



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

**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 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.

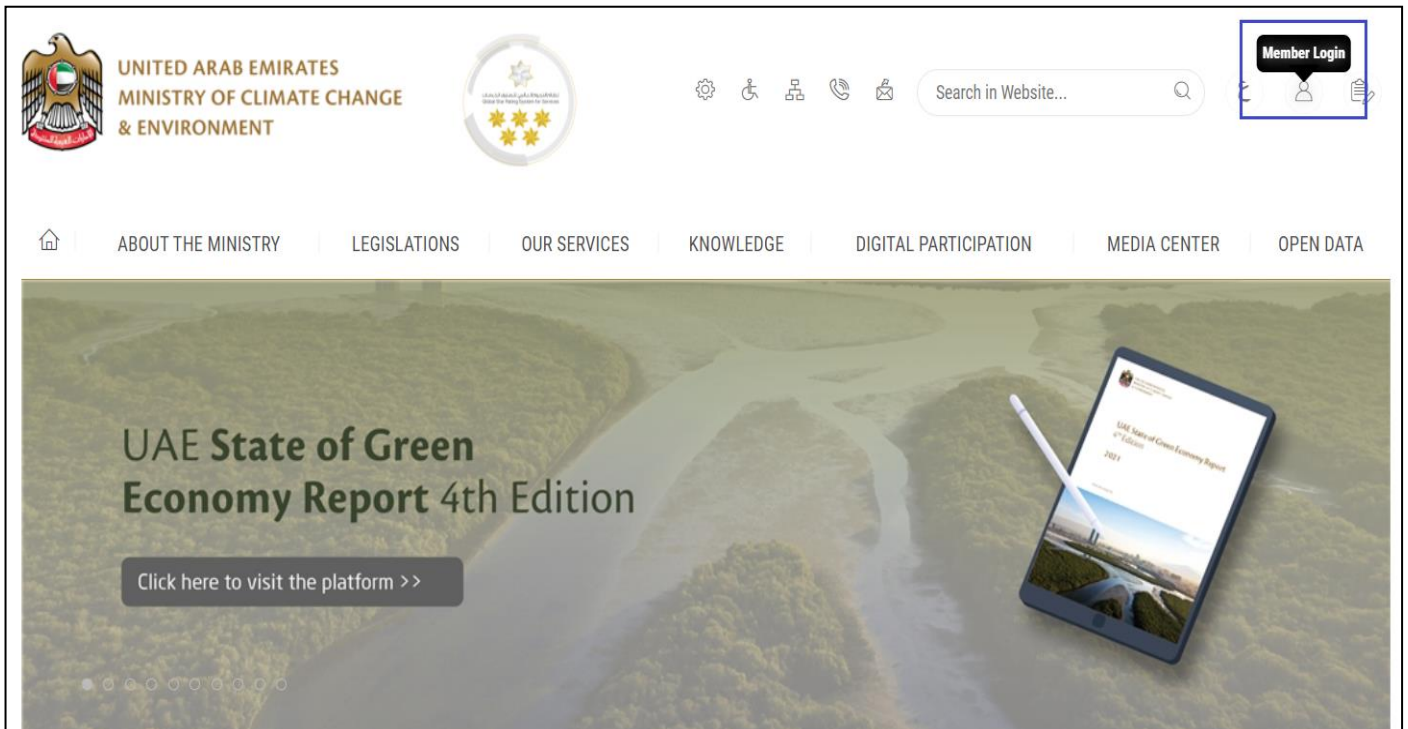


Figure 1 – MOCCAЕ Website Home Page

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.

UAE PASS – MOCCAЕ Profile Linking

Login as individual

Test 1

Test 2

Login as agent for company

Link company account

Test 3

Test 4

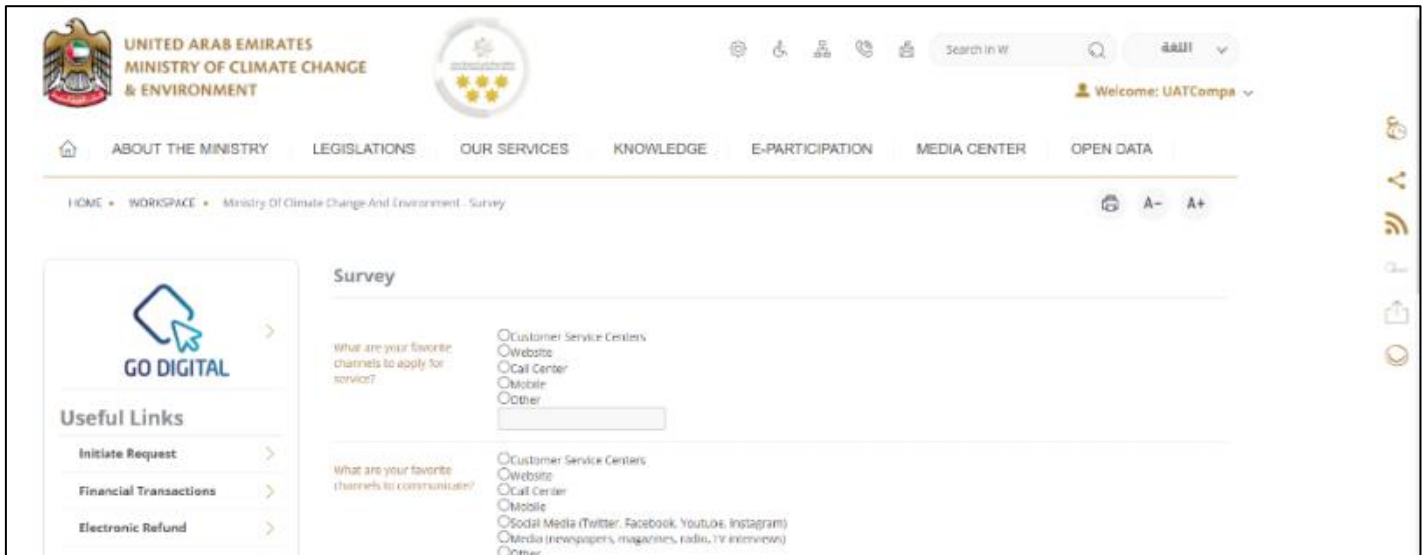


Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

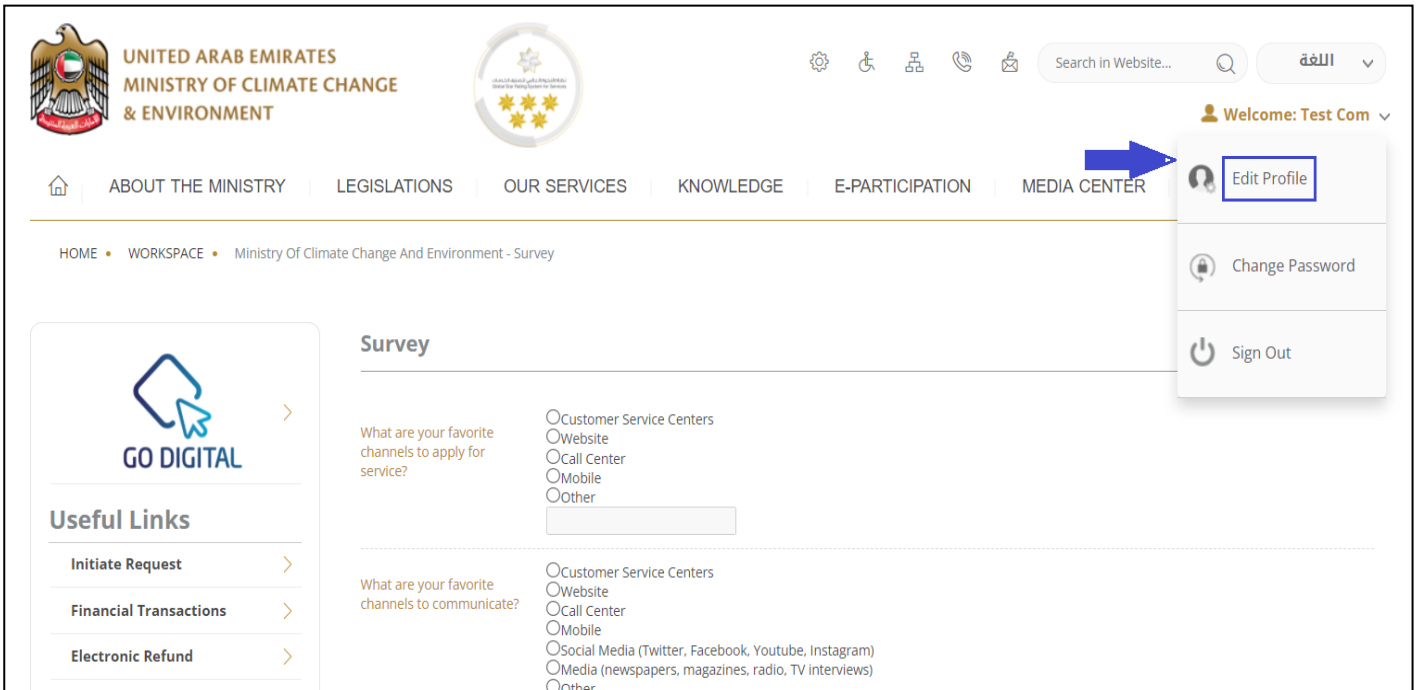


Figure 4 - Update Profile

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

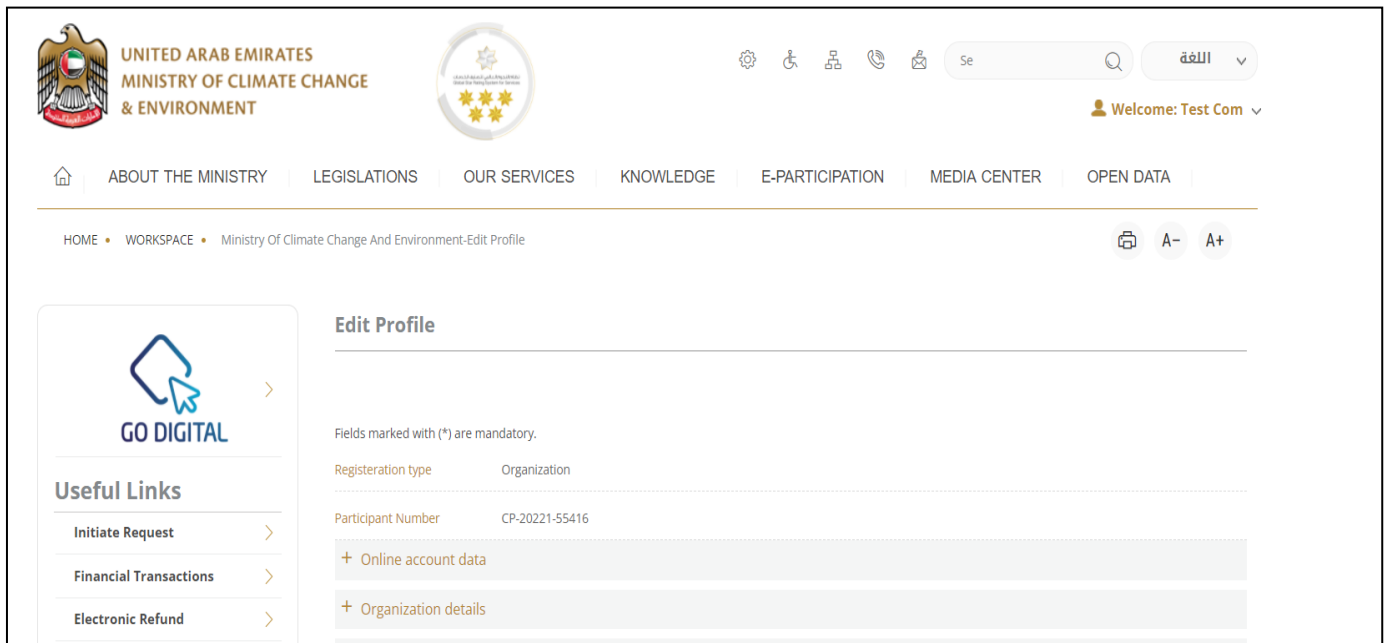



Figure 5 - Edit Profile

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.

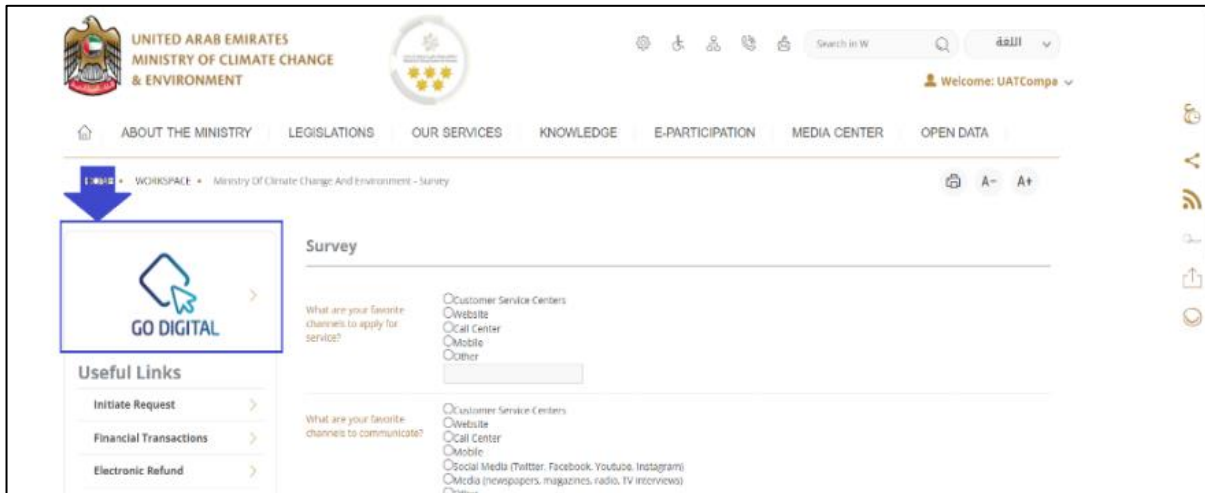


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.



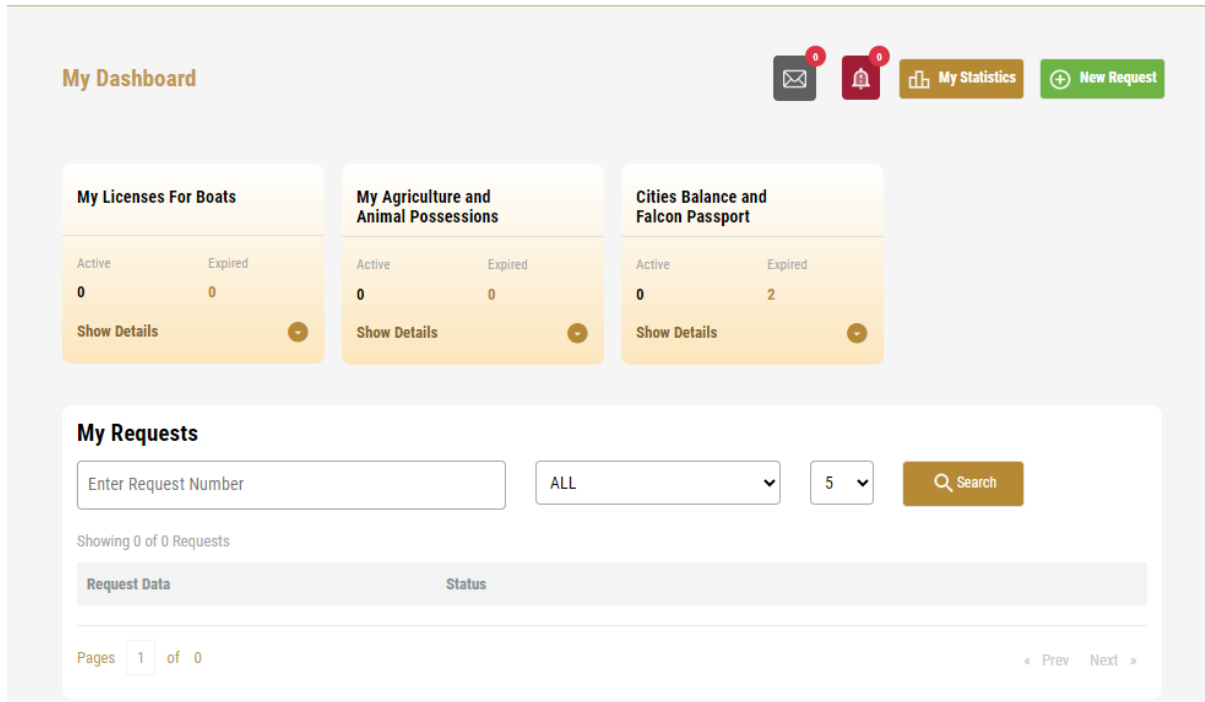


Figure 7- My Dashboard

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
	To display statistics about the customer's requests
	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

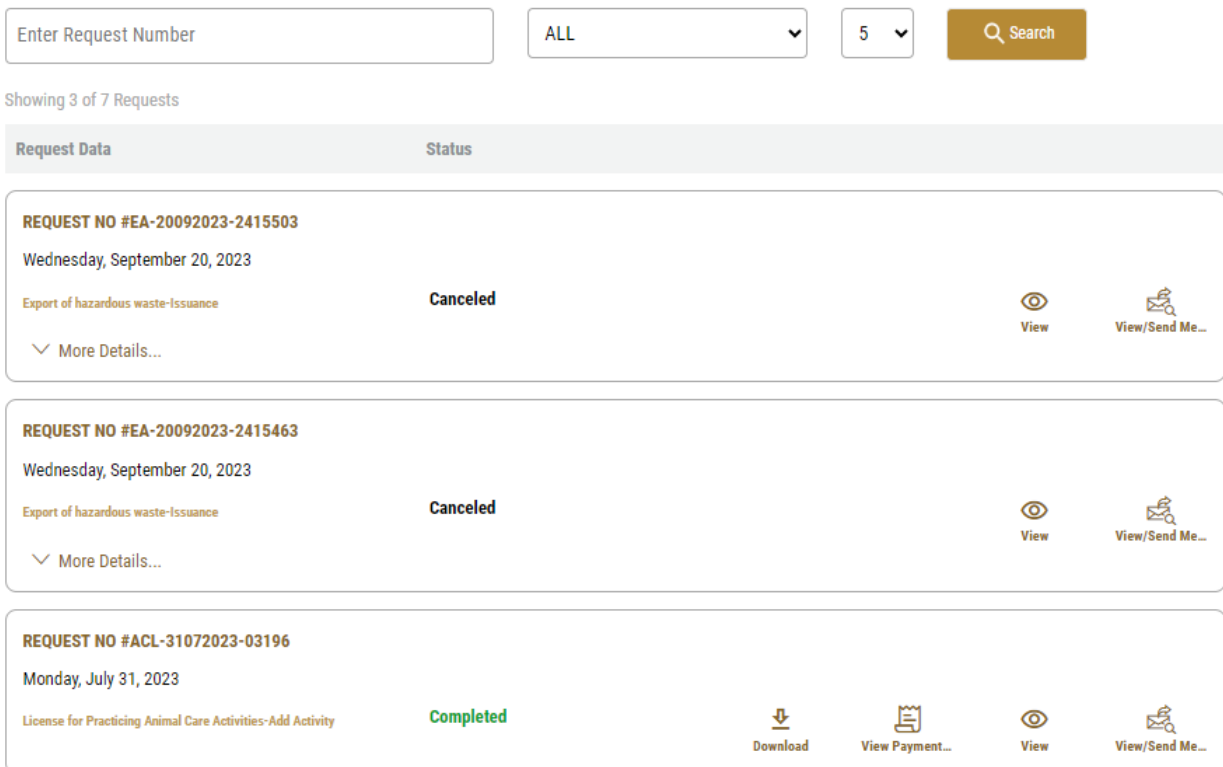


Figure 9 - Customer's Requests List


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:

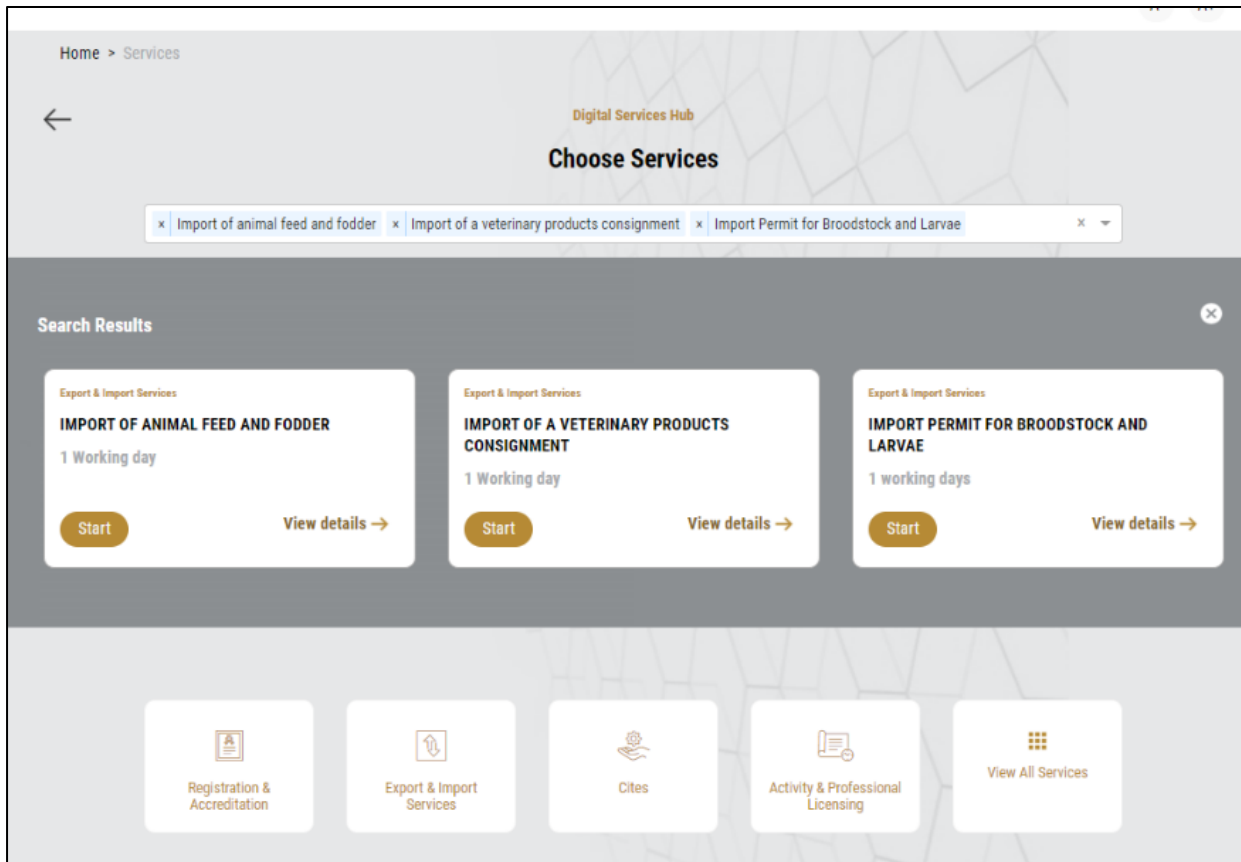


Figure 10 – Service New Request

- 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.

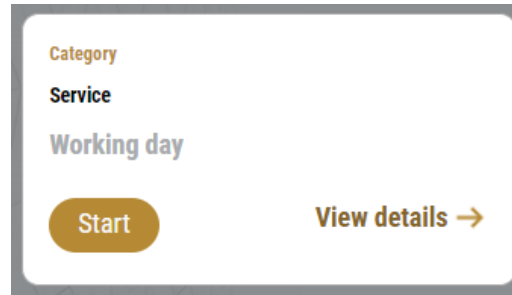


Figure 11 - Service Card

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*.

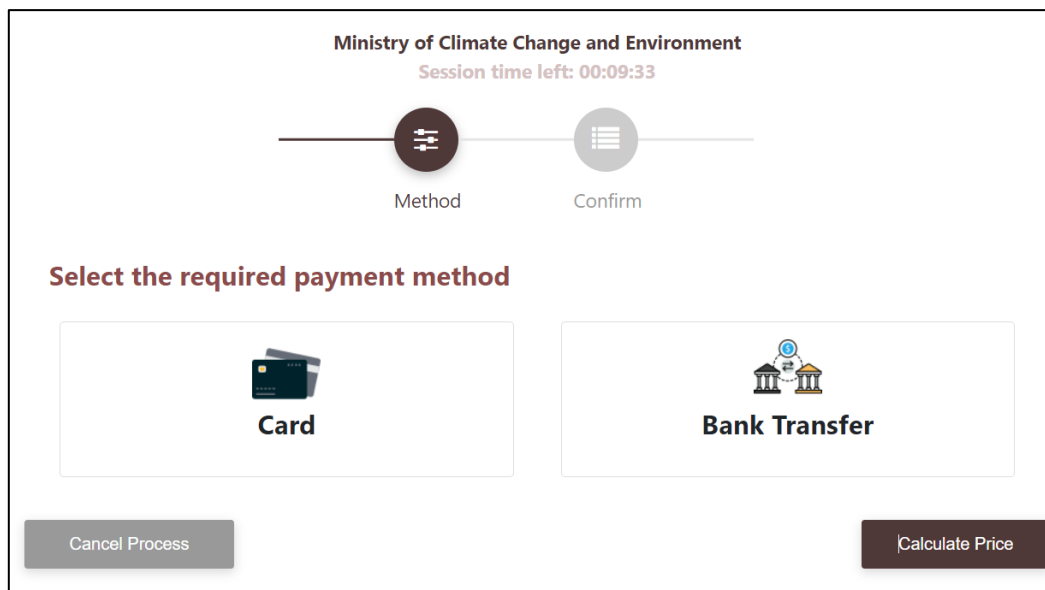




Figure 12 - Payment Gateway

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

Ministry of Climate Change and Environment
Session time left: 00:06:56

 Method  Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Service Name that has been requested		0.00 AED	1	AED
Total				AED

Request Fees

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	6.8 AED	0.34 AED	7.14 AED
Total			7.14 AED

Total Tax AED

Total Amount AED

Cancel Process
Change Payment Method
Proceed With Payment

Figure 13 - Service Fees Details

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

Ministry of Climate Change and Environment
Total Payment: 1007.14 AED
Session time left: 00:07:33

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*.

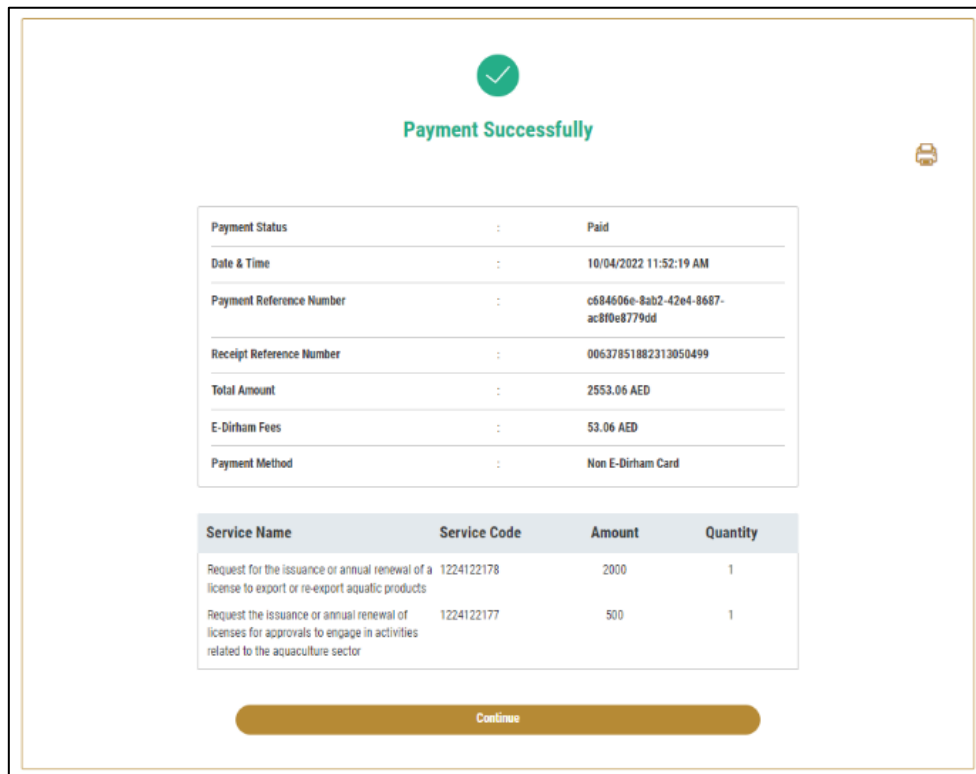


Figure 15 - Payment Confirmation

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.

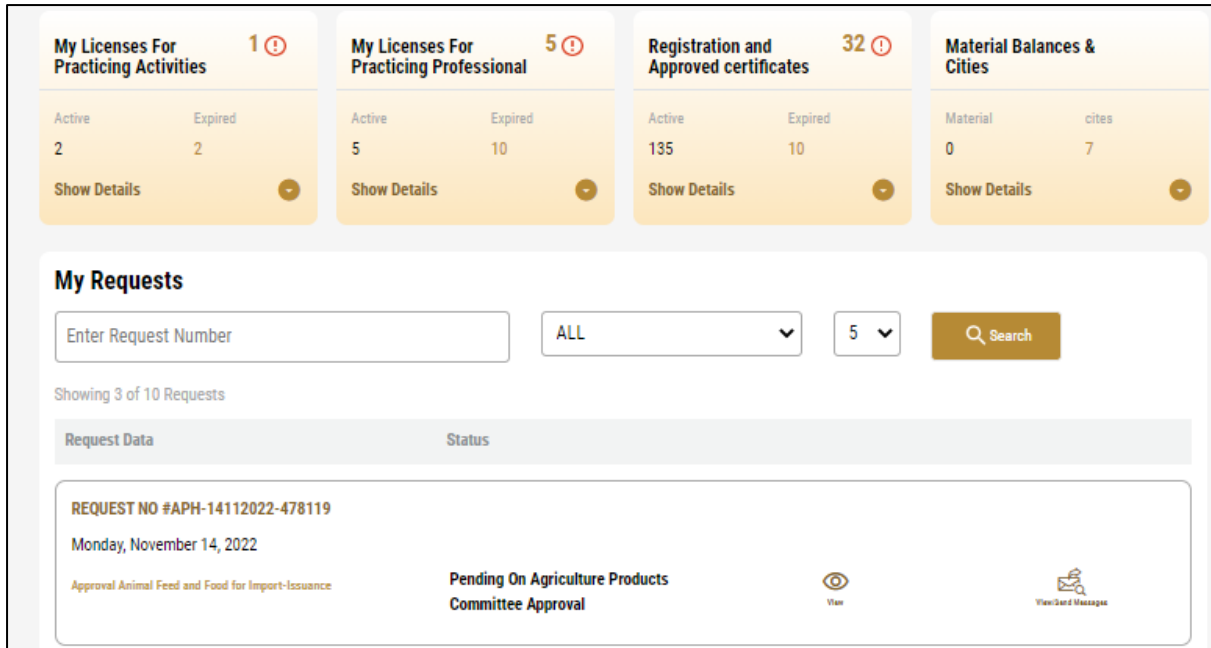







Figure 16 - Select Request to Retrieve

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 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

1- Table 2 – Service Request Actions

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

Service Description

[Service Card](#)

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

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

- 1- Select the Request name from the dropdown list, or alternatively click on the *Registration & Accreditation Services* category, select the *Veterinary Products* tab, then select the service card.
- 2- Click on *Start* Start. The Applicant information view will be displayed.
- 3- 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.

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

The screenshot shows a form titled "Applicant Information". At the top left, there is a dropdown menu labeled "Applicant Name *". To the right of the dropdown are two buttons: "Edit Applicant Information" and "New Applicant". At the bottom right of the form, there is a "Next" button.

Figure 17 - Select Applicant Name

- 4- 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. *

Verify ID No.

Emirates ID format 784-XXXX-XXXXXXXX-X

Name *

Mobile No. *

Example: 00971123456789

Email

Preferred Language *

Arabic
 English
 Urdu

Next

Figure 18 - Applicant's Information Page

5- 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

Import Details

Shipment Information

Consignment Items

Entrance Data

License Details

License Number SHJ-APH-02-258462	Certificate Type Veterinarian Establishment License
Last Issuance 04/04/2019	Expiry Date 25-12-2022

Import Details (i)

Exporting Country * <input type="text"/> <small>The country where from items will be exported</small>	Expected Arrival Date * <input type="text" value="mm/dd/yyyy"/> <small>The date when consignment expected to arrive</small>
Shipping Method * <input type="text"/> <small>Consignment delivery method</small>	Class * <input type="text"/> <small>Classification of the imported item(s)</small>

Shipment Information (i)

Trade Name * <input type="text"/>	Country Of Origin * <input type="text"/> <small>The country from which it will be exported</small>
Description <input style="width: 100%; height: 20px;" type="text"/> <small>Write description for the imported item</small>	
Package Size <input type="text"/>	Manufacture Company * <input type="text"/>
Measurement Unit * <input type="text"/>	Quantity * <input type="text"/>
Notes <input style="width: 100%; height: 20px;" type="text"/> <div style="text-align: center; margin-top: 5px;">Add</div>	

Consignment Items

No items added

Entrance Data (i)

Port *

Entry port where the consignment will pass

Back
Next

Figure 19 - Service Information

- 6- Click *Next*, to Review the request
- 7- Review Request then Click Submit.

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

License Details

Import Details

Consignment Items

License Details

License Number	Certificate Type
SHJ-APH-02-258462	Veterinarian Establishment License
Last Issuance	Expiry Date
04/04/2019	25-12-2022

Import Details

Exporting Country	Expected Arrival Date
Algeria	25-12-2022
Shipping Method	Class
By Air	Animal Care Materials
Port	
Dubai International Airport	

Consignment Items


Class	Type	Quantity	
Animal Care Materials	Eslam Testing Empty2	3	▼

Accept Terms & Conditions *

Back

Submit

Figure 20 – Service Request Review

- 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* 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*
Once the payment is done, the request will be sent to the authorized MOCCA employee for processing. Once your request gets approved, the request status will change to *Import permit Issued*. You can then view or download it
- 9- Locate the import permit issued then click view icon  to view and download the import permit.

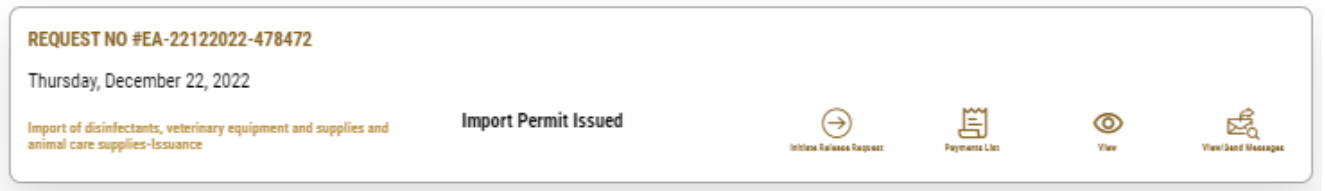



Figure 21 - Download or View Import Permit

- 10- Download the Import permit by clicking on  Consignment Import Permission

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

- Request Details
- Outputs
- Import Details
- Consignment Items
- Attachments
- Payment Receipt
- Comments

Request Details

Request Number	Status
EA-22122022-478472	Import Permit Issued
Created Date	
Dec 22, 2022	

Outputs



Certificate Number	Certificate Name		
DXB-FW-157-272924	Consignment Import Permission		

Figure 22 - Download Import Permit

Apply for Release Permit

To apply for release permit, go to main dashboard and

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

The screenshot displays a dashboard with four summary cards and a 'My Requests' section. The cards show: 'My Licenses For Practicing Activities' (1 warning, 2 Active, 2 Expired), 'My Licenses For Practicing Professional' (5 warnings, 5 Active, 10 Expired), 'Registration and Approved certificates' (31 warnings, 136 Active, 11 Expired), and 'Material Balances & Cities' (0 Material, 7 cities). The 'My Requests' section includes a search bar, filters for 'ALL' and '5', and a search button. Below is a table with one row for 'REQUEST NO #EA-22122022-478472' dated 'Thursday, December 22, 2022'. The request description is 'Import of disinfectants, veterinary equipment and supplies and animal care supplies-Issuance' and the status is 'Import Permit Issued'. Action icons include 'Initiate Release Request', 'Payments List', 'View', and 'View/Send Messages'.

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.

Import of veterinary raw materials

The screenshot shows a form titled 'Applicant Information'. Under the heading 'Applicant Name *', there is a dropdown menu with 'Emad' selected. To the right of the dropdown are two buttons: 'Edit Applicant Information' and 'New Applicant'. At the bottom right of the form is a 'Next' button.

Figure 23 - Select Applicant Name

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

Import of veterinary raw materials

The screenshot shows a form titled 'Applicant Information'. It includes the following fields and options:

- Applicant Name *:** A dropdown menu.
- Cancel Adding:** A button next to the Applicant Name dropdown.
- Radio Buttons:** 'ID' (selected) and 'Passport'.
- ID No. *:** A text input field containing '784-'. Below it is the text 'Emirates ID format 784-XXXX-XXXXXXXX-X'. To the right is a 'Verify ID No.' button.
- Name *:** A text input field.
- Mobile No. *:** A text input field with the example '00971123456789' below it.
- Email:** A text input field.
- Preferred Language *:** Radio buttons for 'Arabic', 'English', and 'Urdu'.
- Next:** A button at the bottom right.

Figure 24 - Applicant's Information Page

- 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

Import Details

Consignment Items

License Details

License Number	Certificate Type
SHJ-APH-02-258462	Veterinarian Establishment License
Last Issuance	Expiry Date
04/04/2019	25-12-2022

Import Details (i)

Exporting Country	Shipping Method
Algeria	By Air
Port	Class
Dubai International Airport	Animal Care Materials
Arrival Date *	Shipping Policy *
<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>
Carrier *	
<input type="text"/>	

Consignment Items

Class	Type	Quantity	
Animal Care Materials	Eslam Testing Empty2	3	⊞ ✕ ▽

Back
Next

Figure 25 - Service Information

5. Click *Next*, then the Attachments view will be displayed.

Import of veterinary raw materials

Certificate attesting that veterinary raw materials of animal origin are free from Mad Cow disease and pork derivatives (for each material)

Upload a File

Back Next

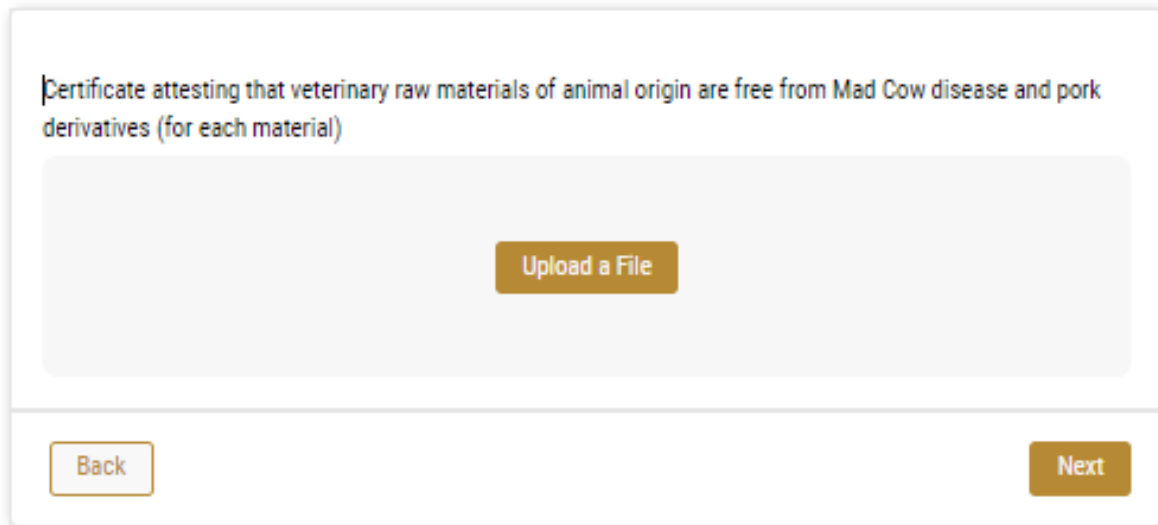


Figure 263 - Attachments Page

6. Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.
7. Click *Next* to review your request.

Import of veterinary raw materials

License Details

Import Details

Consignment
Items

License Details

License Number

ACL-2022-14891

Certificate Type

Practicing Animal Activities License

Last Issuance

27-01-2022

Expiry Date

27-01-2023

Import Details

Exporting Country

Albania

Expected Arrival Date

24-12-2022

Shipping Method

By Air


Class

Raw Material for Feed Additives

Port

Dubai International Airport

Consignment Items





Class	Type	Quantity	
Raw Material for Feed Additives	test	5	

Accept Terms & Conditions *

Back

Submit

Figure 27 – Service Request Review

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* , 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 MOCCAIE 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
9. Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.
10. Locate the completed request then click on  download your certificate, or  to view the request.

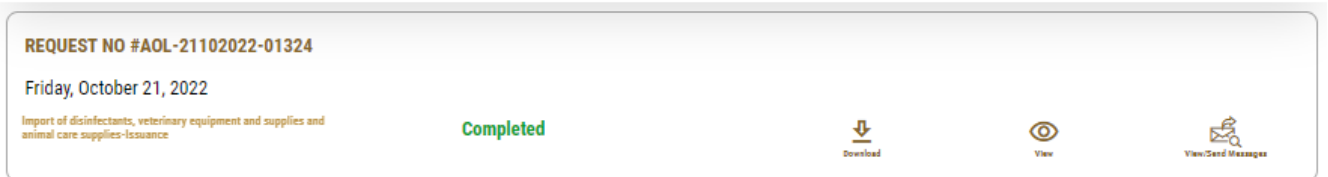


Figure 28 - Download or View