

Digital Services

Import an agricultural consignment

User Guide

Table of Contents

Introduction	1
Overview	1
Getting Started	2
Logging in MOCCAE Website	2
View/Update Customer Profile	5
Running the 'Go Digital' Services	5
Changing the Interface Language	5
The User Dashboard	7
Using the 'Go Digital' Services	3
Digital Services Overview	3
Starting a New Request	3
How to Pay for a Digital Service)
Retrieve a Service Request12	2

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 \bigcirc ' '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.

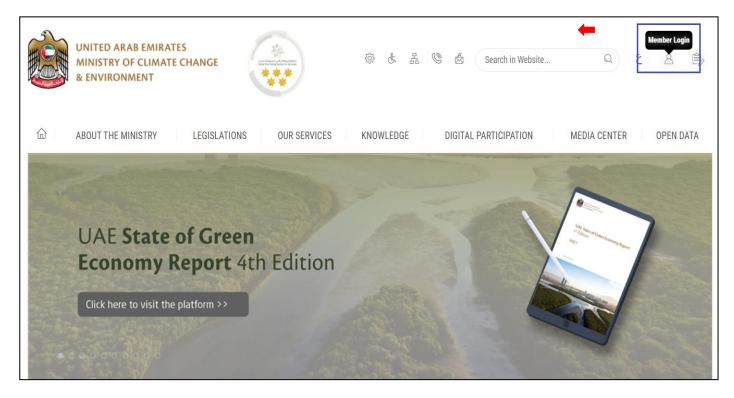


Figure 1 – MOCCAE Website Home Page

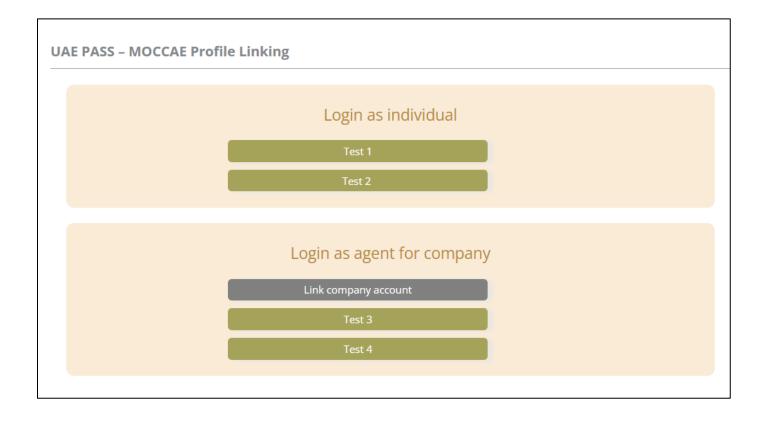
3- Click on Sign in with UAE PASS.

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Useful Links		Login				
Login	>					
	_	🔞 Sign in with UAE PASS				
Book Appointment	>					
View Appointments	>	A single trusted digital identity for all citizens, residents and visitors				
Electronic Refund	>					
Digital Services User Manual	>					
Digital Certificates and Permi Hub	ts					

	Login to UAE PASS
	Emirates ID, email, or phone eg. 971500000000
c	Remember me
	Login

Figure 2 - Login Page

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



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GO DIGITAL	>	Survey	Ocustamer Service Centers Overatione Ocal Camer	
Useful Links			Oother	
Initiate Request	>	What are your favorite	Ocustamer Service Centers	
Financial Transactions	>	pharmels to communicate?	Ovebsite Orat Center Ovebsite	
Electronic Refund	>		Choose OSodal Media (Investuper, Facebook, Youtube, Instagram) Obtenia (Investupers, magazines, radio, Yr Interview) October	

Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

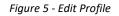
- 1- Click on the profile name displayed on the top of the page.
- 2- Click on Edit Profile.

UNITED ARAB E MINISTRY OF CL & ENVIRONMEN	IMATE			\$ \$	ය 🕲		Search in Website	e Q قناب باللغة Welcome: Test Com ب
	TRY	LEGISLATIONS	R SERVICES KNOWLEDGE	E-PART	ICIPATION	ME	DIA CENTER	Edit Profile
HOME • WORKSPACE • Mini	istry Of Clin	nate Change And Environment - Su	rvey					(Change Password
\wedge		Survey						U Sign Out
GO DIGITAL	>	What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite Ocall Center OMobile					
Useful Links			Oother					
Initiate Request	>	With the same success for some the	OCustomer Service Centers					
Financial Transactions	>	What are your favorite channels to communicate?	Owebsite Ocall Center Omobile					
Electronic Refund	>		Onobile OSocial Media (Twitter, Facebook, Youtube, OMedia (newspapers, magazines, radio, TV i Ootbor					

Figure 4 - Update Profile

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

UNITED ARAB EMIRAT MINISTRY OF CLIMATE & ENVIRONMENT		徽 读 品 🧶 se	ر اللغة Welcome: Test Com ب
合 ABOUT THE MINISTRY	LEGISLATIONS OUR SERVICES KNC	OWLEDGE E-PARTICIPATION MEDIA CENTER	OPEN DATA
HOME • WORKSPACE • Ministry Of Cl	imate Change And Environment-Edit Profile		🛱 A- A+
GO DIGITAL	Edit Profile Fields marked with (*) are mandatory. Registeration type Organization		
Useful Links	Participant Number CP-20221		
Financial Transactions	+ Online account data		
Electronic Refund	+ Organization details		



Running the 'Go Digital' Services

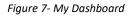
The digital services platform can be accessed internally from the MOCCAE homepage by clicking on the *Go Digital* icon \Im to the left of the homepage.

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ABOUT THE MINIS	TRY	LEGISLATIONS OUT	R SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA	
Dente - WORKSPACE - Min	istry Of Ciri	nate Change And Environment - Sur	unth			🖨 A- A+	
^		Survey					
GO DIGITAL	>	What are your favorite chareness to apply for service?	Ocustomer Service Centers Ovebolite Call Center Oxabile				
Useful Links			Oother				
Initiate Request	×	What are your favorite	OCustomer Service Centers				
Financial Transactions		channels to communicate?	Owebsite Ocal Center OMobile				
Electronic Refund	>		Osocial Media (Twitter, Facebook, Youtube OMcdia (newspapers, magazines, radio, fr				

Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

My Licenses		My Licenses	For	Registration a	ind	Material Balan	ces &
Practicing A	ctivities	Practicing Pr	ofessional	Approved cert	tificates	Cities	
Active	Expired	Active	Expired	Active	Expired	Material	cites
0	0	0	0	0	0	0	0
Show Details	0	Show Details	0	Show Details	0	Show Details	0
My Reque			ALL		~ 5 ~	Q Search	



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.

ŝ	£	2	٢	Å	Search In Website	Q	٤	θ	*
								عربي	

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
A	To inform the customer with any notifications
H 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.

My Licenses Practicing A		My License Practicing F	s For Professional		Registration Approved co		Material Bal Cities	ances &
Active	Expired	Active	Expired		Active	Expired	Material	cites
0	0	0	0		0	0	0	0
Show Details	0	Show Details		0	Show Details	0	Show Details	0

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 🗸	Q Search	
Showing 3 of 7 Requests						
Request Data	Status					
REQUEST NO #EA-20092023-2415503 Wednesday, September 20, 2023 Export of hazardous waste-Issuance V More Details	Canceled				© View	View/Send Me
REQUEST NO #EA-20092023-2415463 Wednesday, September 20, 2023 Export of hazardous waste-Issuance More Details	Canceled				© View	View/Send Me_
REQUEST NO #ACL-31072023-03196 Monday, July 31, 2023 License for Practicing Animal Care Activities-Add Activity	Completed		₽ Download	E View Payment.	O View	View/Send Me

Digital Services User Guide

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:

Home > Services	port of animal feed and foc	der × Import		Digital Services Hub hoose Servic	es	oodstock and Larvae	x -
Search Results Expert & Import Services IMPORT OF ANIMAL 1 Working day Start	. FEED AND FODDER View detai	ls →	Expert & Import Servi IMPORT OF A CONSIGNMENT 1 Working day Start	VETERINARY PROD T	UCTS ″iew details →	Export & Import Services IMPORT PERMIT LARVAE 1 working days Start	€ FOR BROODSTOCK AND View details →
	Registration & Accreditation	Export & In Service		© Cites	Licer	rofessional	View All Services

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.

View details \rightarrow

Figure 11 - Service Card

3- Click on *Start* (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.

	UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT	الإمارات العربية المتحدة وزارة التغييس المساحسين والمينيات		
		Change and Environment le left: 00:08:03		
-	E			
	Method	Confirm		
	Select the require	ed payment method		
	Card (GPay)			
	Bank Transfer			
Cancel Process			Ca	alculate Price

Figure 12 - Payment Gateway

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

		UNITED ARAB EMIRAT MINISTRY OF CLIMATE CHANC & ENVIRONMEN	مربية التحدة GE سنة التحدة	الإسارات اله وزارة التسغيبيسر الا والد			
		Ministry of Climate Session ti	e Change and ime left: 00:0		ent		
		Method	Confi	irm			
Description			Amount	Tax Amount	: (AED)	Quantity	Total With Tax Amount
Request to issue or renew	a pesticide registration	1 certificate	AED	0.00 AED	_	5	AED
Total							AED
Request Fees							
Description							
Description	Amount	Tax Amount (AE	ED)		Total Wit	h Tax Amoun	t
Card Charges	Amount	Tax Amount (AE	ED)		Total Wit		t
			ED)	-)	t
Card Charges			ED)		AED)	
Card Charges			ED)		AED)	t 1.02 AE
Card Charges Total			ED)		AED)	1.02 A
Card Charges Total Total Tax		1.02 AED	ED) yment Method		AED)	

Figure 13 - Service Fees Details

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

MINIS	UNITED ARAB EMIRATES STRY OF CLIMATE CHANGE & ENVIRONMENT	الإمارات العربية المتحدة وزارة التغيــــر المُنـــــا فـــــــــــــــــــــــــــــــ				
Μ	linistry of Climate Chang Total Payment: 30 Session time left	21.42 AED				
		(G Pay)				
Cardholder Name	Cardholder Name					
Cardholder Name						
Card Number	Card Number					
XXXX XXXX XXXX XX	XXX					
Month	Year	cvv				
Month	Year	***				
I agree to Terms&	Conditions Pay Now					
Cancel F	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*.

Рау	ment Success	fully	
Receipt Reference Number	:	12345678	
Date & Time	:	26/09/2023 12:36:12 AM	
Payment Method	:	Card	
Card Charges	:	Fees	
Total Amount	:	Fees	
Fee Name	Amount	Quantity	
Service Name Will Appear Here	Fees	1	

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.

Active 5 Show Details	Expired 10	Active 135 Show Details	Expired 10	Material cites 0 7 Show Details	
Show Details	0	Show Details	0	Show Datails	
				Show Details	
	ALL		v 5 v	Q, Search	
Sta	atus				
	Sta	Status			

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 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

Table 2 – Service Request Actions

Service Description

To apply for a Import an agricultural consignment

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

Home > Services			Services Hub e Services	A.	
× Import of an	mal feed and fodder × Impo	rt of a veterinary products co	onsignment × Import Permit for B	Broodstock and Larvae	× *
Search Results					8
Expert & Import Services IMPORT OF ANIMAL FEED AN 1 Working day	ND FODDER	Expert & Import Services IMPORT OF A VETERI CONSIGNMENT 1 Working day	NARY PRODUCTS	Export & Import Services IMPORT PERMIT FOR B LARVAE 1 working days	ROODSTOCK AND
Start	View details →	Start	View details \rightarrow	Start	View details ->
A					
Registratio	n & Export & I	mport	Cites Activity &		JI Services

- 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".

pplicant Name *			
Agent	× 👻	Edit Applicant Information	New Applicant
Request Purpose *			
Commercial	X 👻		

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.

License Details	License Details	
Import Details	License Number	Certificate Type
	ACL-2022-14891	Practicing Animal Activities License
Shipment	Last Issuance	Expiry Date
Information	27-01-2022	27-01-2025
Consignment Items	Import Details	(i)
Entrance Data		Expected Arrival Date *
Entrance Data	Exporting Country *	Expected Arrival Date *
	Ghana 👻	05/18/2023
	The country where from items will be exported	The date when consignment expected to anne
	Shipping Method *	
	By Air × 👻	
	Consignment delivery method	
	Class *	
	بذور و تقاوی	.
	Classification of the imported item(s)	
	Shipment Information	(j)
	Is this item registered before? *	Ves No
	Quantity *	Measurement Unit *
		-
	Description *	
	Write description for the imported item	/
	Notes	
	Please mention if any extra information	12

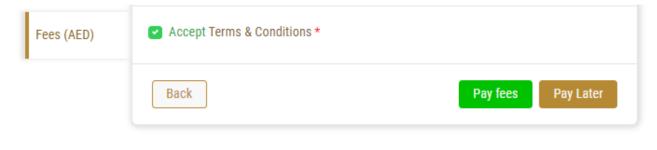
License Details	Description *		
Import Details			1
Shipment Information	Write description for the imported item Notes		
Consignment Items Entrance Data	Please mention if any extra information Add Consignment Items		
	Туре	Country Of Origin	
	Arabica coffee + arabian cofee	Ghana	ê 🗙 🗸
	Entrance Data		(j
			•
	Entry port where the consignment will pass Please enter the Port.		
	Back		Next

Figure 18 - Service Information

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

License Details	License Details	
Import Details	License Number	Certificate Type
Consignment	AGL-2022-19109	Certificate for practicing agricultural activity
Items	Last Issuance	Expiry Date
	27-01-2022	27-01-2025
	Import Details	
	Exporting Country	Expected Arrival Date
	Ethiopia	26-05-2023
	Shipping Method	Class
	By Sea	Seeds
	Port	
	Khalid port	
	Consignment Items	
	Туре	
	112233	\checkmark
	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.



- a. To pay the service fees later click on *Pay Later* (request, 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 <u>How to Pay for</u> <u>a Digital Service</u>

REQUEST NO #EA-15052023-479732 Monday, May 15, 2023					
monday, may 10, 2020	Pending On Payment	E O Pay Now	Cancel	(O) View	View/Bend 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	O View	View/Send Messages

10- To download the permit, open the request then click on the download icon below Request output $\stackrel{\label{eq:result}}{\leftarrow}$

Dutputs			
Certificate Number	Certificate Name		
DXB-FW-157-272961	Consignment Import Permission	(i)	↓

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 $\stackrel{\bigodot}{\underset{\mbox{\tiny bittle hiers Report}}{\rightarrow}}$

REQUEST NO #EA-02012023-478581 Monday, January 2, 2023					
	Import Permit Issued	Initiate Release Request	Payments List	O View	View/Send Messages

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

13- Enter the shipping information

Arrival Date *	Shipping Policy *	
01/24/2023		
Carrier *		
Approved Collection Site *		
		11

14- Upload the required attachments

required attachments	
	Upload a File
required attachments	
	Upload a File

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	O 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				
Fir	nished	Payments List	O View	View/Send Messages

18- To download the permit click on the download Icon below request output $\stackrel{\downarrow}{ imes}$

Outputs

Certificate Number	Certificate Name		
DXB-FW-157-272961	Consignment Import Permission	(i)	↓
DXB-EA-202-272989	Consignment Release Permission	(i)	↓

19-