

Digital Services

Release of imported agricultural products

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 \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.

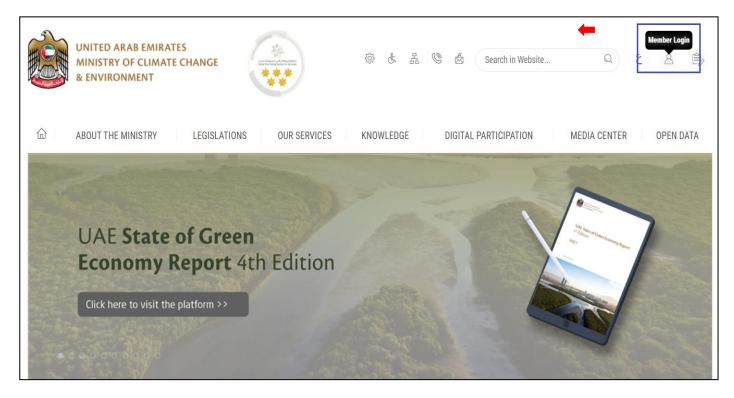


Figure 1 – MOCCAE Website Home Page

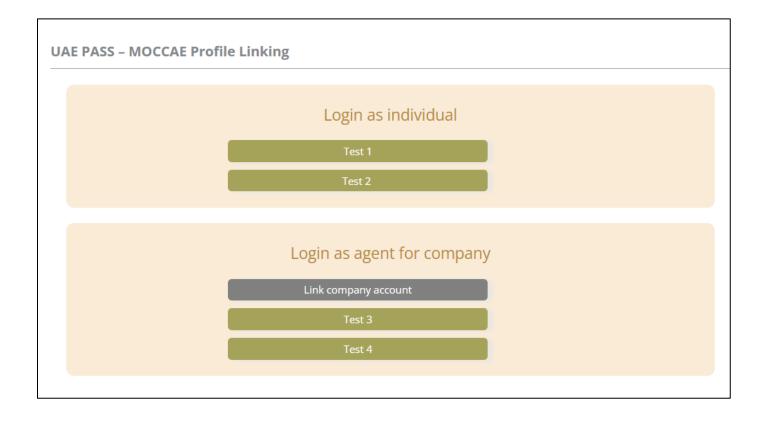
3- Click on Sign in with UAE PASS.

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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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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

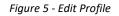
- 1- Click on the profile name displayed on the top of the page.
- 2- Click on Edit Profile.

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
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\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	>		Oxiobile 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

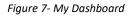
The digital services platform can be accessed internally from the MOCCAE homepage by clicking on the *Go Digital* icon \Im to the left of the homepage.

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^		Survey					
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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.

الاصل الدورية الشعاد MINISTRY OF CIMME COMMEN و LIVERONMENT والبيب							
	Ministry of Climate Change and Environment Session time 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	سربيدة المتحدة GE ف المتحدة NT	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						
Card Number	Card Number					
XXXX XXXX XXXX XX	XXX					
Month	Year	cvv				
Month	Year	***				
I agree to Terms&	Conditions Pay Now					
Cancel F	rocess	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:

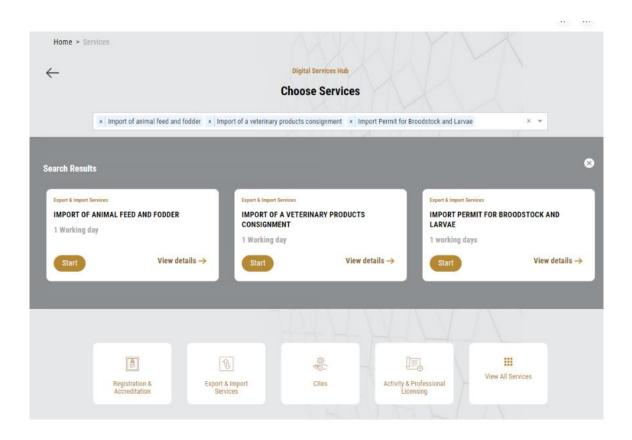
Button	Description
Cancel 👼	To cancel and delete the request whether it is saved as draft or pending payment
Pay Now 🛤	To pay for a previously created request but you opted to pay the fees at a later time using the Pay Later option
View 💩	To view request details and make changes if required
View/Send 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 Release of imported agricultural products 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.

Select the request purpose

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

Applicant Information Applicant Name *			
	•	Edit Applicant Information	New Applicant
			Next

Figure 17 - Select Applicant Name

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

Import Details	Import Details	~
Shipment	Exporting Country *	
Information	Azerbaijan 👻	
Consignment	The country where from items will be exported	
tems	Shipping type *	Port *
	By Air × 👻	Abu Dhabi Airport 🛛 👻 👻
	Shipping type used to transfer consignment	Entry port where the consignment will pass
	Exporter Name *	Carrier *
	الجهة المصدرة	رقم الرحلة\السيارة كمثال
	Arrival Date *	Bill of Lading *
	05/31/2023	123123123123
	تاريخ وصول الشحنة للإمارات	
	Job Number *	
	2134134	
	Class *	
	Agricultural Products - Others	

Import Details	Shipment Information (i)
Shipment Information	Type *
Consignment Items	Description
	Country Of Origin *
	The country from which it will be exported
	Quantity * Measurement Unit *
	Notes
	Please mention if any extra information
	Add
	Consignment Items
	Туре
	Dried Fruit and vegetables
	I pledge not to dispose of the shipment in case of provisional release until the final release *
	Back

Figure 18 - Service Information

5- Upload the required attachments then click next

Release of in	nported agricu	Itural products	consignment
---------------	----------------	-----------------	-------------

A certified certificate of origin issued by the competent authority
Upload a File
A copy of the customs declaration or bill of lading (for each material)
Upload a File
Certificate of Origin.
Upload a File
Back

6- Click Next to review your request.

Service Information	Service Information		
	Exporting Country	Shipping type	
Consignment	Azerbaijan	By Air	
ltems	Port	Exporter Name	
	Abu Dhabi Airport	الجهة المصدرة	
	Carrier	Arrival Date	
	رقم الرحلة\السيارة كمثال	May 31, 2023	
	Bill of Lading	Job Number	
	123123123123	2134134	
	Class		
	Agricultural Products - Others		
	Consignment Items		
	Туре		
	Dried Fruit and vegetables		\sim
	Accept Terms & Conditions *		
	Back		Submit
	- Subr		Cabinit

Figure 19 – Service Request Review

7- 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* 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>
- 8- Once the payment is completed, the status of the request will be "Pending On Agricultural Engineer Auditing or Inspection."

REQUEST NO #EA-15052023-479733 Monday, May 15, 2023				
Release of imported agricultural products consignment-Issuance	Pending On Agricultural Engineer Auditing or Inspection	Paymenta List	O View	View/Bend Messages

9- Upon the arrival of the shipment and the agricultural engineer examining the consignment and approving the release order, the status of the request will become "finished".

REQUEST NO #EA-15052023-479733			
Monday, May 15, 2023			
Release of imported agricultural products consignment-Issuance Finished	Paymenta List	View	View/Bend Messages

 \odot

10- To download the release permit, click on " 📲 " then check under Outputs.

Request Details	Outputs			
Outputs	Certificate Number	Certificate Name		
Service Information	DXB-EA-202-273495	Consignment Release Permission	0	Download