

Digital Services

Import of semen or embryos

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 🖑 ' 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

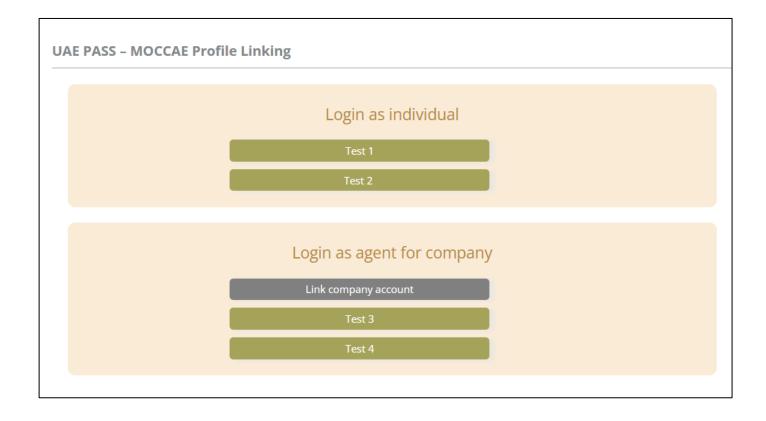
3- Click on Sign in with UAE PASS.

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	Login			
Useful Links				
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 Permits Hub				

4- Enter Emirates ID or Phone or Email which has been registered in UAE pass

Login to UAE PASS	
Emirates ID, email, or phone eg. 97150000000	
Login	
Figure 2 - Login Page	

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



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^	Survey					
	What are your favorite channels to apply for service?	Ocustamer Service Centers Owebatte Ocall Center OMobile				
Useful Links	Oother					
Initiate Request	What are your favorite	Ocustomer Service Centers Owebsite				
Financial Transactions	channels to communicate?	Ocal Center Ocal Center OMobile				
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View/Update Customer Profile

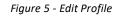
- 1- Click on the profile name displayed on the top of the page.
- 2- Click on Edit Profile.

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	Y LEGISLATIONS O	UR SERVICES KNOWLEDGE E-PARTICI	PATION MEDIA CENTER	Edit Profile
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\frown	Survey			ပံ 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	> What are your favorite	Ocustomer Service Centers		
Financial Transactions	Channels to communicate	Owebsite Ocall Center Omobile		
Electronic Refund	>	Onoblie OSocial Media (Twitter, Facebook, Youtube, Instagram) OMedia (newspapers, magazines, radio, TV interviews)		

Figure 4 - Update Profile

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

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	LEGISLATIONS OUR SERVICES KNOW	LEDGE E-PARTICIPATION MEDIA CENTER	
HOME • WORKSPACE • Ministry Of Cl	mate Change And Environment-Edit Profile		Ġ A- A+
\wedge	Edit Profile		
GO DIGITAL	Fields marked with (*) are mandatory.		
Useful Links	Registeration type Organization		
Initiate Request	Participant Number CP-20221-55416 + Online account data		
Financial Transactions			
Electronic Refund	+ Organization details		

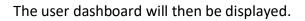


Running the 'Go Digital' Services

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

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GO DIGITAL	>	Survey What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite OCall Center OMobile			
Useful Links		1	Oother			
Initiate Request	\rightarrow	What are your favorite	OCustomer Service Centers			
Financial Transactions	\rightarrow	channels to communicate?	Owebsite Ocall Center OMobile			
Electronic Refund	\rightarrow		Osocial Media (Twitter, Facebook, Youtut OMedia (newspapers, magazines, radio, 1 Other			

Figure 6 - 'Go Digital' Icon



My Licenses Practicing Ac	For ctivities		My Licenses F Practicing Pro		Registration a Approved cert		Material Balanc Cities	es &
Active	Expired		Active	Expired	Active	Expired	Material	cites
D	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	

Figure 7- My Dashboard

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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.

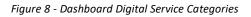
The dashboard displays the following buttons:

	To notify the customer about any messages related to his request to take the proper actions
A	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.

My Licenses Practicing A			My Licenses Practicing P			Registration and Approved certificates		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



The last section of the dashboard lists all customer's requests along with their current status.

Dashbo	ard					Ø		Hy Statistics	(+) New Reques
ly Licenses racticing Ac	For stivities	My Licens Practicing	ses For J Professional		Registration a Approved cert	nd ificates		Material Balan Cities	ces &
ctive	Expired	Active	Expired		Active	Expired		Material	cites
how Details	3	4 Show Detai	0 ils		110 Show Details	46		2 Show Details	2
howing 3 of 4 Request Data			Status						
REQUEST NO) #EA-06042023-47	9526							
Thursday, Ap	oril 6, 2023 Ious waste-Issuance		Pending on cl inspection	nemical enginee	er	Payments List		O View	View/Bend Messages
REQUEST NO) #APH-06042023-4	179525							
Thursday, Ap	oril 6, 2023 terinary health certificate f	or exporting or re-	Pending On P	avment			B	Ø	₩ K
	terniary nearly certificate 1	or exporting of re-							

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:

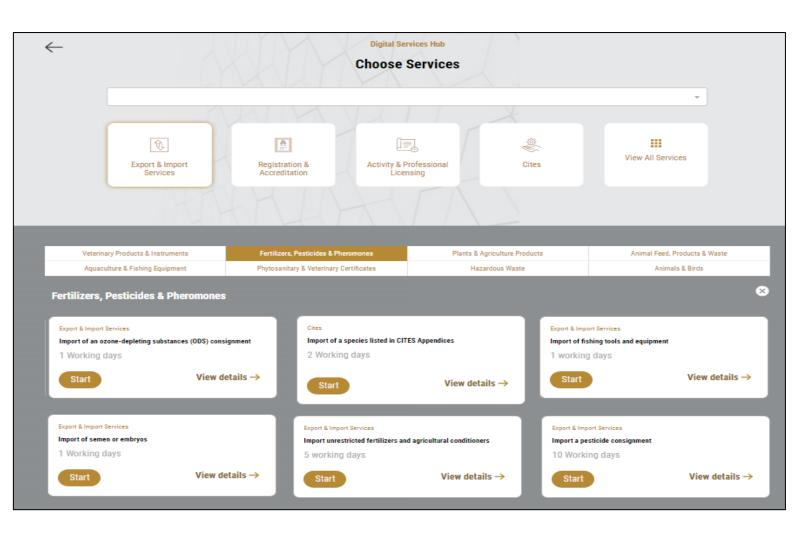


Figure 10 – Service New Request

- 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.



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.

	UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT	الإمارات العربية المتحدة وزارة التغييس المساخسية والجبيسات		
-	E			
	Method	Confirm		
	Select the require	ed payment method		
	Card GPay			
	Bank Transfer			
Cancel Process			Calculate F	Price

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					
			e Change and ime left: 00:0		nt		
		•					
		Method	Confi	irm			
Description			Amount	Tax Amount	(AED)	Quantity	Total With Tax Amount
Service name that ha	s been requeste	ed	AED	0.00 AED		5	AED
Total							AED
Request Fees Description	Amount	Tax Amount (AE	ED)		Total Wi	th Tax Amoun	t
	450	1.02 AED			AE		
Card Charges	AED	THE PIED			AE	D	

Figure 13 - Service Fees Details

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

	UNITED AF MINISTRY OF CLIA & E	AB EMIRATES MATE CHANGE NVIRONMENT	الإمارات الع وزارة التـغيـــر الله والــ	
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	Ì		(G Pay)	
Caro	lholder Name			
Ca	ardholder Name			
Card	l Number			
x	XXX XXXX XXXX XXXX			
Mor	th	Year	cvv	
M	onth	Year	***	
	agree to Terms&Condition	ns Pay Now		
	Cancel Process	С	hange Payment Method	

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*.

Paym	ent Success	fully
Receipt Reference Number	÷	e756ea25-5fa7-4d59-9e39- 349c9cbc3cf8
Date & Time		04/06/2023 11:58:58 AM
Payment Method	2	Card
Card Charges	(2)	0.71
Total Amount		
Fee Name	Amount	Quantity
Service name will appear here	and an Arthurson	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.

My Licenses For Practicing Activities		My Licenses For Practicing Profe		Registration a Approved cer		Material Balanc Cities	es &
	pired	Active	Expired	Active	Expired	Material	cites
0 3		4	0	110	46	2	2
Show Details	•	Show Details	•	Show Details	0	Show Details	0
My Requests Enter Request Num Showing 3 of 10 Request			ALL		✓ 5 ✓	Q Search	
Request Data		Sta	tus				
REQUEST NO #EA-02 Monday, January 2, 20 Import of sem		Imp	oort Permit Issued	Initi	ate Refease Pequest Prymeets List	O View	View/Seed Messages

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
- veolation instages	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

View or Download Import permit

1- Select the service category. The list of available certificates will be displayed.

My Licenses Practicing A		My Licenses F Practicing Pro	or fessional	Registration an Approved certi	nd ificates	Material Balanc Cities	es &
Active	Expired	Active	Expired	Active	Expired	Material	cites
0	3	4	0	110	46	2	2
Show Details	0	Show Details	0	Show Details	0	Show Details	0
My Reque	ests lest Number		ALL		✓ 5 ✓	Q Search	
Showing 3 of	10 Requests						
Request Dat	a	St	tatus				
REQUEST N	IO #EA-02012023-478581						
Monday, Ja	nuary 2, 2023						
Import	of semen or embryos	In	nport Permit Issued		⊖ E] (0)	Ŕ

2- Locate the import permit issued then click view icon ⁽²⁾ to view and download the import permit.

Import of semen or embryos

Show Service Card

apply for Import of semen or embryos

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.

nport of semen or embryos			
Applicant Information Applicant Name *	Ŧ	Edit Applicant Information	New Applicant
			Next

Figure 17 - Select Applicant Name

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

nport of semen or	embryos		
Applicant Informati	on		
Applicant Name *			
	•	Cancel Adding	
O ID		Passport	
ID No. *			
784-		Verify ID No.	
Name *		Mobile No. *	
		Example: 00971123456789	
Email			
Preferred Language *			
Arabic	O English	🔿 Urdu	

- Figure 18 Applicant's Information Pag
- 4- Click Next, then the service details view will be displayed, to Fill the required information

Import of sen	nen or embryos	
License Details	License Details	
Import Details	License Number ACL-2022-14891	Certificate Type Practicing Animal Activities License
Shipment Information	Last Issuance 27-01-2022	Expiry Date 27-01-2025
Consignment Items	Import Details	0
Entrance Data	Exporting Country *	Expected Arrival Date *
	The country where from items will be exported	mm/dd/yyyy
	Shipping Method *	
	Consignment delivery method	
	Class *	
	Classification of the imported item(s)	
	Approved Collection Site *	
		//
	Shipment Information	(i)
	Type *	Country Of Origin *
	· · · · · ·	The country from which it will be exported
	Volume Weight *	Quantity *
	Wight of the item	
	Measurement Unit *	
	Stallion name *	Scientific Name
	Description	
	Write description for the imported item	
	Notes	
	Please mention if any extra information	
	Add	
	Consignment Items	
	Please add or	ne item at least
	Entrance Data	Ū

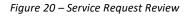
Figure 19 - Service Information

5- Click Next, to upload attachment

required attachments	
	Upload a File
required attachments	
	Upload a File

6- Review Request then Click Submit.

Import	of semen or embryos	
License Details	License Details	
Import Details Consignment Items	License Number ACL-2022-14891 Last Issuance 27-01-2022	Certificate Type Practicing Animal Activities License Expiry Date 27-01-2023
	Import Details Exporting Country Algeria Shipping Method By Air Port Sharjah Airport	Expected Arrival Date 25-12-2022 Class Animal for slaughter
	Consignment Items	Scientific Name
	Amphibians	Incilius periglenes 🗈 🛸 🗙 🕑
	Accept Terms & Conditions * Back	Submit



		Digital Services User Guide		
🛃 Ac	cept Terms & Conditions *			
Bac	ck	Pay fees	Pay Later	

- 7- 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* (**Parese**), 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	Tay Now	Gancel	O View	View/Bend Messages

Once the payment is done, the request will be sent to the authorized MOCCAE employee for processing. Once your request gets approved, the request status will change to *Import permit Issued*. You can then view or download it

8- Locate the import permit issued then click view icon ⁽²⁾ to view and download the import permit.

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

Figure 21 - Download or View Import Permit

9- Download the Import permit by clicking on 🕒 Consignment Import Permission

Outputs	Request Number	Status	
	EA-22122022-478474	Import Permit Issued	
Import Details	Created Date		
Consignment Items	Dec 22, 2022		
Attachments	Outputs		
Payment	Certificate Number	Certificate Name	
Receipt	DXB-FW-157-272926	Consignment Import Permission (i)	



Apply for Release Permit

To apply for release permit, go to main dashboard and

1. click on Initiate Release Request

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

- 2. Fill the applicant details as you did in Import permit
- 3. Enter the shipping information

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

4. Upload the required attachments

required attachments	
	Upload a File
required attachments	
	Upload a File

 Click on "confirm T&C " then you'll be able to pay same time or later

DICITAL				
rlz,	Digital	Services	User	Guide

Accept Terms & Conditions *		
Back	Pay fees	Pay Later

6. Make the payment

See <u>How to Pay for a Digital Service</u>

7. Once paid the request status will be pending On Vet Auditing or Inspection

REQUEST NO #EA-02012023-478581 Monday, January 2, 2023				
Import of semen or embryos	Pending On Vet Auditing or Inspection	Payments List	O View	View/Send Messages

8. Once the consignment arrives the status of the request will be finished

REQUEST NO #EA-02012023-478581				
Monday, January 2, 2023				
Import of semen or embryos	Finished	Payments List	O View	View/Send Messages

9. To download the permit, click on the download Icon below request output $\stackrel{ m def}{ m def}$

Outputs		
Certificate Number Certificate Name		
DXB-FW-157-272961 Consignment Import Permission	(i)	Ł
DXB-EA-202-272989 Consignment Release Permission	(i)	J.