be exported

Description
Write description for the imported item

Measurement Unit \*

Quantity \*

Volume Weight \*
Wight of the item

Scientafic Name

Notes

Add

### Consignment Items

No items added

### Entrance Data

Port \*
Entry port where the consignment will pass

Back
Next

Figure 19 - Service Information

- 6- Click *Next*, to Review the request
- 7- Review Request then Click *Submit*.

**License Details**

Import Details

Consignment Items

### License Details

License Number	Certificate Type
ACL-2022-14891	Practicing Animal Activities License
Last Issuance	Expiry Date
27-01-2022	27-01-2023

### Import Details

Exporting Country	Expected Arrival Date
Algeria	25-12-2022
Shipping Method	Class
By Air	Animal for slaughter
Port	
Sharjah Airport	

### Consignment Items

Class	Type	Quantity	
Animal for slaughter	Camels	20	▼

☐ Accept Terms & Conditions \*

Back
Submit

Figure 20 – Service Request Review



- 8- 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  
 Once the payment is done, the request will be sent to the authorized MOCCAE employee for processing. Once your request gets approved, the request status will change to *Import permit Issued*. You can then view or download it
- 9- Locate the import permit issued then click view icon  to view and download the import permit.



Figure 21 - Download or View Import Permit

- 10- Download the Import permit by clicking on  Consignment Import Permission

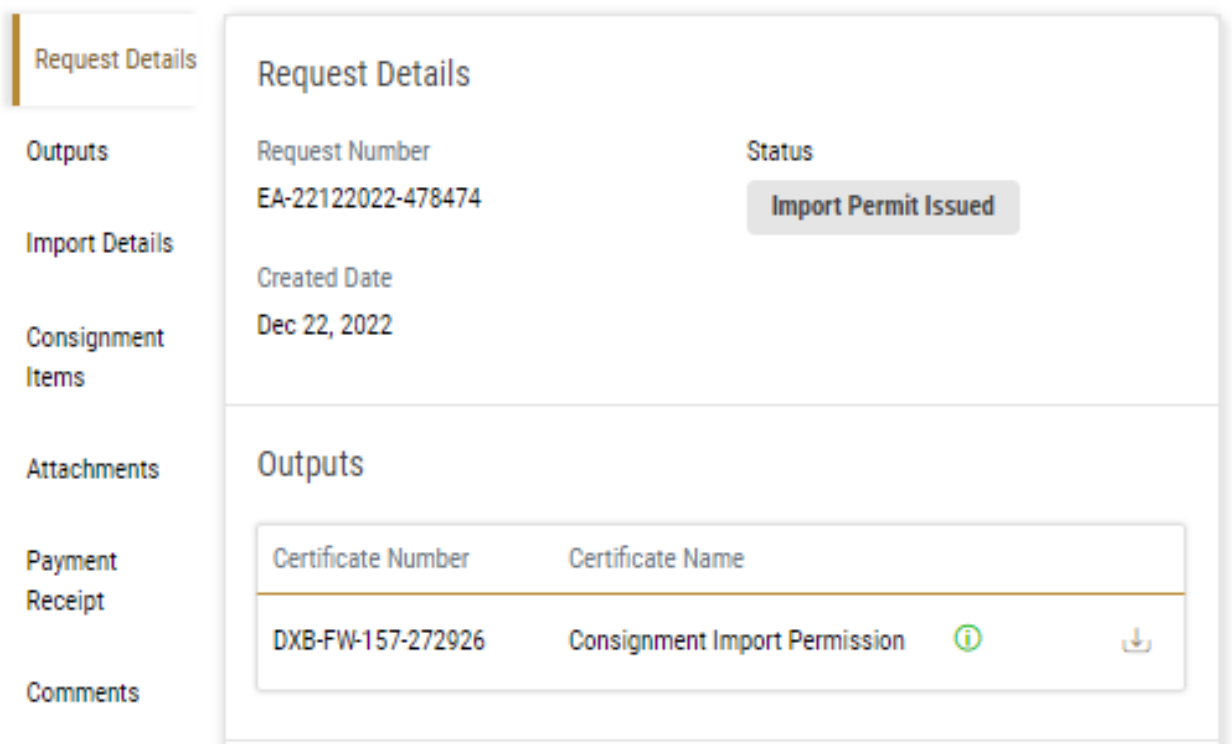


Figure 22 - Download Import Permit

## Apply for Release Permit

To apply for release permit, go to main dashboard and

1. click on **Initiate Release Request** →

The screenshot shows a dashboard with four summary cards at the top:

- My Licenses For Practicing Activities**: 1 warning icon. Active: 2, Expired: 2. [Show Details](#)
- My Licenses For Practicing Professional**: 5 warning icons. Active: 5, Expired: 10. [Show Details](#)
- Registration and Approved certificates**: 31 warning icons. Active: 136, Expired: 11. [Show Details](#)
- Material Balances & Cities**: Material: 0, cities: 7. [Show Details](#)

Below these is the **My Requests** section:

- Search bar: Enter Request Number
- Filter: ALL
- Items per page: 5
- Search button: Search

Showing 3 of 4328 Requests

Request Data	Status				
<b>REQUEST NO #EA-22122022-478474</b> Thursday, December 22, 2022 Import Permit for Live Animals, Birds, and Ornamental Fish-Issuance					
<b>Import Permit Issued</b>		→ Initiate Release Request	📅 Payments List	👁 View	✉ View/Send Messages

Figure 22– Apply for Release

2. Add the Applicant Information by:
  - a. Selecting the applicant's name from the list, if available
  - Or
  - b. Click on *Add Applicant* to add the applicant's name using the Emirate ID number, then click on *Find*.

The applicant's information will be displayed.

The screenshot shows the **Applicant Information** form:

- Section: Applicant Information
- Field: Applicant Name \*
- Buttons: [Edit Applicant Information](#), [New Applicant](#)
- Next button: [Next](#)

Figure 23 - Select Applicant Name

3. If necessary, you can update the applicant's Mobile Number and Email ID where the applicant will receive all service-related messages.

### Applicant Information

Applicant Name \*

Cancel Adding

---

☒ ID
 ☐ Passport

ID No. \*

784-

Verify ID No.

Emirates ID format 784-XXXX-XXXXXXXX-X

---

Name \*

Mobile No. \*

Example: 00971123456789

Email

Preferred Language \*

☐ Arabic
 ☐ English
 ☐ Urdu

Next

Figure 24 - Applicant's Information Page

4. Click *Next*, then the service details view will be displayed, to Fill the required information

License Details

Import Details

Consignment Items

License Details

License Number

ACL-2022-14891

Certificate Type

Practicing Animal Activities License

Last Issuance

27-01-2022

Expiry Date

27-01-2023

Import Details

✓

Exporting Country

Algeria

Shipping Method

By Air

Port

Sharjah Airport

Class

Animal for slaughter

Arrival Date \*

12/25/2022




Shipping Policy \*

0123456

Carrier \*

abc12

Consignment Items

Class	Type	Quantity	
Animal for slaughter	Camels	20	  

Back

Next

Figure 25 - Service Information

5. Click *Next*, then the Attachments view will be displayed.

CITES certificate (for the animals and birds that fall under the CITES Convention)

Upload a File

A customs declaration or bill of lading indicating the consignment data

Upload a File

Certificate of Origin ( except animals from GCC countries )

Upload a File

Death Report and Ship path from the ship's captain

Upload a File

Original copy of the import permit

Upload a File

Original health certificate and certified

Upload a File

Transaction certificate issued by the competent authority

Upload a File

Back

Next

Figure 263 - Attachments Page



6. Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.
7. Click *Next* to review your request.

**License Details**

Import Details

Consignment Items

### License Details

License Number	Certificate Type
ACL-2022-14891	Practicing Animal Activities License
Last Issuance	Expiry Date
27-01-2022	27-01-2023

### Import Details

Exporting Country	Shipping Method
Algeria	By Air
Port	Class
Sharjah Airport	Animal for slaughter
Expected Arrival Date	Shipping Policy
25-12-2022	0123456
Carrier	
abc12	





### Consignment Items

Class	Type	Quantity	
Animal for slaughter	Camels	20	▼

☒ **Accept Terms & Conditions \***

Back
Submit

Figure 27 – Service Request Review

8. 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* , 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](#)  
 Once the payment is done, the request will be sent to the authorized MOCCAE employee for processing. You will be then notified by Email and SMS by the request status. It can either be:
    - **Approved:** Request is complete, and license is issued
    - **Rejected:** The service is not provided, and you will be notified by the reason
    - **Returned:** The request will be returned, and you will be notified with return reason for correction. You still need to resubmit the request for final decision
9. Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.
10. Locate the completed request then click on  to download your certificate, or  to view the request.

S

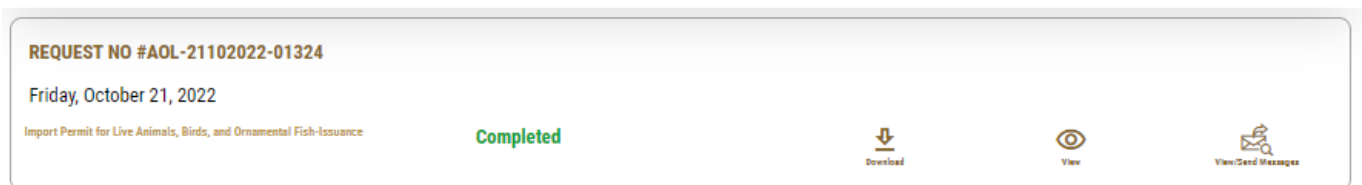


Figure 28 - Download or View