



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# Digital Services

**Import of an ozone-depleting substances (ODS)**

**consignment**

**User Guide**


## Table of Contents

Introduction .....	1
Overview .....	1
Getting Started .....	2
Logging in MOCCAIE Website .....	2
View/Update Customer Profile .....	5
Running the ‘Go Digital’ Services .....	6
Changing the Interface Language.....	7
The User Dashboard .....	7
Using the ‘Go Digital’ Services .....	8
Digital Services Overview .....	8
Starting a New Request .....	8
How to Pay for a Digital Service .....	10
Retrieve a Service Request.....	12
View or Download Import permit .....	14
apply for Import of an ozone-depleting substances (ODS) consignment.....	14
Apply for Release Permit .....	19

## 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 MOCCA website

First you need to log in to the MOCCA website.

- 1- Open your browser then navigate to MOCCA website <https://www.moccae.gov.ae/>
- 2- Click on the *Login* icon.

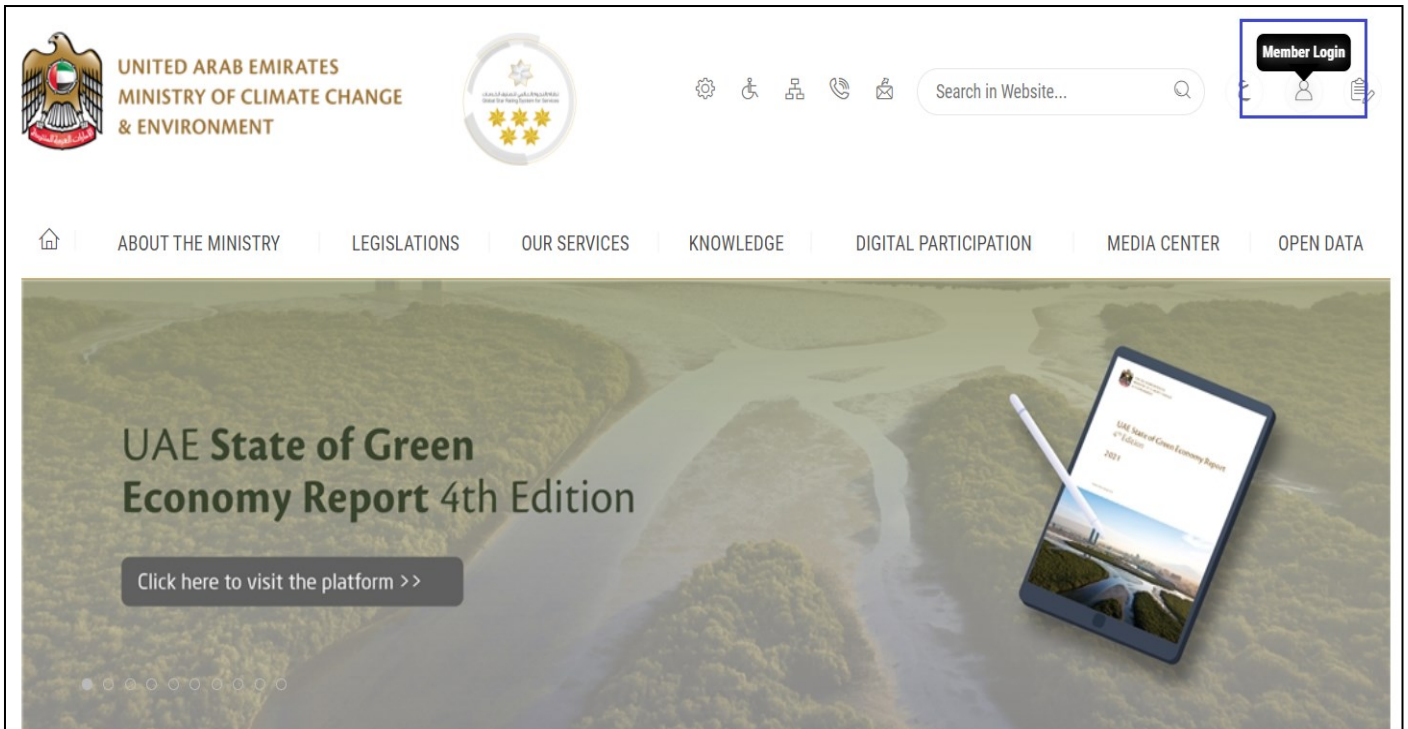
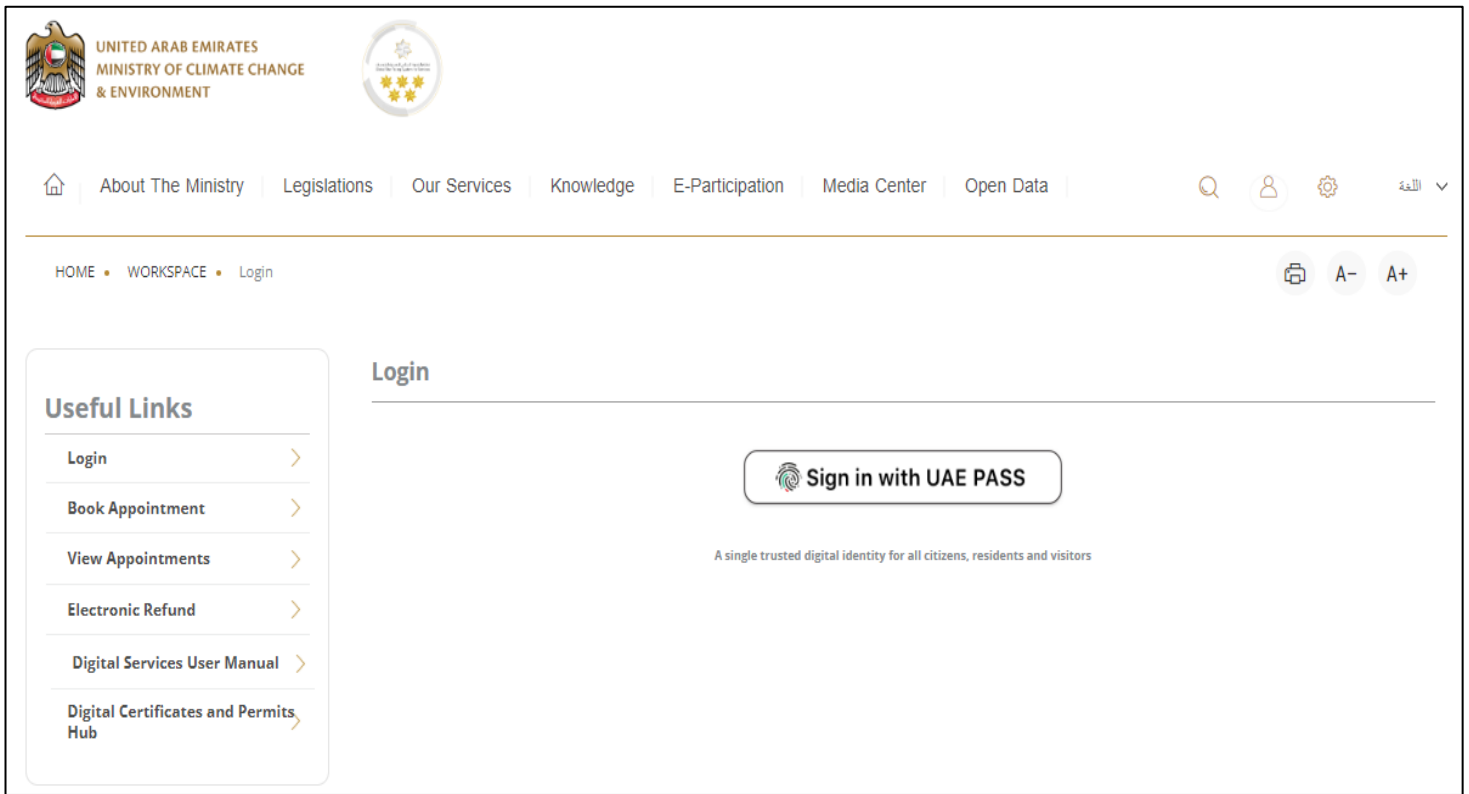


Figure 1 – MOCCA Website Home Page

3- Click on Sign in with UAE PASS.



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

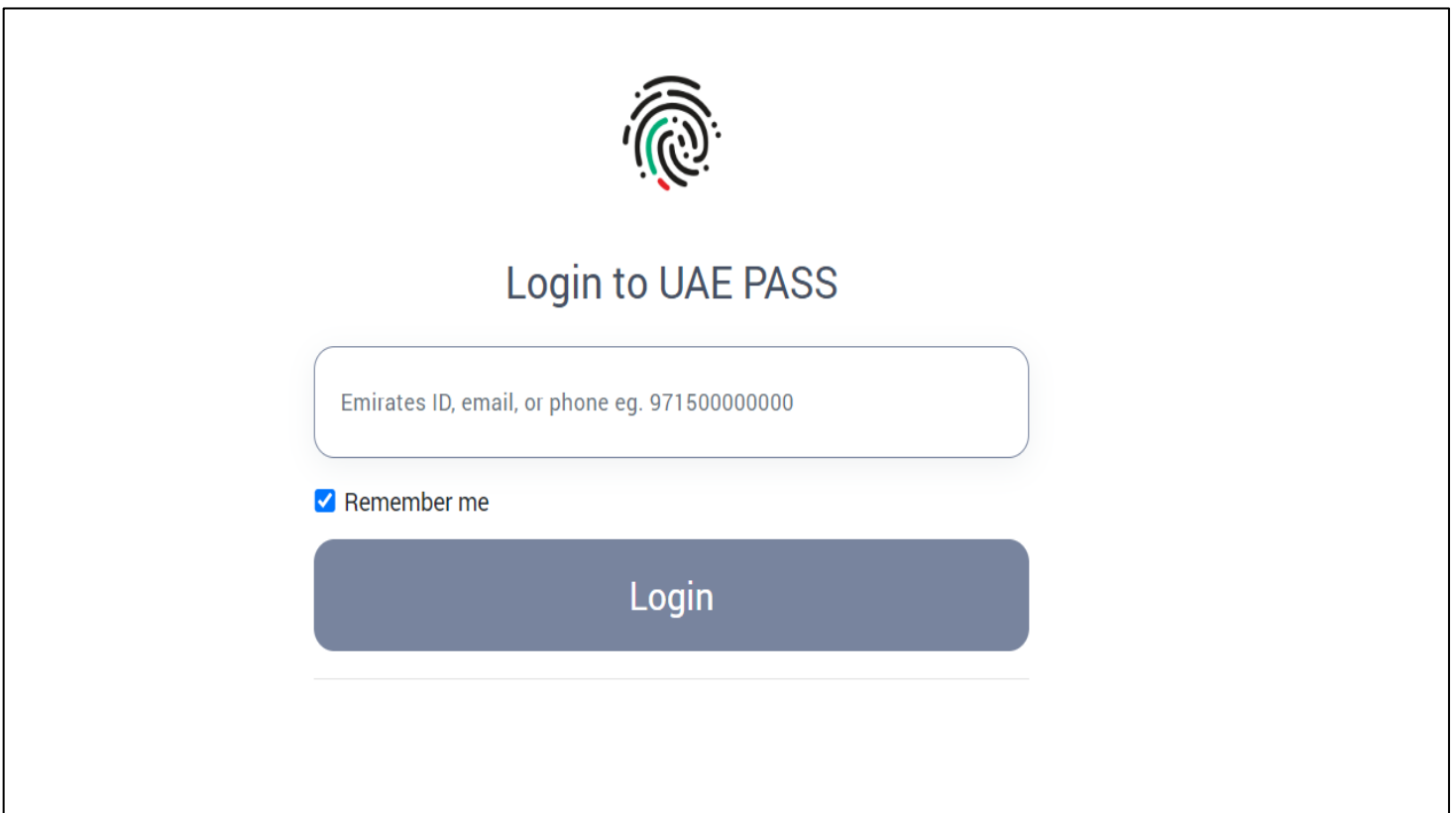


Figure 2 - Login Page

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

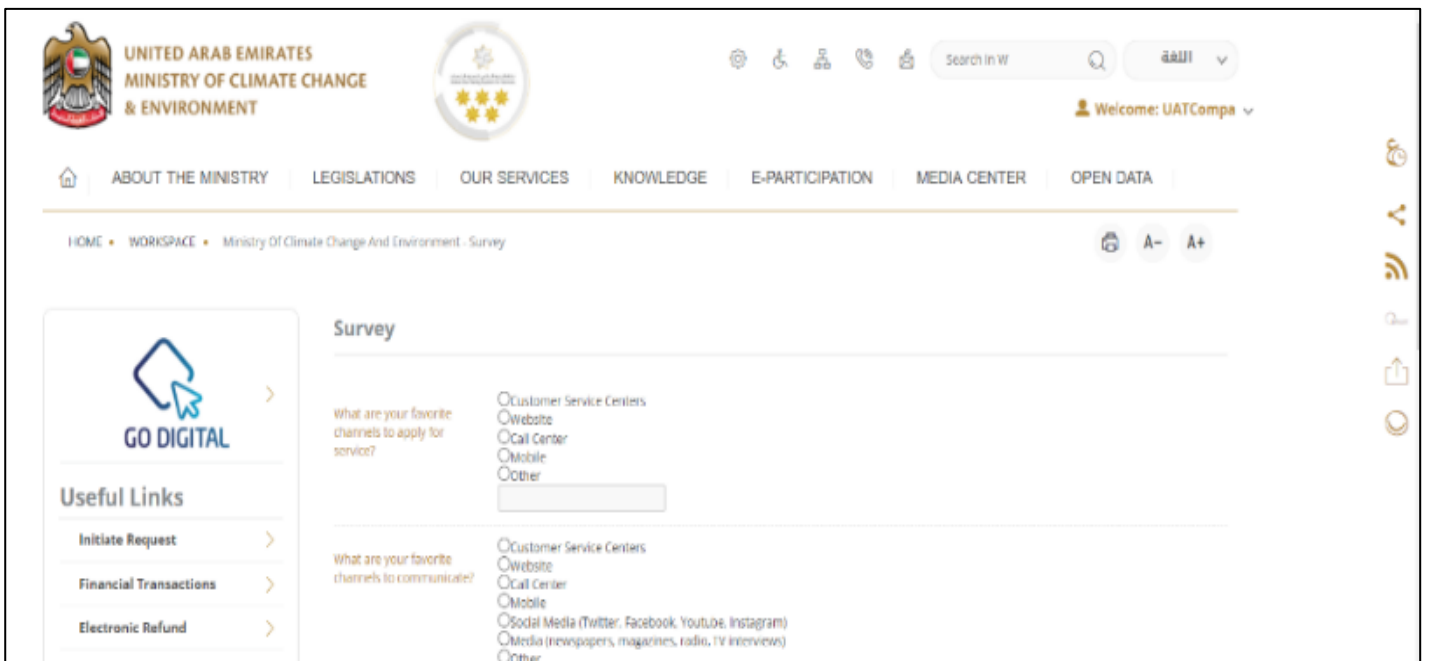
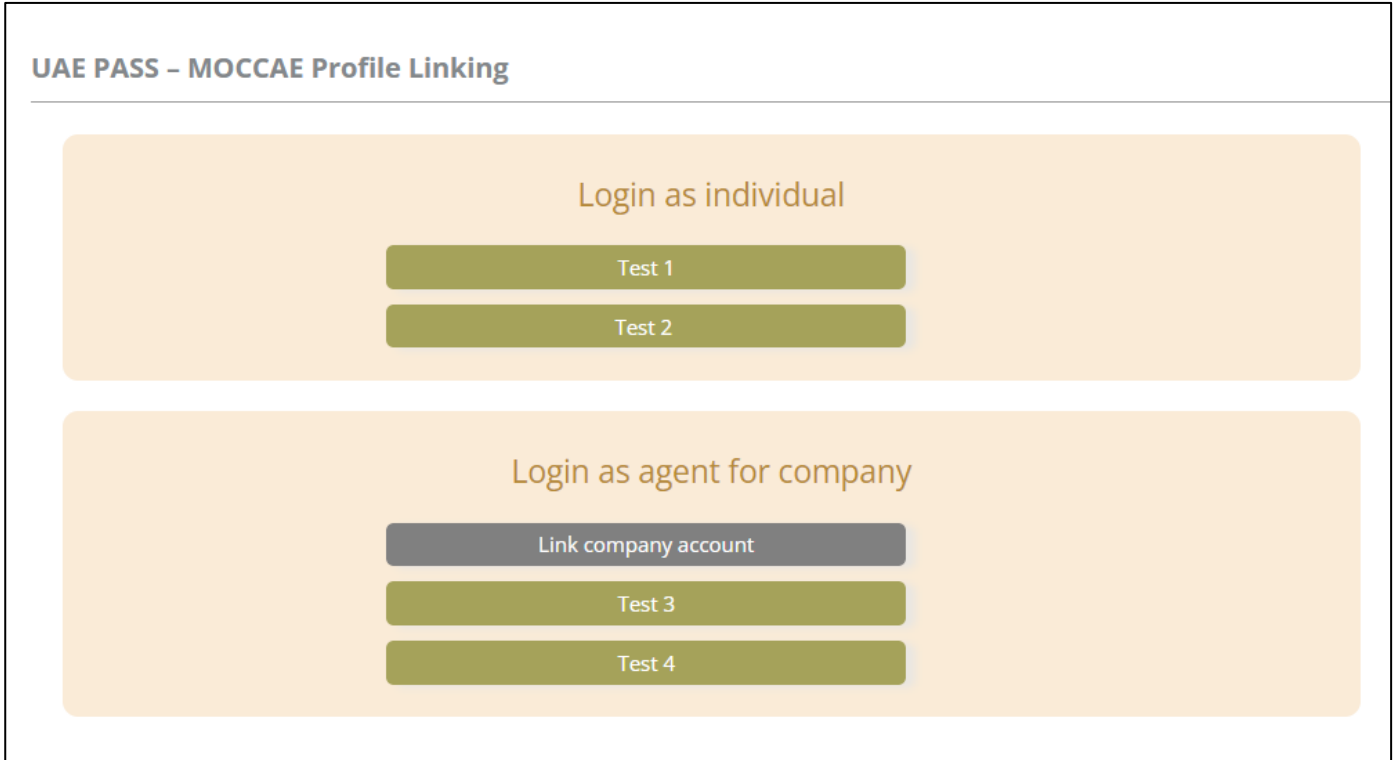


Figure 3 - MOCCAЕ Survey Page

## View/Update Customer Profile

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

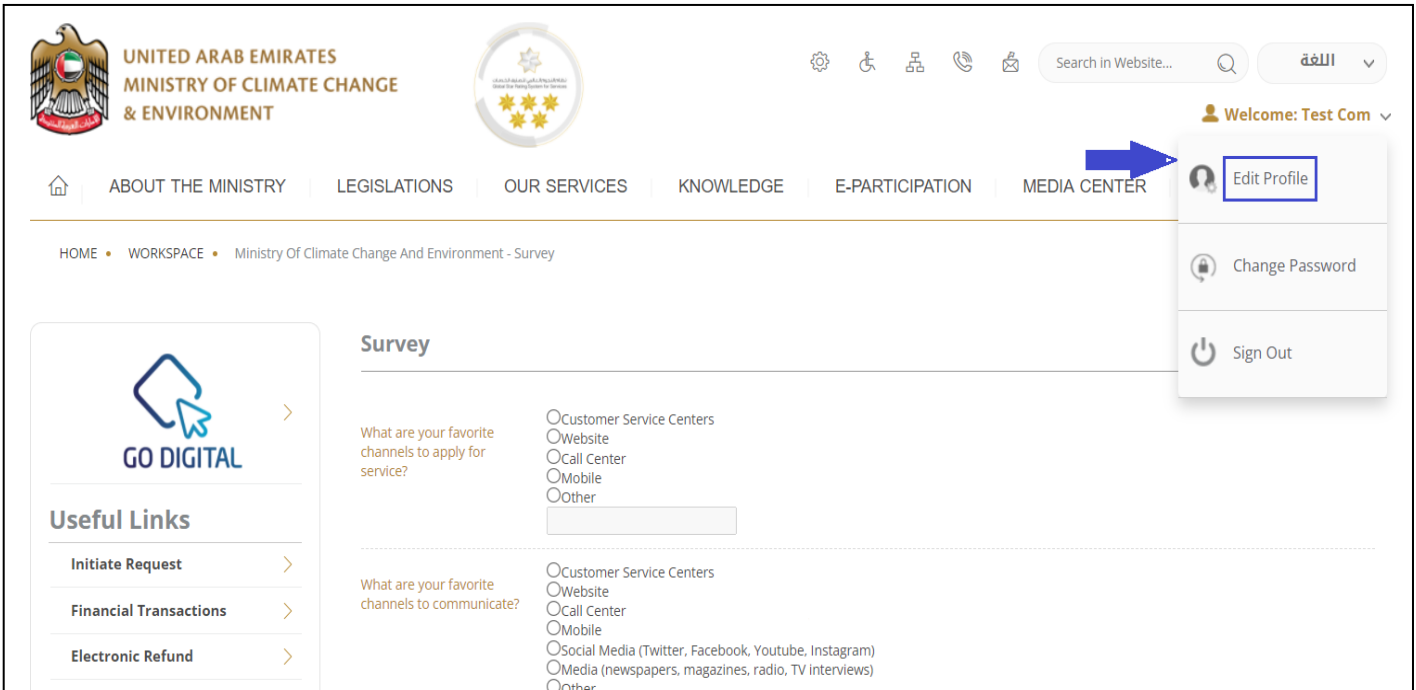


Figure 4 - Update Profile

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

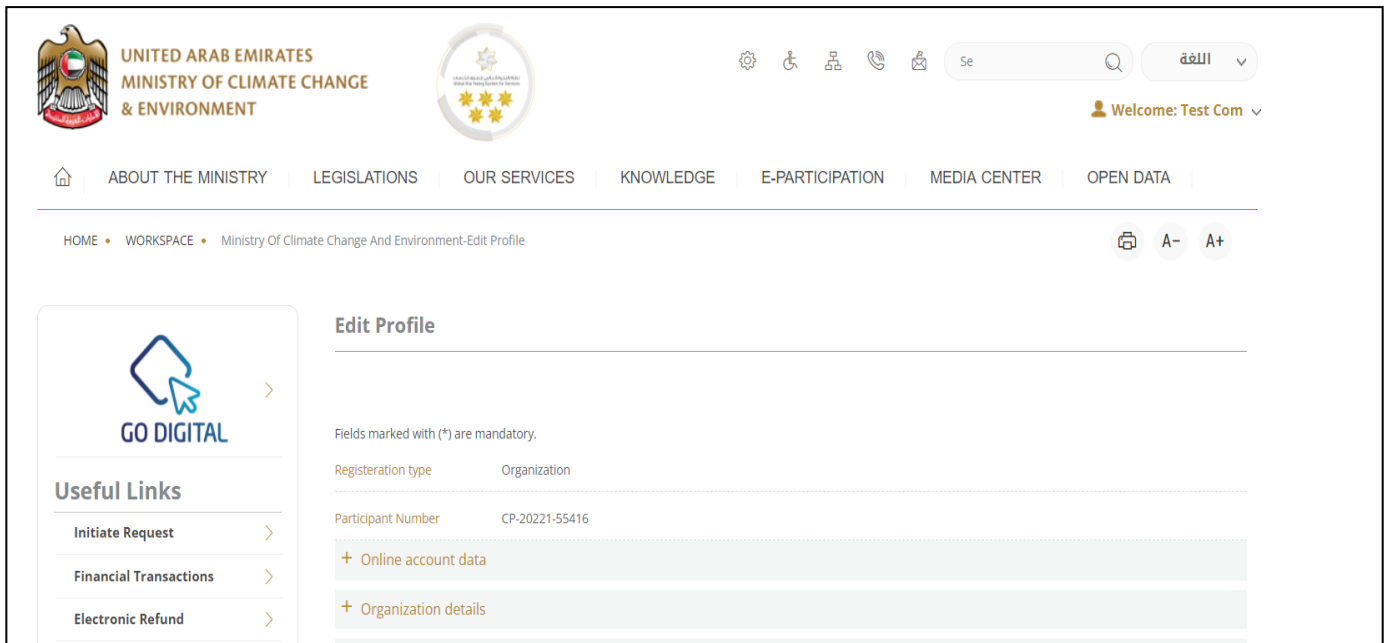


Figure 5 - Edit Profile

## 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.

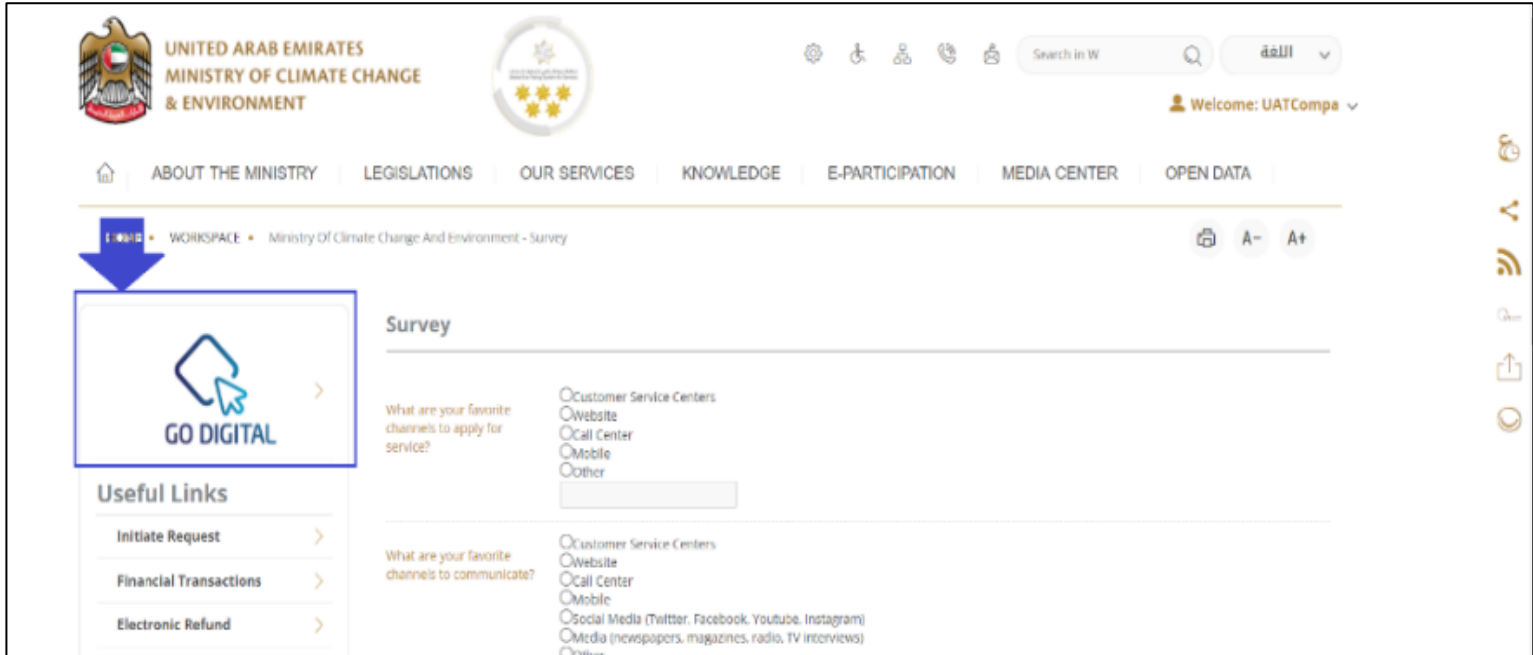


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

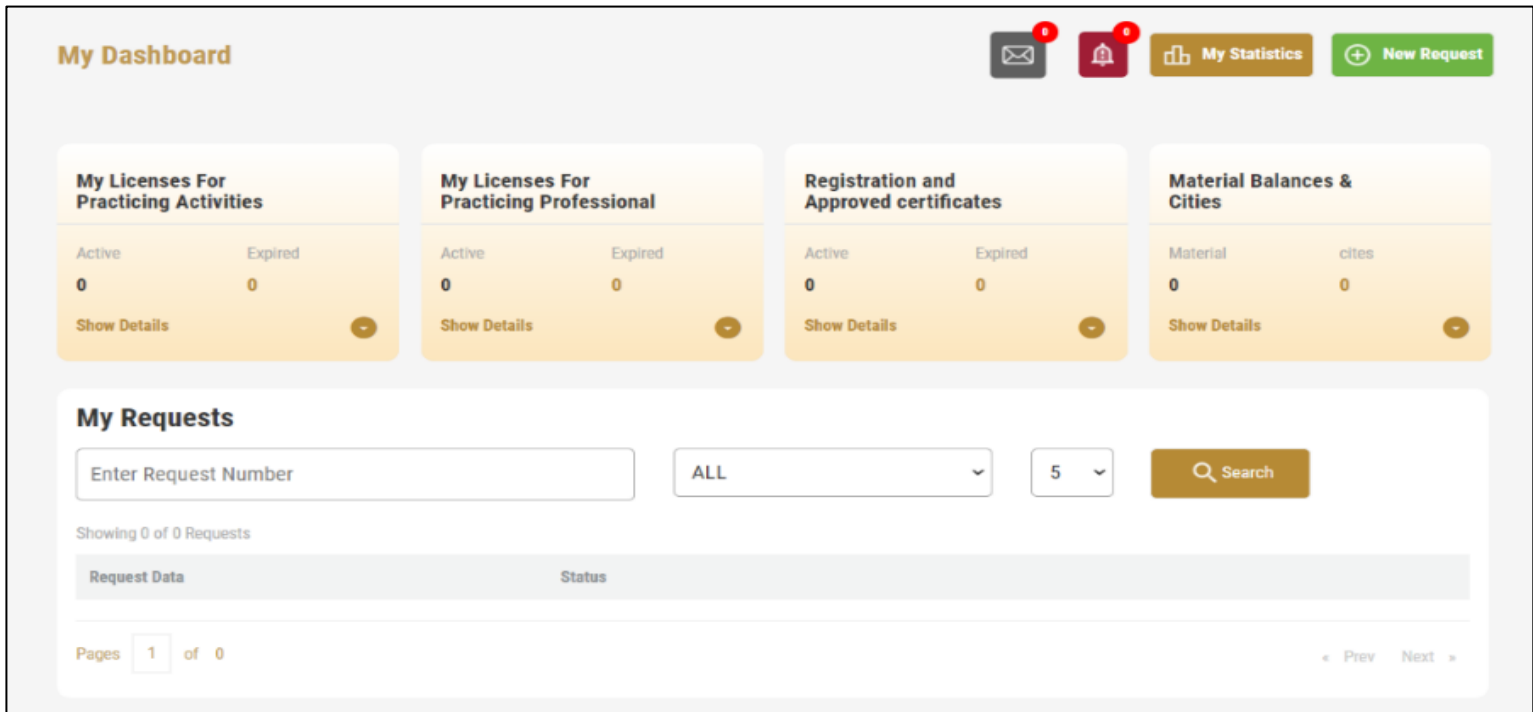


Figure 7- My Dashboard



### 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 Dashboard**

My Licenses For Practicing Activities: Active 0, Expired 3

My Licenses For Practicing Professional: Active 4, Expired 0

Registration and Approved certificates: Active 110, Expired 46

Material Balances & Cities: Material 2, cites 2

**My Requests**

Enter Request Number: [ ] ALL [v] 25 [v] [Search]

Showing 3 of 44 Requests

Request Data	Status	Payments List	View	View/Send Messages
<b>REQUEST NO #EA-06042023-479526</b> Thursday, April 6, 2023 Export of hazardous waste-Issuance	Pending on chemical engineer inspection	[Icon]	[Icon]	[Icon]
<b>REQUEST NO #APH-06042023-479525</b> Thursday, April 6, 2023 Request for a veterinary health certificate for exporting or re-exporting live animals-Issuance	Pending On Payment	[Icon]	[Icon]	[Icon]

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 MOCCA.E.

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:

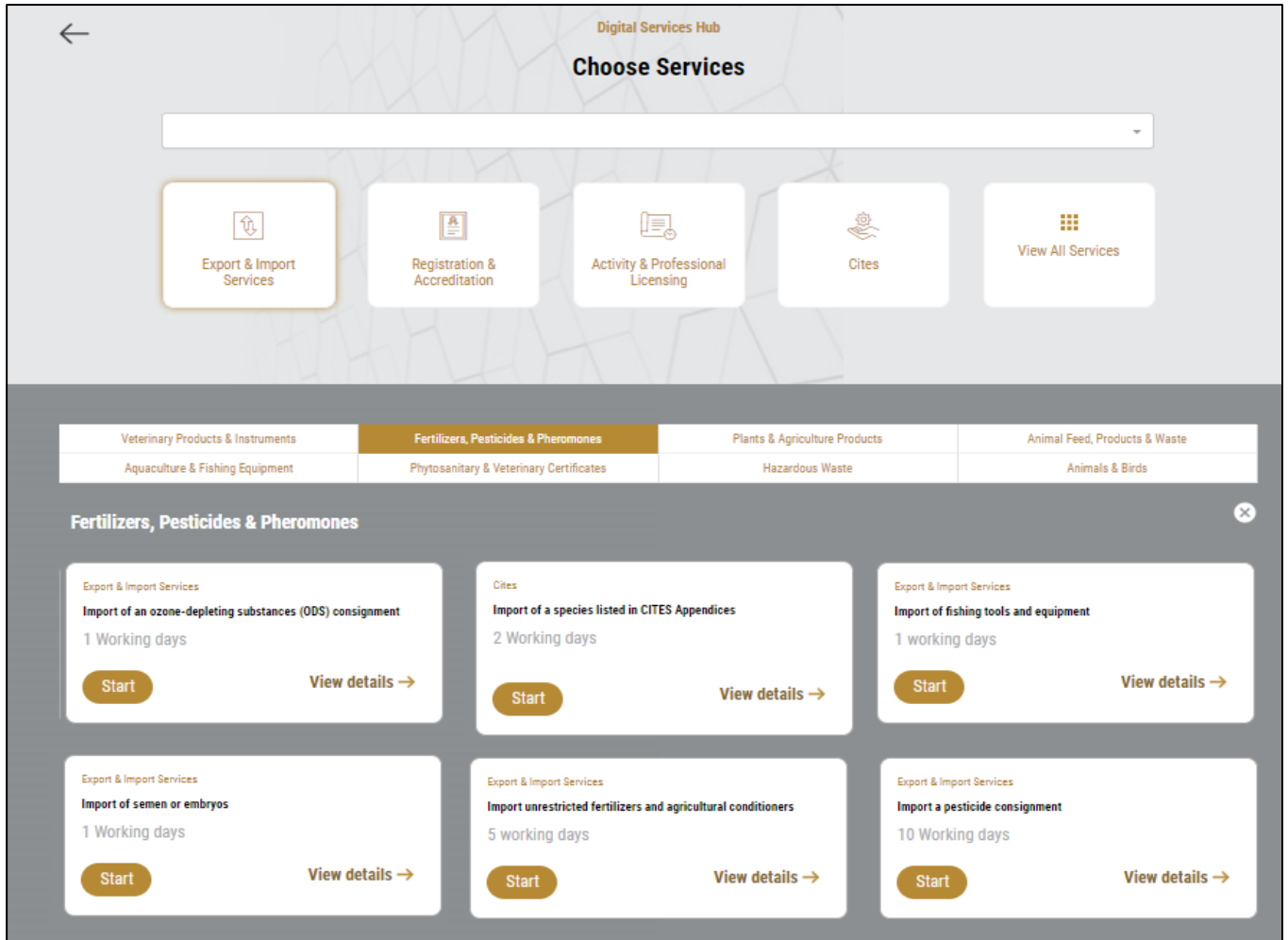


Figure 10 – Service New Request

- 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.

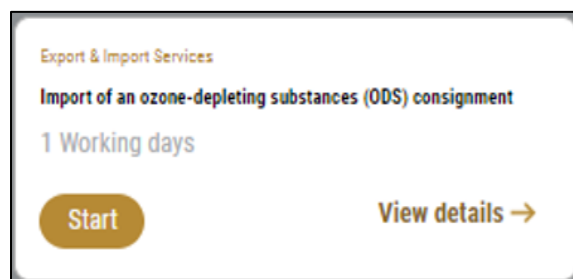


Figure 11 - Service Card

- 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*.

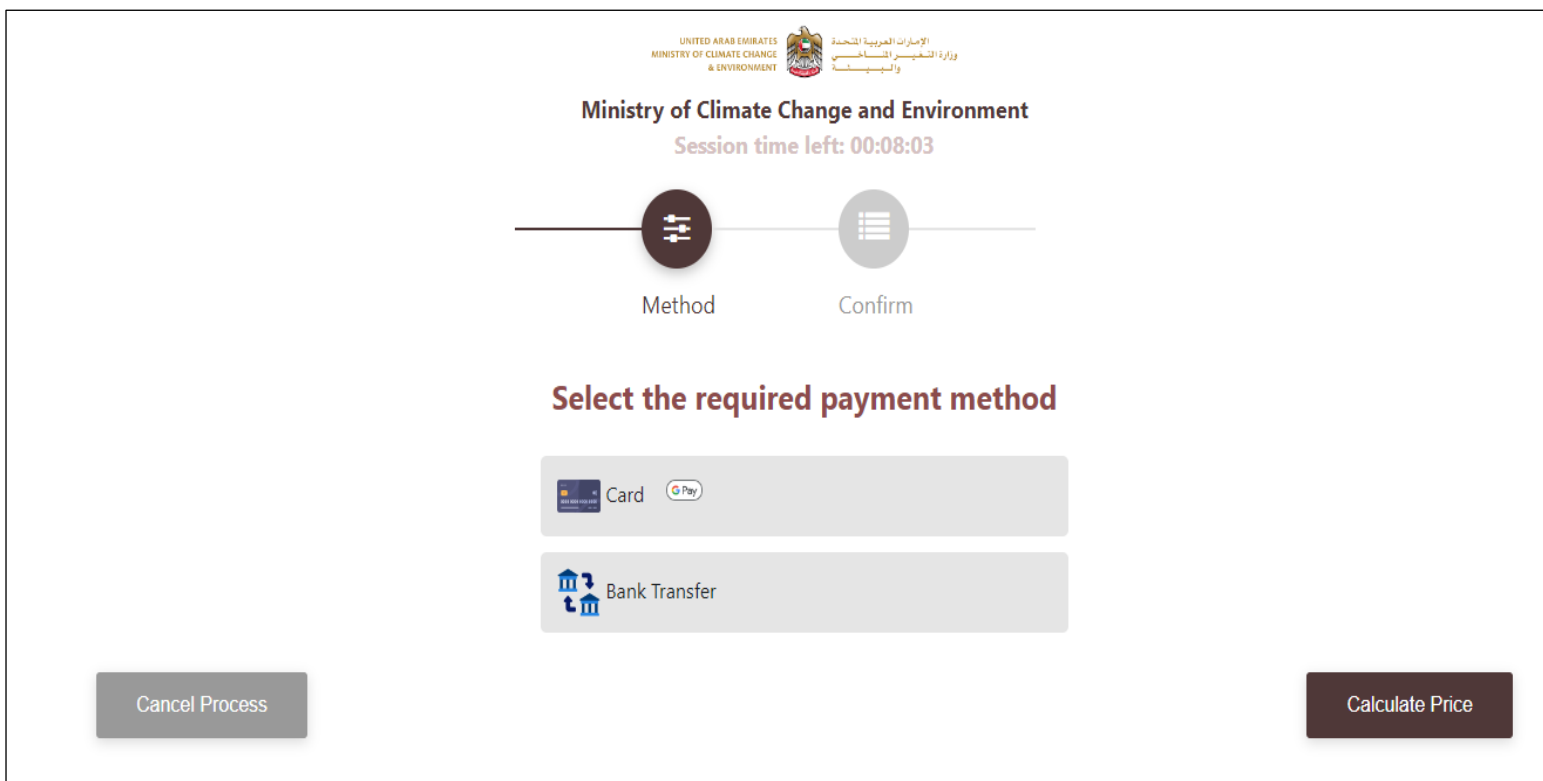


Figure 12 - Payment Gateway

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

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**Ministry of Climate Change and Environment**  
Session time left: 00:06:38

Method      Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Service name that has been requested	AED	0.00 AED	5	AED
<b>Total</b>				<b>AED</b>

**Request Fees**

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	AED	1.02 AED	AED
<b>Total</b>			<b>AED</b>

Total Tax	1.02 AED
Total Amount	AED

Cancel Process      Change Payment Method      Proceed With Payment

Figure 13 - Service Fees Details

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

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**Ministry of Climate Change and Environment**  
Total Payment: 3021.42 AED  
Session time left: 00:06:03

Card      Pay

**Cardholder Name**

**Card Number**

**Month**      **Year**      **CVV**

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process      Change Payment Method

Figure 14 - Credit Card Details

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

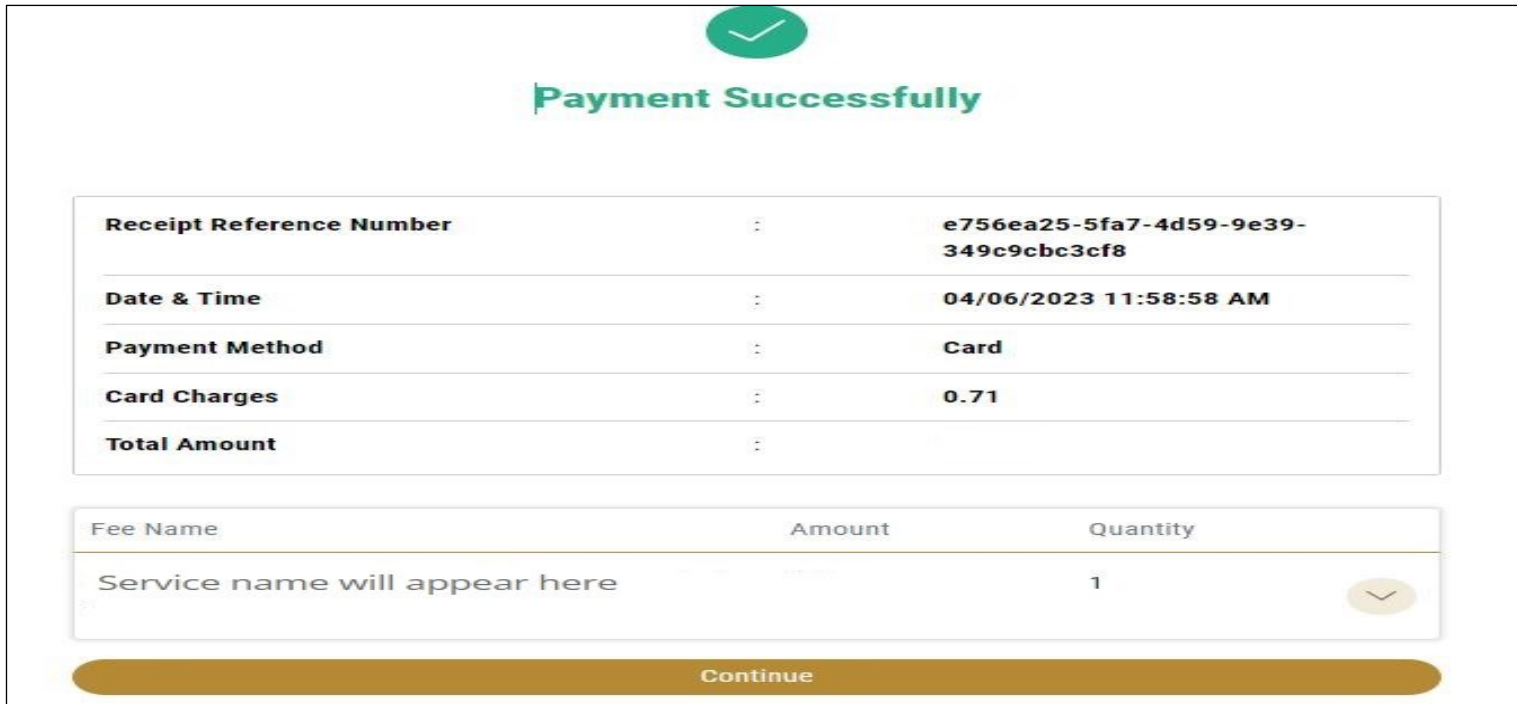


Figure 15 - Payment Confirmation

### Retrieve a Service Request

You can retrieve a previously created request to review the request information only or to take further actions.

- 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.

The screenshot displays a dashboard with four summary cards at the top: 'My Licenses For Practicing Activities' (0 Active, 3 Expired), 'My Licenses For Practicing Professional' (4 Active, 0 Expired), 'Registration and Approved certificates' (110 Active, 46 Expired), and 'Material Balances & Cities' (2 Material, 2 Cities). Below these is the 'My Requests' section, which includes a search bar, filters (ALL, 5), and a search button. A table shows 'Showing 3 of 10 Requests'. One request is selected, showing 'REQUEST NO #EA-02012023-478581' dated 'Monday, January 2, 2023' with the description 'Import of an ozone-depleting substances (ODS) consignment' and status 'Import Permit Issued'. Action buttons for 'Initiate Release Request', 'Payments List', 'View', and 'View/Send Messages' are visible.

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 Import permit

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

The screenshot displays a dashboard with four main sections: 'My Licenses For Practicing Activities', 'My Licenses For Practicing Professional', 'Registration and Approved certificates', and 'Material Balances & Cities'. Each section shows counts for 'Active' and 'Expired' licenses. Below these is a 'My Requests' section with a search bar, filters for 'ALL' and '5' items, and a search button. A table shows a request for 'Import of an ozone-depleting substances (ODS) consignment' with a status of 'Import Permit Issued'. Action icons for 'Initiate Release Request', 'Payments List', 'View', and 'View/Send Messages' are visible for the request.

My Licenses For Practicing Activities	My Licenses For Practicing Professional	Registration and Approved certificates	Material Balances & Cities
Active: 0, Expired: 3	Active: 4, Expired: 0	Active: 110, Expired: 46	Material: 2, cites: 2

**My Requests**

Enter Request Number:  ALL

Showing 3 of 10 Requests

Request Data	Status
<p>REQUEST NO #EA-02012023-478581</p> <p>Monday, January 2, 2023</p> <p>Import of an ozone-depleting substances (ODS) consignment</p>	<p>Import Permit Issued</p> <p> <input type="button" value="Initiate Release Request"/> <input type="button" value="Payments List"/> <input type="button" value="View"/> <input type="button" value="View/Send Messages"/> </p>

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

## Import of an ozone-depleting substances (ODS) consignment

### [Show Service Card](#)

#### apply for Import of an ozone-depleting substances (ODS) consignment

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*  . The Applicant information view will be displayed.



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.

Figure 18 - Applicant's Information Pag

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

### Import of an ozone-depleting substances (ODS) consignment

**Import Details**

End User Data

End Users List

Shipment Information

Consignment Items

Entrance Data

#### Import Details ?

**Exporting Country \***

The country where from items will be exported

**Expected Arrival Date \***

The date when consignment expected to arrive

**Shipping Method \***

Consignment delivery method

**Class \***

Classification of the Imported Item(s)

#### End User Data ?

**End User Name \***

**Contact Person Name \***

**Address \***

**P.O. Box \***

**Phone \***

**Fax \***

**Add**

#### End Users List

No items added

#### Shipment Information ?

**Type \***

**Country Of Origin \***

The country from which it will be exported

**Chemical Name**

**Description**

Write description for the Imported item

**Allowed maximum quantity**

**Quantity \***

**Measurement Unit \***

**Purpose of use \***

**Impurities percent % \***

**UN Number \***

**CAS Number \***

**HS Number \***

**Notes**

Please mention if any extra information

**Add**

#### Consignment Items

No items added

#### Entrance Data ?

**Port \***

Entry port where the consignment will pass

**Back**
**Next**

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 an ozone-depleting substances (ODS) consignment

License Details

Import Details

Consignment Items

#### License Details

License Number <b>ACL-2022-14891</b>	Certificate Type <b>Practicing Animal Activities License</b>
Last Issuance <b>27-01-2022</b>	Expiry Date <b>27-01-2023</b>

#### Import Details

Exporting Country <b>Algeria</b>	Expected Arrival Date <b>25-12-2022</b>
Shipping Method <b>By Air</b>	Class <b>Animal for slaughter</b>
Port <b>Sharjah Airport</b>	

#### Consignment Items

filter X

Class	Scientific Name	
<b>Amphibians</b>	<b>Inclius perigenes</b>	<span style="font-size: 0.8em; margin-right: 5px;">📄</span> <span style="font-size: 0.8em; margin-right: 5px;">📧</span> <span style="font-size: 0.8em; margin-right: 5px;">✖</span> <span style="font-size: 0.8em;">⌵</span>

**Accept Terms & Conditions \***

Back
Submit

Figure 20 – Service Request Review

**Accept Terms & Conditions \***

[Back](#)

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* 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

**REQUEST NO #EA-15052023-479732**


Monday, May 15, 2023

Import of an ozone-depleting substances (ODS) consignment

Pending On Payment

 Pay Now
 Cancel
 View
 View/Send Messages

Once the payment is done, the request will be sent to the authorized MOCCAЕ 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  to view and download the import permit.

**REQUEST NO #EA-02012023-478581**

Monday, January 2, 2023

Import of an ozone-depleting substances (ODS) consignment

Import Permit Issued





 Initiate Release Request
 Payments List
 View
 View/Send Messages

Figure 21 - Download or View Import Permit

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

The screenshot shows a sidebar menu on the left with options: Outputs, Import Details, Consignment Items, Attachments, Payment Receipt, and Comments. The main content area displays:

- Request Number:** EA-22122022-478474
- Status:** Import Permit Issued
- Created Date:** Dec 22, 2022
- Outputs Table:**

Certificate Number	Certificate Name		
DXB-FW-157-272926	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 shows a request summary card with the following information:

- REQUEST NO #EA-02012023-478581**
- Monday, January 2, 2023**
- Import of an ozone-depleting substances (ODS) consignment**
- Import Permit Issued**
- Navigation icons:

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

<b>Arrival Date *</b> <input type="text" value="01/24/2023"/>	<b>Shipping Policy *</b> <input type="text"/>
<b>Carrier *</b> <input type="text"/>	
<b>Approved Collection Site *</b> <input type="text"/>	

4. Upload the required attachments

required attachments

required attachments

5. Click on “confirm T&C “  
then you’ll be able to pay same time or later

See [How to Pay for a Digital Service](#)

**Accept Terms & Conditions \***

6. Make the payment. See [How to Pay for a Digital Service](#)

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 an ozone-depleting substances (ODS) consignment** Pending On Vet Auditing or Inspection


Payments List 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 an ozone-depleting substances (ODS) consignment** Finished

Payments List View View/Send Messages

9. To download the permit, click on the download icon below request output 

### Outputs

Certificate Number	Certificate Name		
DXB-FW-157-272961	Consignment Import Permission		
DXB-EA-202-272989	Consignment Release Permission	