



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Import an agricultural consignment

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.

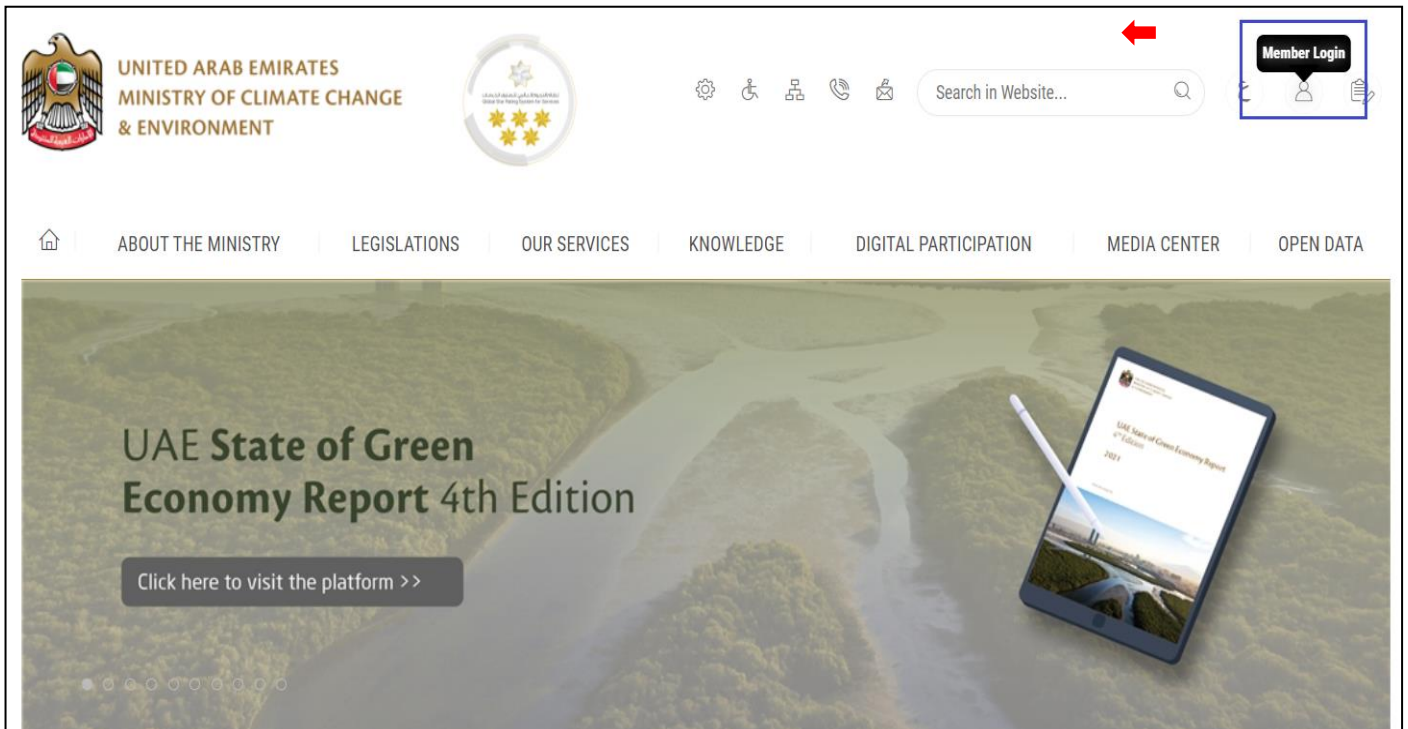


Figure 1 – MOCCAЕ Website Home Page

3- Click on Sign in with UAE PASS.

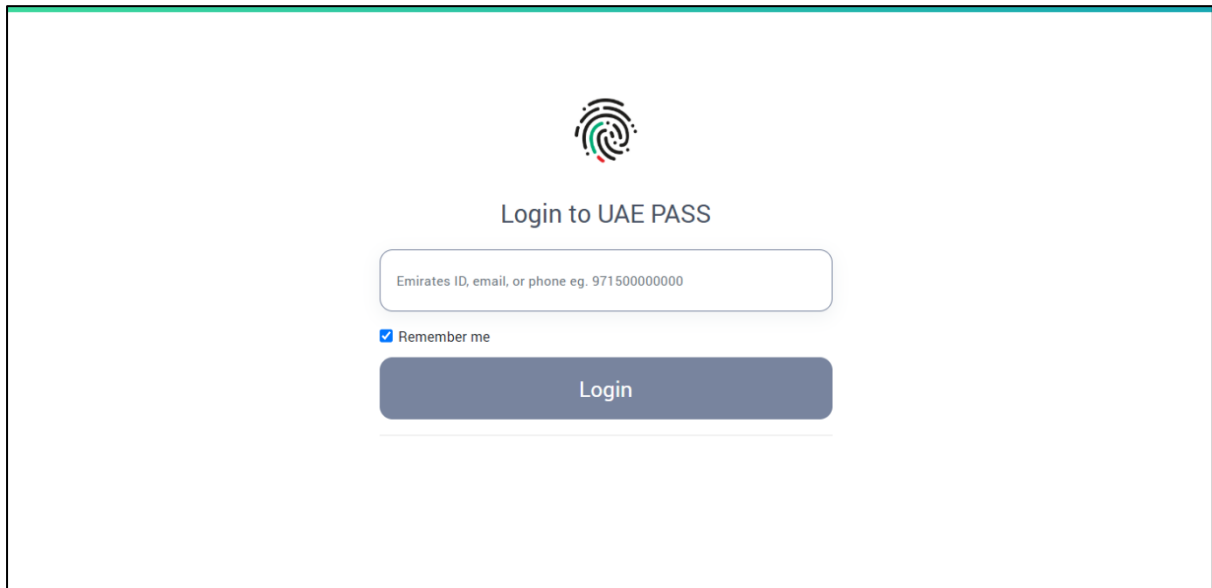
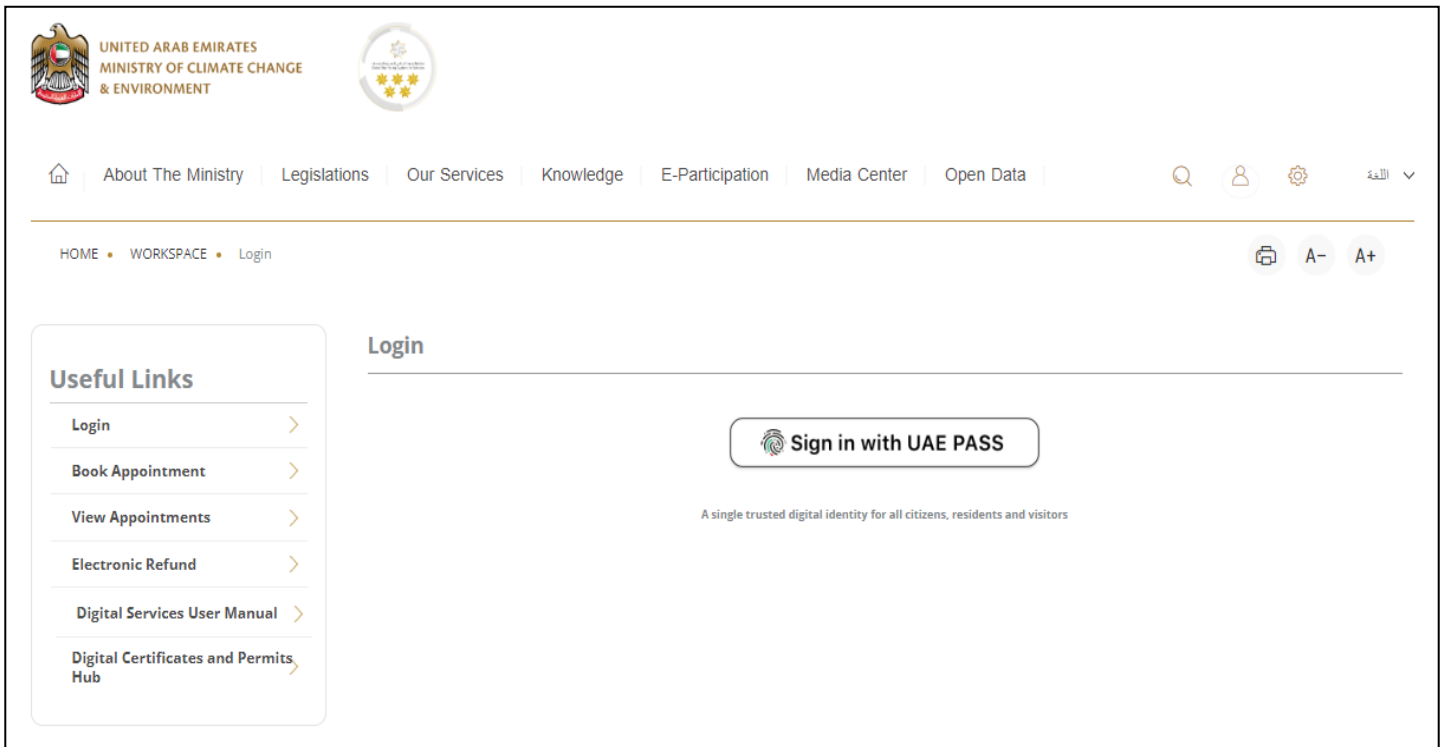


Figure 2 - Login Page

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

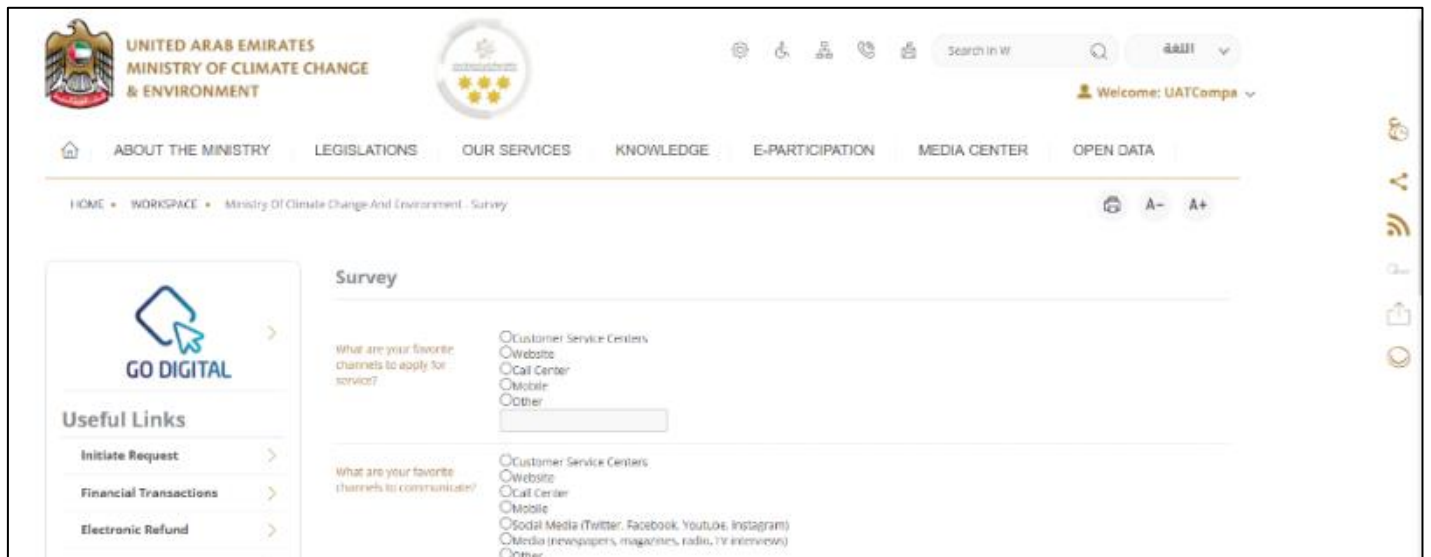
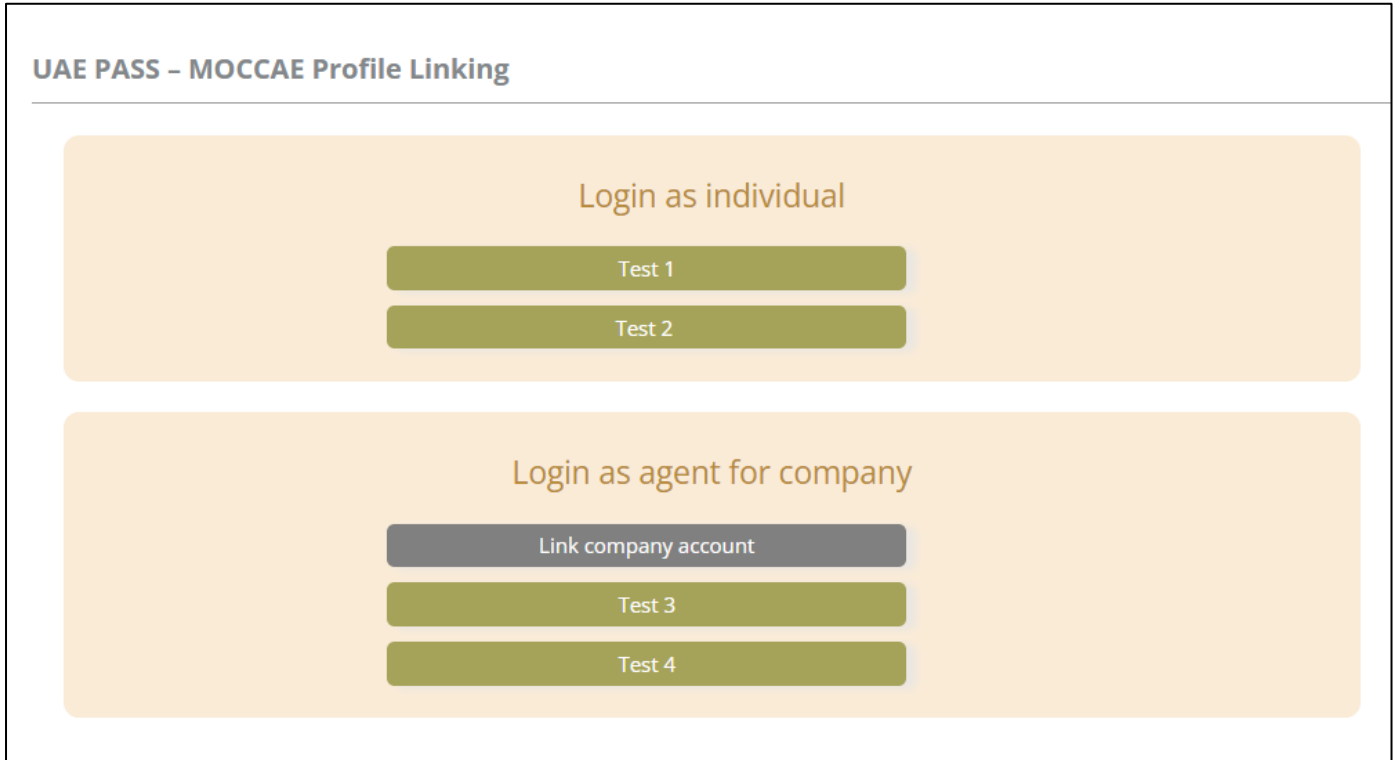


Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

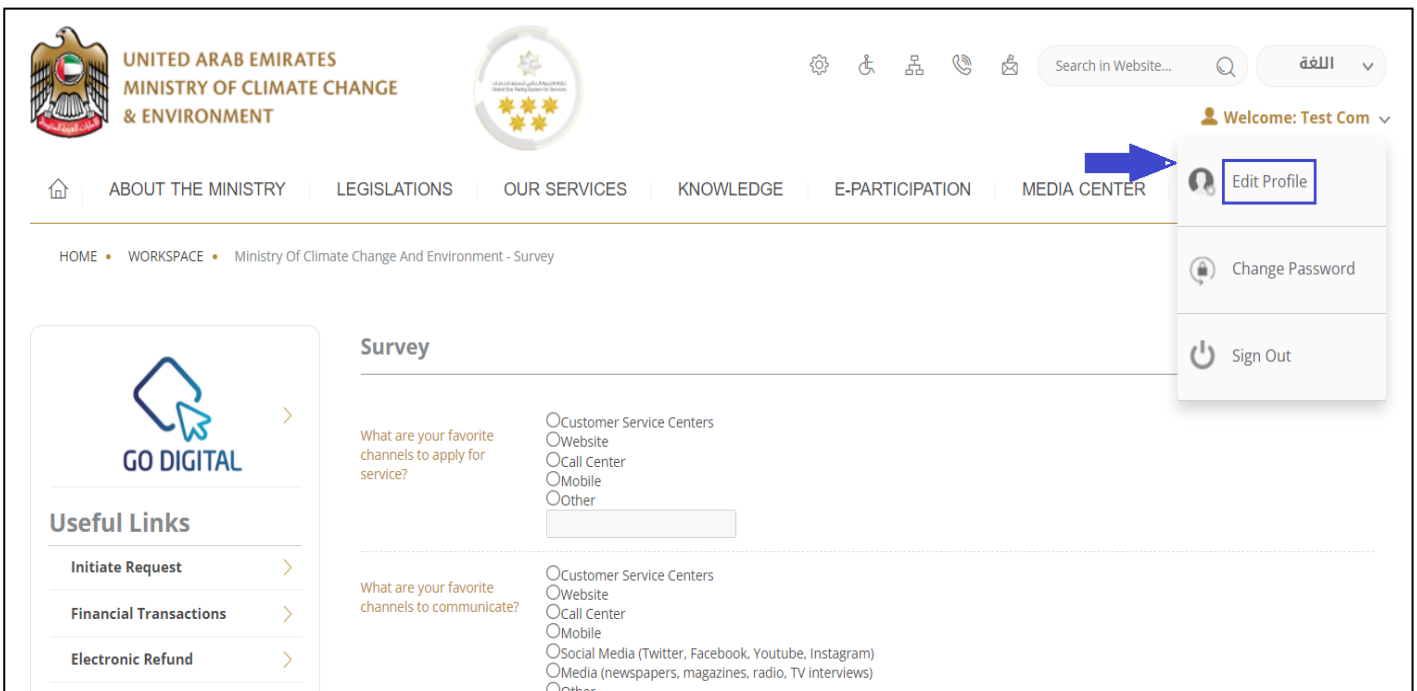


Figure 4 - Update Profile

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

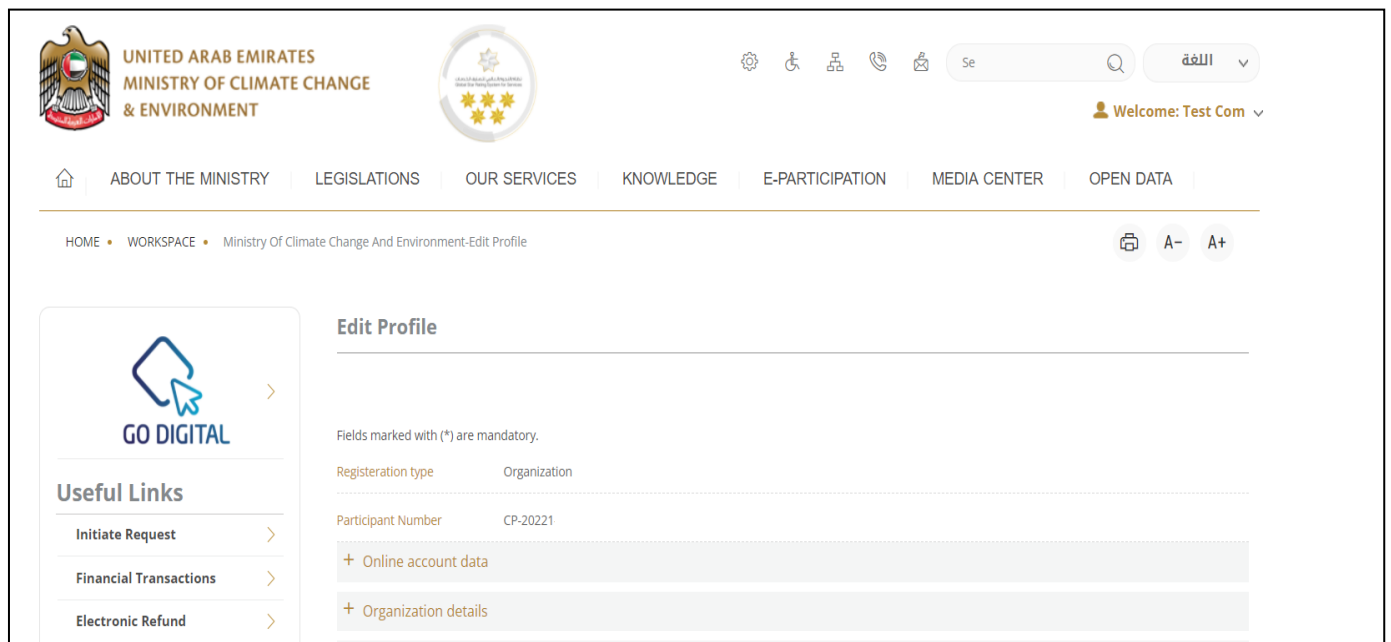



Figure 5 - Edit Profile

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.

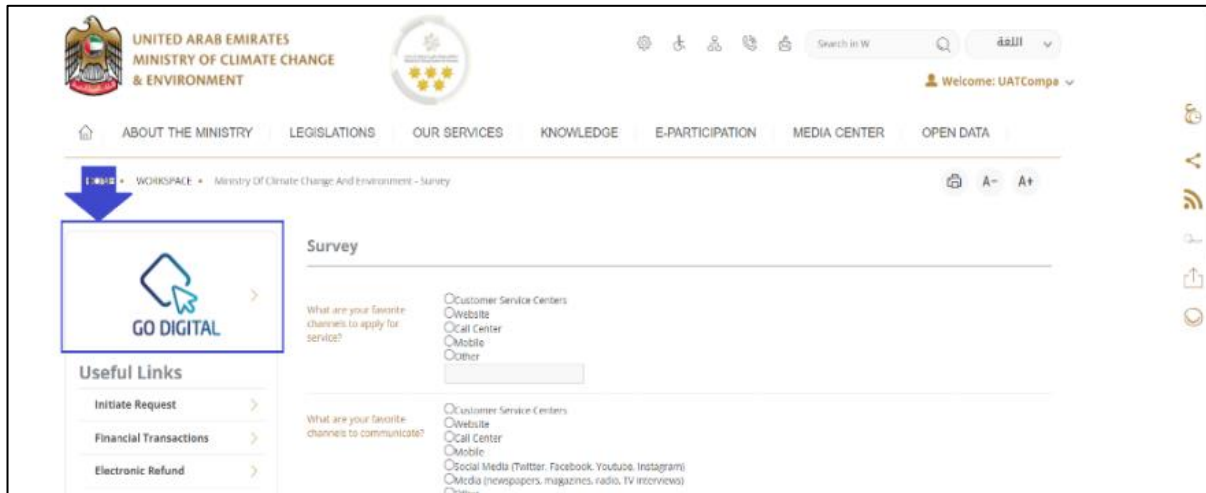


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

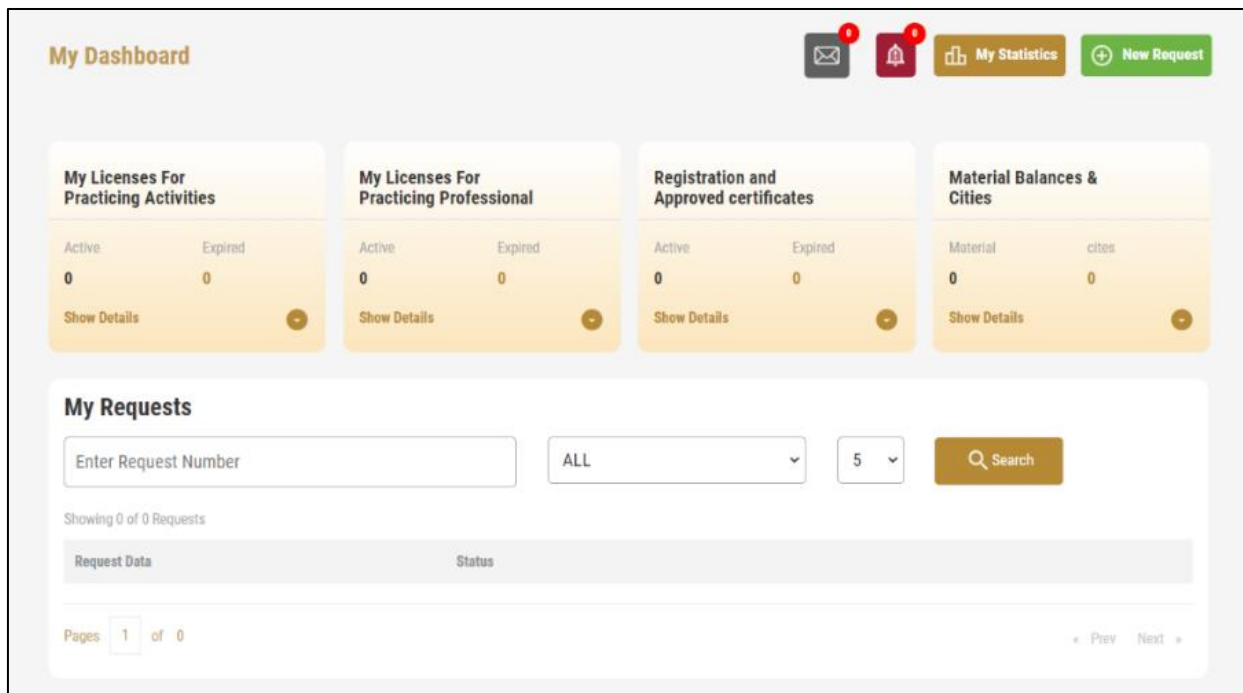


Figure 7- My Dashboard

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				
REQUEST NO #EA-20092023-2415503 Wednesday, September 20, 2023 Export of hazardous waste-Issuance v More Details...	Canceled				
REQUEST NO #EA-20092023-2415463 Wednesday, September 20, 2023 Export of hazardous waste-Issuance v More Details...	Canceled				
REQUEST NO #ACL-31072023-03196 Monday, July 31, 2023 License for Practicing Animal Care Activities-Add Activity	Completed				

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:

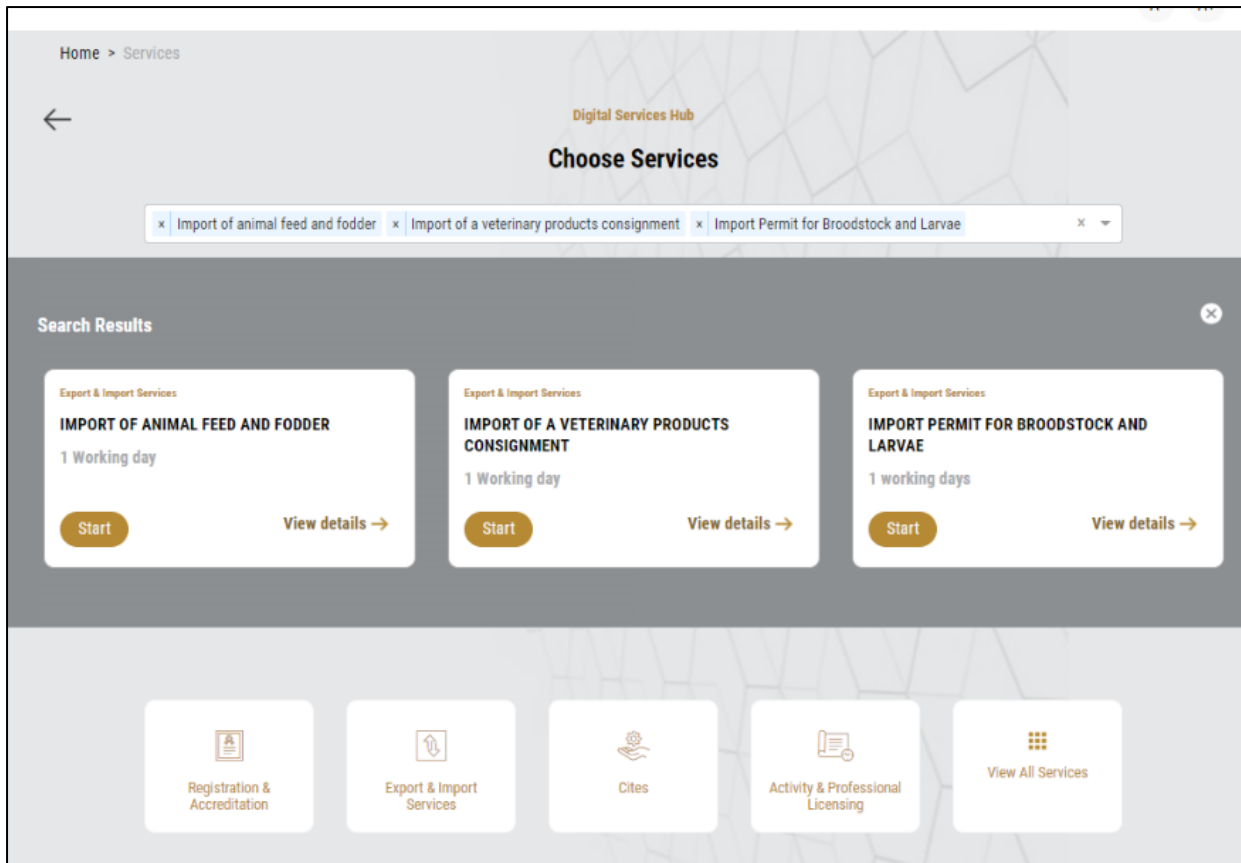


Figure 10 – Service New Request

- 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.

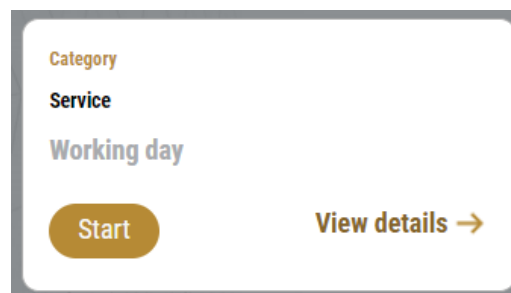


Figure 11 - Service Card

- 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*.

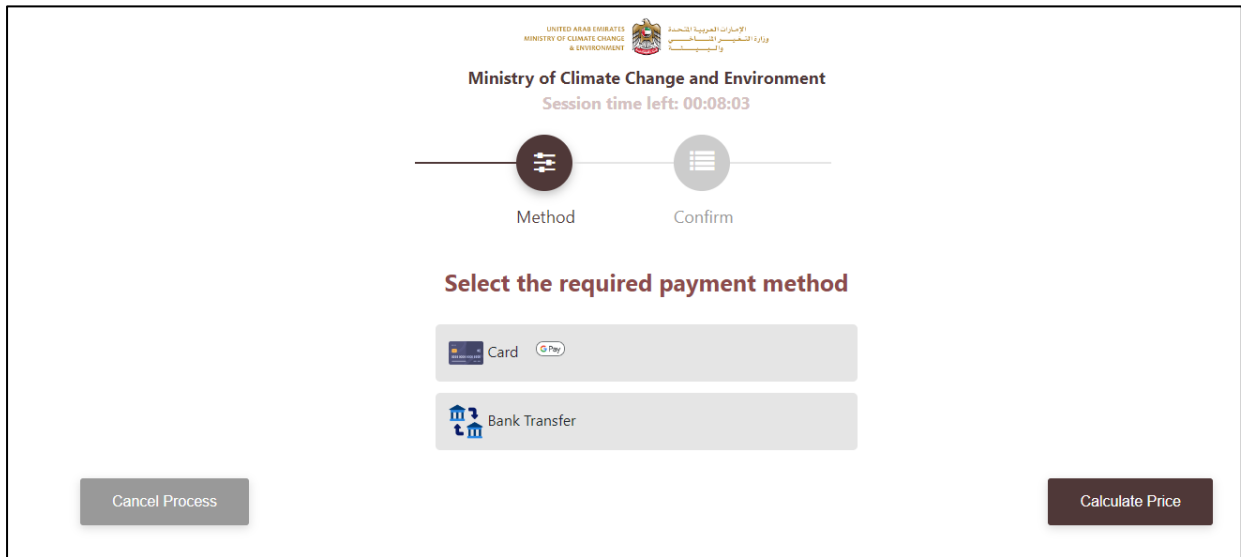


Figure 12 - Payment Gateway

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

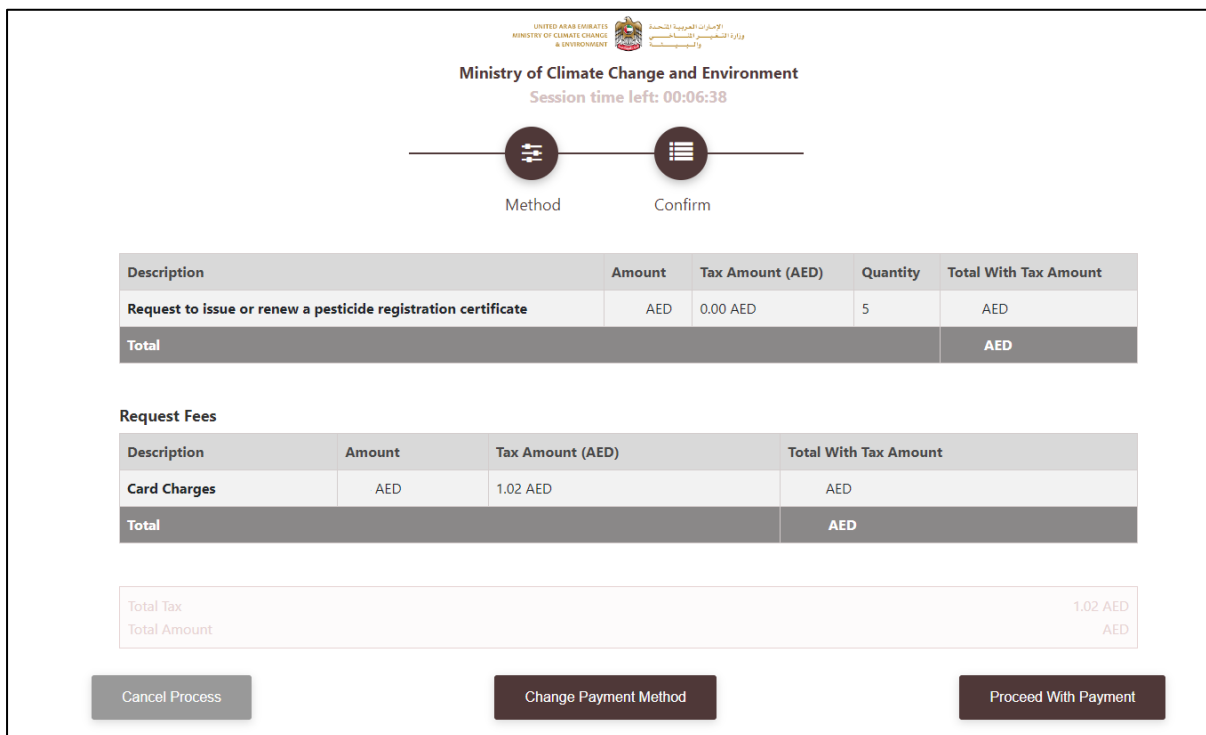
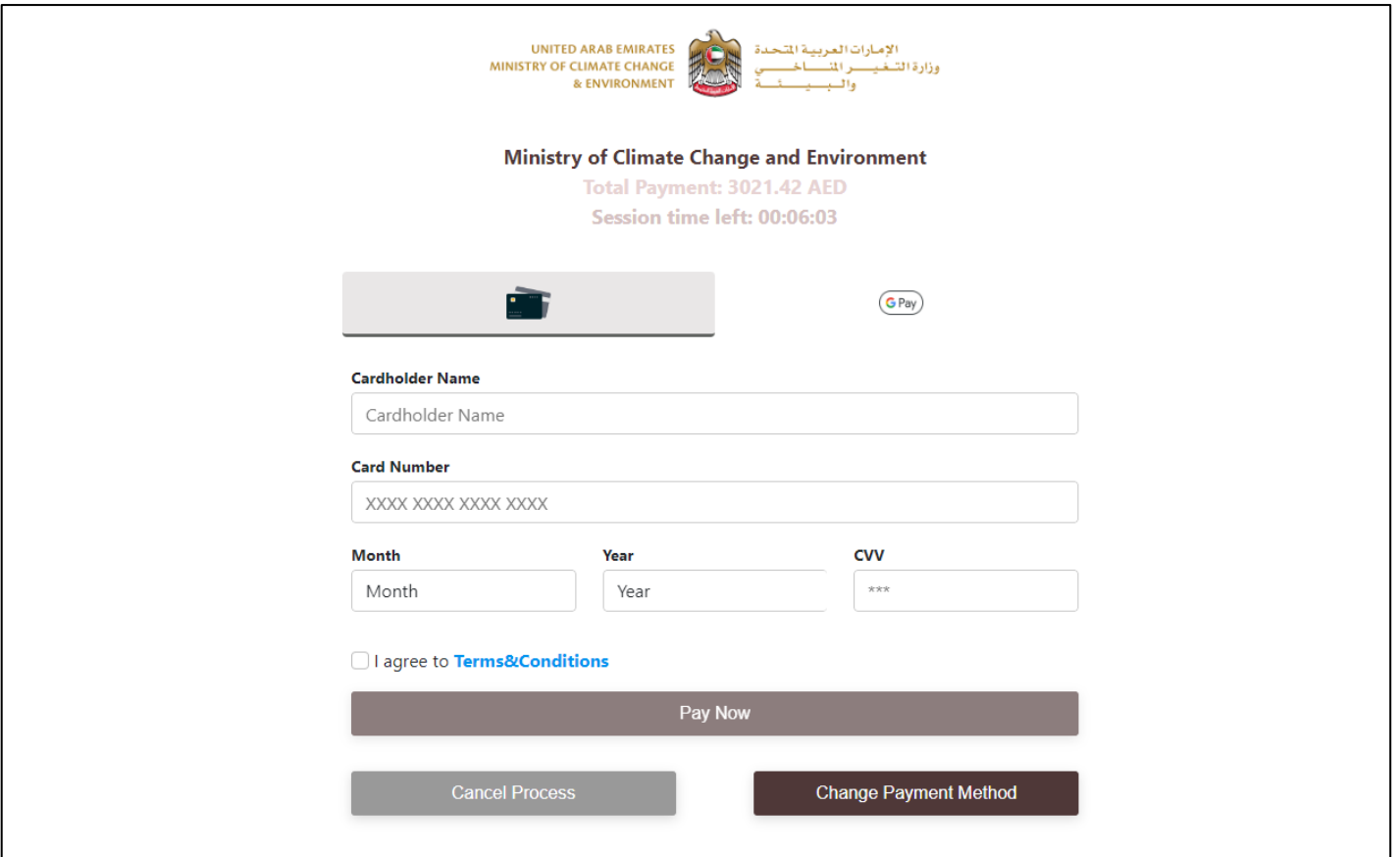


Figure 13 - Service Fees Details

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



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

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*.

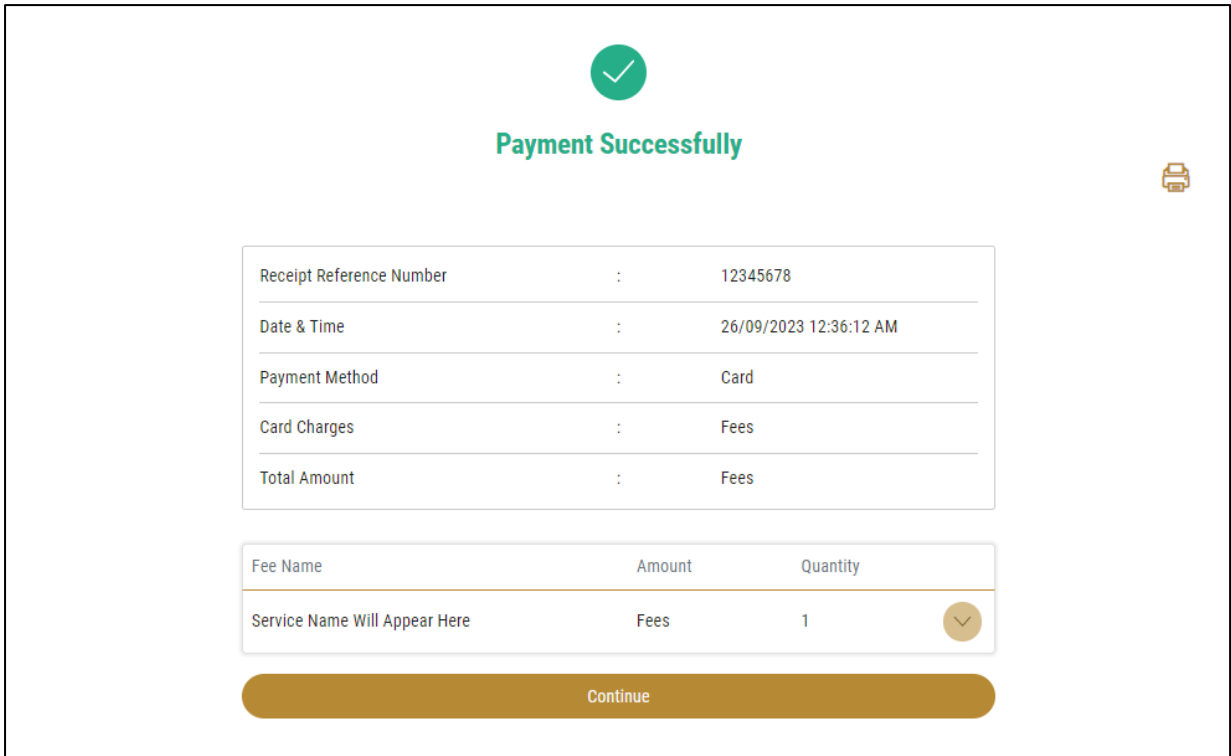


Figure 15 - Payment Confirmation

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.

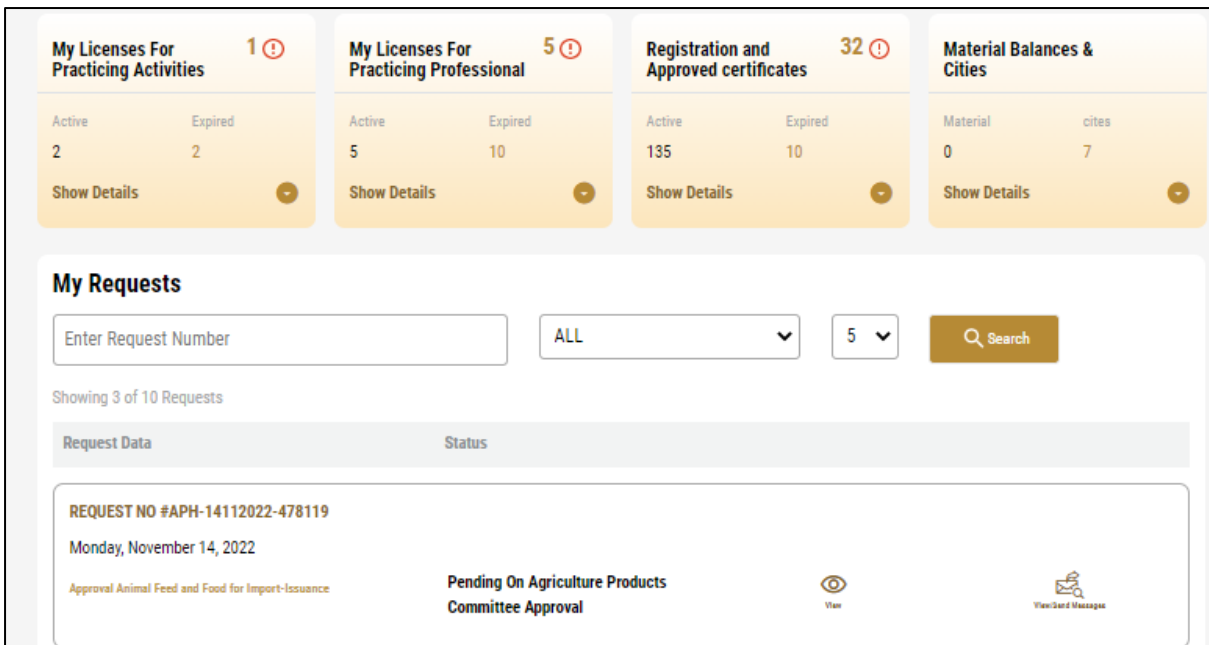


Figure 16 - Select Request to Retrieve

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

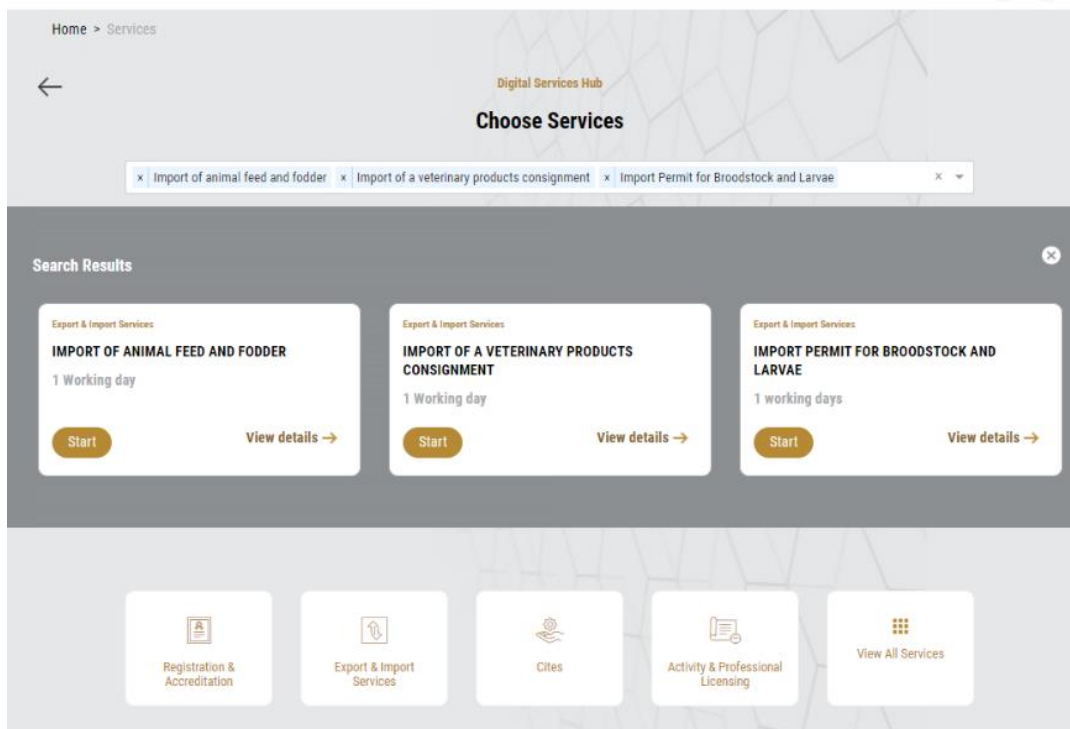
Table 2 – Service Request Actions

Import an agricultural consignment

[Service Description](#)

To apply for a Import an agricultural consignment

- 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.

- a. Select the request purpose

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

Import an agricultural consignment

Applicant Information

Applicant Name *

Agent x ▼

[Edit Applicant Information](#)

[New Applicant](#)

Request Purpose *

Commercial x ▼

[Next](#)

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.

Import an agricultural consignment

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

27-01-2025

Import Details



Exporting Country *

Ghana

The country where from items will be exported

Expected Arrival Date *

05/18/2023

The date when consignment expected to arrive

Shipping Method *

By Air

Consignment delivery method

Class *

بذور و تقاوی

Classification of the imported item(s)

Shipment Information



Is this item registered before? *

Yes

No

Quantity *

Measurement Unit *

Description *

Write description for the imported item

Notes

Please mention if any extra information

License Details

Import Details

Shipment Information

Consignment Items

Entrance Data

Description *

Write description for the imported item

Notes

Please mention if any extra information

Add

Consignment Items

Type	Country Of Origin	
Arabica coffee + arabian cofee	Ghana	📄 ✕ ▼

Entrance Data i

Port *

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”.

Import an agricultural consignment

License Details

Import Details

Consignment Items

License Details

License Number AGL-2022-19109	Certificate Type Certificate for practicing agricultural activity
Last Issuance 27-01-2022	Expiry Date 27-01-2025

Import Details

Exporting Country Ethiopia	Expected Arrival Date 26-05-2023
Shipping Method By Sea	Class Seeds
Port Khalid port	

Consignment Items

Type

112233 ▼

Accept Terms & Conditions *



Back
Submit

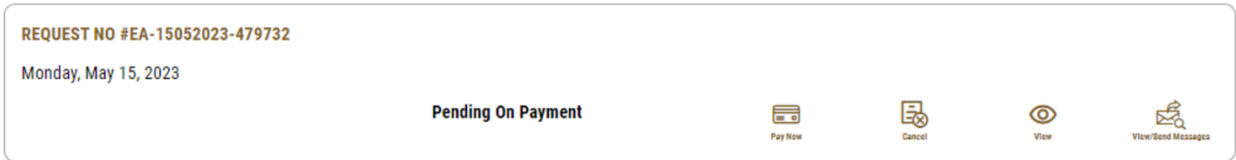
- 8- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.

Fees (AED)

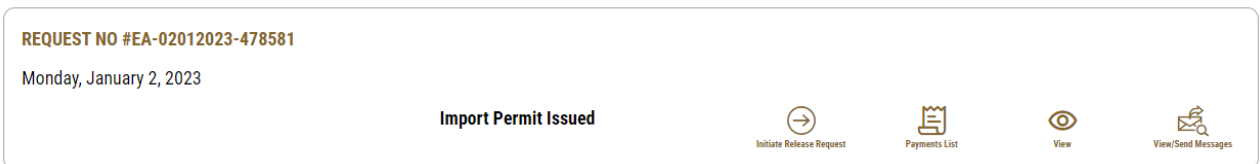
Accept Terms & Conditions *

Back
Pay fees
Pay Later


- 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](#)



9- Once the payment is done, the Import permit will be issued .



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

Request output 

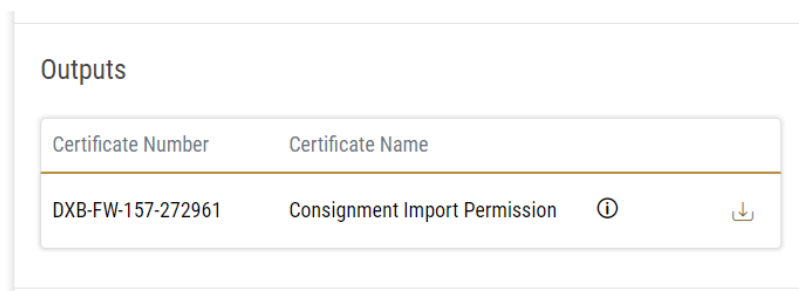



Figure 19 – download permit





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 

REQUEST NO #EA-02012023-478581
 Monday, January 2, 2023

Import Permit Issued

 Initiate Release Request
 Payments List
 View
 View/Send Messages

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

13- Enter the shipping information

<p>Arrival Date *</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="01/24/2023"/>	<p>Shipping Policy *</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>
<p>Carrier *</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>	
<p>Approved Collection Site *</p> <input style="width: 98%; border: 1px solid #ccc;" type="text"/>	

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



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

Finished






Payments List


View


View/Send Messages

18- 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		

19-