



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# Digital Services

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**Export or re-export 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.

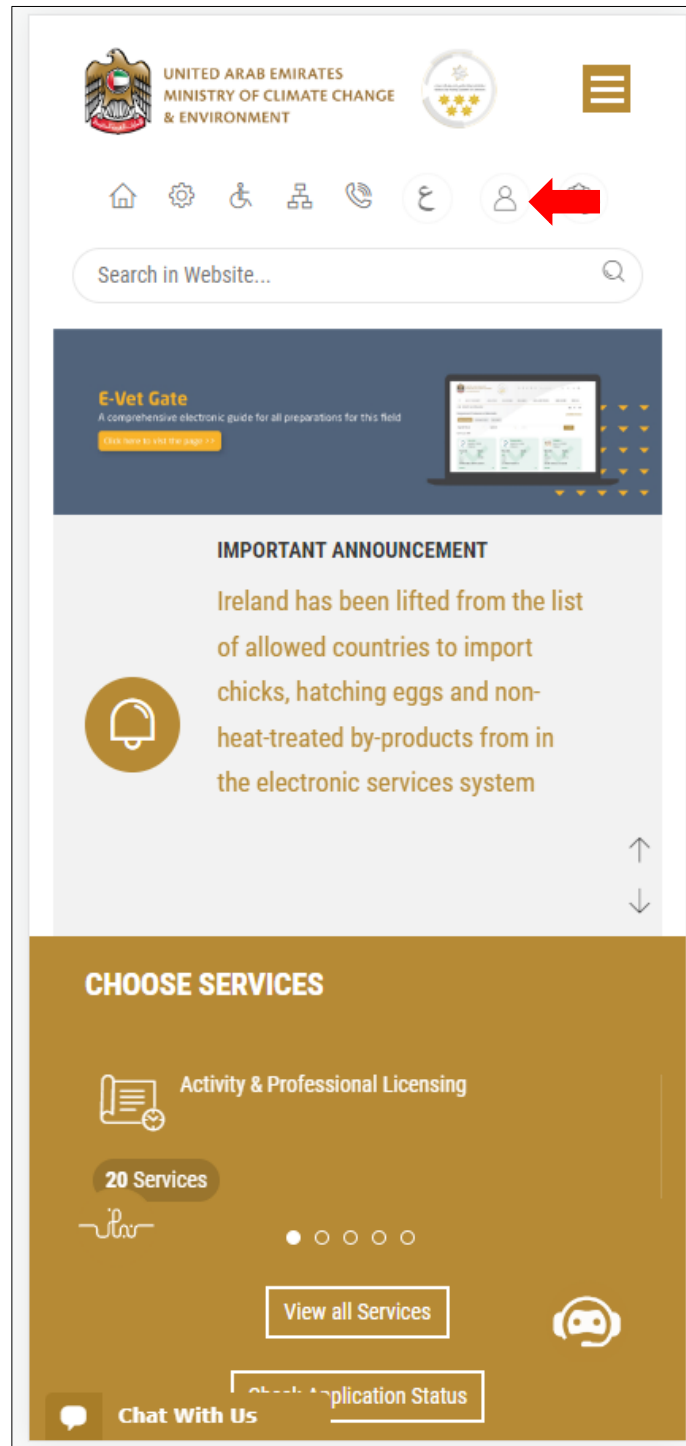
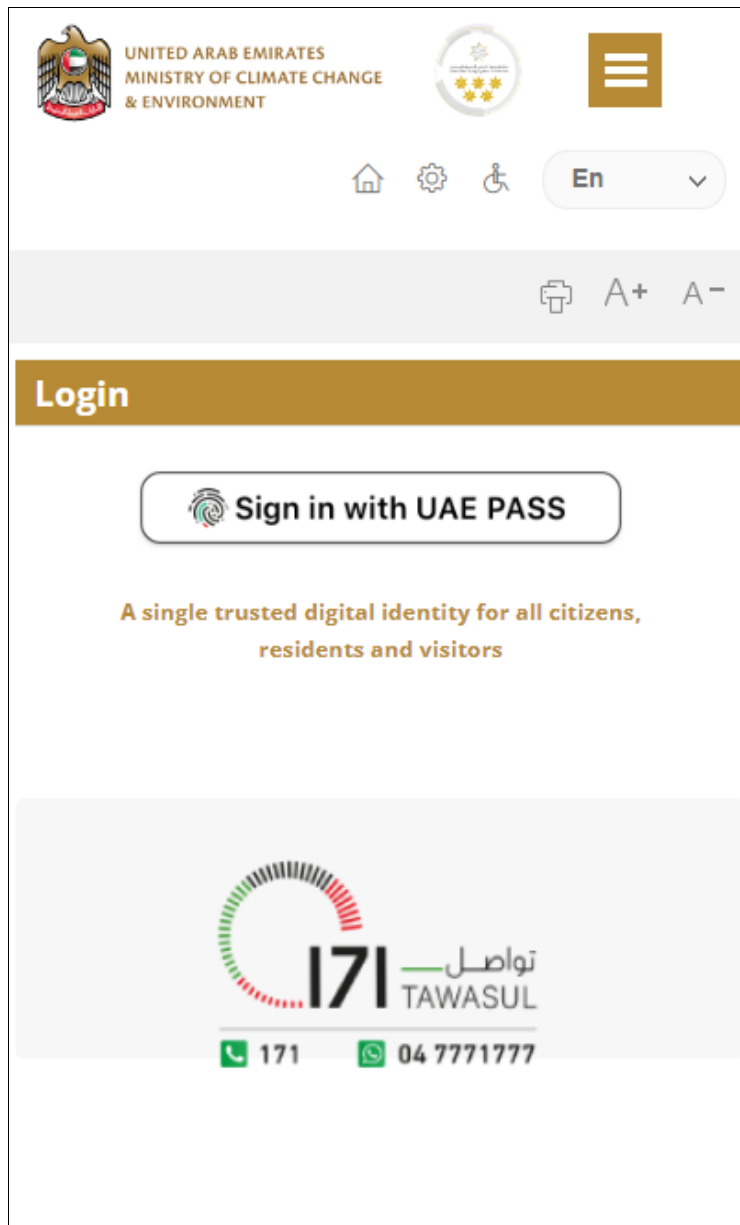


Figure 1 – MOCCAE Website Home Page

1- Click on Sign in with UAE PASS.



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

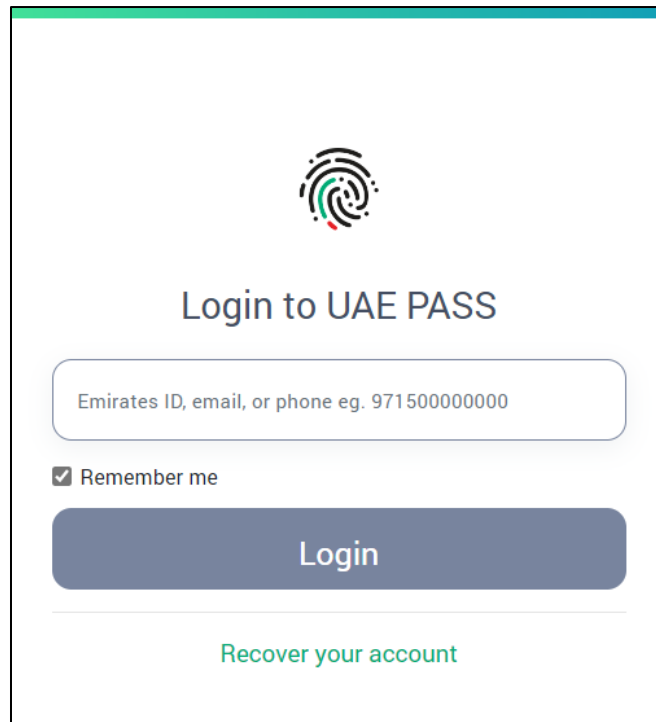
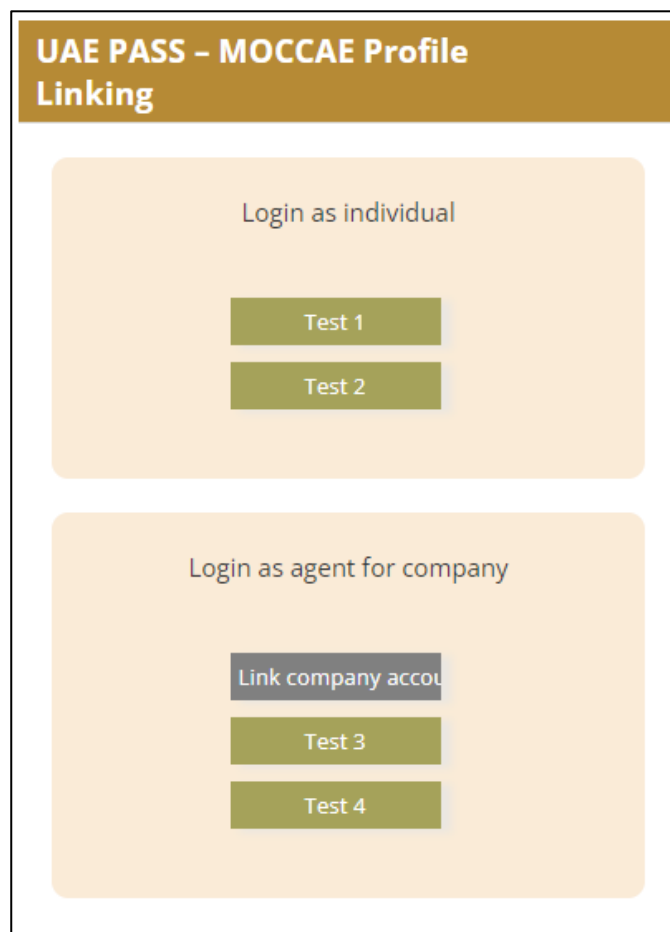


Figure 2 - Login Page

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



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

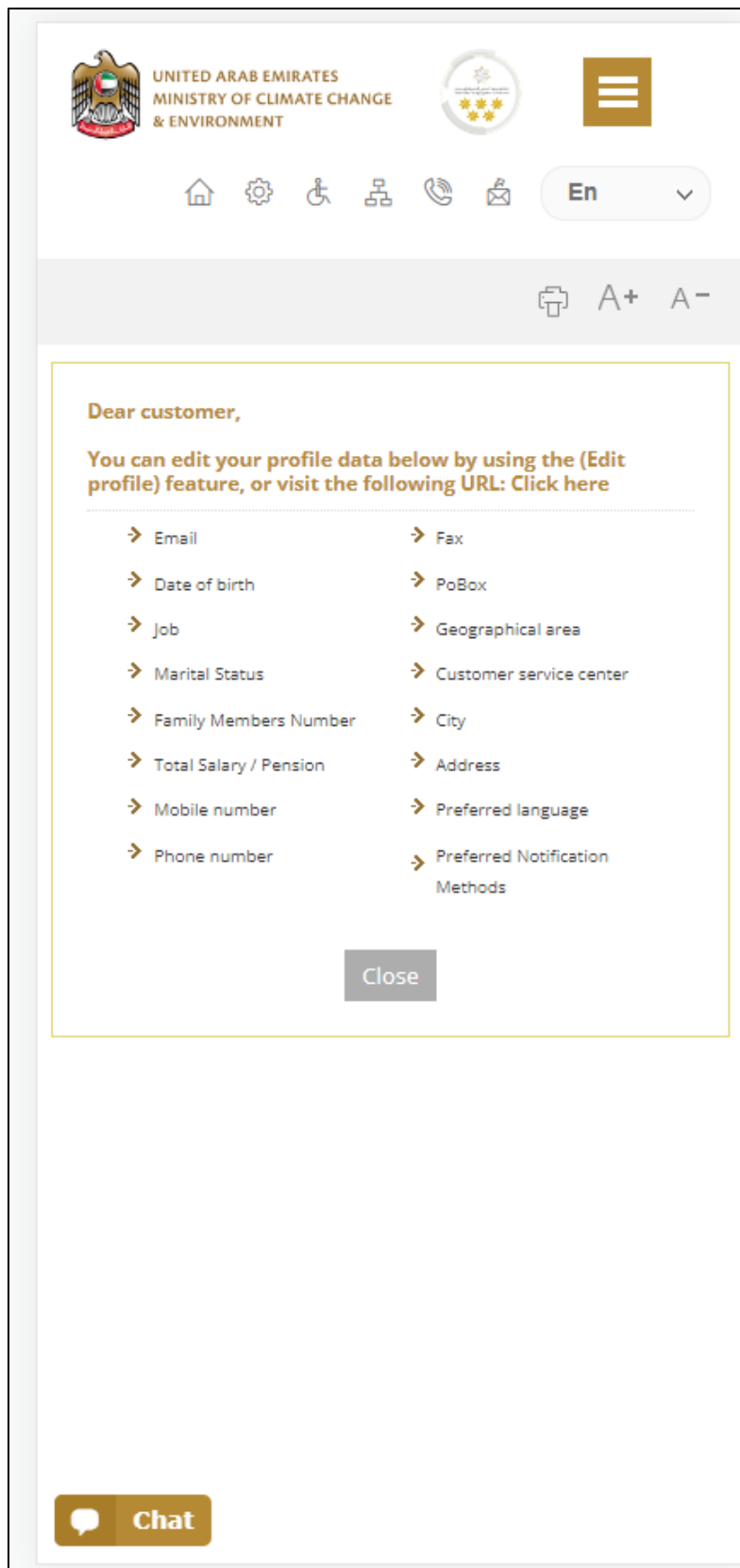



Figure 3 - MOCCAЕ Survey Page

## View/Update Customer Profile

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

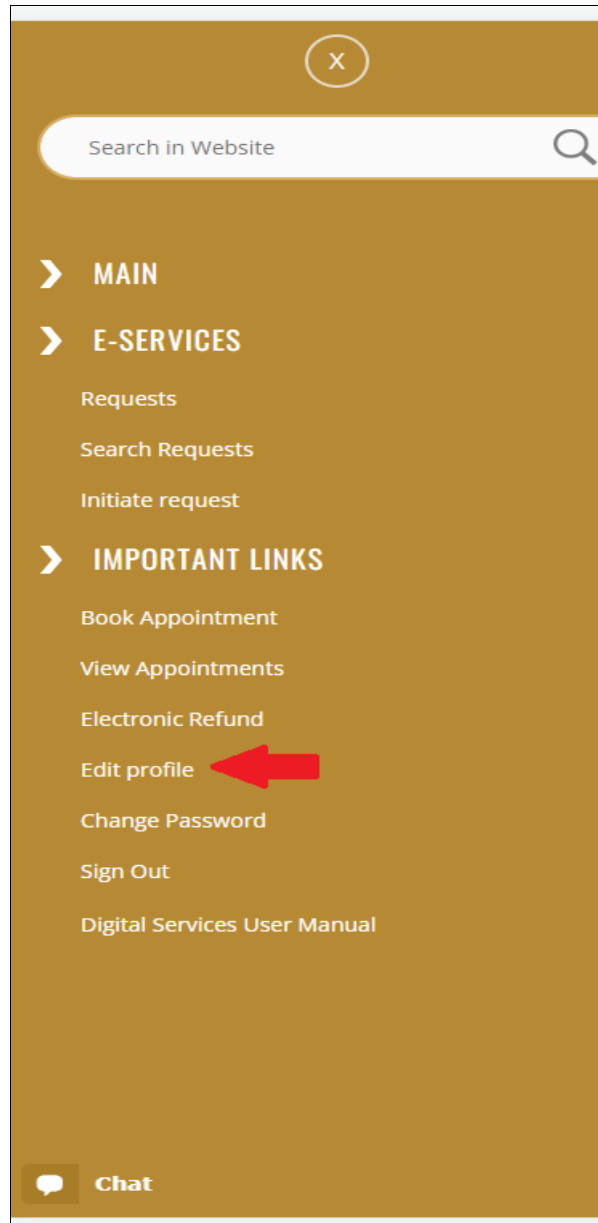
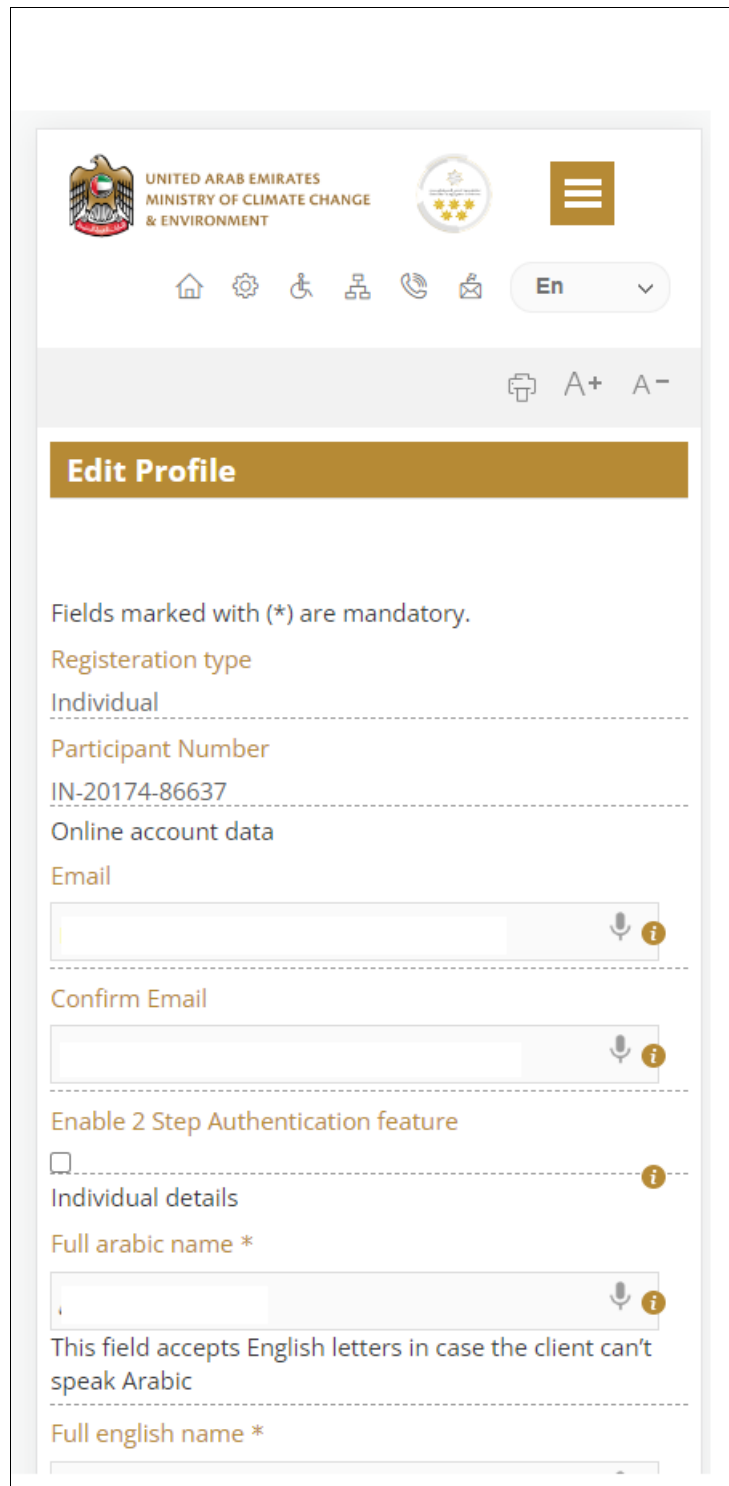


Figure 4 - Update Company Profile



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



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### Edit Profile

Fields marked with (\*) are mandatory.

Registration type  
Individual

Participant Number  
IN-20174-86637

Online account data

Email

Confirm Email

Enable 2 Step Authentication feature

Individual details


Full arabic name \*  
This field accepts English letters in case the client can't speak Arabic

Full english name \*

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.

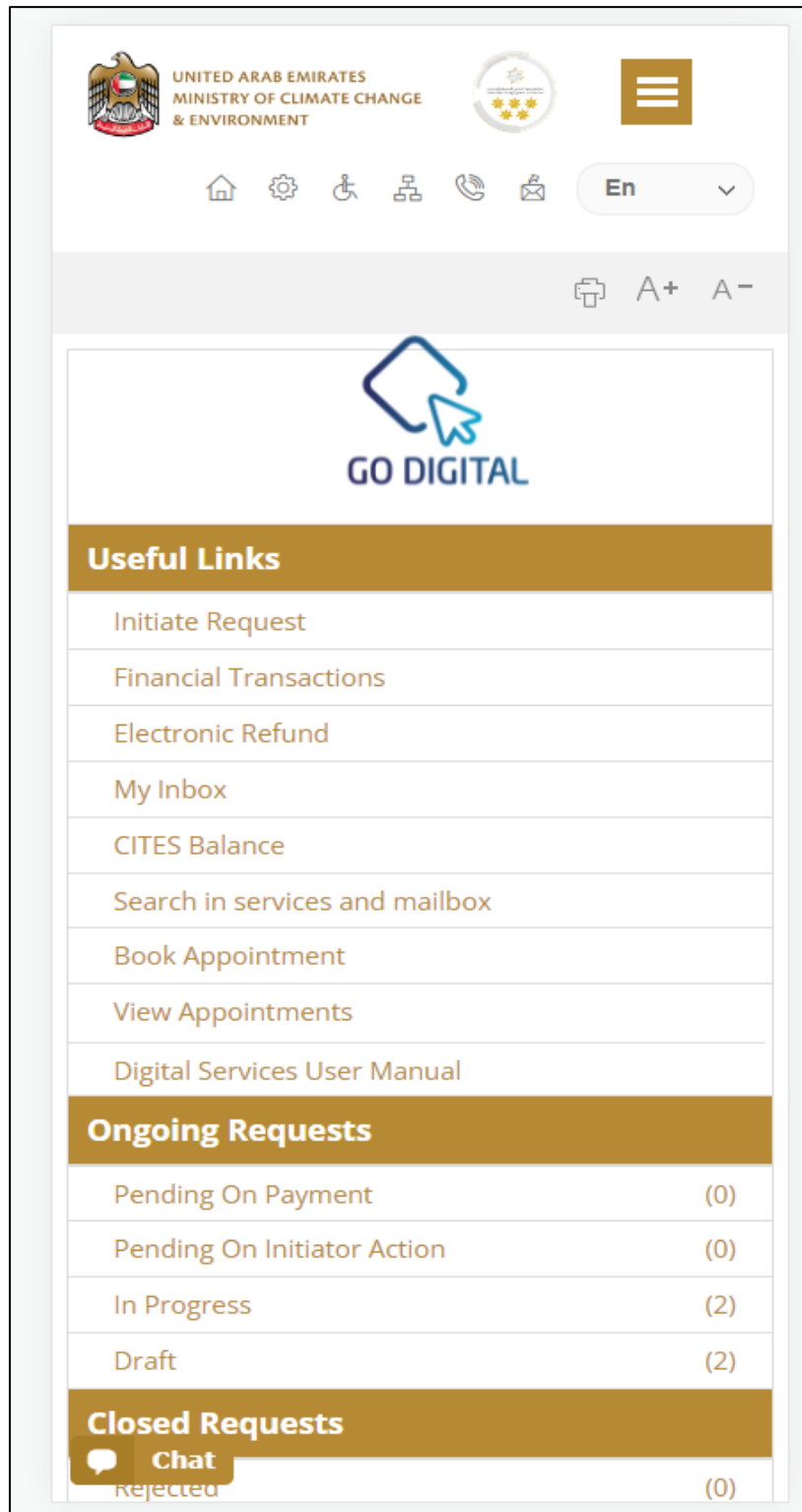


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

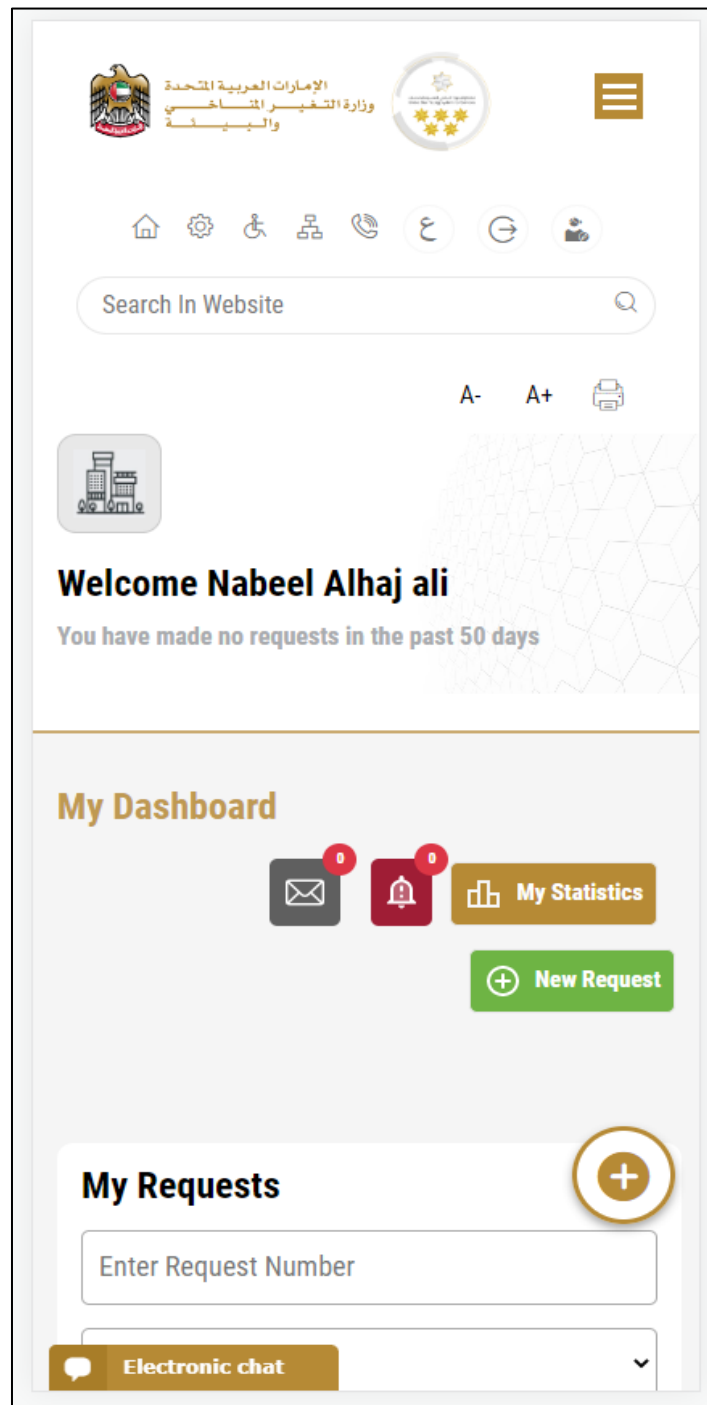


Figure 7- My Dashboard

### 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.

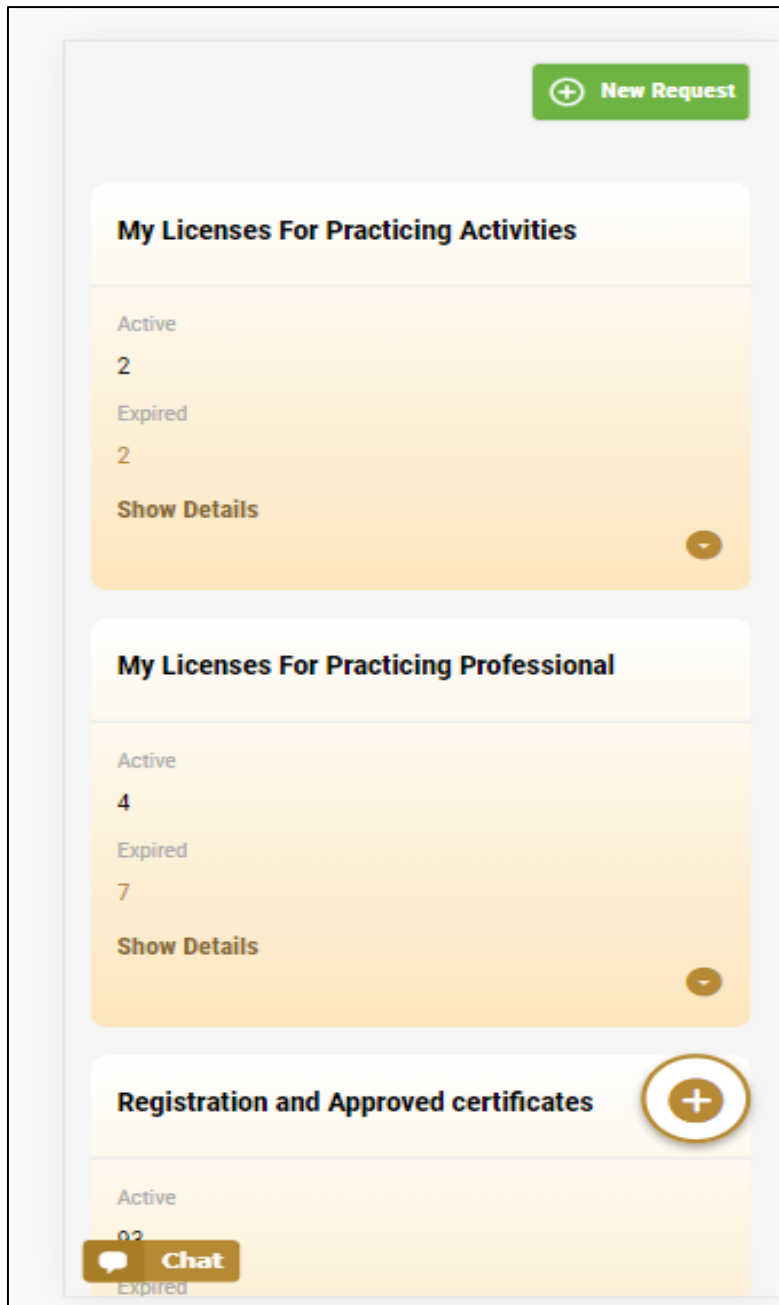


Figure 8 - Dashboard Digital Service Categories

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>	<div style="border: 2px solid #d9534f; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <span style="font-size: 24px; color: #d9534f;">+</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:

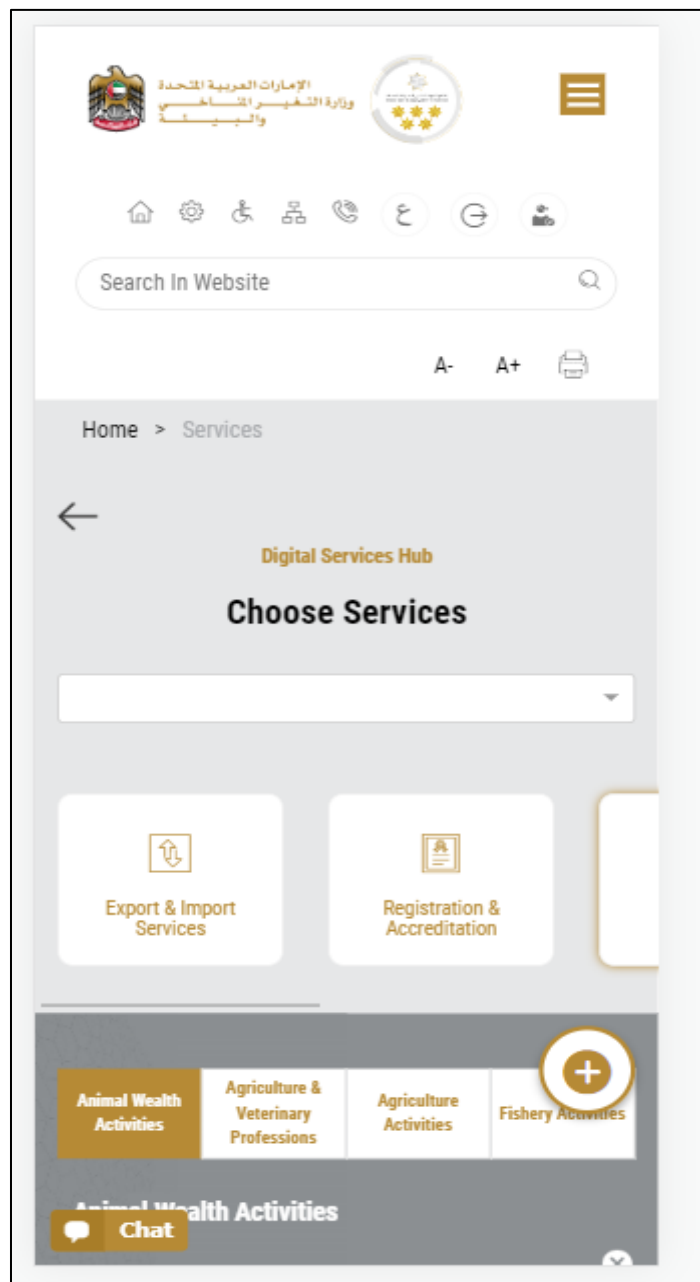


Figure 10 – Service New Request

- 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.

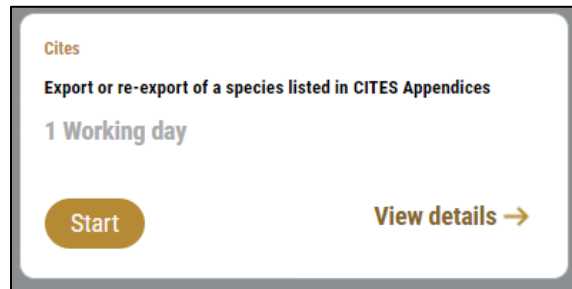


Figure 11 - Service Card

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*.

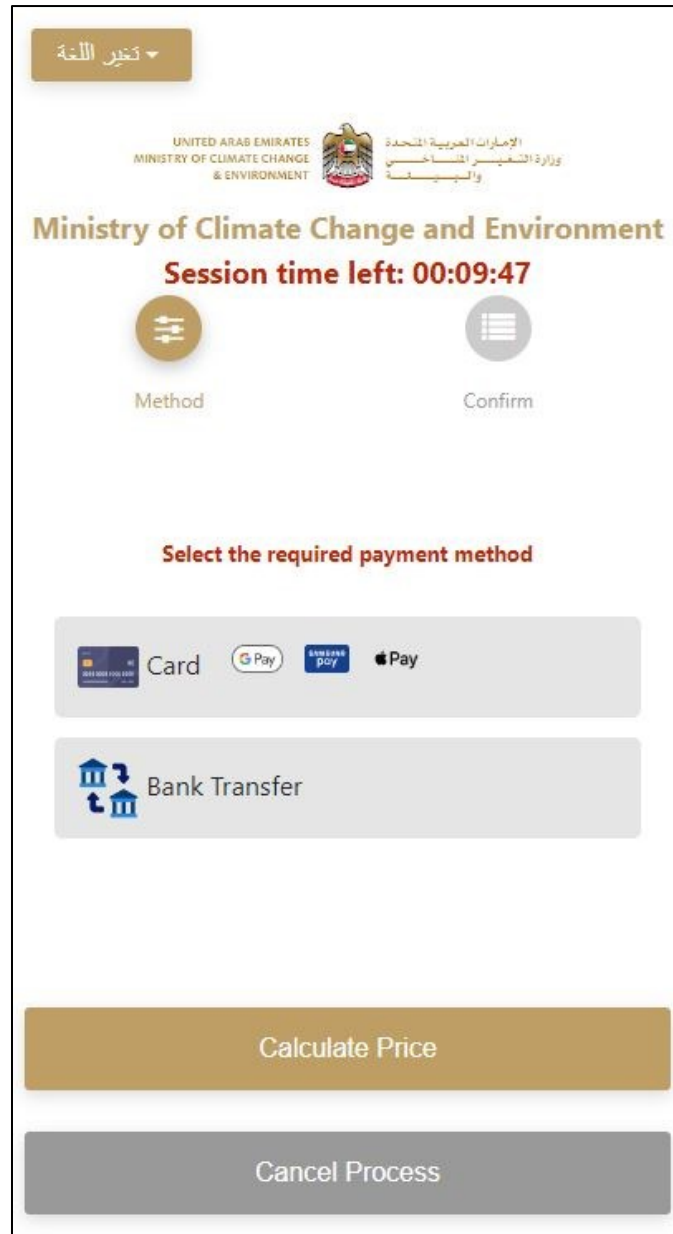


Figure 12 - Payment Gateway

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. The header includes the ministry's name in English and Arabic, along with the UAE coat of arms. A session timer shows 00:04:02 remaining. Two buttons, 'Method' and 'Confirm', are visible. The main content area is split into two columns. The left column shows a service fee summary with a description, amount (AED), tax amount (AED), quantity (1), and a total with tax amount of AED. The right column shows a 'Request Fees' summary with a description (Card Charges), amount (2.04 AED), tax amount (0.1 AED), and a total with tax amount of 2.14 AED. Below these summaries are three buttons: 'Proceed With Payment', 'Change Payment Method', and 'Cancel Process'. At the bottom right, it says '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

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

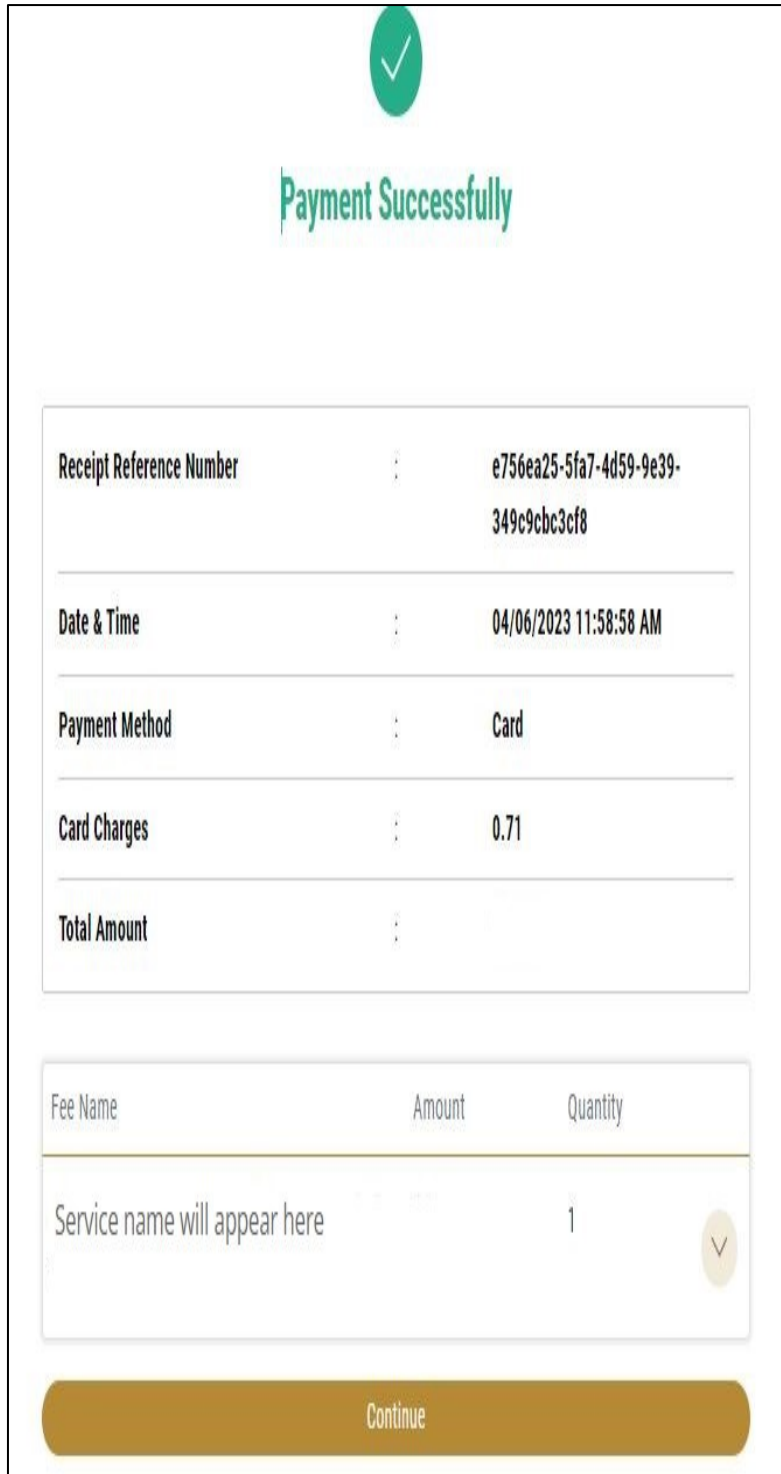


Figure 15 - Payment Confirmation

### 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.

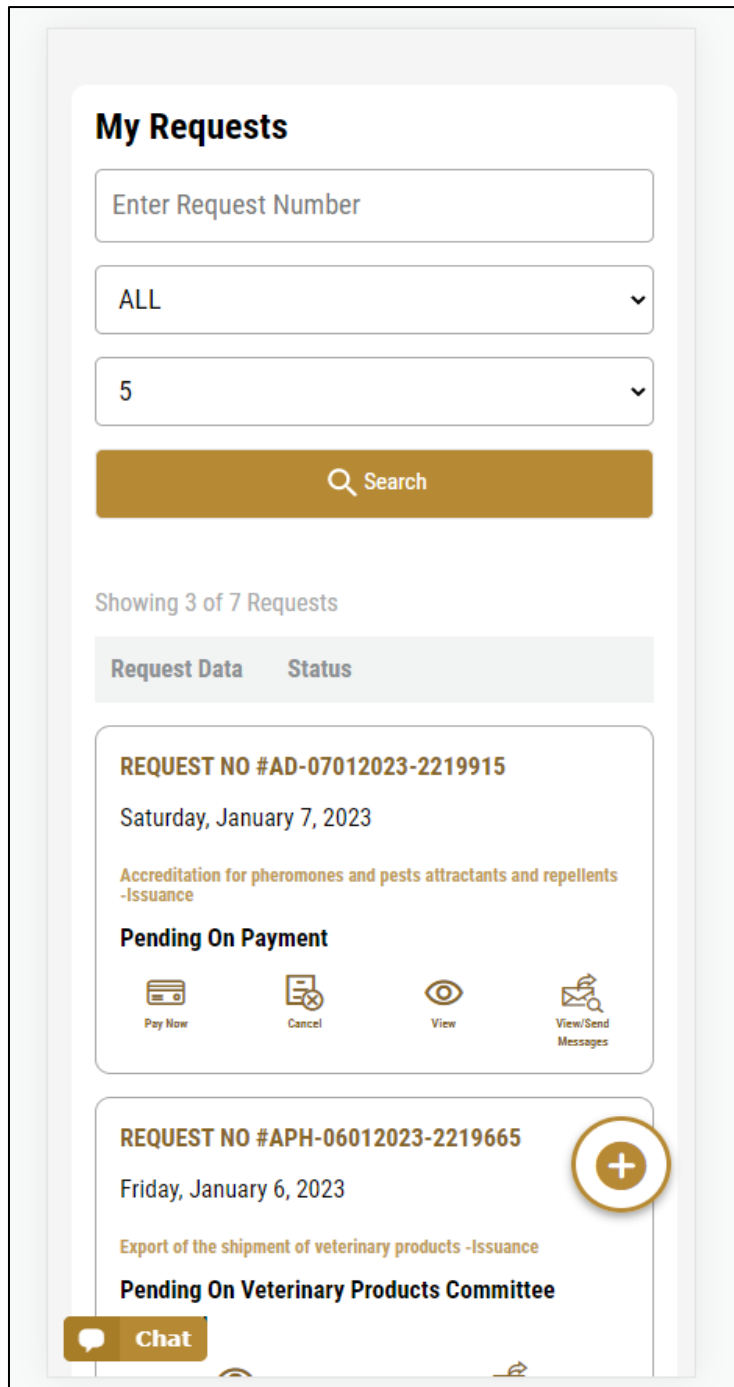




Figure 16 - Select Request to Retrieve

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: green; 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.

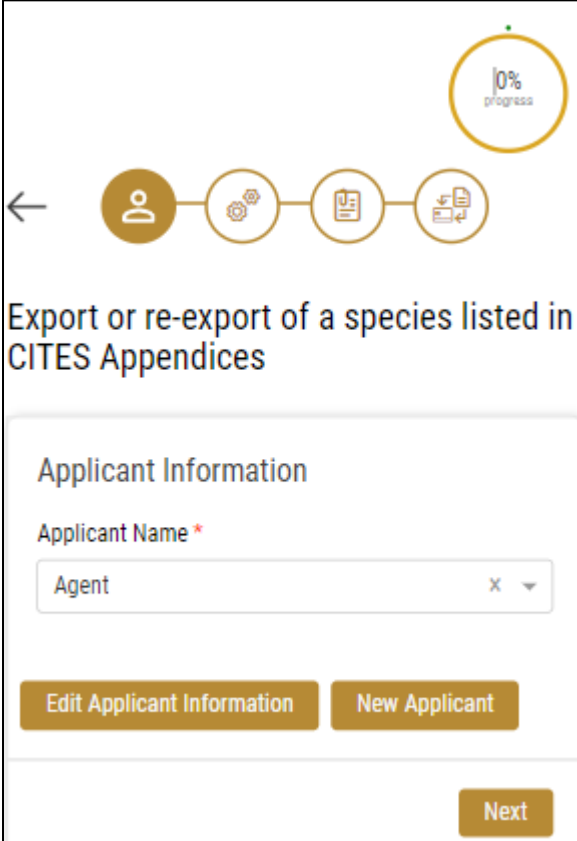
## Export or re-export of a species listed in CITES Appendices

### Show Service Card

#### apply for Export or re-export of a species listed in CITES Appendices

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.
- 2- Select the Request 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 availableOr
  - 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.



10% progress

← [User] [Settings] [Document] [Export]

### Export or re-export of a species listed in CITES Appendices

#### Applicant Information

Applicant Name \*

Agent x ▾

Edit Applicant Information    New Applicant

Next

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.

The screenshot displays a form titled "Applicant Information". At the top, there is a dropdown menu for "Applicant Name \*". Below this is a "Cancel Adding" button. The form then asks for identification with radio buttons for "ID" (selected) and "Passport". Below that is a text field for "ID No. \*" with a placeholder "784-" and a note "Emirates ID format 784-XXXX-XXXXXXXX-X". A "Verify ID No." button is positioned below the ID number field. The "Name \*" field is a text input. The "Mobile No. \*" field is a text input with a plus sign icon to its right and an example number "Example: 00971123456789" below it. At the bottom of the form is an "Electronic chat" button.

Figure 18 - Applicant's Information Page

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



### Export or re-export of a species listed in CITES Appendices

#### Exporter Details ✓

Exporter Name  
EslamPerson1

Email  
e@e.com

PO Box  
123123

Phone  
00971009715039

Fax  
0097100971009

Exporter Country  
United Arab Emirates

City  
Dubai

Exporter Address \*

#### Importer Details +

Importer Name \*

🗨️
Electronic chat

#### Importer Details

Importer Name \*

Email \*

PO Box

Phone \*

Fax

Country of Import \*  
 x ▾

City \*

Importer Address \*

#### Service Information +

Export

Re-export

Purpose \*

🗨️
Electronic chat

Figure 19 – Service Information

Certificate number issues by the importing country  
5546546

Special Conditions

Shipment Information ⓘ

Class \*  
[Dropdown]

Scientific Name \*  
[Dropdown]

Add

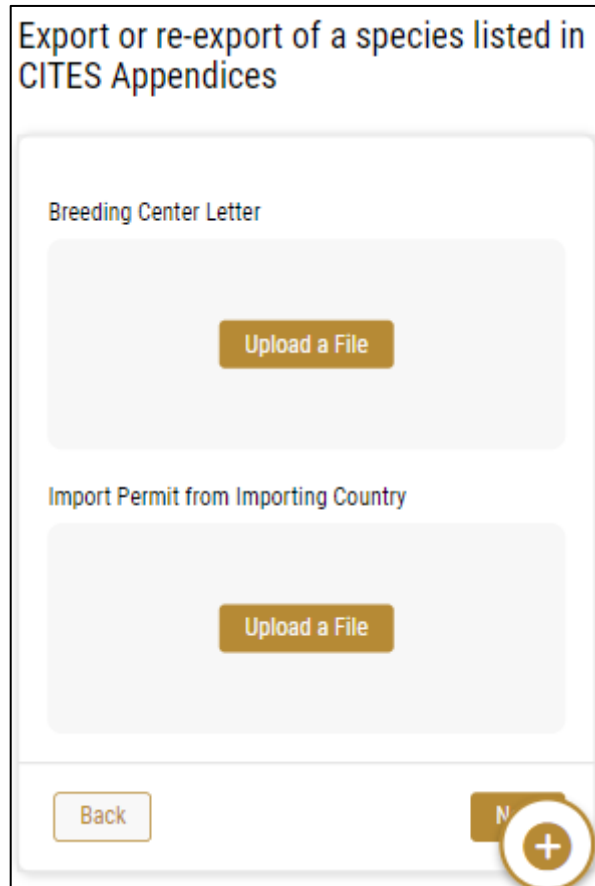
Consignment Items Filter [Filter]

Class	Scientific Name
Live Animals - Falcons	Gyr Falcon
	X Barbary Falcon
	[Remove]
	[Dropdown]

Back Next

Electronic chat

7- Click *Next*, upload attachments



8- Click *Next* to review your request then click submit

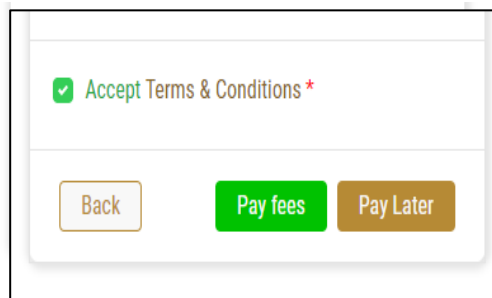



Figure 20 – Service Request Review

- 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*  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 MOCCA 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  ick on  to view the request.



Figure 21 - Download or View Certificate

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

Request output 