



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

REQUEST FOR A VETERINARY HEALTH CERTIFICATE FOR EXPORTING
OR RE-EXPORTING LIVE ANIMALS

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 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.

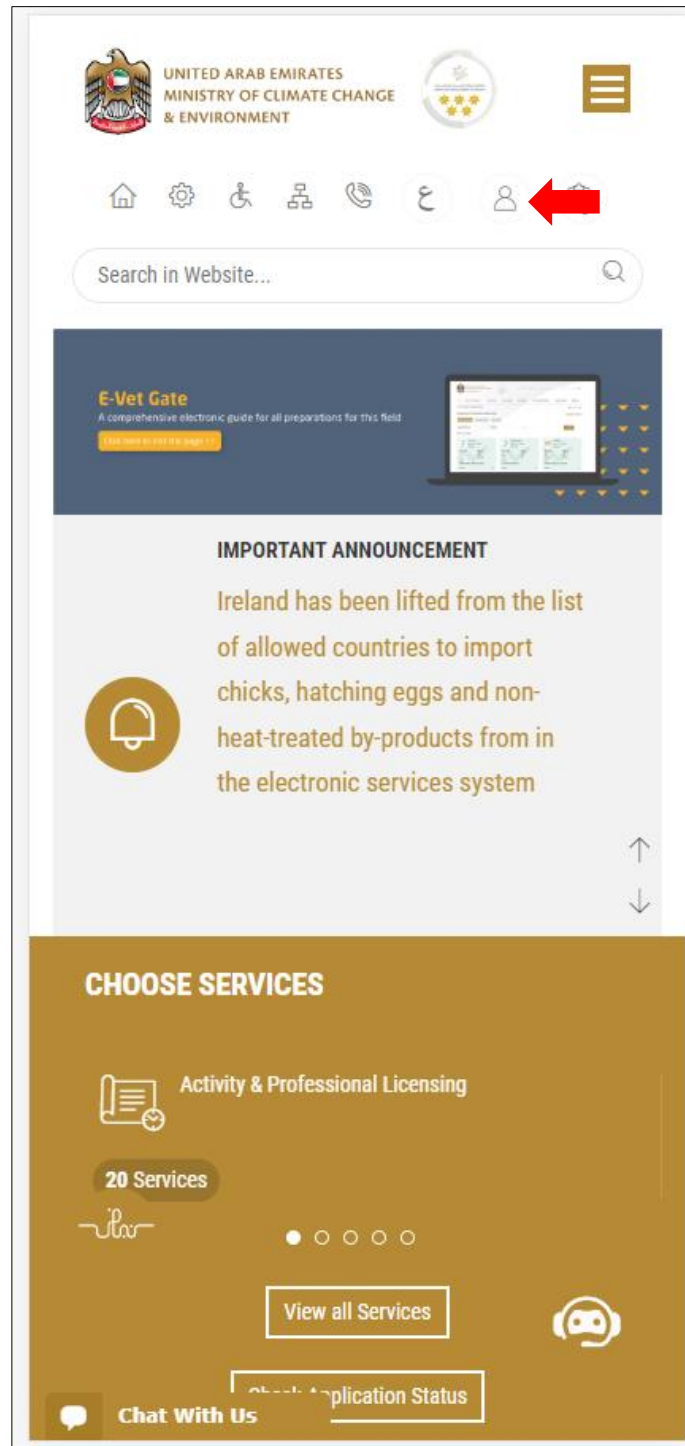
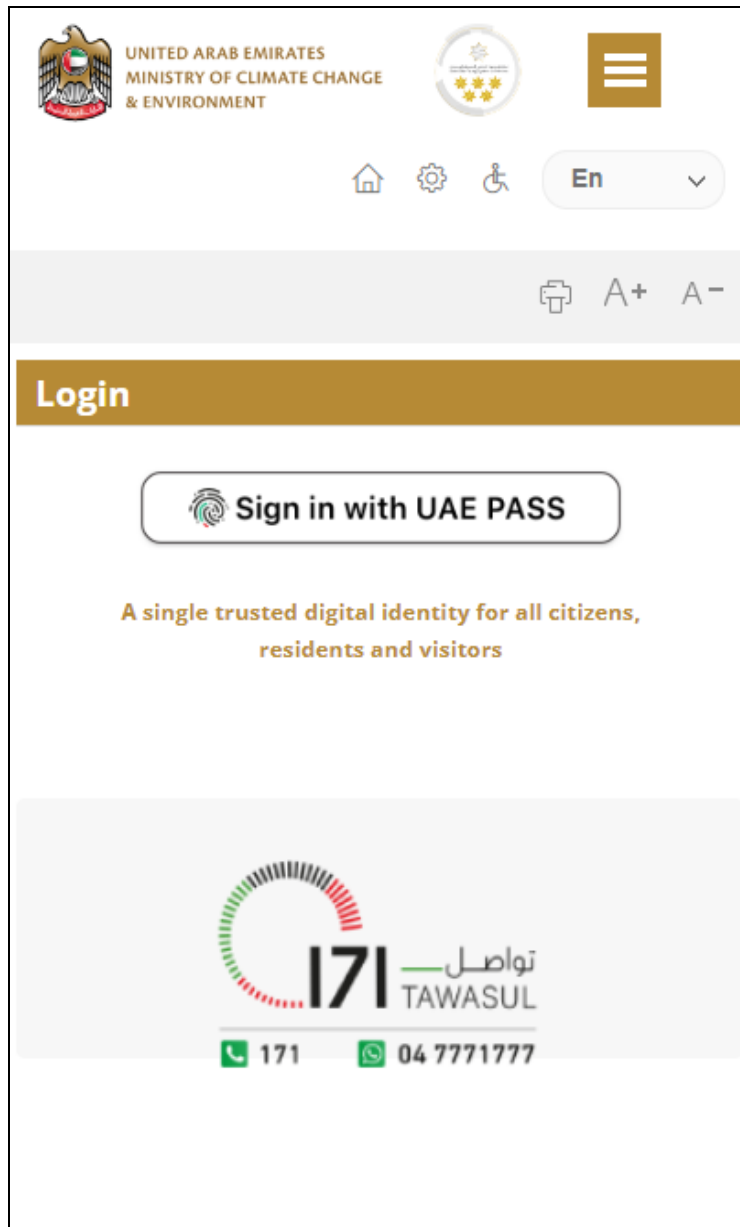


Figure 1 – MOCCAЕ Website Home Page

1- Click on Sign in with UAE PASS.



2- Enter ID or Mobile or email which has been registered in UAE pass.

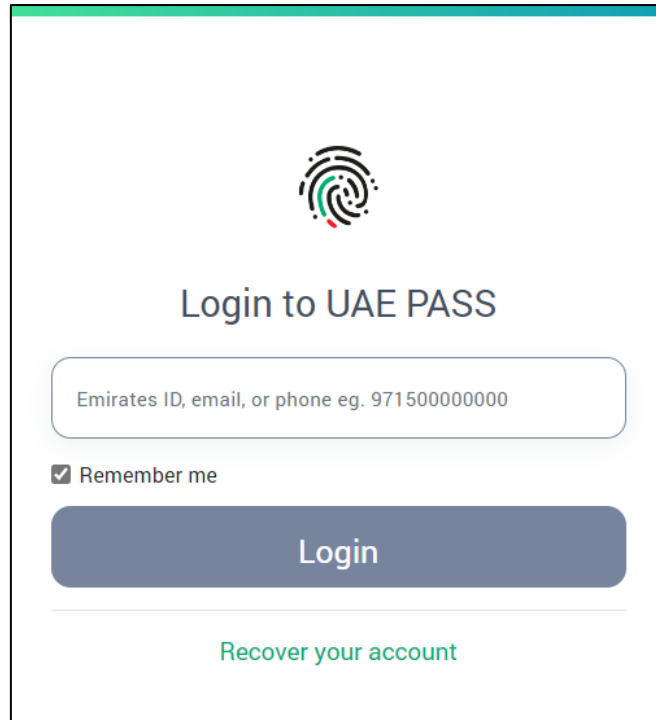
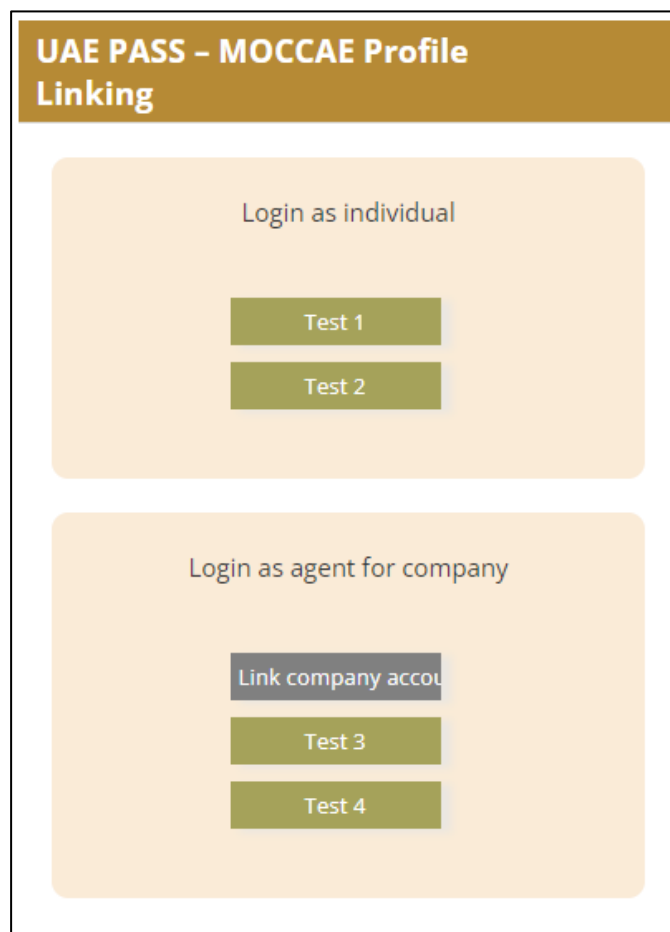


Figure 2 - Login Page

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



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

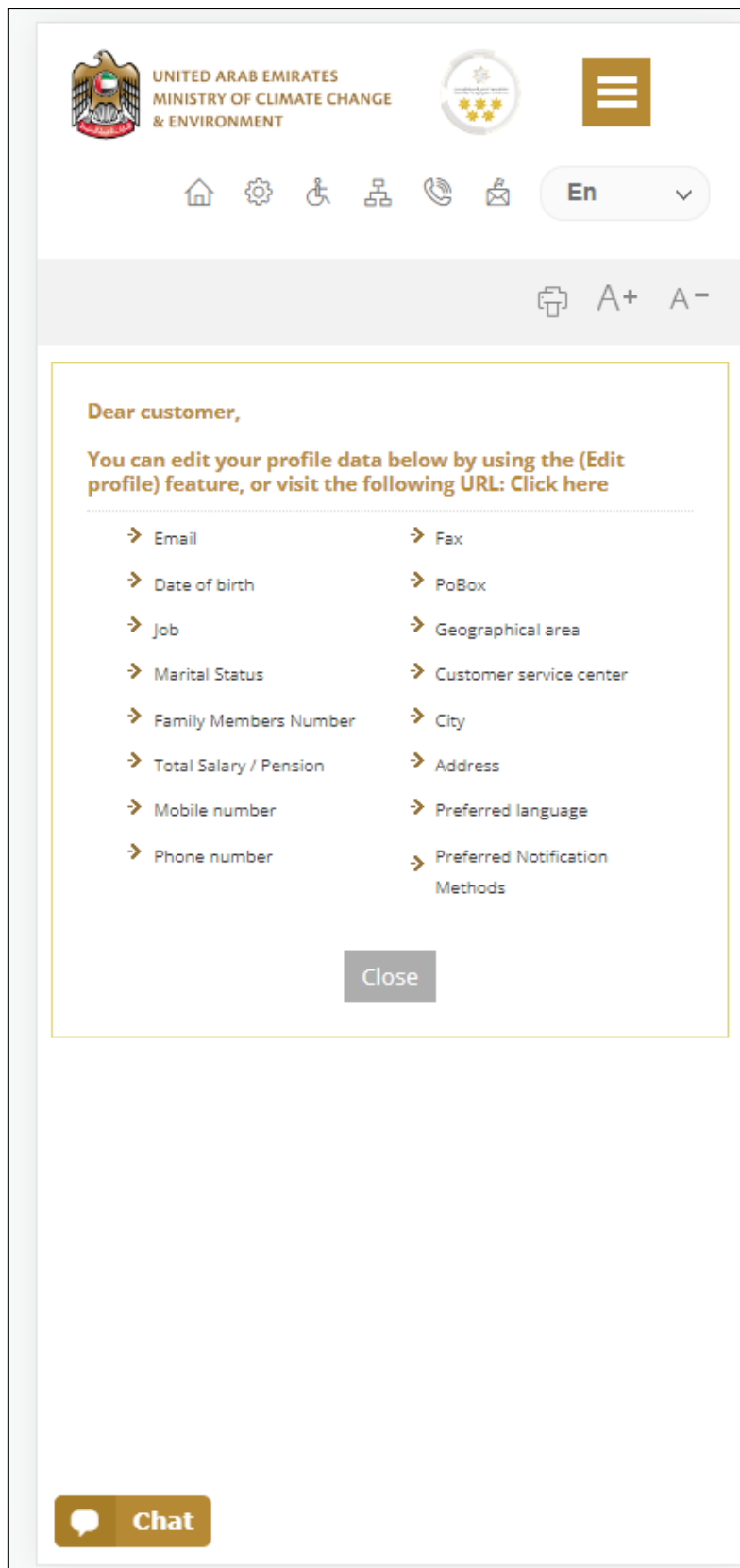



Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

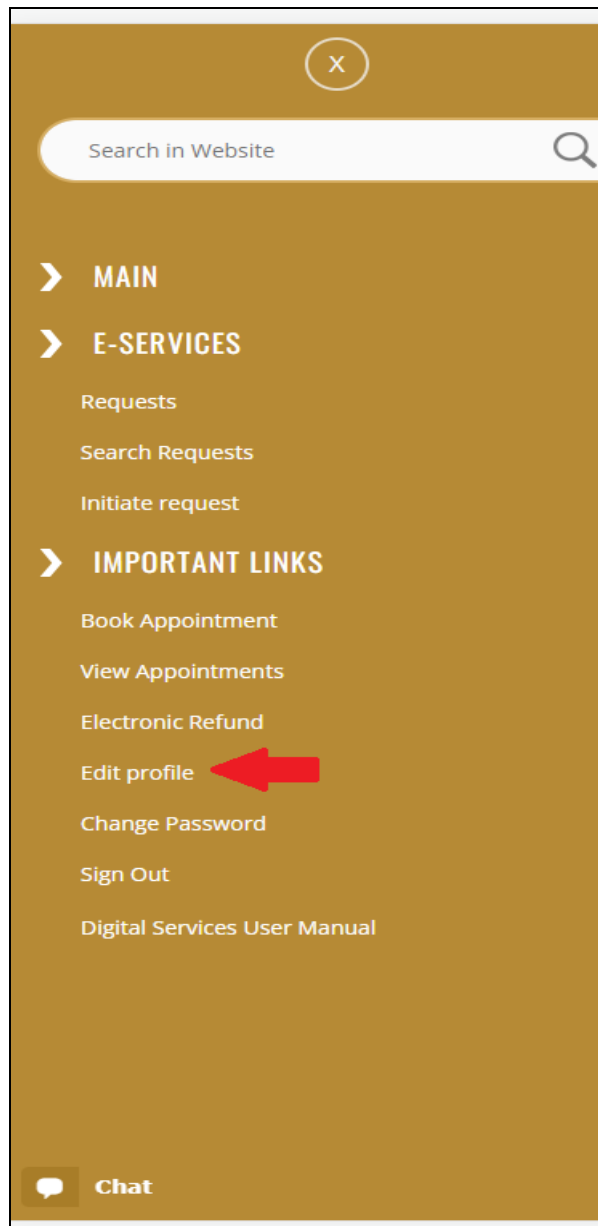


Figure 4 - Update Company Profile


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

The screenshot displays the 'Edit Profile' interface. At the top, there is a header with the UAE coat of arms, the text 'UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT', and a hamburger menu icon. Below the header is a navigation bar with icons for home, settings, accessibility, organization, phone, and email, along with a language dropdown set to 'En'. A secondary bar contains a print icon and font size controls 'A+' and 'A-'. The main content area is titled 'Edit Profile' and includes a note: 'Fields marked with (*) are mandatory.' The form is divided into sections: 'Registration type' (Individual), 'Participant Number' (IN-20174-86637), 'Online account data' (Email field with microphone and info icons), 'Confirm Email' (field with microphone and info icons), 'Enable 2 Step Authentication feature' (checkbox), 'Individual details' (Full arabic name * field with microphone and info icons, and a note: 'This field accepts English letters in case the client can't speak Arabic'), and 'Full english name *' (field).

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

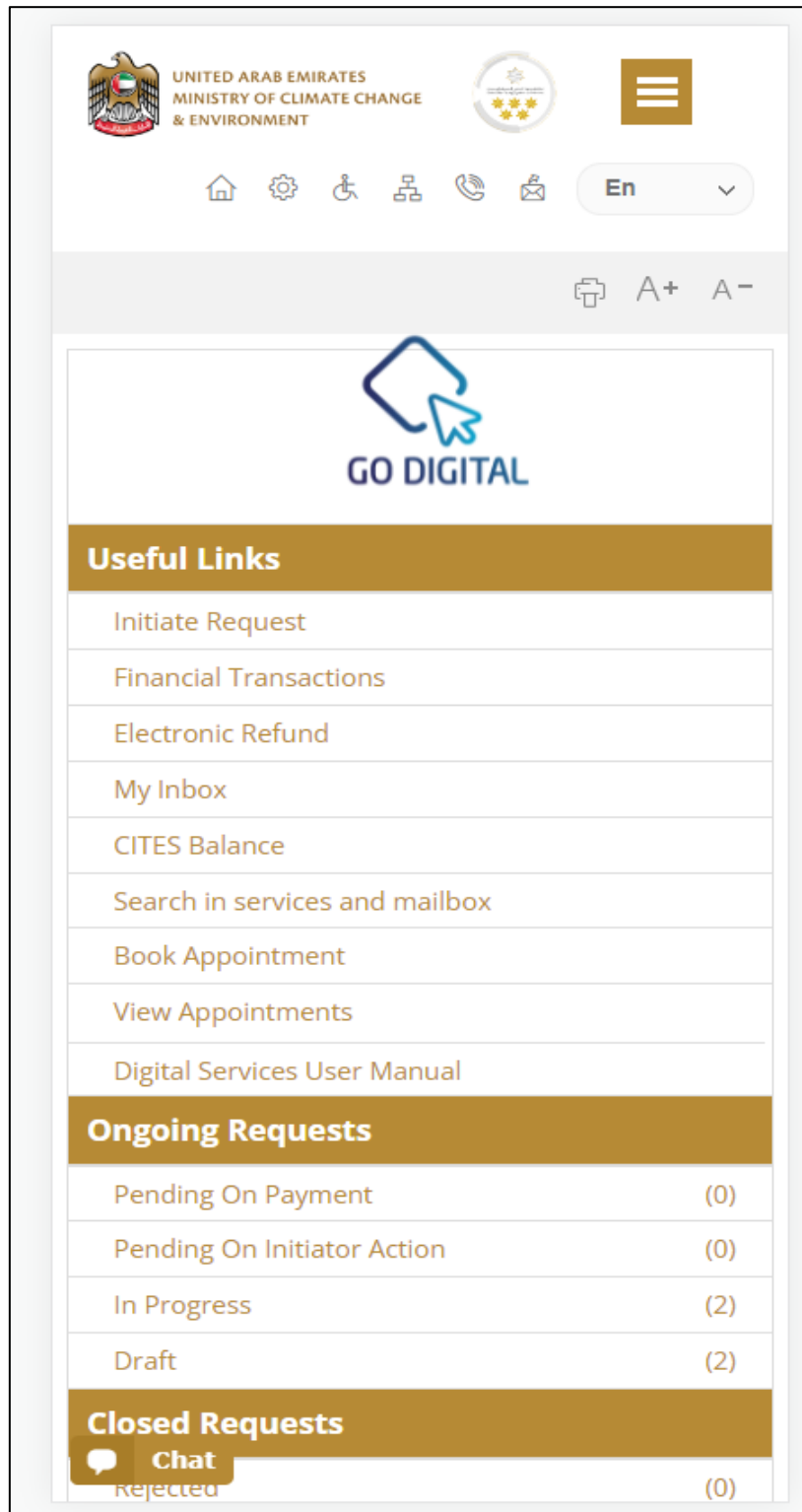


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

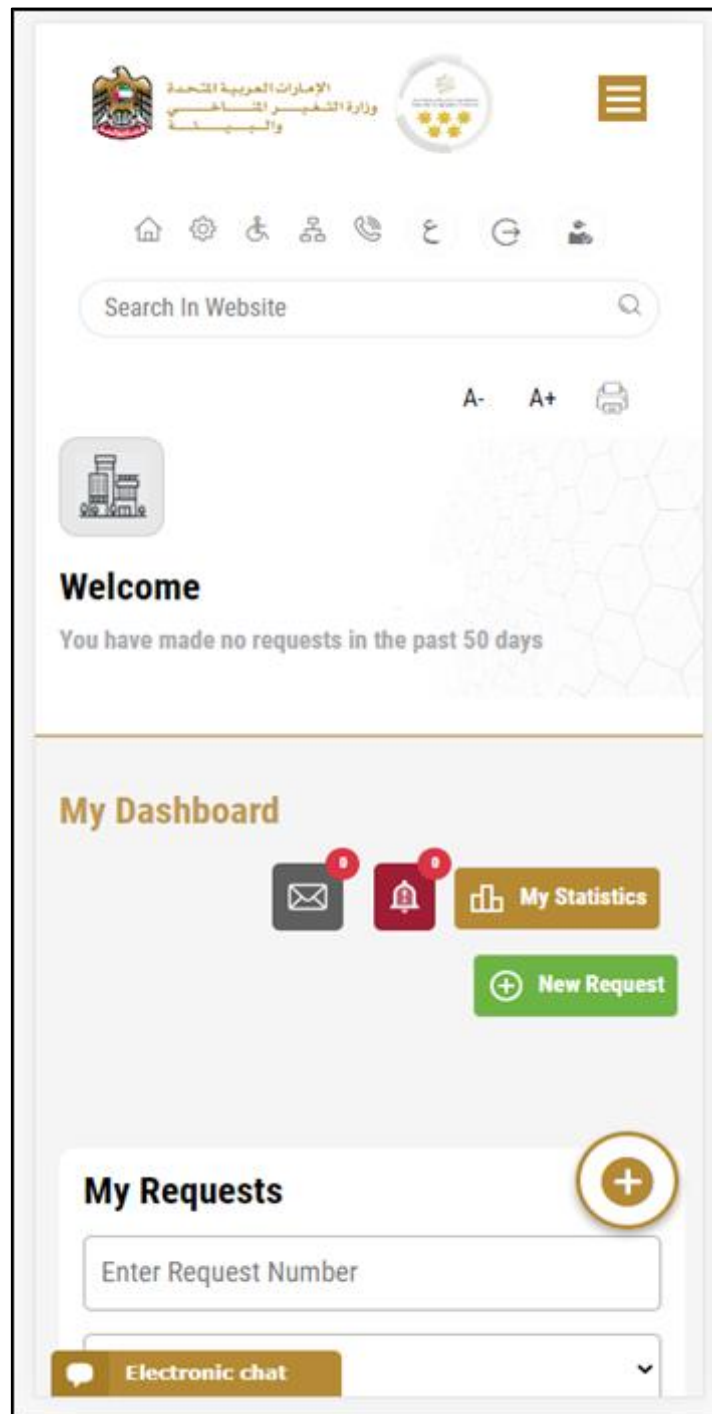


Figure 7- My Dashboard

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.

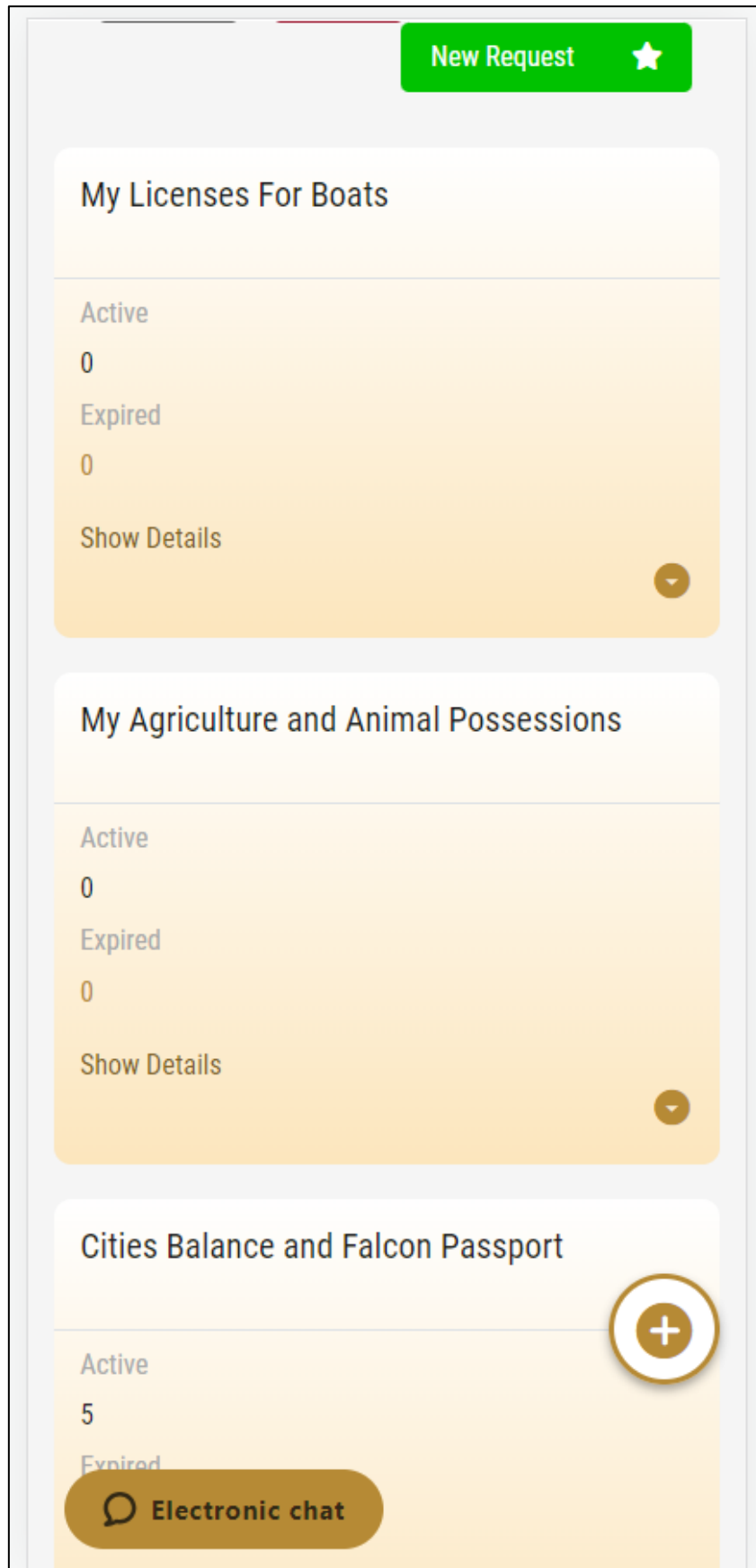


Figure 8 - Dashboard Digital Service Categories

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

My Requests

ALL ▼

10 ▼

🔍 Search

Showing 3 of 1386 Requests







| Request Data | Status |
|--|--|
| <p>REQUEST NO #APH-06012023-2219665</p> <p>Friday, January 6, 2023</p> <p>Export of the shipment of veterinary products -Issuance</p> <p>Pending On Veterinary Products Committee Approval</p> | <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  View </div> <div style="text-align: center;">  View/Send Messages </div> </div> |
| <p>REQUEST NO #Q-30122022-2214602</p> <p>Friday, December 30, 2022</p> <p>Request for a phytosanitary certificate for export or re-export Issuance</p> <p>Pending On Payment</p> | <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  Chat </div> <div style="text-align: center;">  Cancel </div> <div style="text-align: center;">  View </div> <div style="text-align: center;">  View/Send Messages </div> </div> |

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:

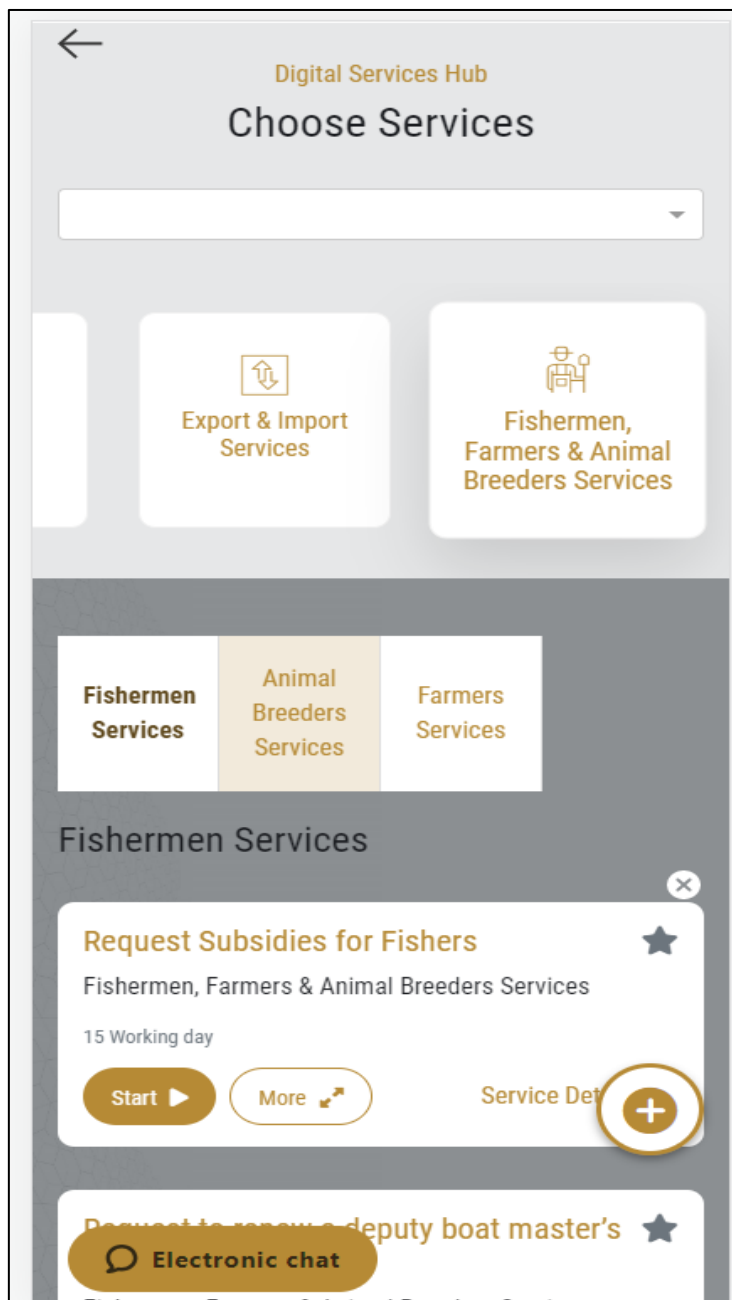


Figure 10 – Service New Request

- 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.

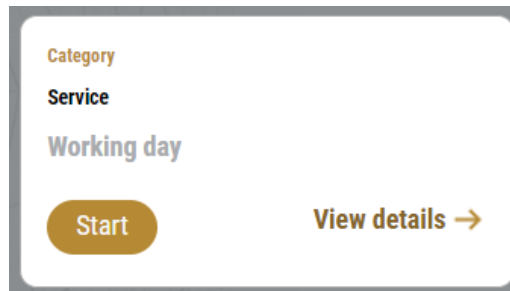



Figure 11 - Service Card

- 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.

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.

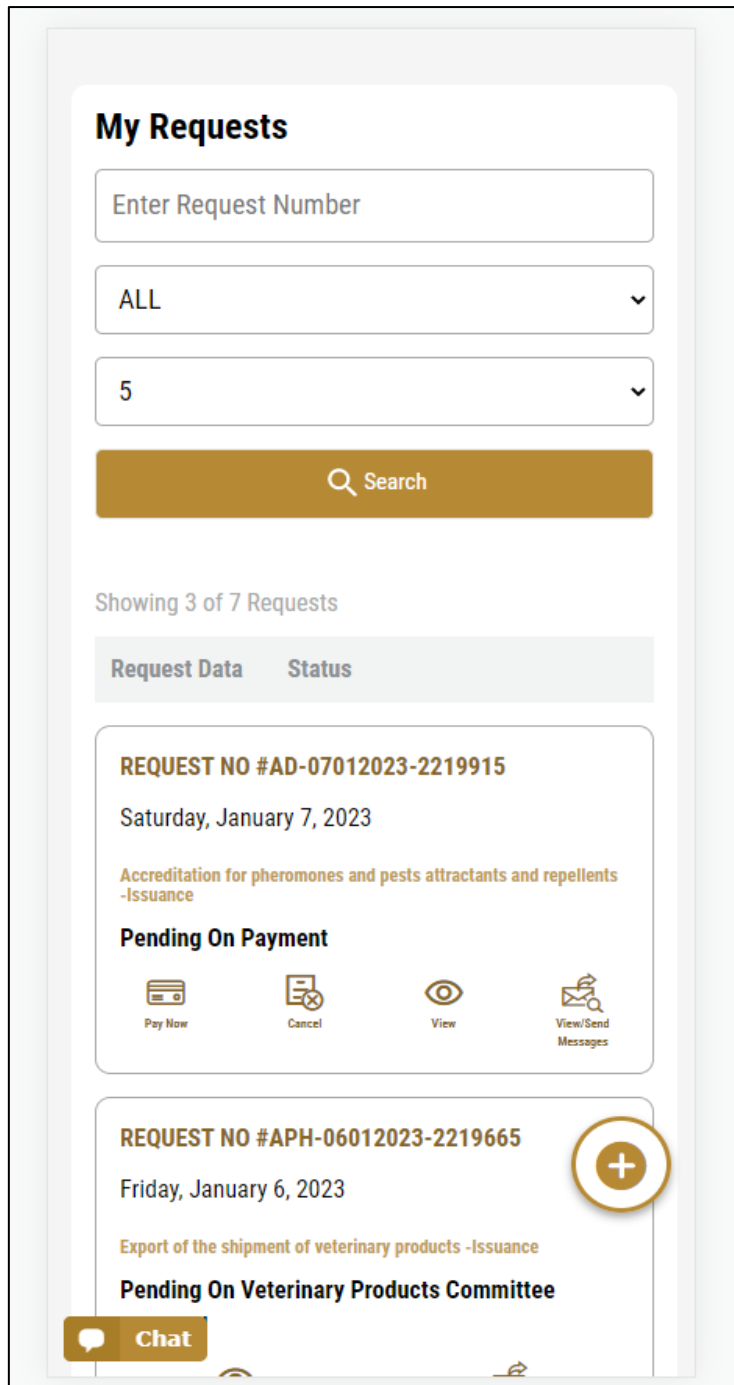




Figure 12 - Select Request to Retrieve

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 a Certificate

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





My Requests

ALL
▼

5
▼

🔍 Search

Showing 3 of 1387 Requests

| Request Data | Status |
|--|--------|
| <p>REQUEST NO #AD-07012023-2219915</p> <p>Saturday, January 7, 2023</p> <p style="color: #8b6914;">Service name will appear here</p> <p style="color: #2e8b57; font-weight: bold;">Completed</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  <small>Download</small> </div> <div style="text-align: center;">  <small>View Payment Receipt</small> </div> <div style="text-align: center;">  <small>View</small> </div> <div style="text-align: center;">  <small>View/Send Messages</small> </div> </div> | |


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

REQUEST FOR A VETERINARY HEALTH CERTIFICATE FOR EXPORTING OR RE-EXPORTING LIVE ANIMALS

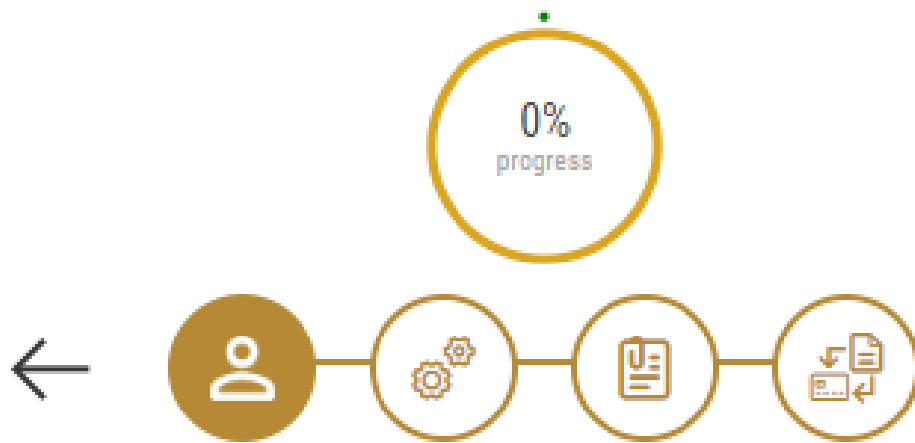
Service Description

[Service Card](#)

To apply for a License for REQUEST FOR A VETERINARY HEALTH CERTIFICATE FOR EXPORTING OR RE-EXPORTING LIVE ANIMALS

- 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*  . 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.



Request for a veterinary health certificate for exporting or re-exporting live animals

Applicant Information

Applicant Name *

Edit Applicant Information

New Applicant

Next

Figure 13 - 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.

Applicant Information

Applicant Name *

Cancel Adding

ID

Passport

ID No. *

784-

Emirates ID format 784-XXXX-XXXXXXXX-X

Verify ID No.

Name *

Mobile No. *

Example: 00971123456789

+

Email

+

Figure 14 - Applicant's Information Page

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

Request for a veterinary health certificate for exporting or re-exporting live animals

License Details

License Number

464654

Certificate Type

Last Issuance

Expiry Date

Importer Details

you must contact the ministerial veterinarian at the border inspection post to inspect the animal/animals and complete the issuance of the health certificate no later than 30 days from the date of submission of the request

Customers wishing to export sheep, goats and cows to the Kingdom of Saudi Arabia and based on the update of the Saudi authorities on the requirements for exporting to the Kingdom, must attach a copy of the animal production project



application will be rejected

License Number *

Importing Country *

Importer Name *

Importer Address *

Consignment Details

Shipping type *

Port Of Departure *

Arrival Port *



Shipment Information



Shipment Information

Class *

Classification of the imported item(s)

Type *

Country of Origin *

Description

Write description for the imported item


Scientafic Name *


Count * **Volume Weight ***

Wight of the item

Measurement Unit *

Gender *



 **Electronic chat**

Gender *

Breed *

Land Mark / Identification Number *

Notes

Add

Consignment Items

Please add one item at least

Back Next

Figure 15 – Service Information

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

Request for a veterinary health certificate for exporting or re-exporting live animals

Any documents / reports for additional tests requested by the importing country *

[Upload a File](#)

Copy of the import / approval permission issued by the importing country, except for companion animals *

[Upload a File](#)

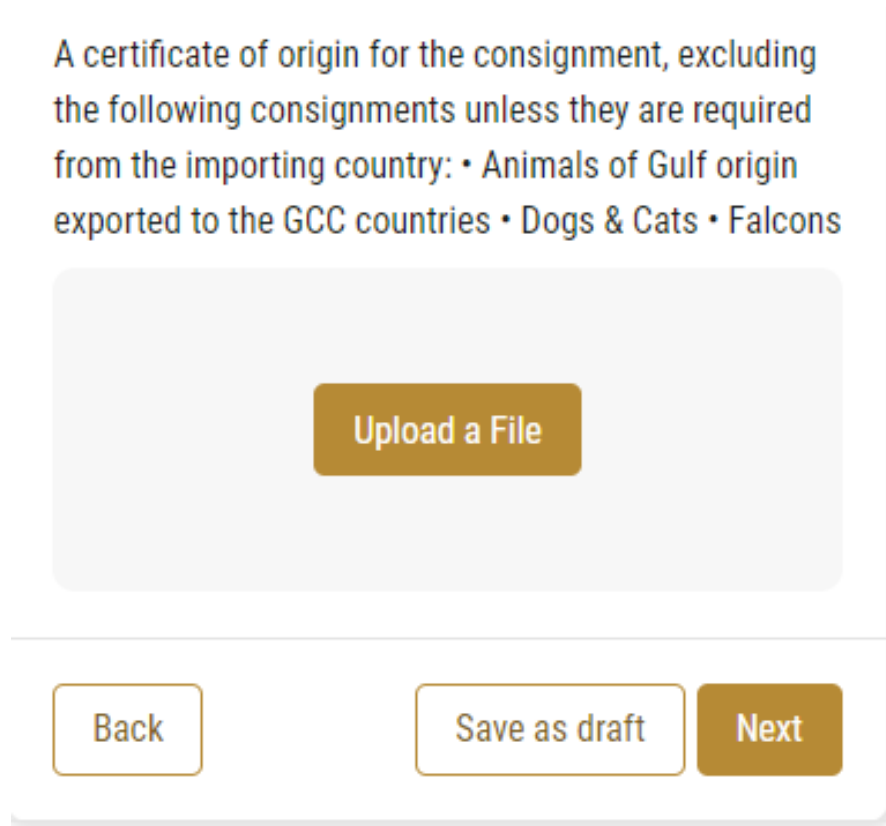


Figure 163 - Attachments Page

- 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.

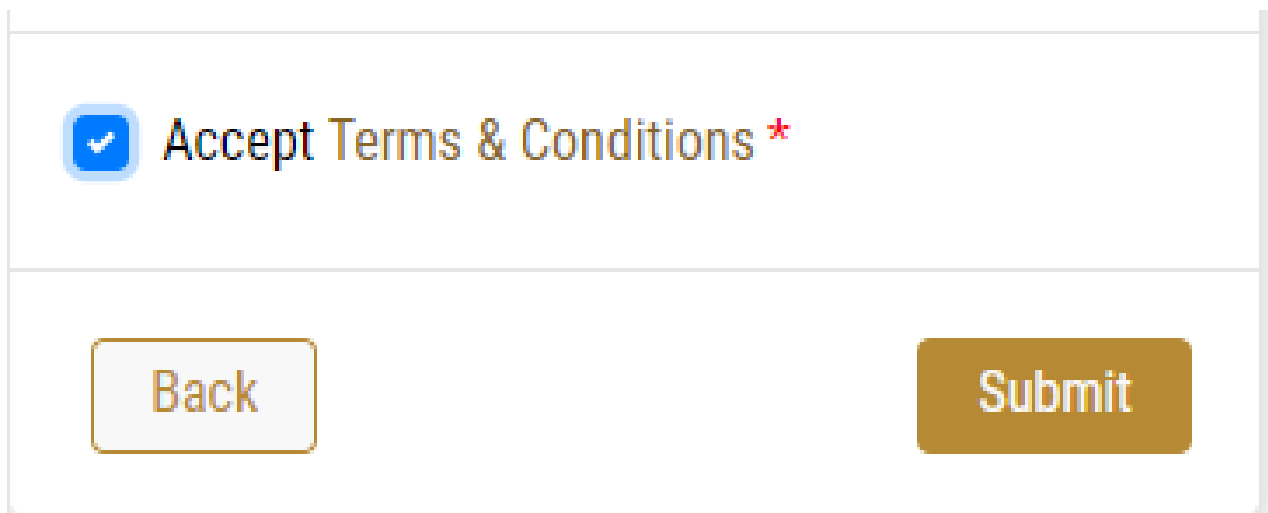


Figure 17 – Service Request Review

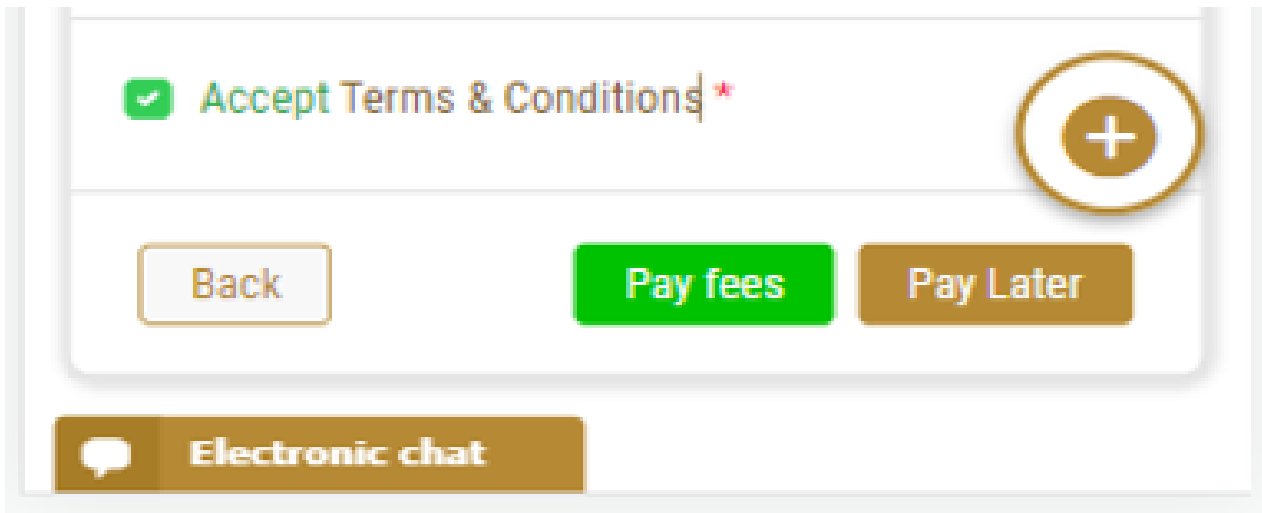
- 10- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.

- 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 MOCCA E 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  to download your certificate, or  to view the request.

My Requests

ALL
▼

5
▼

🔍 Search

Showing 3 of 1387 Requests





| Request Data | Status |
|--|--------|
| <p style="margin: 0;">REQUEST NO #AD-07012023-2219915</p> <p style="margin: 0;">Saturday, January 7, 2023</p> <p style="margin: 0;">Accreditation for pheromones and pests attractants and repellents -Issuance</p> <p style="margin: 0;">Completed</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  <small>Download</small> </div> <div style="text-align: center;">  <small>View Payment Receipt</small> </div> <div style="text-align: center;">  <small>View</small> </div> <div style="text-align: center;">  <small>View/Send Messages</small> </div> </div> | |

Figure 18 - Download or View Certificate