



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

REGISTRATION OF VETERINARY PRODUCTS MANUFACTURING
COMPANY

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 covers all 115 services that MOCCA offers to its customers.

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.

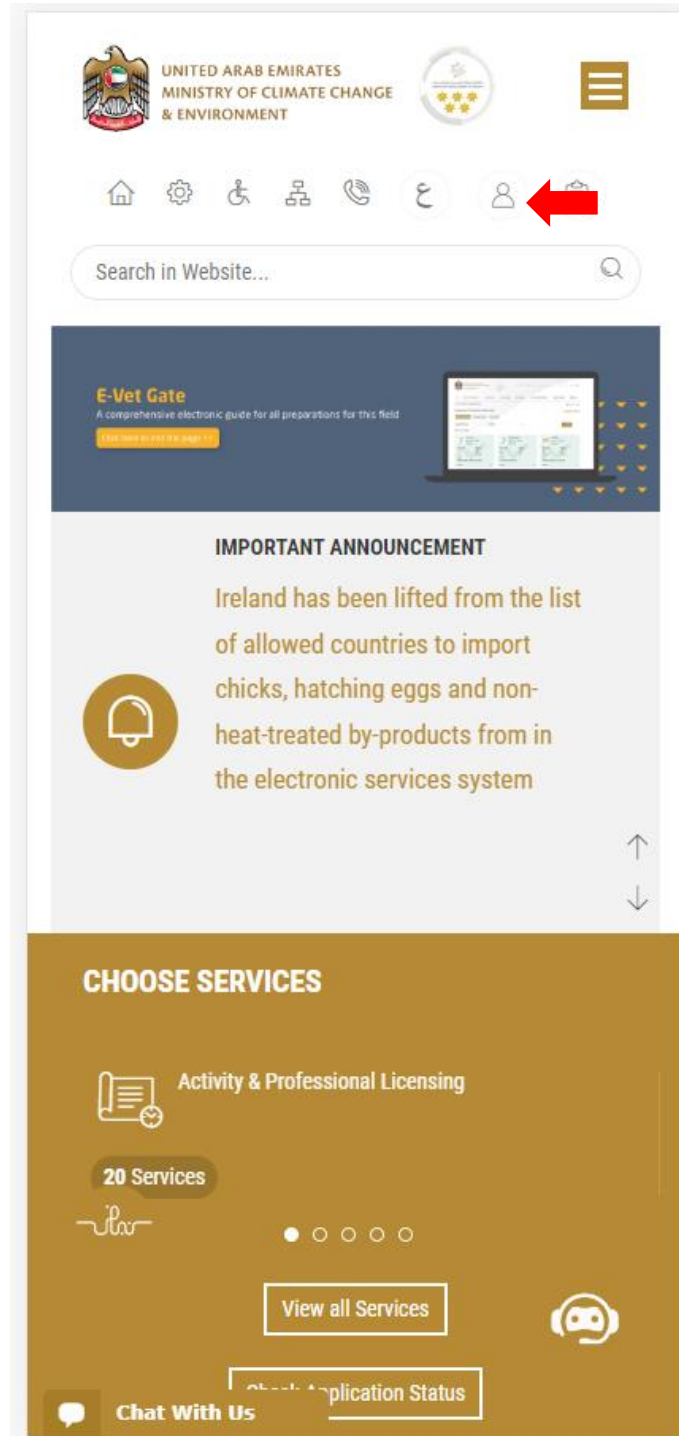


Figure 1 – MOCCAЕ Website Home Page

3- Enter valid company account credentials, then click on *Login*.

Figure 2 - Login Page

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

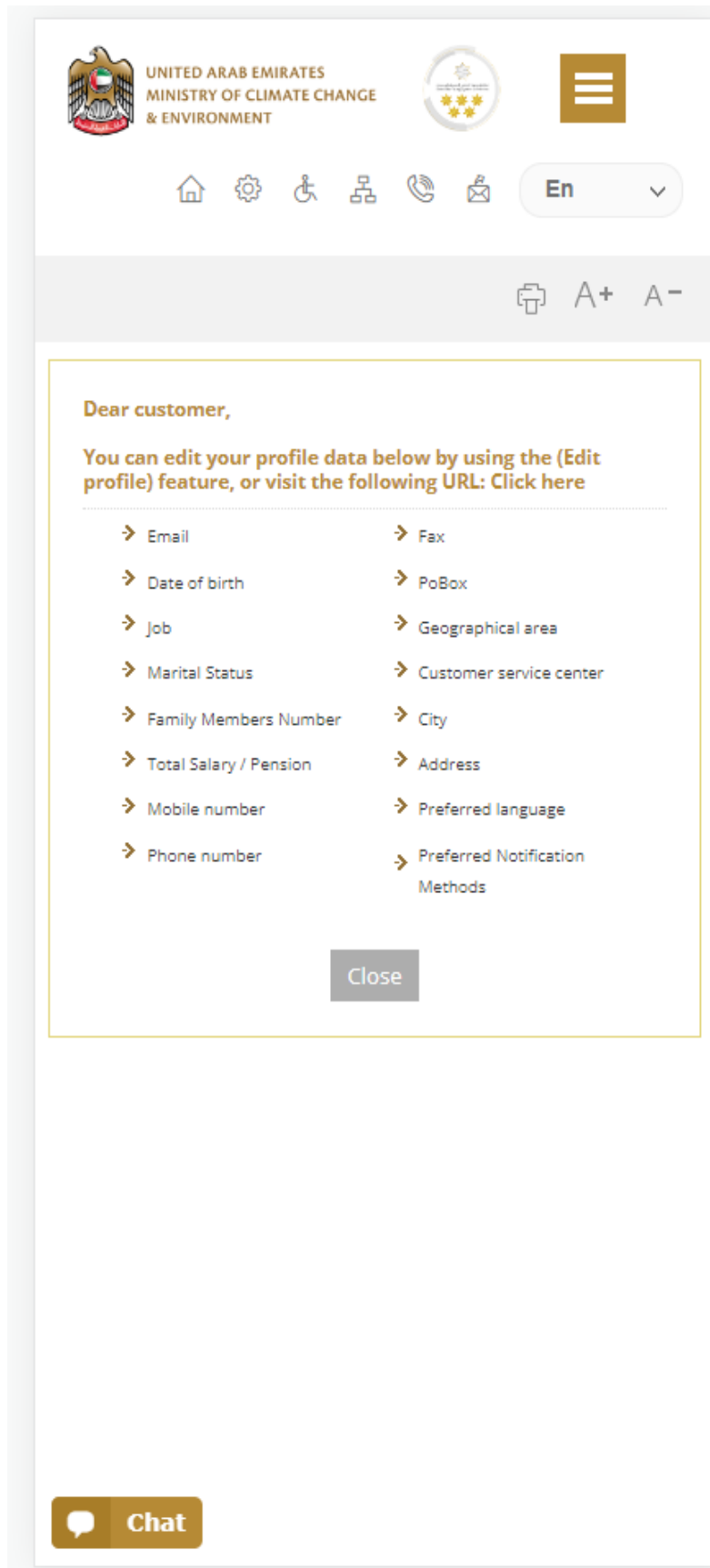



Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

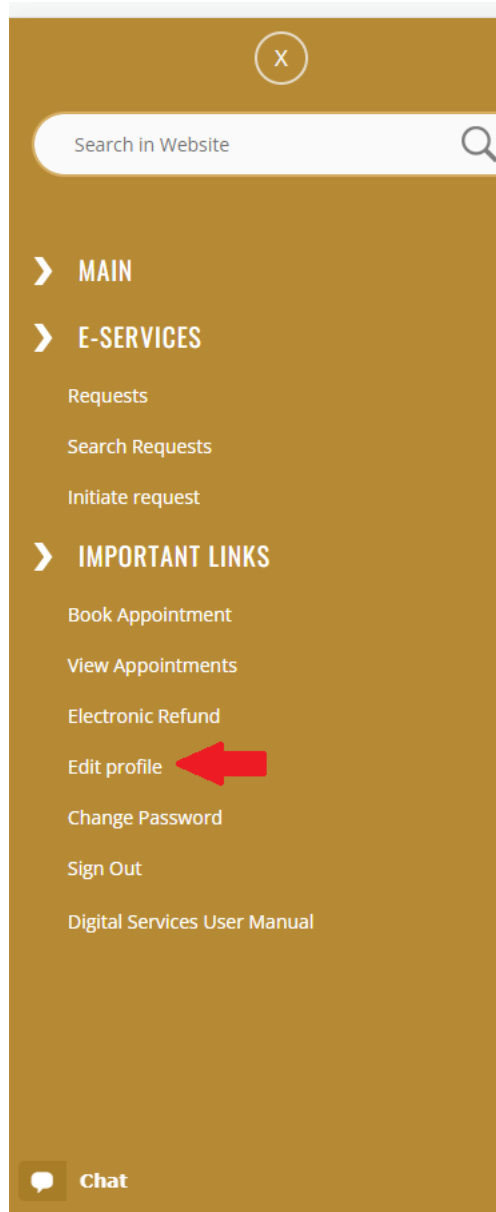


Figure 4 - Update Company Profile

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

The screenshot shows the 'Edit Profile' interface. At the top, there is a header with the United Arab Emirates Ministry of Climate Change & Environment logo and a 'GO DIGITAL' icon. Below the header is a navigation bar with icons for home, settings, accessibility, profile, and contact, along with a language selector set to 'En'. The main content area is titled 'Edit Profile' and contains the following sections:

- Registration type:** Individual
- Participant Number:** IN-20174-86637
- Online account data:** Email (input field)
- Confirm Email:** (input field)
- Enable 2 Step Authentication feature:**
- Individual details:** Full arabic name * (input field)
- Full english name *:** (input field)


A note at the top of the form states: 'Fields marked with (*) are mandatory.'

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 homepage by clicking on the *Go Digital* icon  to the left of the homepage.

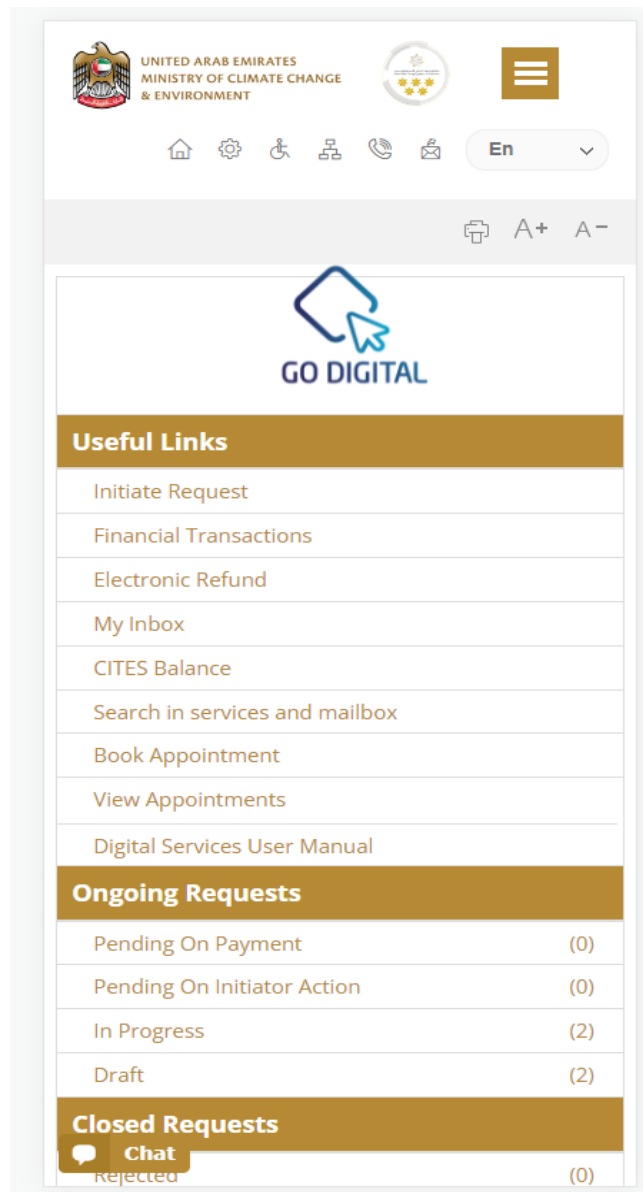


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

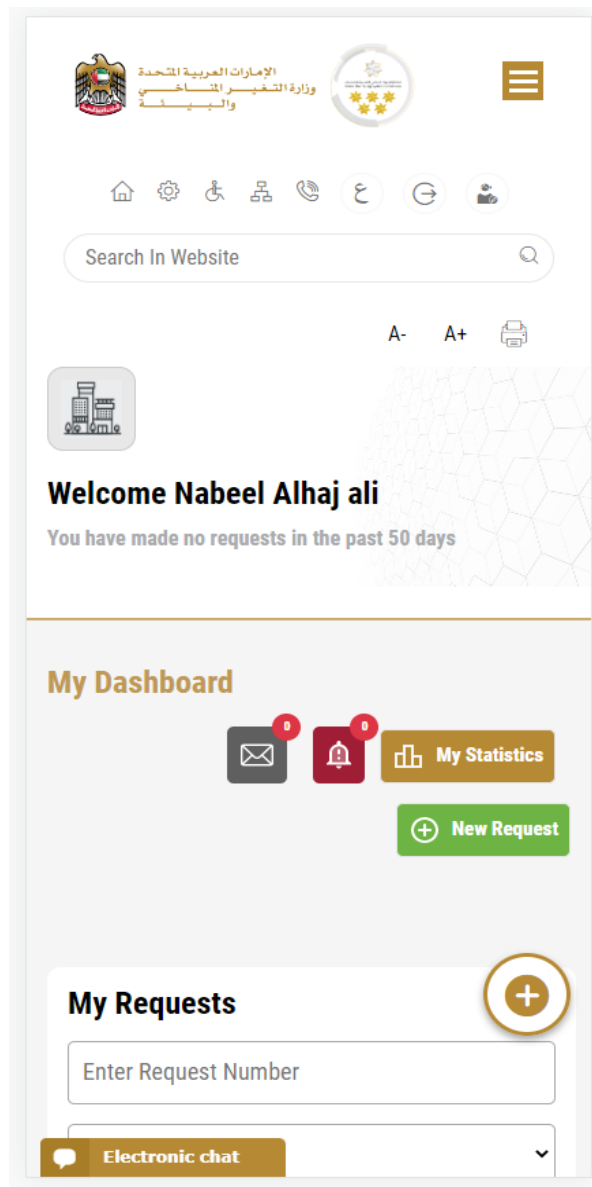
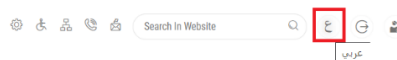


Figure 7- My Dashboard

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.

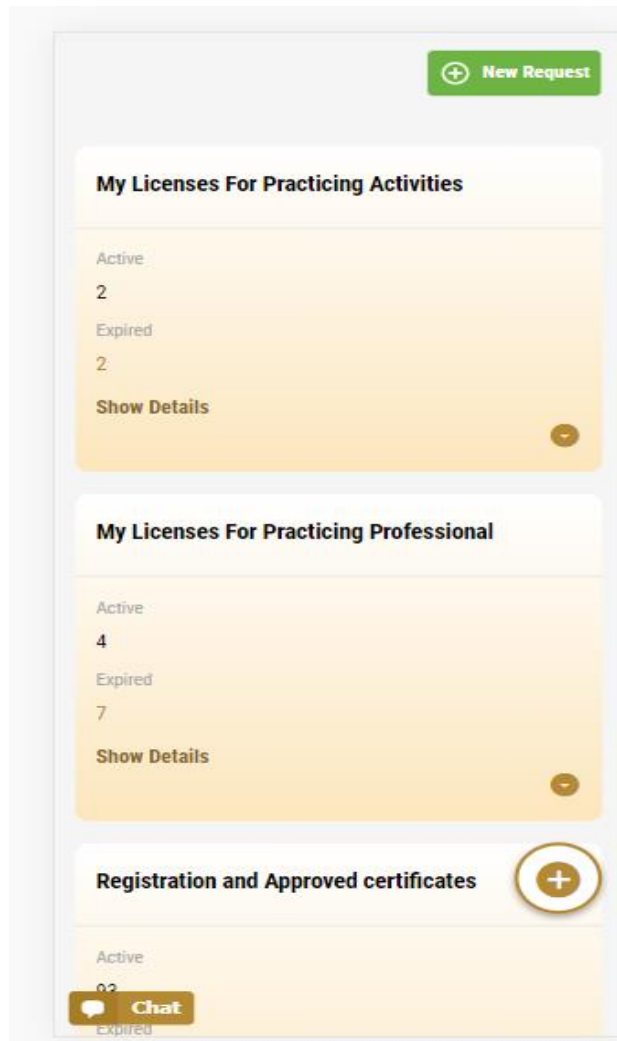


Figure 8 - Dashboard Digital Service Categories

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

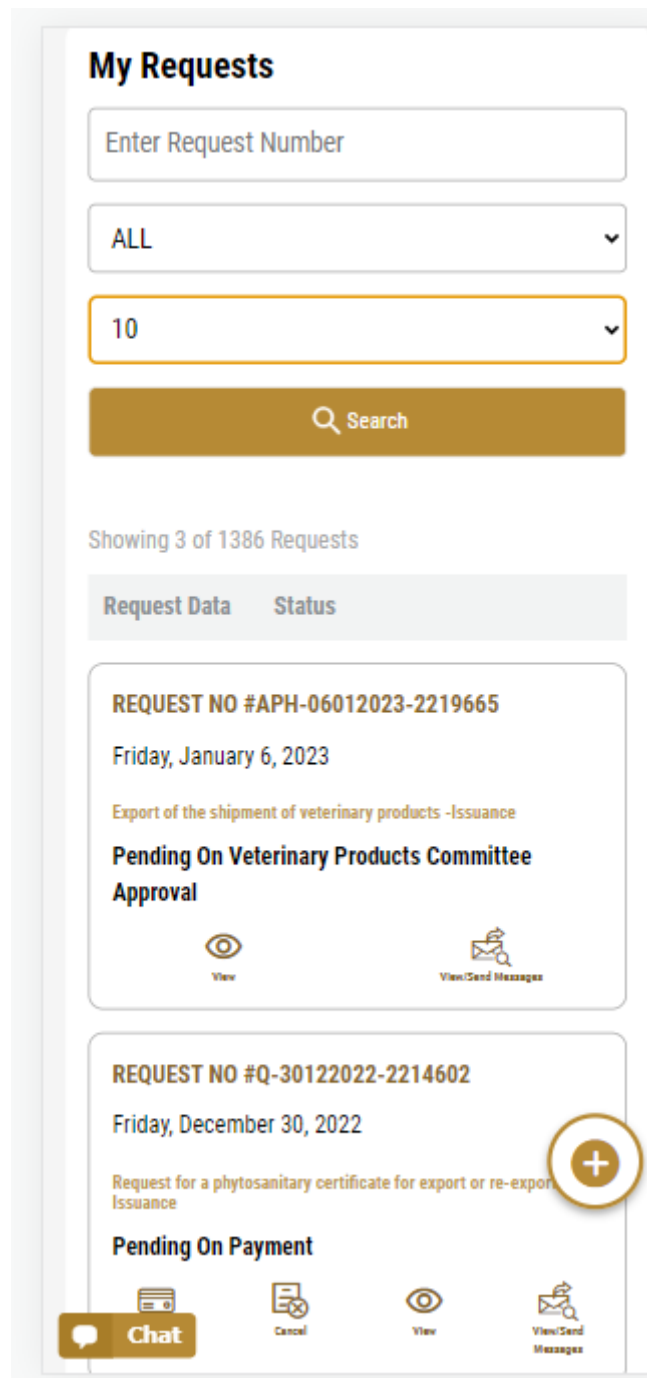


Figure 9 - Customer's Requests List


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:

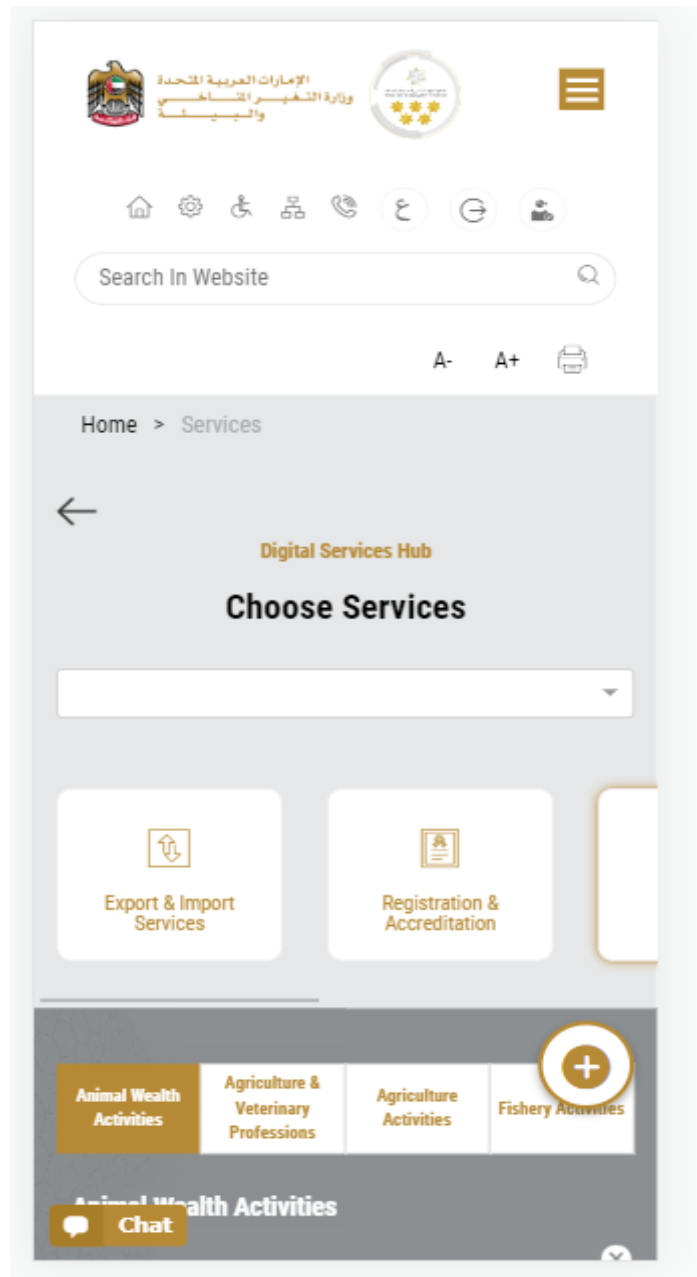


Figure 10 – Service New Request

- 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.

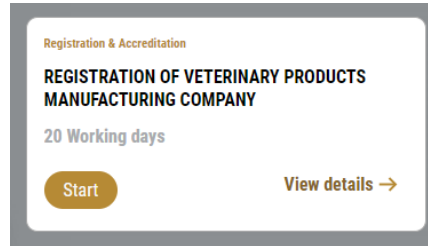


Figure 11 - Service Card

- 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*.

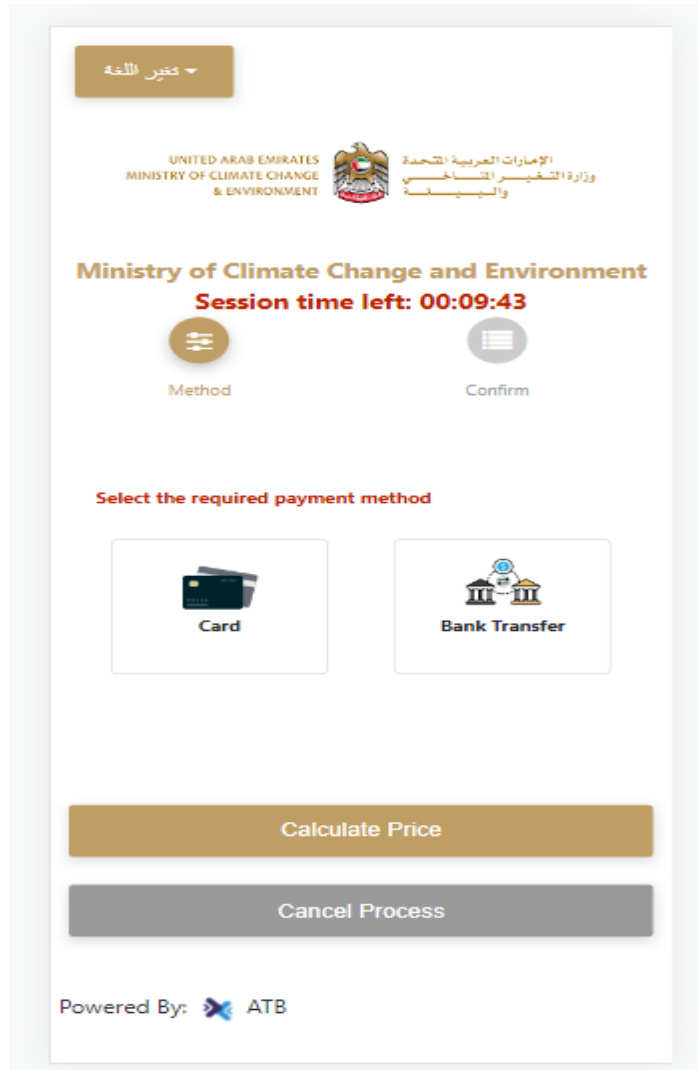



Figure 12 - Payment Gateway

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



Ministry of Climate Change and Environment

 Session time left: 00:04:02

Method
Confirm

service name will appear here

Description : Service

Amount :
AED

Tax Amount (AED) :
0 AED

Quantity :
1

Total With Tax Amount :
AED

Total :
AED

Request Fees

Description : Request Fees

Card Charges

Amount :
2.04 AED

Tax Amount (AED) :
0.1 AED

Total With Tax Amount :
2.14 AED

Total :
2.14 AED

Total Tax	AED
Total Amount	AED

Proceed With Payment

Change Payment Method

Cancel Process



Powered By:  ATB

Figure 13 - Service Fees Details

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

تغير اللغة ▾



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الإمارات العربية المتحدة
 وزارة التغير المناخي
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Ministry of Climate Change and Environment

Total Payment: 302.14 AED

Session time left: 00:09:02

Cardholder Name

Card Number

Month

Year

CVV


I agree to [Terms&Conditions](#)

Pay Now

Change 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*.



Payment Successfully

Payment Status	:	Paid
Date & Time	:	16/04/2022 11:52:19 AM
Payment Reference Number	:	6504606a-8262-42e4-9687-ac89a877968
Receipt Reference Number	:	06637951882313850499
Total Amount	:	2553.06 AED
E-Diskum Fees	:	53.06 AED
Payment Method	:	Non E-Diskum Card

Service Name	Service Code	Amount	Quantity
Request for the issuance or annual renewal of a license for export or re-export aquatic products	1224122178	2000	1
Request for the issuance or annual renewal of licenses for aquaculture to engage in activities related to the aquaculture sector	1224122177	500	1

Continue

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.

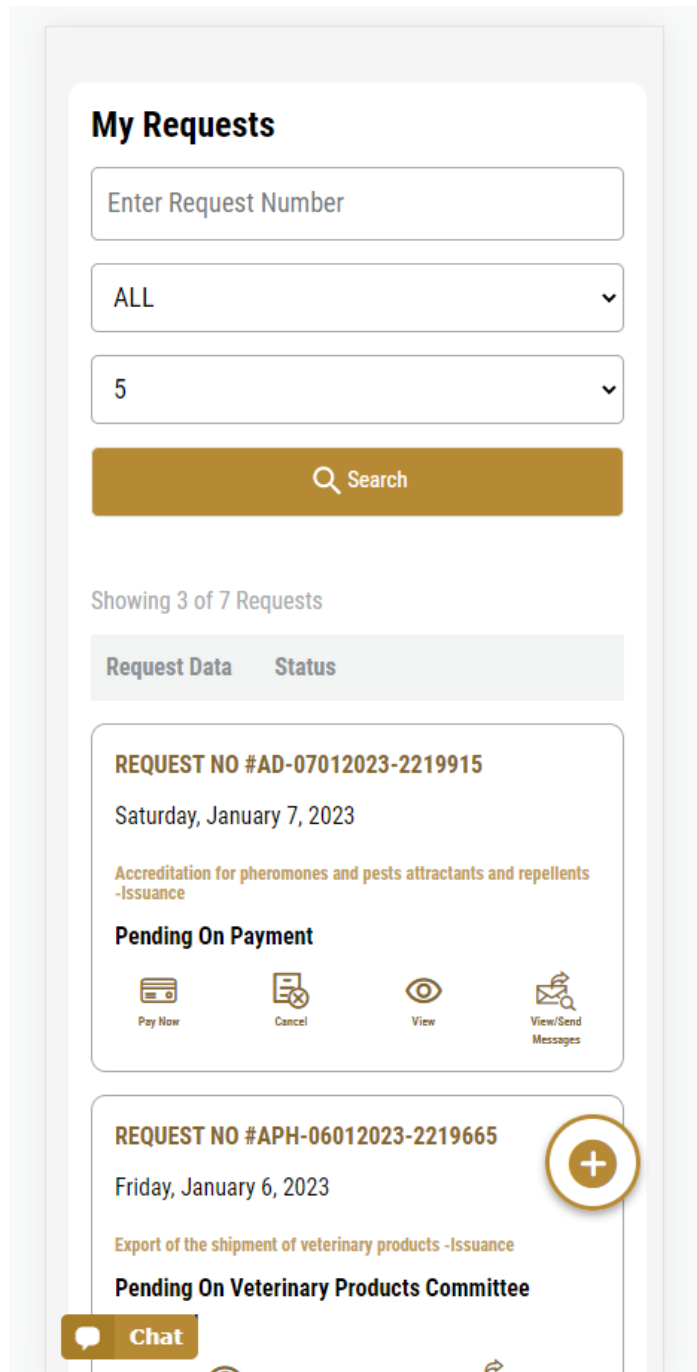


Figure 16 - Select Request to Retrieve

- 2- You can take any of the following actions on the selected request:






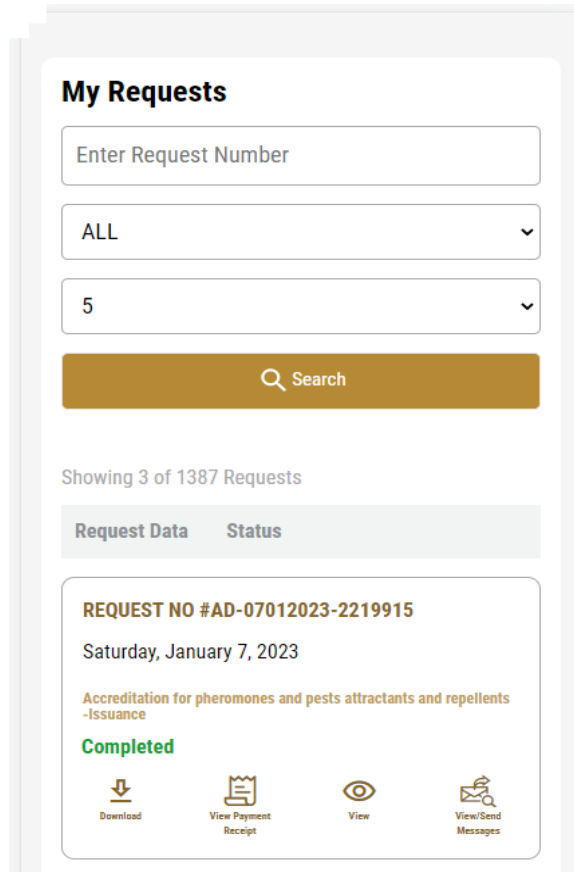
Button	Description
Cancel 	To cancel and delete the request whether it is saved as draft or pending payment
Pay Now 	To pay for a previously created request but you opted to pay the fees at a later time using the Pay Later option
View 	To view request details and make changes if required
View/Send Message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

Table 2 – Service Request Actions

View or Download a Certificate

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



- 2- Locate the required certificate, then click on  to view and download the certificate, or click on  to view the service request.

REGISTRATION OF VETERINARY PRODUCTS MANUFACTURING COMPANY

Service Description

Through this service, the registration of foreign manufacturers of veterinary products is approved through a veterinary warehouse licensed by the Ministry in order to allow the registration, import and circulation of its products in the country.

Service Time

20 Working days

Terms and Conditions

- The applicant must be submitting by a licensed warehouse with valid license
- The list of countries permitted to register manufacturer site, including

1. ARGENTINA
2. AUSTRALIA
3. AUSTRIA
4. BELGIUM
5. BRAZIL
6. CANADA
7. 5CYPRUS
8. CHILE
9. CHINA
10. COLOMBIA
11. COSTA RICA
12. CZECH REPUBLIC
13. DENMARK
14. ESTONIA
15. FINLAND
16. FRANCE
17. GERMANY
18. GREECE
19. HUNGARY

20. ICELAND
21. IRELAND
22. ITALY
23. JAPAN
24. KOREA
25. LATVIA
26. LITHUANIA
27. LUXEMBOURG
28. MALTA
29. MEXICO
30. NETHERLANDS
31. NEW ZEALAND
32. NORWAY
33. POLAND
34. PORTUGAL
35. ROMANIA
36. RUSSIA
37. SAUDI ARABIA
38. SLOVAK REPUBLIC
39. SLOVENIA
40. SOUTH AFRICA
41. SPAIN
42. SWEDEN
43. SWITZERLAND
44. TURKEY
45. UNITED KINGDOM
46. UNITED STATES

To apply for a License for REGISTRATION OF VETERINARY PRODUCTS MANUFACTURING COMPANY

- 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 available
 - Or
 - 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.

The screenshot shows a form titled "Applicant Information". It contains a dropdown menu for "Applicant Name *". Below the dropdown are two buttons: "Edit Applicant Information" and "New Applicant". At the bottom right of the form is a "Next" button.

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 mobile application interface for entering applicant information. At the top, the title "Applicant Information" is shown. Below it is a dropdown menu for "Applicant Name *". A "Cancel Adding" button is positioned below the dropdown. A horizontal line separates this section from the next. Below the line, there are two radio button options: "ID" (which is selected) and "Passport". Underneath is a text input field for "ID No. *" containing "784-". Below this field, the text "Emirates ID format 784-XXXX-XXXXXXXX-X" is displayed. A "Verify ID No." button is located below the ID number field. Another horizontal line follows. Below this line, there is a "Name *" text input field. Underneath is a "Mobile No. *" text input field with an example number "00971123456789" and a circular "+" icon to its right. Below the mobile number field is an "Email" text input field. At the bottom left, there is a button labeled "Electronic chat" with a speech bubble icon.

Figure 18 - Applicant's Information Page

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

Service Information ⓘ

Company Type *

Factory x ▾

Manufacturing Company/Factory Name *

Factory License Number *

Back Next

Figure 19 – Service Information

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

*

Upload a File

Back Next

Figure 203 - Attachments Page

8- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.

- None

9- Click *Next* to review your request.

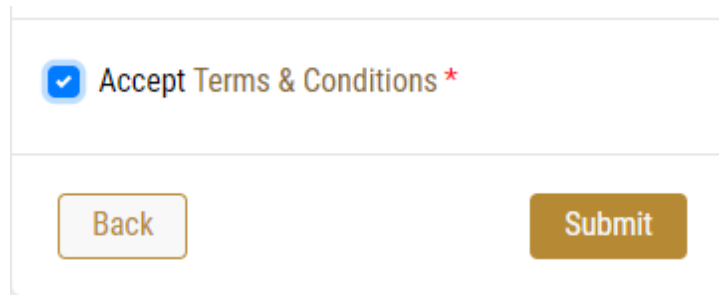


Figure 21 – Service Request Review

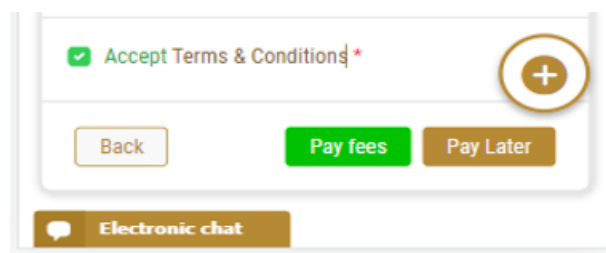
10- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.

- 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 MOCCAЕ 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

11- Once your request gets approved, the request status will change to *Completed*. You can



then view or download your certificate.

12- Locate the completed request then click on Download to download your certificate, or View to view the request.

My Requests

Enter Request Number

ALL

5

Search

Showing 3 of 1387 Requests

Request Data	Status
REQUEST NO #AD-07012023-2219915 Saturday, January 7, 2023 Accreditation for pheromones and pests attractants and repellents -Issuance	Completed

Download View Payment Receipt View View/Send Messages

Figure 22 - Download or View Certificate