



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

## Digital Services

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**Import of disinfectants, veterinary equipment  
and supplies and animal care supplies**

## User Guide


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## Introduction

This guide is developed to help clients and business entities to use the MOCCA 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 ' single service interface, integrated internally within the Ministry portal and externally with other concerned government entities. It covers all 115 services that MOCCA offers to its customers.

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.

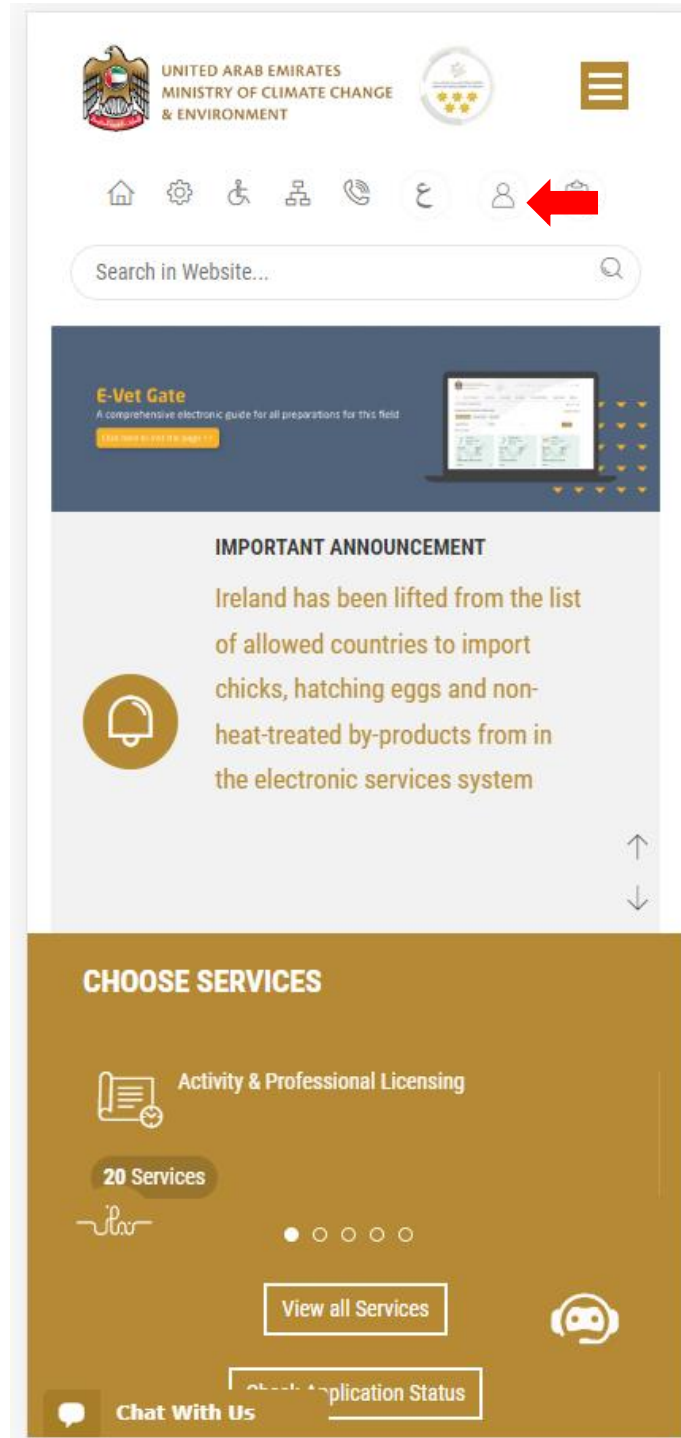


Figure 1 – MOCCAЕ Website Home Page

3- Enter valid company account credentials, then click on *Login*.

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### Login

User name \*

Forgot Username?  
Please enter User Name

Password \*

Forgot Password?  
Please enter your Password

Remember Me

Login Clear Fields

Sign in with UAE PASS

A single trusted digital identity for all citizens, residents and visitors

Call Us  
800 30 50

Chat

Figure 2 - Login Page

4- You will be logged in successfully and directed to MOCCAЕ survey page.

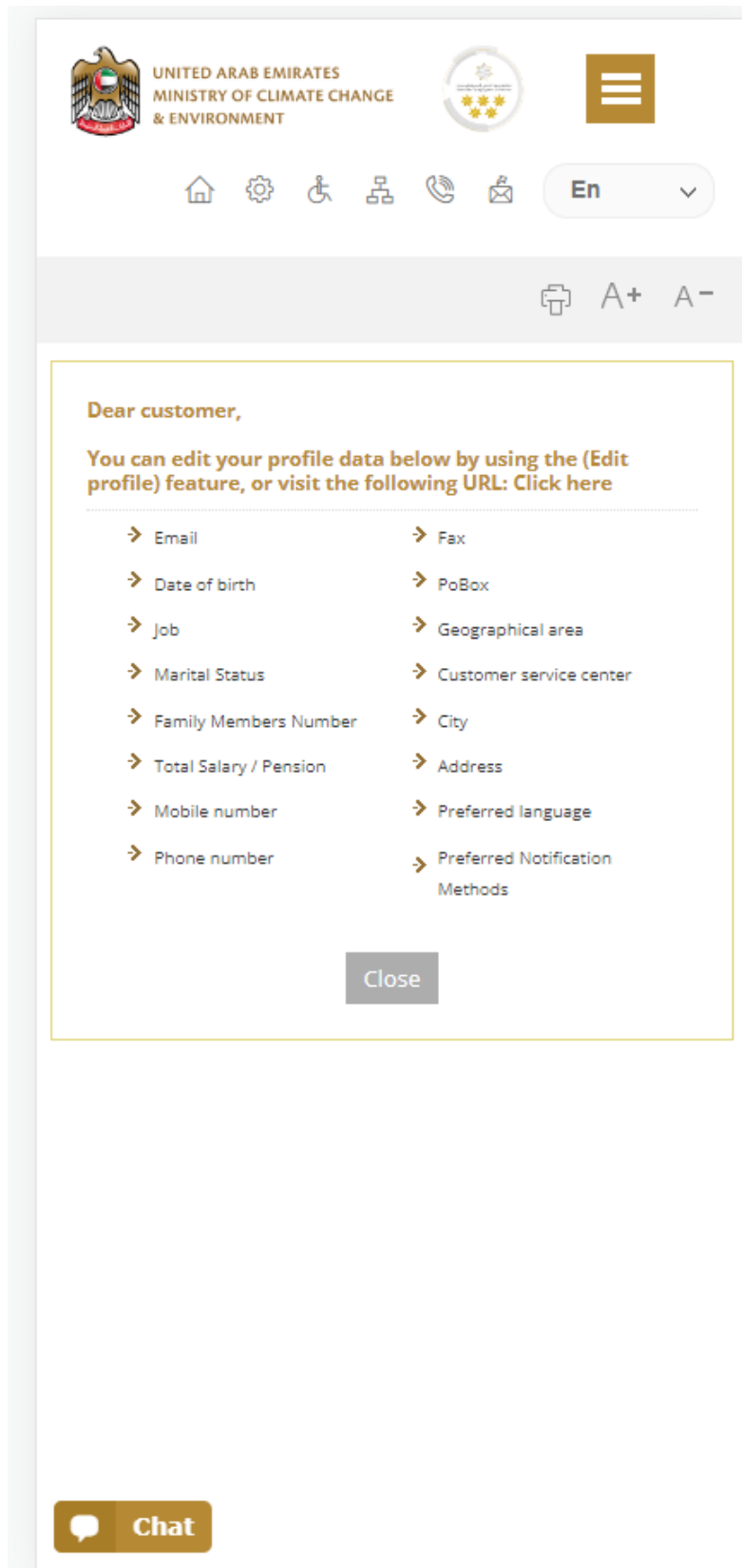



Figure 3 - MOCCAЕ Survey Page

## View/Update Customer Profile

- 1- Click on the top right icon 
- 2- Click on *Edit Profile*.

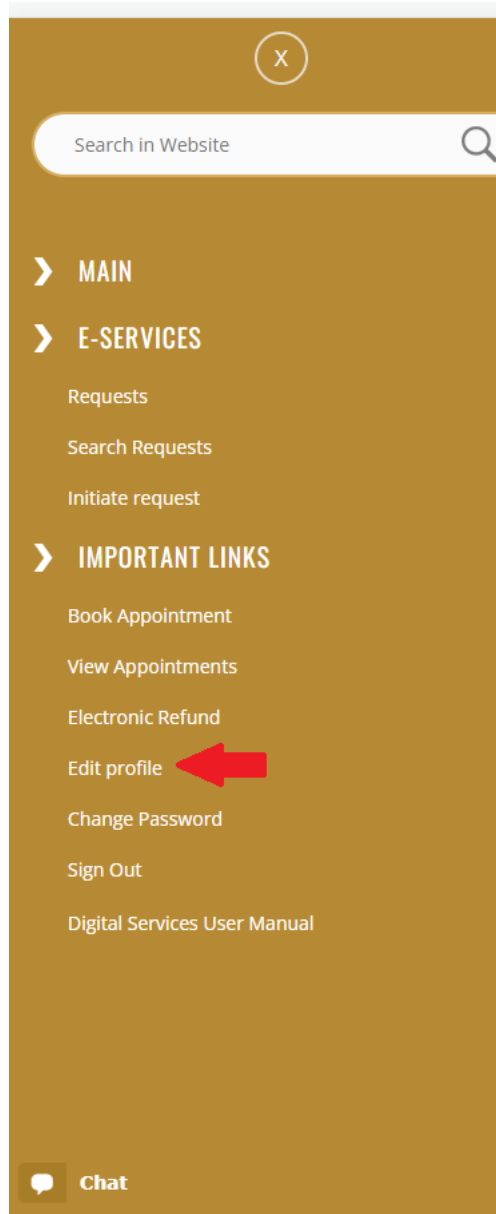



Figure 4 - Update Company Profile

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

Figure 5 - Edit Profile

- 3- You can modify the following details:
- **Online account data** including company email address
  - **Organization details** including company name, license and authority details
  - **Company Geographical Data** including company location details
  - **Communication Data** including primary contact number, email and address details

### Running the 'Go Digital' Services

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



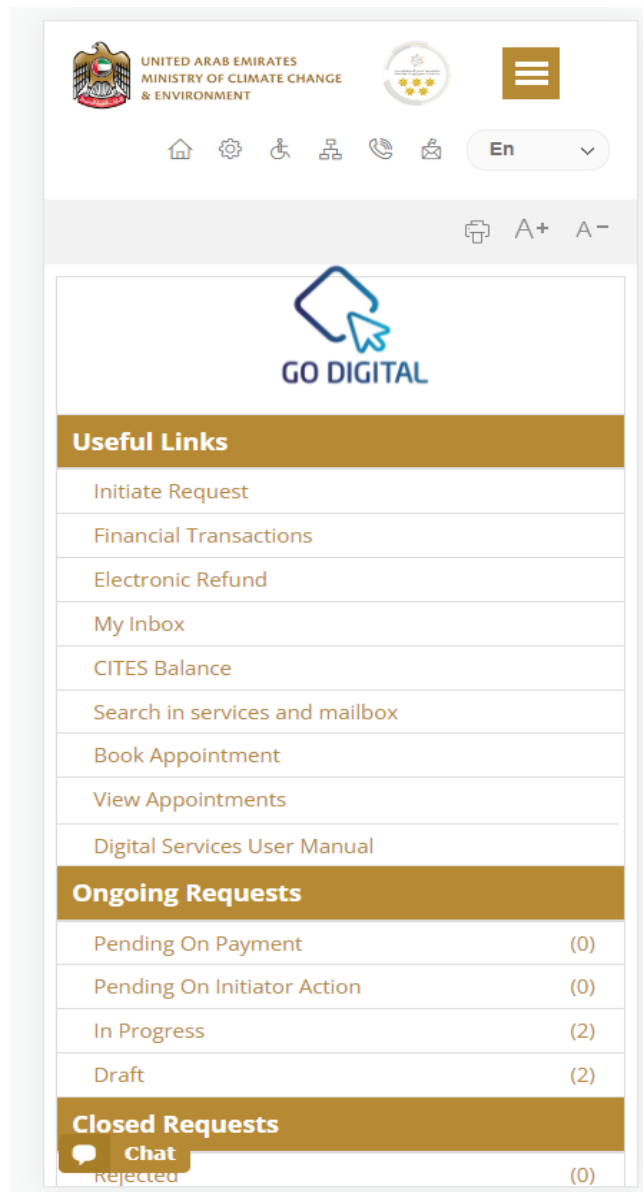


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

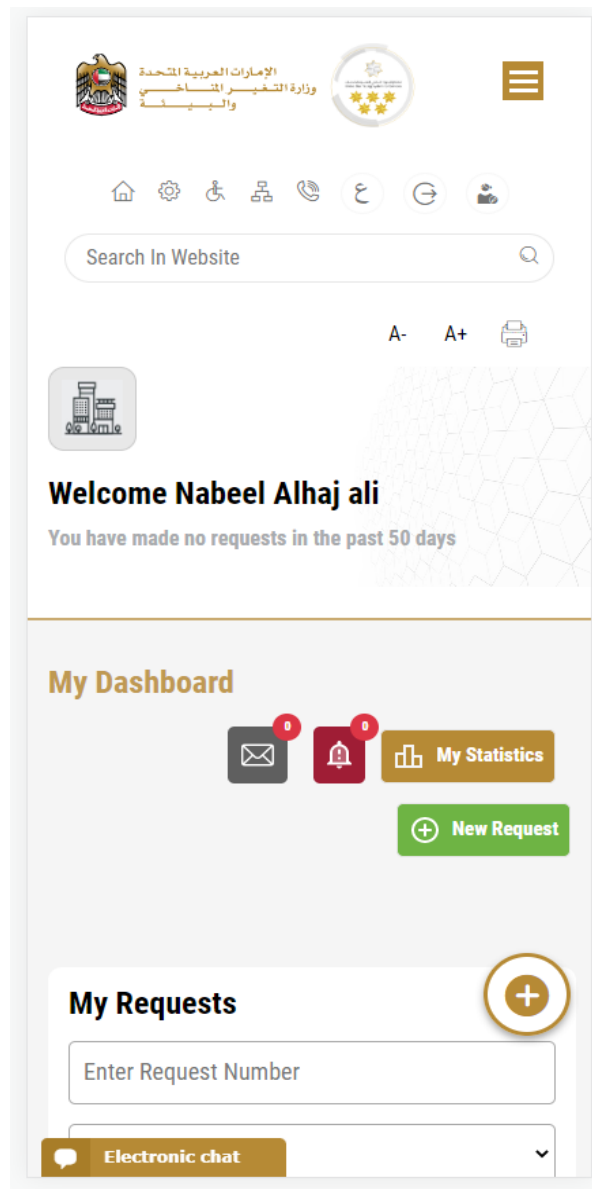
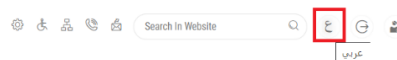


Figure 7- My Dashboard

### 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.

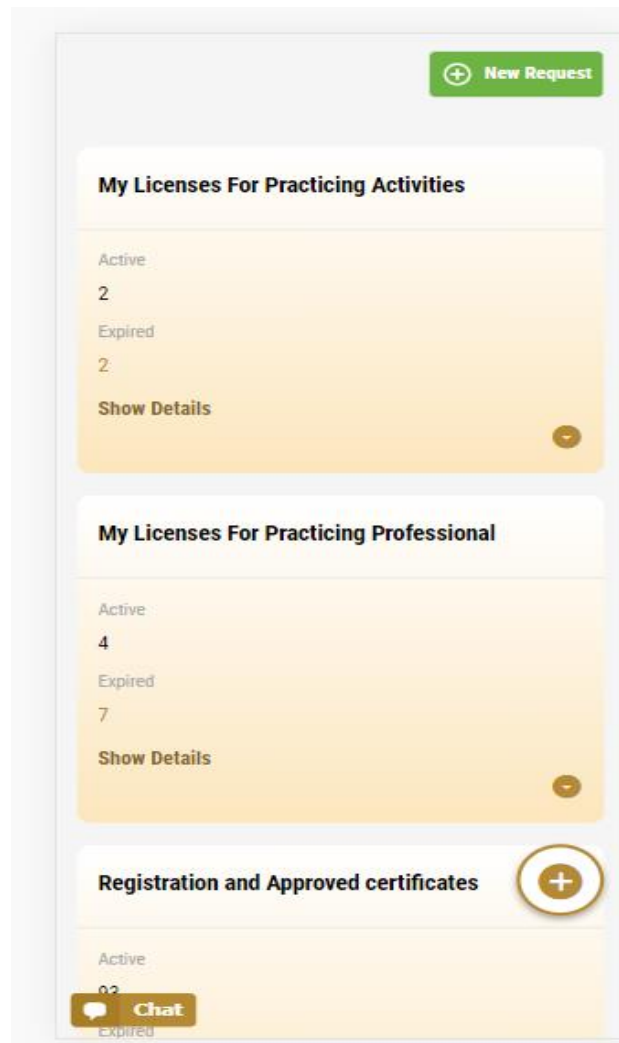


Figure 8 - Dashboard Digital Service Categories

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

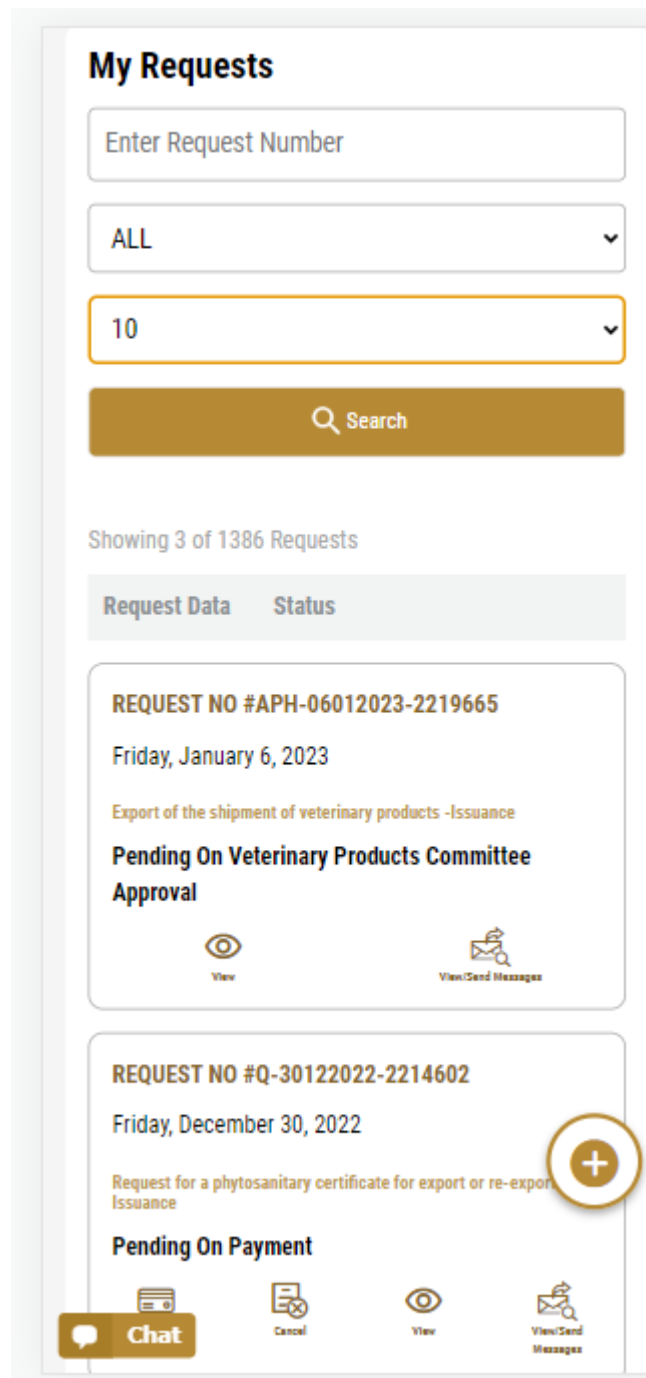


Figure 9 - Customer's Requests List


## 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:

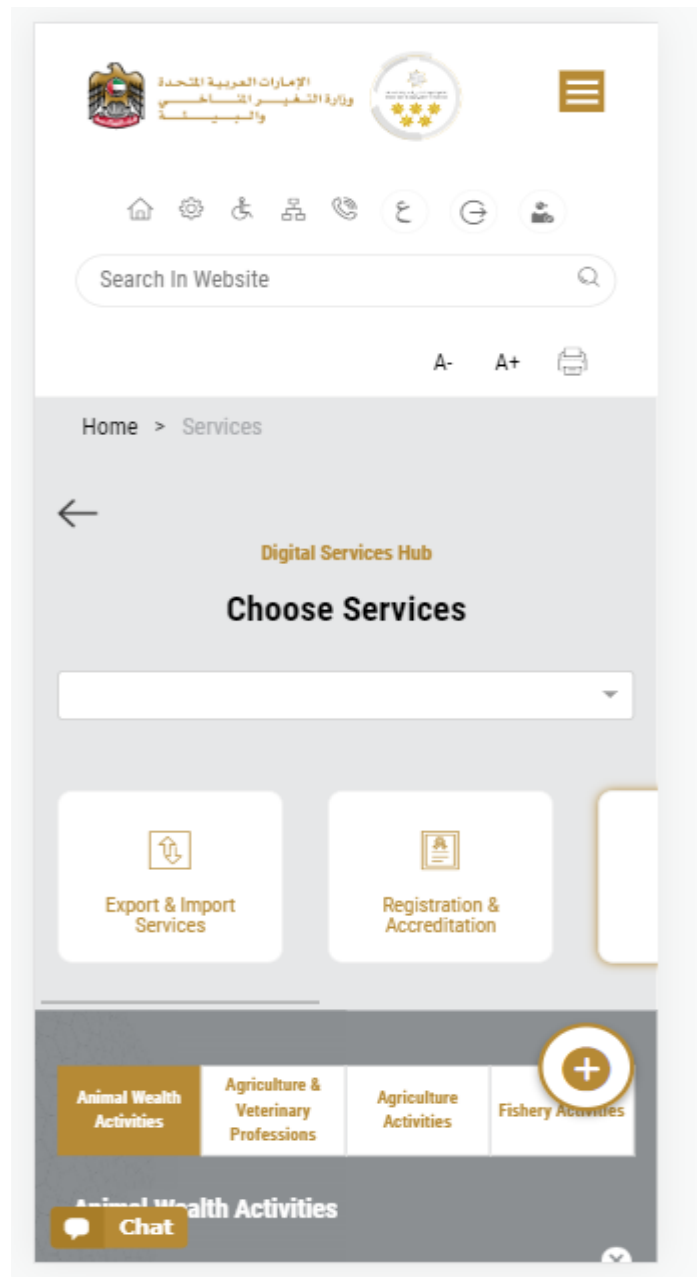


Figure 10 – Service New Request

- 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.

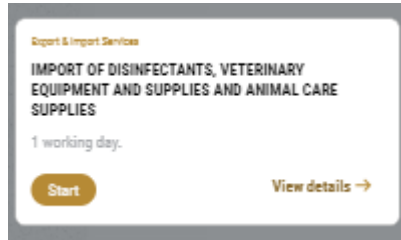


Figure 11 - Service Card

- 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*.

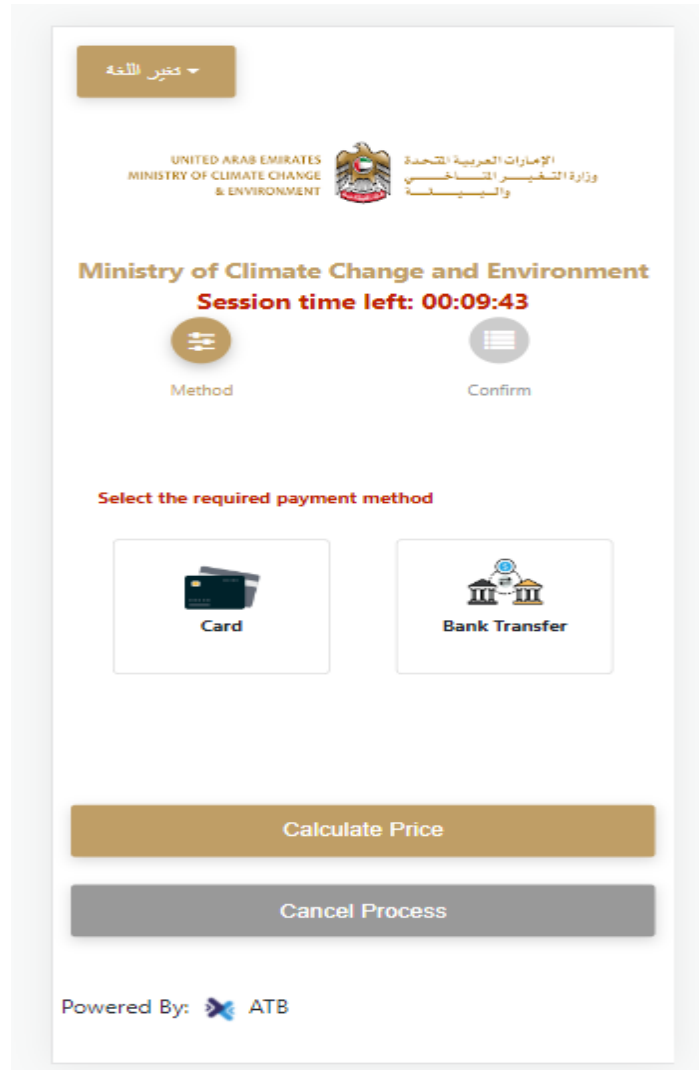



Figure 12 - Payment Gateway

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


  
**Ministry of Climate Change and Environment**
  
 Session time left: 00:04:02

Method
Confirm

service name will appear here

**Description :** Service

**Amount :**  
AED

**Tax Amount (AED) :**  
0 AED

**Quantity :**  
1

---

**Total With Tax Amount :**  
AED

**Total :**  
AED

### Request Fees

**Description :** Request Fees

Card Charges

**Amount :**  
2.04 AED

**Tax Amount (AED) :**  
0.1 AED

---

**Total With Tax Amount :**  
2.14 AED

**Total :**  
2.14 AED

Total Tax	AED
Total Amount	AED

Proceed With Payment

Change Payment Method

Cancel Process



Powered By:  ATB

Figure 13 - Service Fees Details

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



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 والبيئة

**Ministry of Climate Change and Environment**

**Total Payment: 302.14 AED**

**Session time left: 00:09:02**

**Cardholder Name**

**Card Number**

**Month**

**Year**

**CVV**


I agree to [Terms&Conditions](#)

**Pay Now**

**Change Payment Method**

Figure 14 - Credit Card Details

4. 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	: 688026c-8a32-4204-8687-ae89487766d
Receipt Reference Number	: 00627851882313658499
Total Amount	: 253.69 AED
E-Dirham Fees	: 53.98 AED
Payment Method	: Non E-Dirham Card

Service Name	Service Code	Amount	Quantity
Request for the issuance or annual renewal of a license for export or re-export aquatic products	1024122176	200	1
Request for the issuance or annual renewal of license for approval to engage in activities related to the aquaculture sector	1024122177	300	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.

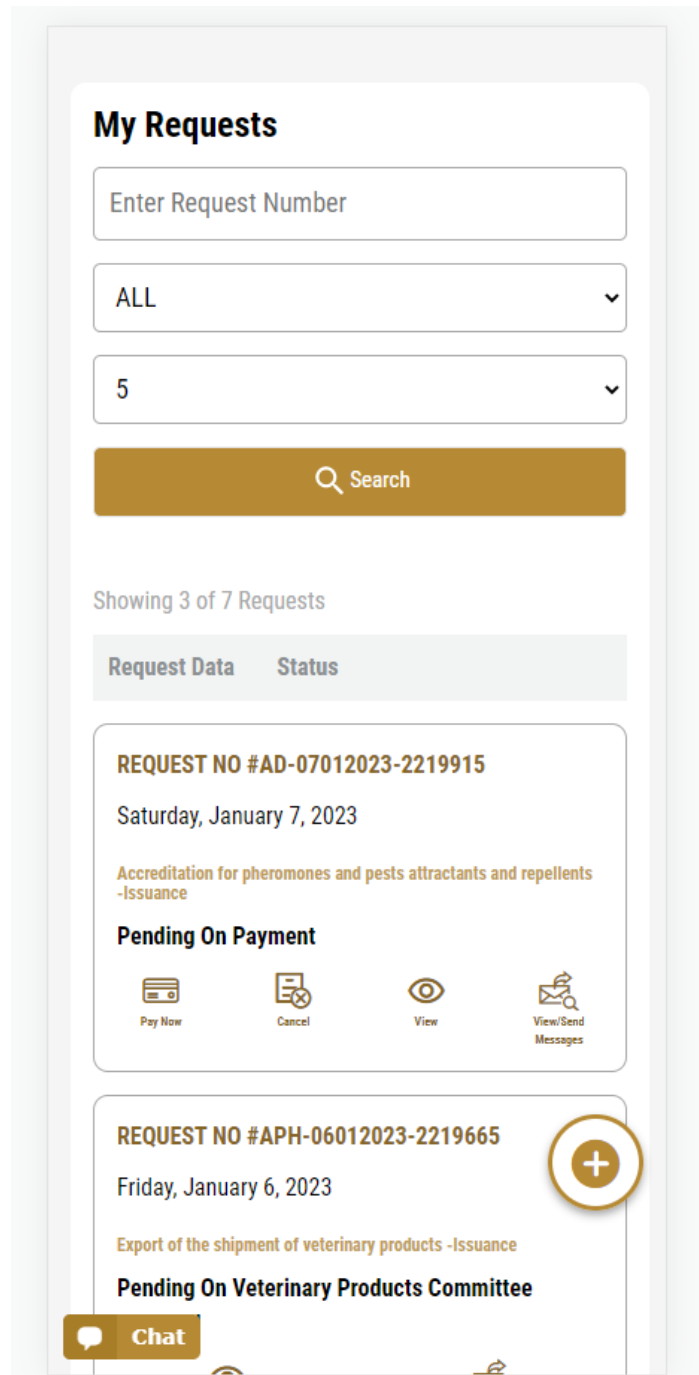


Figure 16 - Select Request to Retrieve

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






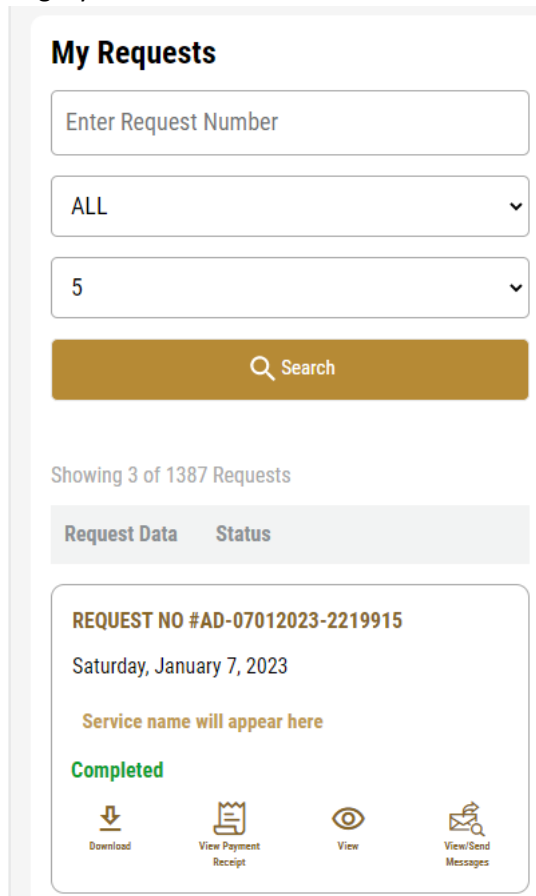
Button	Description
Cancel 	To cancel and delete the request whether it is saved as draft or pending payment
Pay Now 	To pay for a previously created request but you opted to pay the fees at a later time using the Pay Later option
View 	To view request details and make changes if required
View/Send Message 	To communicate directly with MOCCA 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

### View or Download a Certificate

- 1- Select the service category. The list of available certificates will be displayed.



- 2- Locate the required certificate, then click on  to view and download the certificate, or click on  to view the service request.

## Import of disinfectants, veterinary equipment and supplies and animal care supplies

### Service Description

Through this service, an import permit is obtained to approve the importation of disinfectants and diagnostic equipment, equipment, veterinary equipment and supplies and animal care materials from outside the country, valid for 90 days from the date of issue. This check of the consignment at the port of entry upon arrival to the State and its release shall ensure compliance with the import permit and the necessary technical specifications and specifications


### Service Time

1 Working day

### Terms and Conditions

1. Disinfectants and diagnostic equipment, equipment, veterinary equipment and supplies and animal care materials shall be approved in the Ministry's lists
2. The import request should be submitting by one of the authorized establishments to import these materials

### To apply for Import of disinfectants, veterinary equipment and supplies and animal care supplies

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.
- 2- Select the Rquest 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*  . The Applicant information view will be displayed.
- 4- 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*.
  - c. Select the request purpose.

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

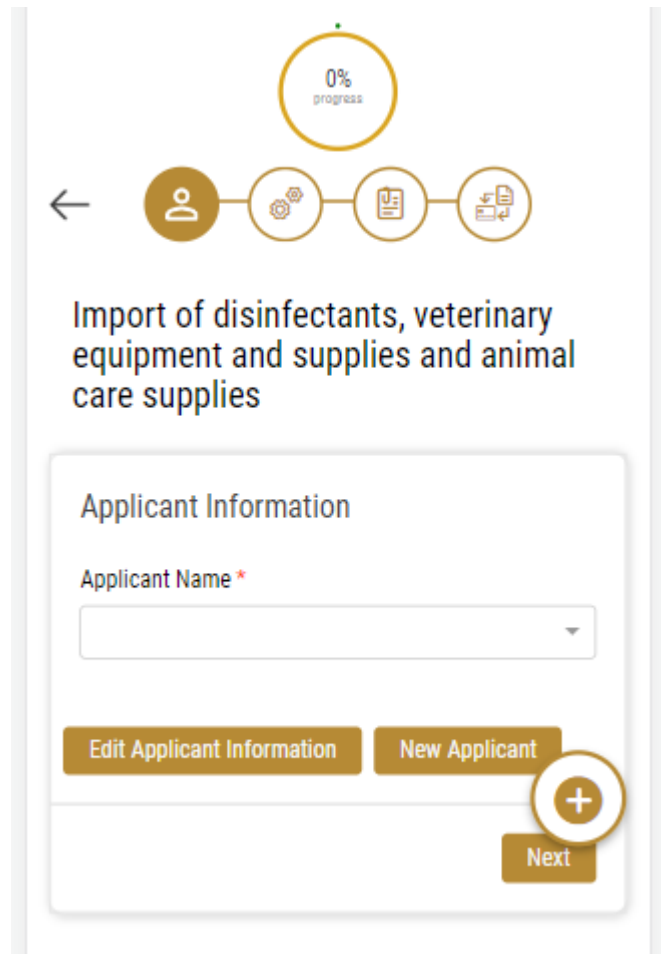


Figure 17 - Select Applicant Name

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

### Import of disinfectants, veterinary equipment and supplies and animal care supplies

#### Applicant Information

Applicant Name \*

Cancel Adding


ID  
 Passport

ID No. \*

Emirates ID format 784-XXXX-XXXXXXXX-X

Verify ID No.

Name \*



Mobile No. \*

Example: 00971123456789


 Electronic chat

Figure 18 - Applicant's Information Page

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

### Import of disinfectants, veterinary equipment and supplies and animal care supplies

#### License Details

License Number  
SHJ-APH-02-258462

Certificate Type  
Veterinarian Establishment License

Last Issuance  
04/04/2019

Expiry Date  
24-12-2023

#### Import Details (i)

Exporting Country \*  

The country where from items will be exported

Expected Arrival Date \*  

The date when consignment expected to arrive

Shipping Method \* +  

Consignment delivery method

+ **Electronic chat**

Figure 19 – Service Information

- 7- Click *Next*, to upload Attachments  
 Note : Attachments will be change according to the service

## Service Attachments

A letter of authorization from the producing and exporting company not to object to the circulation of the product in the State

\*

Upload a File

Certificate of material composition including active substances, their proportions and ratios of other inert

\*

Upload a File

Technical brochure issued by the producing company stating the composition of the material, its specifications, how it is used and pests used to control it (Chemical Safety Card MSDS)

\*



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8- Click *Next* to review your request.

Figure 20 – Service Request Review

- 9- 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](#)

Product Type  
Attractants

Trade Name  
fdsf

Composition  
dfdsf

Manufacturing Company/Factory Name  
Alcochem Hygiene

Origin Country  
Algeria

---

Fees (AED)

Fee Name	Quantity	Total
approve pheromone attractant or repellant additive or substance	1	300
Total		<b>300</b>

Accept Terms & Conditions \*

+



Back
Pay fees
Pay Later

Electronic chat

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

10- Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.

11- Locate the completed request then click on  to download your certificate, or  to view the request.

### My Requests

Enter Request Number

ALL

5

Search

Showing 3 of 1387 Requests

Request Data	Status
<b>REQUEST NO #AD-07012023-2219915</b> Saturday, January 7, 2023 Service name will appear here	<b>Completed</b>

Download View Payment Receipt View View/Send Messages

Figure 21 - Download or View Import Permit

## Apply for Release Permit

To apply for release permit, go to main dashboard and

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

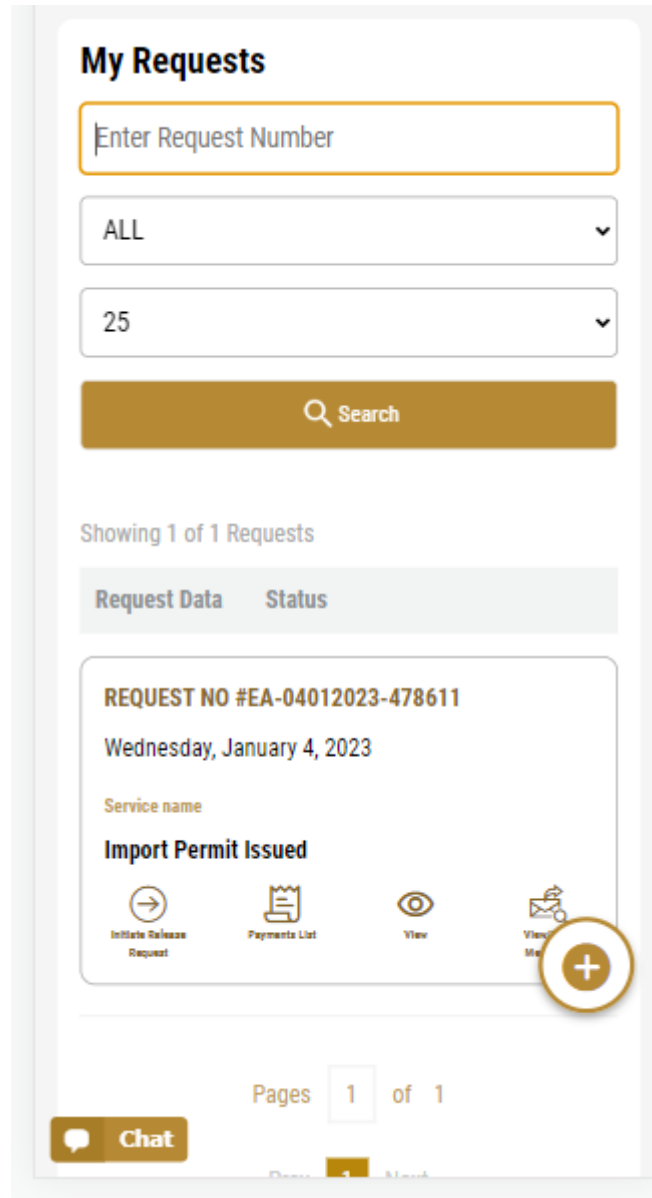
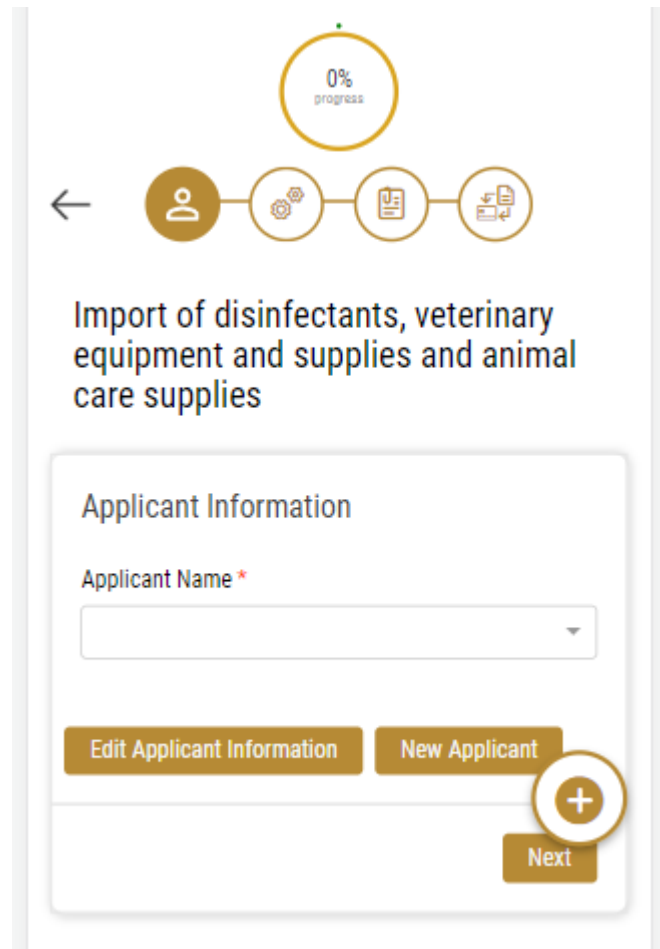


Figure 22– Apply for Release

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 displays a mobile application interface for 'Apply for Release'. At the top, there is a progress indicator showing '0% progress' in a yellow circle. Below this is a horizontal navigation bar with four icons: a person, a gear, a document, and a document with a plus sign. A left-pointing arrow is positioned to the left of the first icon. The main heading reads 'Import of disinfectants, veterinary equipment and supplies and animal care supplies'. Below the heading is a form titled 'Applicant Information'. The form contains a dropdown menu labeled 'Applicant Name \*'. At the bottom of the form, there are two buttons: 'Edit Applicant Information' and 'New Applicant'. A circular button with a plus sign is overlaid on the bottom right corner of the form, with a 'Next' button positioned directly below it.

Figure 21 - Select Applicant Name

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

### Import of disinfectants, veterinary equipment and supplies and animal care supplies

#### Applicant Information

Applicant Name \*

Cancel Adding


ID  
 Passport

ID No. \*

Emirates ID format 784-XXXX-XXXXXXXX-X

Verify ID No.

Name \*



Mobile No. \*

Example: 00971123456789


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Figure 22 - Applicant's Information Page

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

### Import of disinfectants, veterinary equipment and supplies and animal care supplies

#### License Details

License Number  
SHJ-APH-02-258462

Certificate Type  
Veterinarian Establishment License

Last Issuance  
04/04/2019

Expiry Date  
24-12-2023

#### Import Details (i)

Exporting Country \*

The country where from items will be exported

Expected Arrival Date \*

The date when consignment expected to arrive

Shipping Method \* (+)

Consignment delivery method


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Figure 23 – Service Information

14- Click *Next*, to upload Attachments

Note: Attachments will be change according to the service

## Service Attachments

A letter of authorization from the producing and exporting company not to object to the circulation of the product in the State

•

Upload a File

Certificate of material composition including active substances, their proportions and ratios of other inert

-

Upload a File

Technical brochure issued by the producing company stating the composition of the material, its specifications, how it is used and pests used to control it (Chemical Safety Card MSDS)

•

Electronic chat



15- Click *Next* to review your request.

The screenshot shows a mobile application interface for reviewing a service request. The form is contained within a white rounded rectangle with a grey border. It has the following sections and fields:

- Name Section:**
  - City: city
  - Mobile: 00971506727856
  - Email: e@e.com
- Service Information Section:**
  - Product Type: Feed additions
  - Trade Name: 545
  - Composition: 45
  - Manufacturing Company/Factory Name: ANVET PHARMA JSC
  - Origin Country: Albania
- Bottom Section:**
  - Accept Terms & Conditions \* (checkbox)
  - A circular button with a plus sign (+)
  - Back button
  - Submit button
  - Chat button (with a speech bubble icon)

Figure 24 – Service Request Review

16- 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](#)

Product Type  
**Attractants**

Trade Name  
**fdsf**

Composition  
**dfdsf**

Manufacturing Company/Factory Name  
**Alcochem Hygiene**

Origin Country  
**Algeria**

---

**Fees (AED)**

Fee Name	Quantity	Total
approve pheromone attractant or repellant additive or substance	1	300
<b>Total</b>		<b>300</b>

Accept Terms & Conditions \*

Electronic chat

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

17- Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.

18- Locate the completed request then click on  to download your release permit , or  to view the request.

### My Requests

Enter Request Number

ALL

5

Search

Showing 3 of 1387 Requests

Request Data	Status
<b>REQUEST NO #AD-07012023-2219915</b> Saturday, January 7, 2023 Service name will appear here	<b>Completed</b>

[Download](#) [View Payment Receipt](#) [View](#) [View/Send Messages](#)