



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

## Digital Services

Import of a species listed in CITES Appendices

## 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 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 MOCCAE Website

First you need to log in to the MOCCAE website.

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

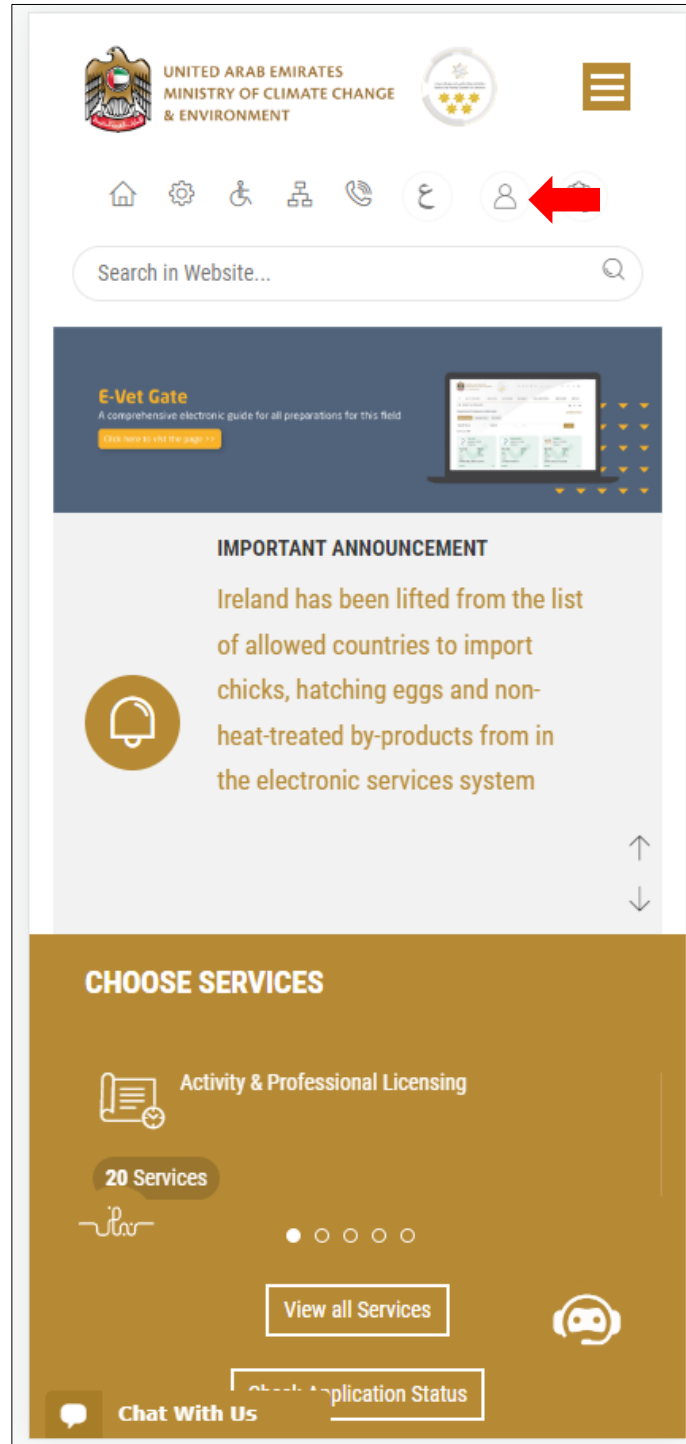
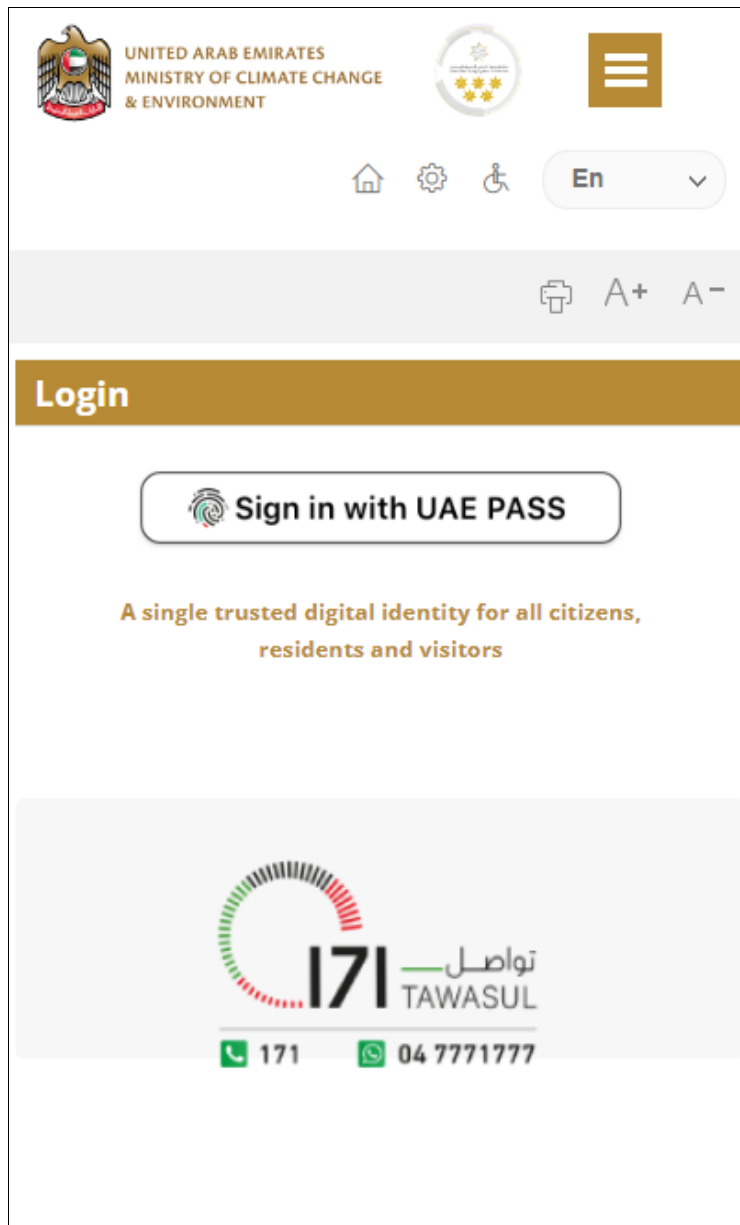


Figure 1 – MOCCAE Website Home Page

1- Click on Sign in with UAE PASS.



2- Enter ID or Mobile or email which has been registered in UAE pass.

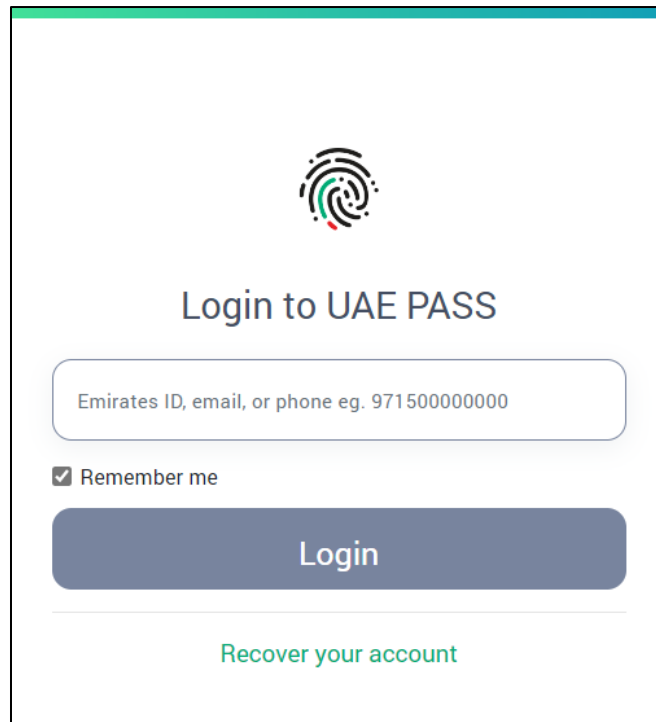
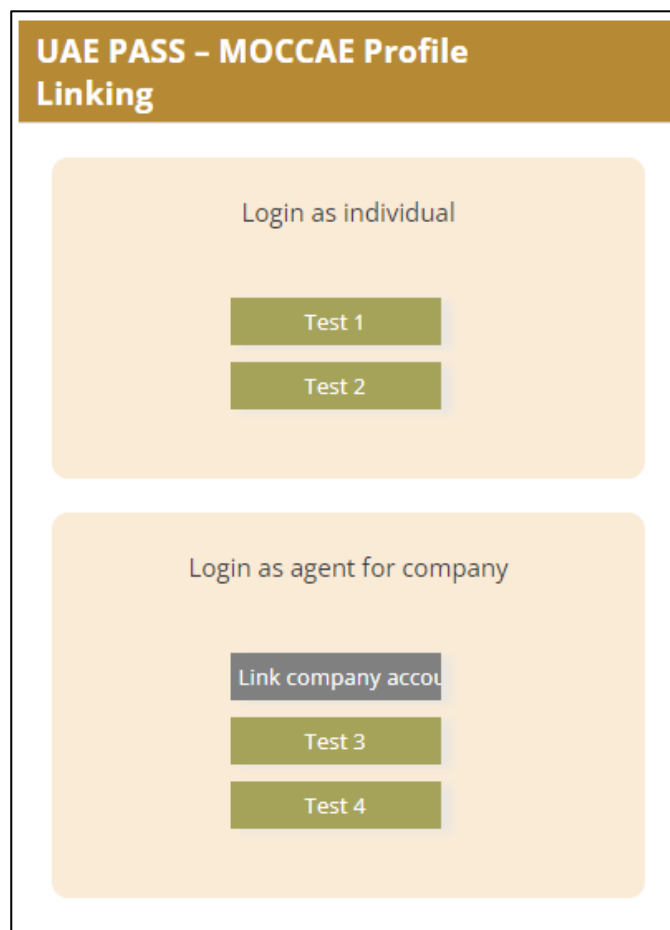


Figure 2 - Login Page

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



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

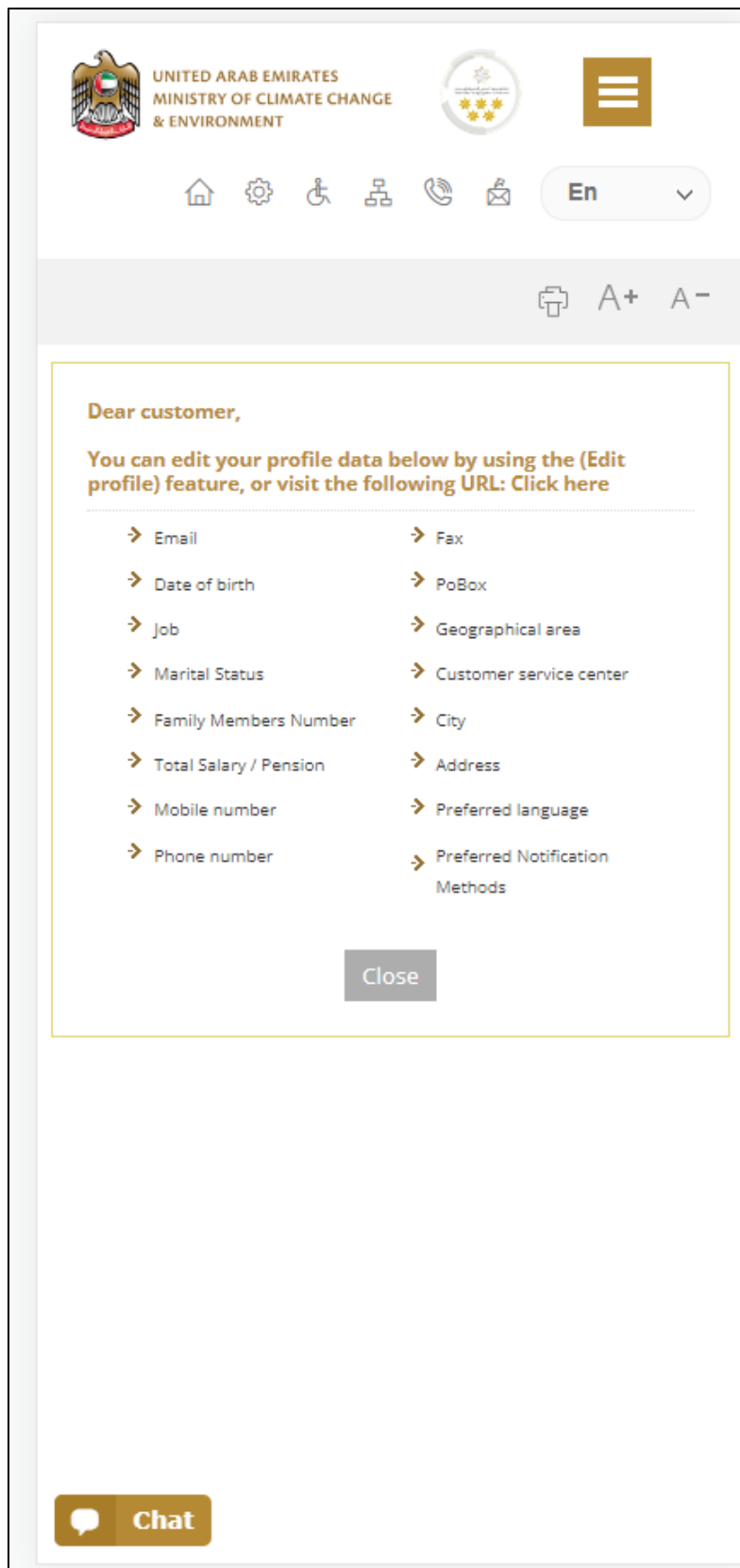



Figure 3 - MOCCAЕ Survey Page

## View/Update Customer Profile

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

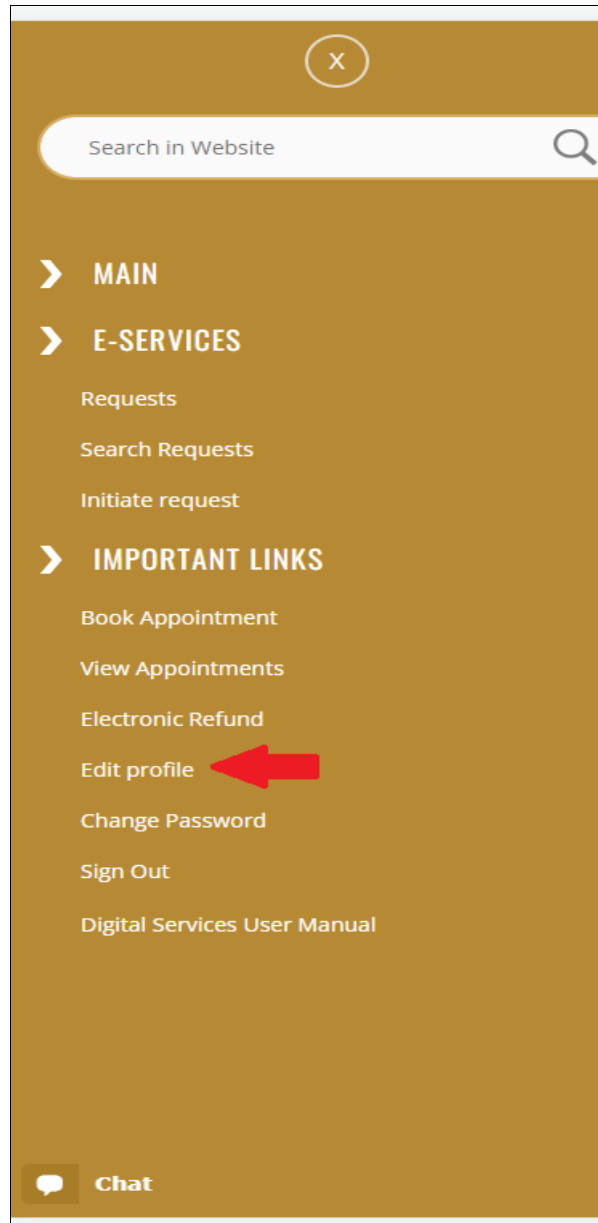


Figure 4 - Update Company Profile




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 home page by clicking on the *Go Digital* icon  to the left of the homepage.

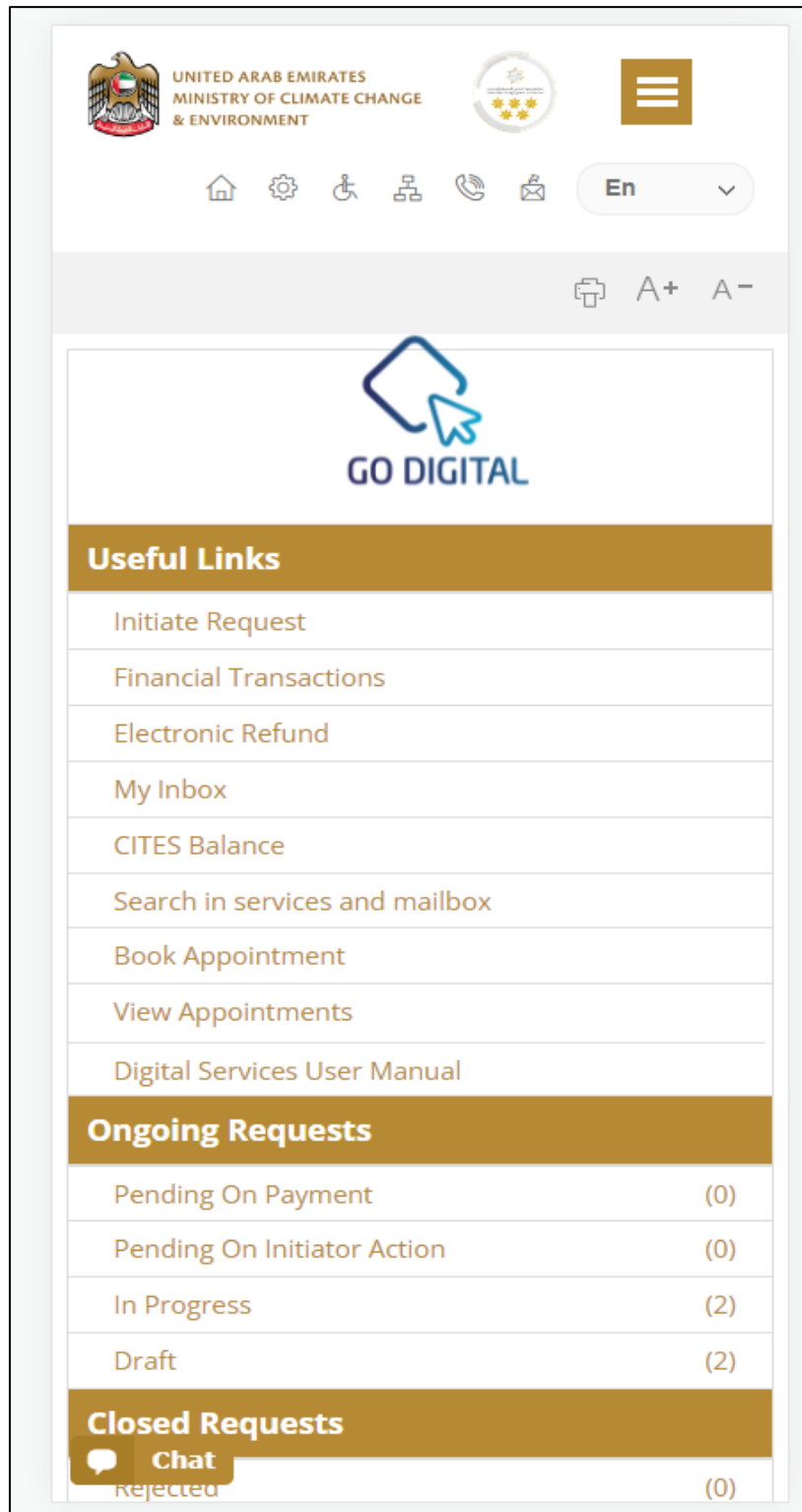


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

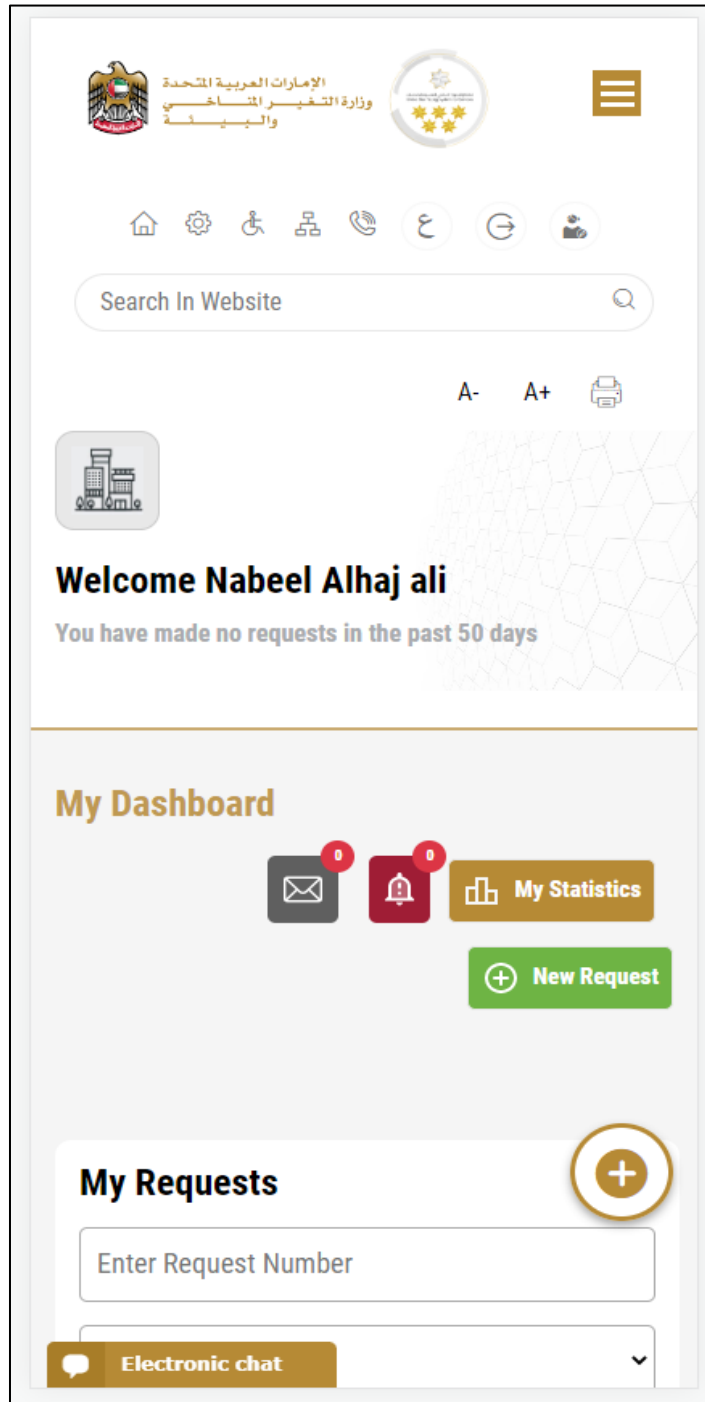


Figure 7- My Dashboard

### 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.

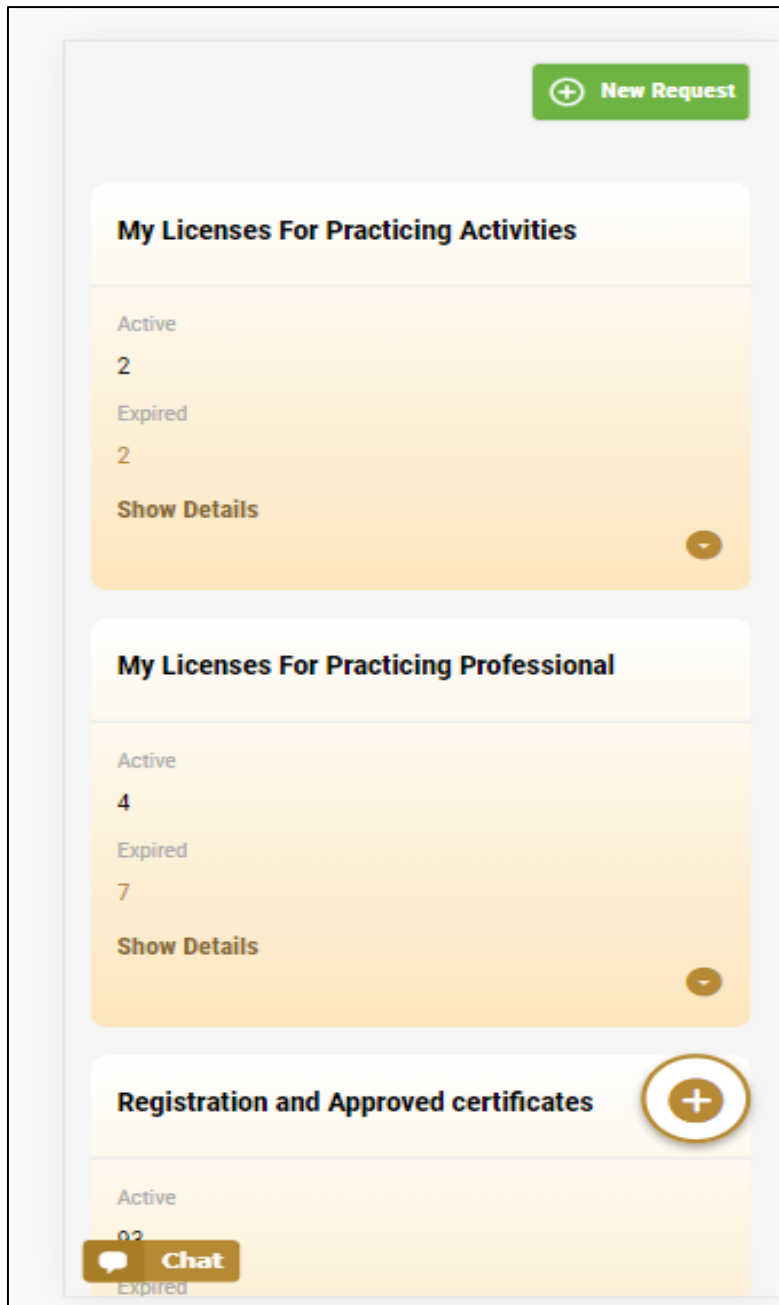


Figure 8 - Dashboard Digital Service Categories

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

### My Requests

ALL ▼

10 ▼

🔍 Search

Showing 3 of 1386 Requests

Request Data	Status
<p><b>REQUEST NO #APH-06012023-2219665</b></p> <p>Friday, January 6, 2023</p> <p>Export of the shipment of veterinary products -Issuance</p> <p><b>Pending On Veterinary Products Committee Approval</b></p>	<div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>👁️ View</span> <span>✉️ View/Send Messages</span> </div>
<p><b>REQUEST NO #Q-30122022-2214602</b></p> <p>Friday, December 30, 2022</p> <p>Request for a phytosanitary certificate for export or re-export Issuance</p> <p><b>Pending On Payment</b></p>	<div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>🗨️ Chat</span> <span>❌ Cancel</span> <span>👁️ View</span> <span>✉️ View/Send Messages</span> </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:

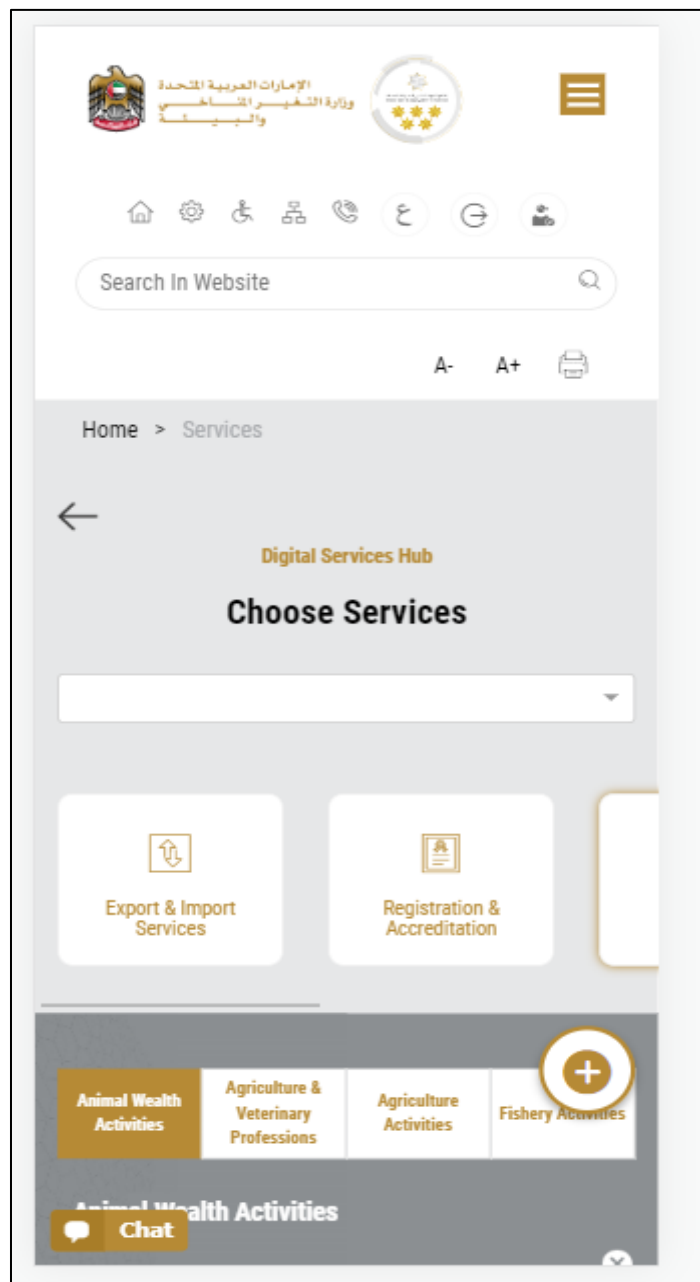


Figure 10 – Service New Request

- 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.

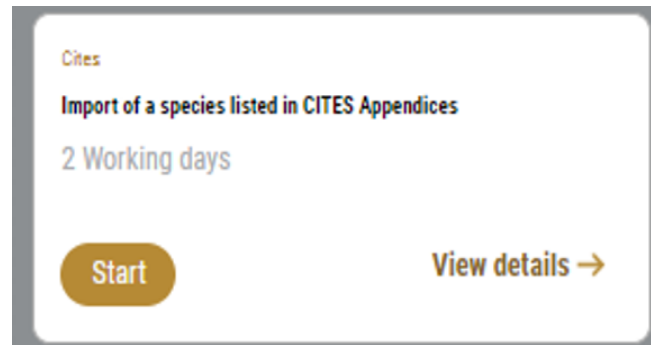


Figure 11 - Service Card

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

You can click on *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* . You will be then directed to the payment gateway.



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

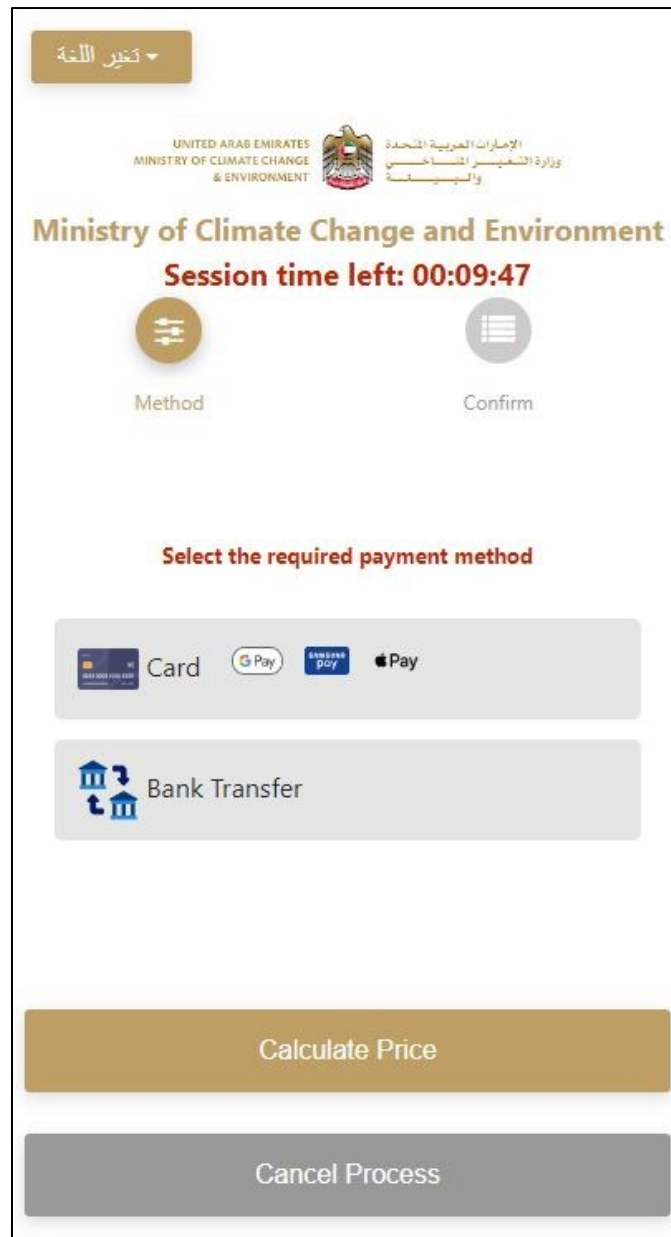


Figure 12 - Payment Gateway

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

The screenshot displays the Ministry of Climate Change and Environment's digital services interface. At the top, there is a language selector and the ministry's logo in both English and Arabic. The header includes the text "Ministry of Climate Change and Environment" and a session timer showing "Session time left: 00:04:02". Below the header are two buttons: "Method" and "Confirm".

The main content area is divided into two columns. The left column shows a placeholder for a service name ("service name will appear here") and a detailed view of a service fee. The right column shows a summary of "Request Fees" and a total amount.

**Service Fee Details (Left Column):**

- Description :** Service
- Amount :** AED
- Tax Amount (AED) :** 0 AED
- Quantity :** 1
- Total With Tax Amount :** AED
- Total :** AED

**Request Fees Summary (Right Column):**

- Description :** Card Charges
- Amount :** 2.04 AED
- Tax Amount (AED) :** 0.1 AED
- Total With Tax Amount :** 2.14 AED
- Total :** 2.14 AED

Below the summary, there is a table showing tax and total amounts:

Total Tax	AED
Total Amount	AED

At the bottom of the interface, there are three buttons: "Proceed With Payment", "Change Payment Method", and "Cancel Process". The footer indicates the system is "Powered By: ATB".




Figure 13 - Service Fees Details

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

**Ministry of Climate Change and Environment**

**Total Payment: 503.57 AED**

**Session time left: 00:03:30**

**Cardholder Name**

**Card Number**

**Month**

**Year**

**CVV**

I agree to [Terms&Conditions](#)

**Pay Now**

**Change Payment Method**

**Cancel Process**

Figure 14 - Credit Card Details

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

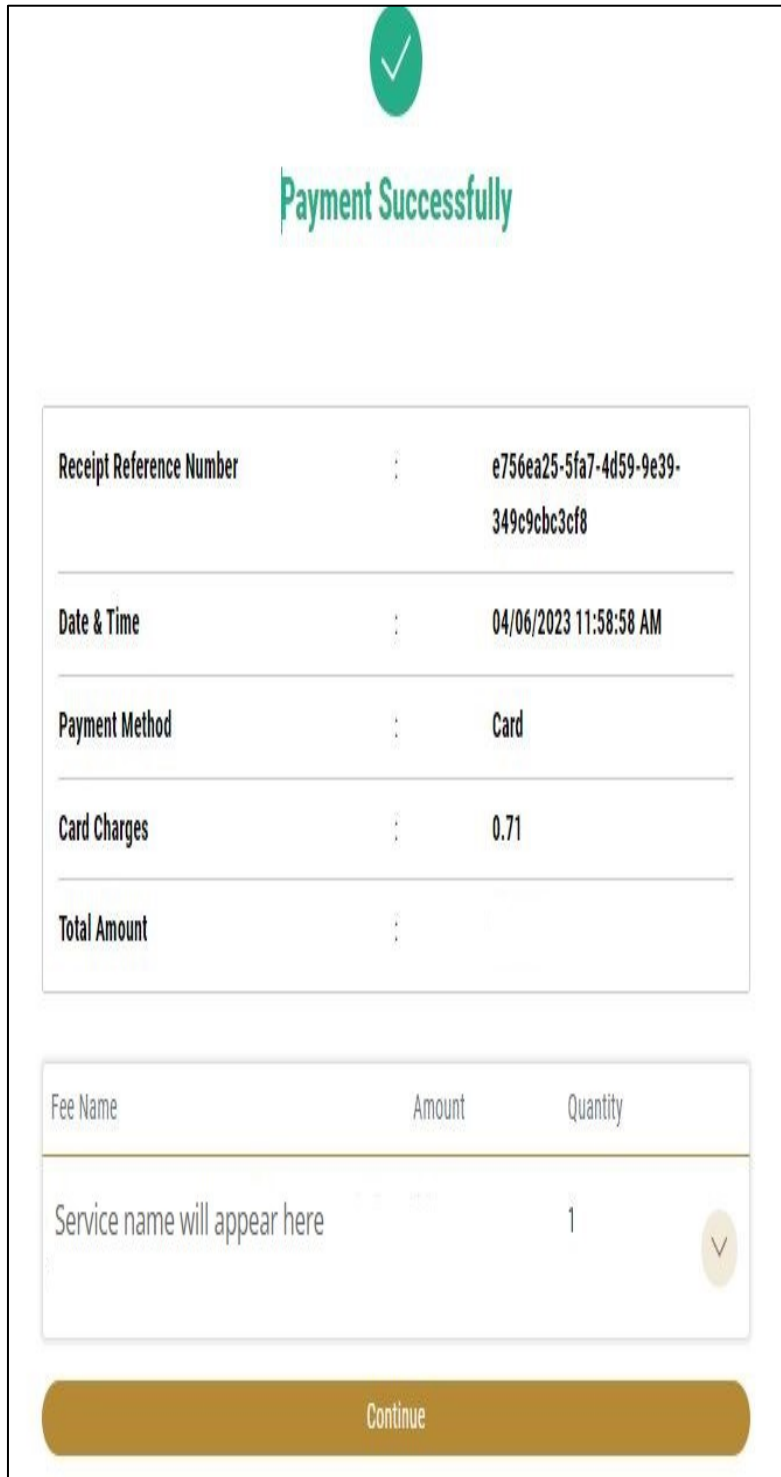


Figure 15 - Payment Confirmation

### 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.

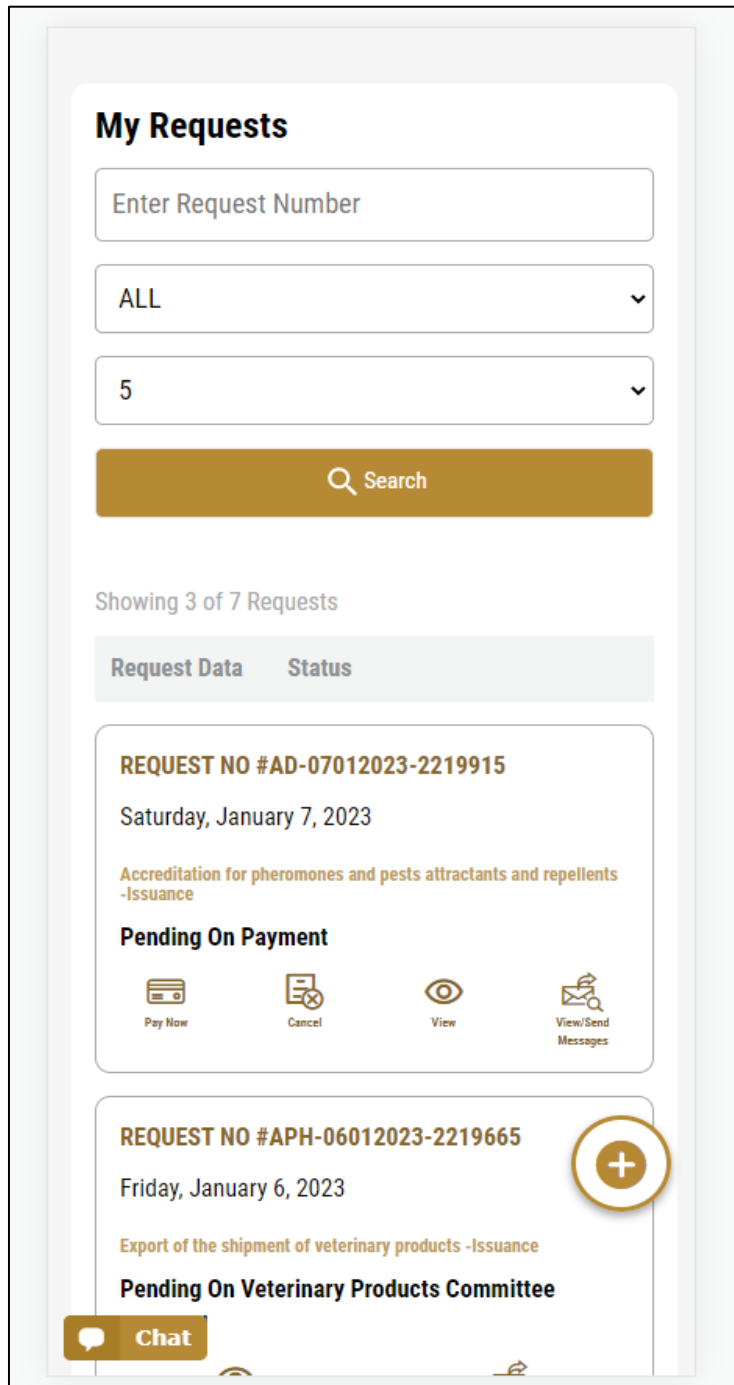



Figure 16 - Select Request to Retrieve

- 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 MOCCAIE 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.





## My Requests



ALL
▼

5
▼

🔍 Search

Showing 3 of 1387 Requests

Request Data	Status
<p><b>REQUEST NO #AD-07012023-2219915</b></p> <p>Saturday, January 7, 2023</p> <p style="color: #8B6914;">Service name will appear here</p> <p style="color: #2E8B57; font-weight: bold;">Completed</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">   <small>Download</small> </div> <div style="text-align: center;">   <small>View Payment Receipt</small> </div> <div style="text-align: center;">   <small>View</small> </div> <div style="text-align: center;">   <small>View/Send Messages</small> </div> </div>	

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

## Import of a species listed in CITES Appendices

### Service Description

This service enables individuals and companies to apply for the import certificate for live animal and plant species and their derivatives that listed in CITES convention appendices. The validity of certificate is one year from the date of issuance, then check on the consignment when it arrives in the country at the port of entry and release it after ensuring that it complies with all import requirements

### Service Time

2 Working day

### Terms and Conditions

1. The customer shall comply with the provisions of Law No. 11 of 2002 on the regulation of international trade in Endangered species of Fauna and Flora.
2. CITES Certificate includes a maximum four species only.
3. Certificates are issued for one shipment only.
4. Ensure that the exporting country does not have a trade ban on the CITES website.
5. To import caviar listed on the CITES Appendix, a caviar universal labelling system must be attached.
6. In case of import from Appendix I for commercial purposes, the breeding centers or nurseries must be registered in CITES website.
7. In case of import from a non-CITES party, a permit or certificate shall be attached from the competent authorities listed in the CITES website.
8. The provisions of veterinary and agricultural quarantine shall be applied on all shipments.  
All consignments shall be entered through the approved border ports in the UAE and the release certificate for the veterinary and agricultural consignments shall be obtained electronically.
9. The provisions of Ministerial Decree No. 335 of 2018 on regulating the importation of live animals, their products and their by-products and Federal Law No. 22 of 2016 on regulating the Possession of Dangerous Animals and its executive regulations and its Amended shall be applied on all shipments.

10. In case of transiting, unloaded and reloaded specimens in the state:  
 - It is not required a permit, certificate, or any other document from the ministry (Administrative Authority).

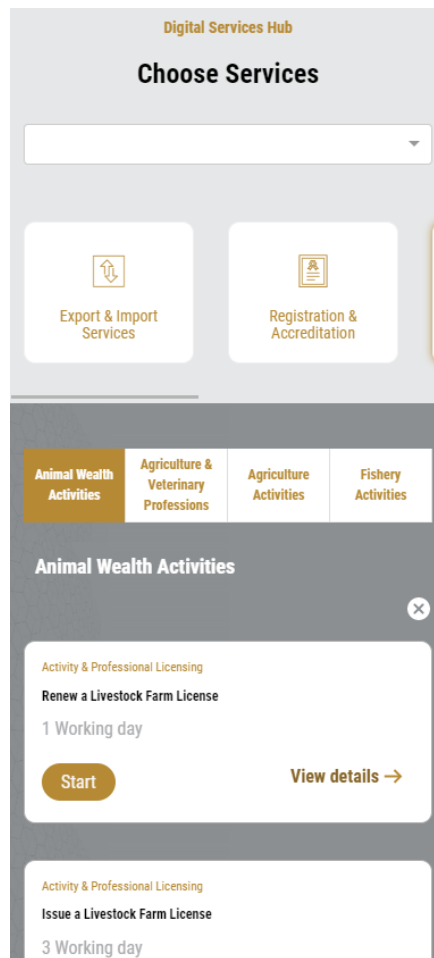
- Any specimen may be tested to verify the existence of a permit of export issued by the Administrative authority in the exporting or re-exporting State in accordance with the provisions set forth in the CITES Convention.

Additional Information:

1. Addresses of the administrative authorities for CITES parties. [Click here](#)
2. To search if the species or specimen listed in the CITES appendices. [Click here](#)

**apply for Import of a species listed in CITES Appendices**

- 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.

- 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 show 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.

### Applicant Information

Applicant Name \*

Cancel Adding

ID  
 Passport

ID No. \*

  
Emirates ID format 784-XXXX-XXXXXXX-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 a species listed in CITES Appendices**

Inputs for CITES services in English

All consignments should be in one shipment

**Importer Details**

Importer Name  
Test Qc Four

Email  
e@e.com

PO Box  
46775640

Phone  
00971500000000

Fax  
46775640

Country of Import  
United Arab Emirates

City  
Dubai

Importer Address \*

456

**Exporter Details**

Exporter Name \*

Email \*

PO Box

Phone \*

Fax

Exporter Country \*

City \*

Exporter Address \*

**Service Information**

Purpose \*

Chat arrival date

**Shipment Information**

Class \*

Appendix \*

Scientific Name \*

Add

Filter

Consignment Items

Please add one item at least

**Entrance Data**

Port \*

Entry port where the consignment will pass  
Please enter the Port.

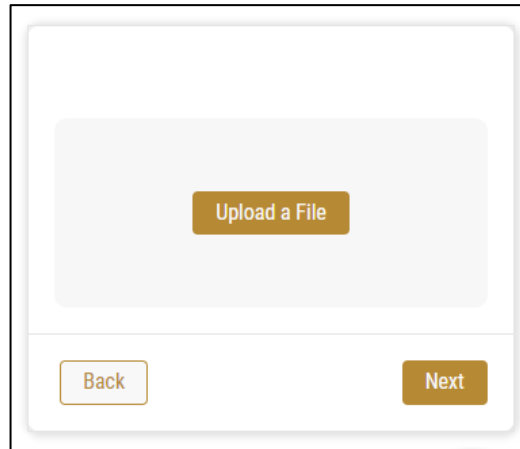
Back

Next

Chat

Figure 19 - Service Information

7- Upload required attachments



8- Click *Next* to review your request.

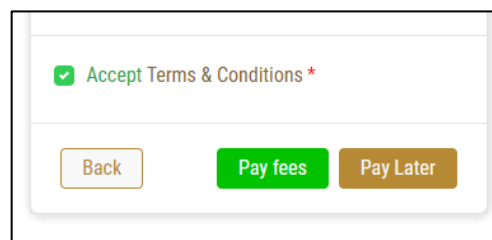
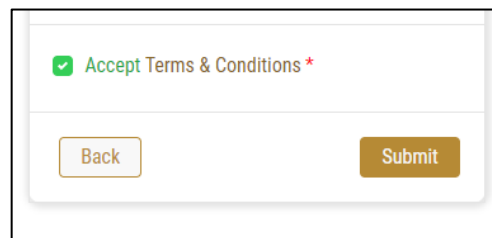



Figure 20 – Service Request Review

- 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](#)
- 10- Once the payment is done, the Import permit will be issued .



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

Request output 

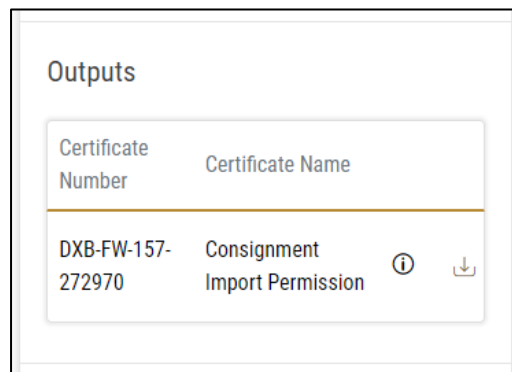


Figure 21 – download permit

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

### Apply for release

1. To apply for release find the import request from the dashboard

and click on the release Icon 

2. Fill the applicant details just like in the first step
3. Enter the shipping information

A screenshot of a web form with three required fields, each marked with a red asterisk. The first field is 'Arrival Date \*' with a text input containing 'mm/dd/yyyy' and a calendar icon. The second field is 'Shipping Policy \*' with an empty text input. The third field is 'Carrier \*' with an empty text input.

4. Upload the required attachments

A screenshot of a file upload interface. It features a large light gray rectangular area with a brown button labeled 'Upload a File' centered inside. Below this area, there are two brown buttons: 'Back' on the left and 'Next' on the right.

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

A screenshot of a form showing a checked checkbox next to the text 'Accept Terms & Conditions \*'. Below this, there are three buttons: a brown 'Back' button on the left, a green 'Pay fees' button in the center, and a brown 'Pay Later' button on the right.

6. Once paid the request status will be pending On Vet Auditing or Inspection

### My Requests

Enter Request Number

ALL

25

Search

Showing 1 of 1 Requests

Request Data Status

**REQUEST NO #EA-18122022-478419**

Sunday, December 18, 2022

**Pending On Auditing or Inspection**

Payments List View View/Send Messages


- Once the consignment arrives and our vet check it then the status of the request will be finished

**REQUEST NO #EA-18122022-478419**



Sunday, December 18, 2022

**Finished**

Payments List View View/Send Messages

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

### Outputs

Certificate Number	Certificate Name		
DXB-FW-157-272904	Consignment Import Permission		
DXB-EA-202-272905	Consignment Release Permission	