



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Import of a veterinary products consignment

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.

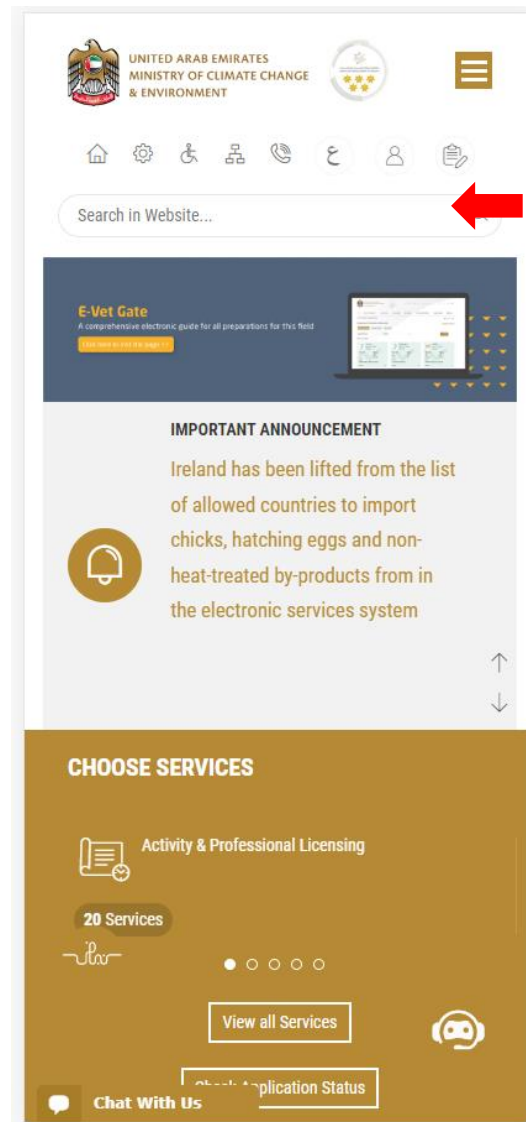


Figure 1 – MOCCAЕ Website Home Page

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

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En

Login

User name *

Forgot Username?
Please enter User Name

Password *

Forgot Password?
Please enter your Password

Remember Me

Login Clear Fields

Sign in with UAE PASS

A single trusted digital identity for all citizens, residents and visitors

Call Us
800 30 50

Chat

Figure 2 - Login Page

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

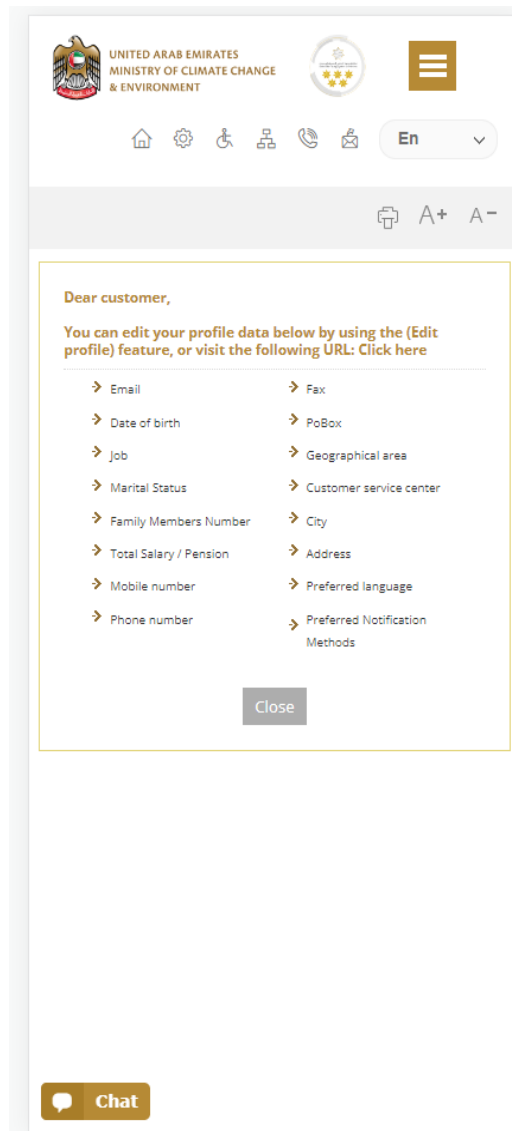



Figure 3 - MOCCAIE Survey Page

View/Update Customer Profile

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

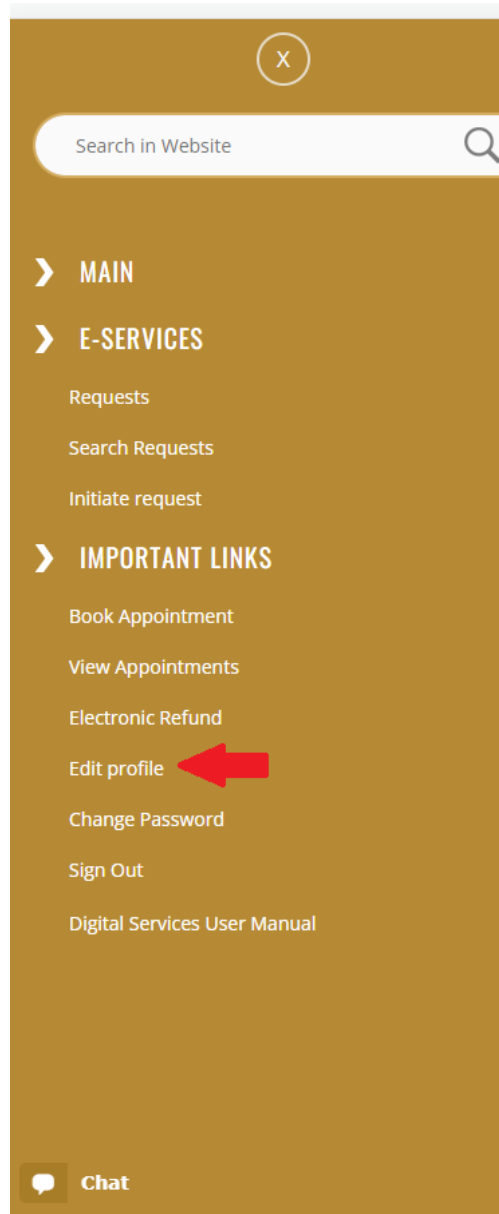


Figure 4 - Update Company Profile

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

The screenshot shows the 'Edit Profile' form with the following fields and 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]


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

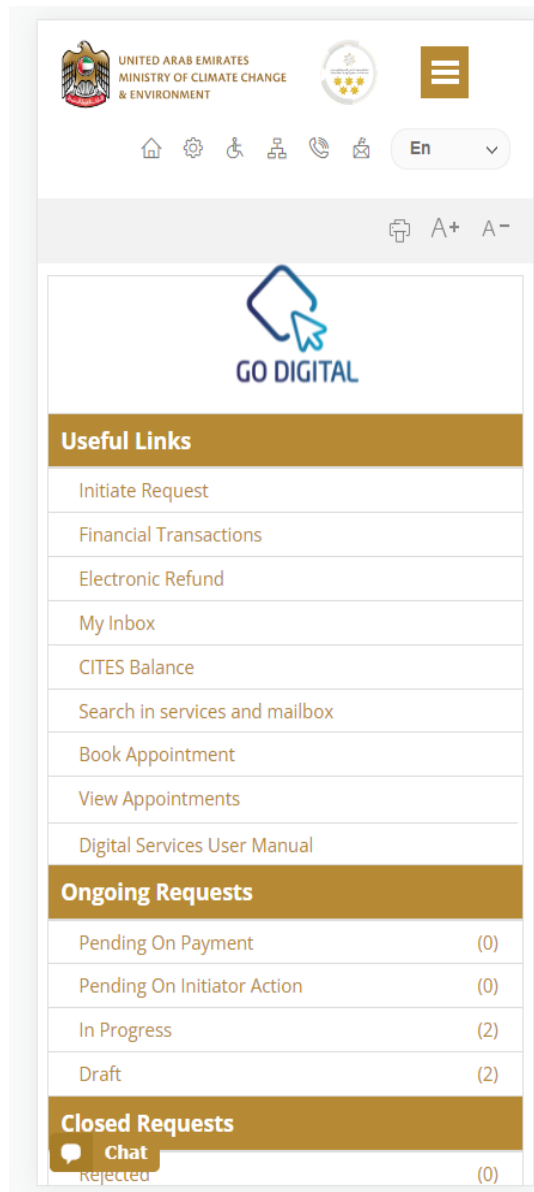


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

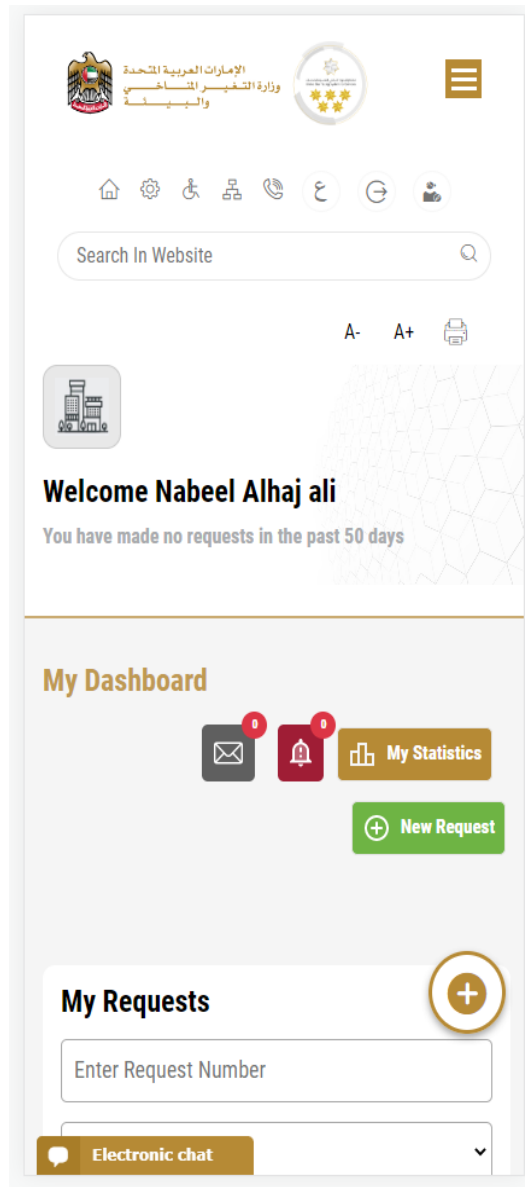
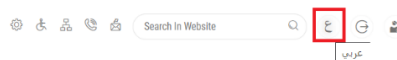


Figure 7- My Dashboard

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
 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.

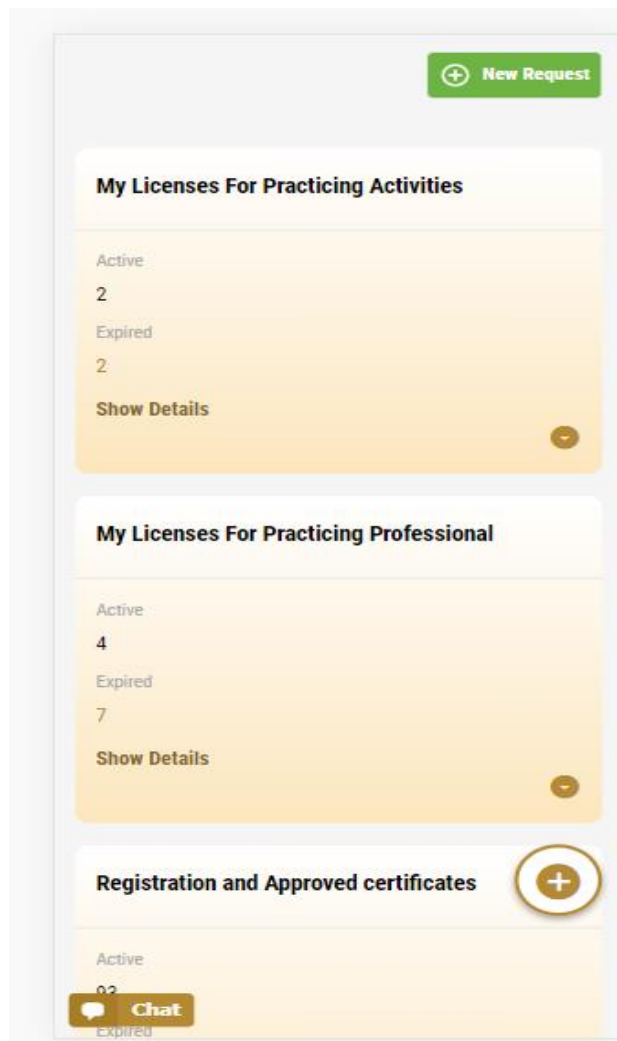


Figure 8 - Dashboard Digital Service Categories

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

The screenshot displays the 'My Requests' section of a dashboard. At the top, there is a search bar labeled 'Enter Request Number'. Below it are two dropdown menus: the first is set to 'ALL' and the second is set to '10'. A blue 'Search' button is positioned below the dropdowns. The text 'Showing 3 of 1386 Requests' is displayed. Below this, there are two tabs: 'Request Data' (selected) and 'Status'. The first request card shows 'REQUEST NO #APH-06012023-2219665' dated 'Friday, January 6, 2023', with the description 'Export of the shipment of veterinary products -Issuance' and the status 'Pending On Veterinary Products Committee Approval'. It includes 'View' and 'View/Send Messages' icons. The second request card shows 'REQUEST NO #Q-30122022-2214602' dated 'Friday, December 30, 2022', with the description 'Request for a phytosanitary certificate for export or re-export Issuance' and the status 'Pending On Payment'. This card features a 'Chat' button, 'Cancel', 'View', and 'View/Send Messages' icons. A red circle with a white plus sign highlights a '+' icon on the right side of the second request card.

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:

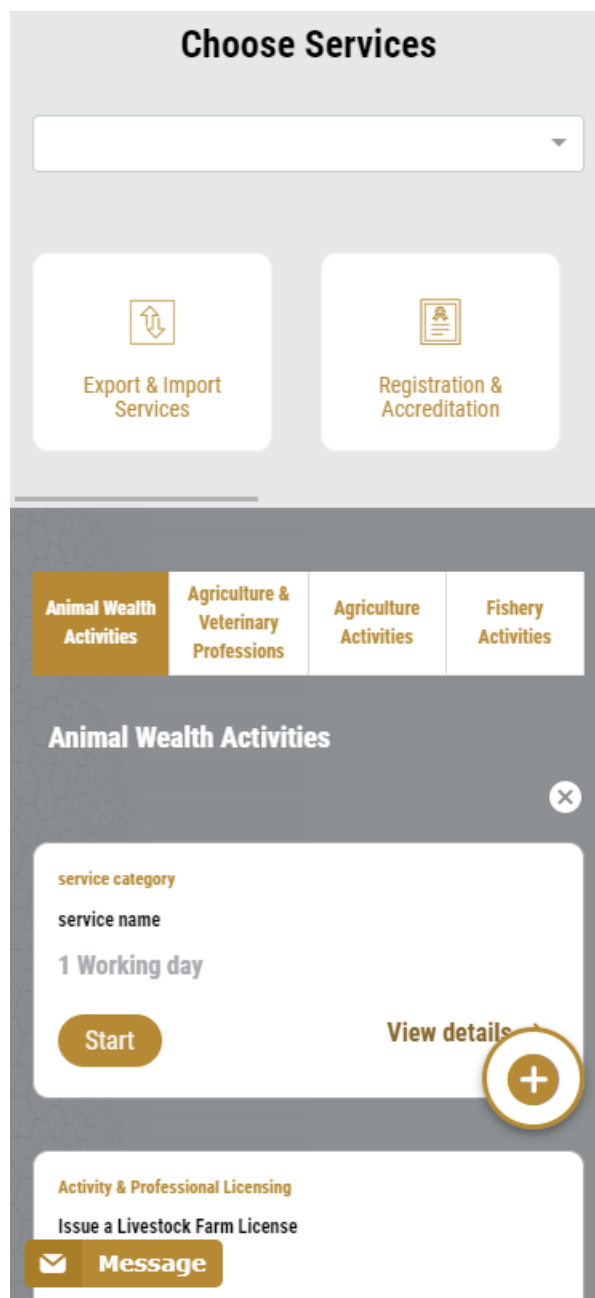


Figure 10 – Service New Request

- 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.

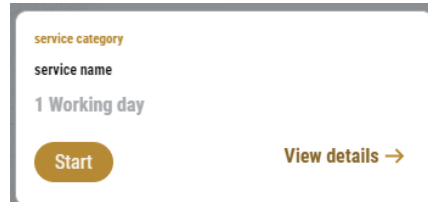



Figure 11 - Service Card

- 3- Click on *Start* **Start** to start the new request.

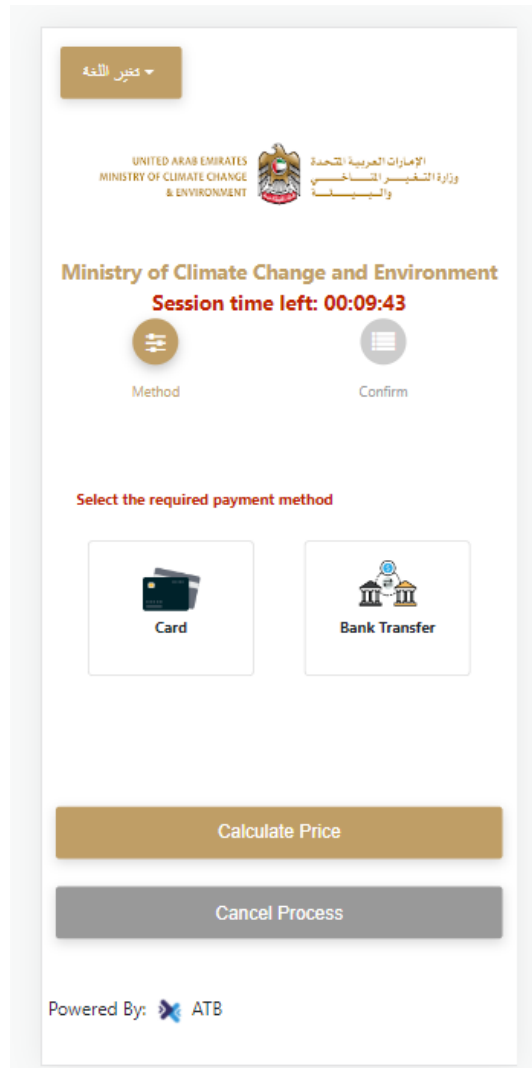
You can click on *Save as Draft* **Save as Draft** at any view to save all the task information you entered for later viewing or editing.

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* . You will be then directed to the payment gateway.

1. Choose your payment method (Card or Bank Transfer) then click *Calculate Prices*.



The screenshot displays the payment gateway interface for the Ministry of Climate Change and Environment. At the top, there is a language selection dropdown set to 'العربية' (Arabic). Below this, the ministry's name is written in both English ('UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT') and Arabic ('الإمارات العربية المتحدة وزارة التغير المناخي والبيئة'). A session timer indicates 'Session time left: 00:09:43'. Two main buttons are visible: 'Method' and 'Confirm'. Below these, the instruction 'Select the required payment method' is followed by two options: 'Card' (represented by a credit card icon) and 'Bank Transfer' (represented by a bank building icon). At the bottom, there are two large buttons: 'Calculate Price' (in gold) and 'Cancel Process' (in grey). The footer states 'Powered By: ATB' with a logo.

Figure 12 - Payment Gateway

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

The screenshot displays the Ministry of Climate Change and Environment's digital services interface. At the top, there is a header with the ministry's name in English and Arabic, along with its logo. Below the header, a session timer indicates 'Session time left: 00:04:02'. Two circular icons labeled 'Method' and 'Confirm' are visible. The main content area is divided into two panels. The left panel, titled 'service name will appear here', contains a service card with the following details: Description: (with a 'Service' tag), Amount: AED, Tax Amount (AED): 0 AED, Quantity: 1, and Total With Tax Amount: AED. The right panel, titled 'Request Fees', shows a summary of fees: Description: Card Charges, Amount: 2.04 AED, Tax Amount (AED): 0.1 AED, and Total With Tax Amount: 2.14 AED. Below this summary, a table shows 'Total Tax' and 'Total Amount' both as AED. At the bottom of the right panel, there are three buttons: 'Proceed With Payment' (highlighted in gold), 'Change Payment Method' (gold), and 'Cancel Process' (grey). The interface is powered by ATB.

Figure 13 - Service Fees Details

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

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الإمارات العربية المتحدة
 وزارة التغير المناخي والبيئة

Ministry of Climate Change and Environment
Total Payment: 302.14 AED
Session time left: 00:09:02

Cardholder Name
 abcd

Card Number
 5123 4500 0000 0008

Month
 December

Year
 23

CVV
 ...

I agree to [Terms&Conditions](#)

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	: 10/04/2022 11:52:19 AM
Payment Reference Number	: c684809a-8a2c-4264-8a67-ae09a47796e
Receipt Reference Number	: 0061376188231805499
Total Amount	: 253.16 AED
E-Signature Fees	: \$3.06 USD
Payment Method	: Net E-Signature Card

Service Name	Service Code	Amount	Quantity
Receipt for the issuance or annual renewal of a license to export or re-export aquatic products	1024422178	2000	1
Receipt for the issuance or annual renewal of licenses for accessible to engage in activities related to the aquaculture sector	1024422177	300	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.

Or, you can directly locate the request in the list of requests.

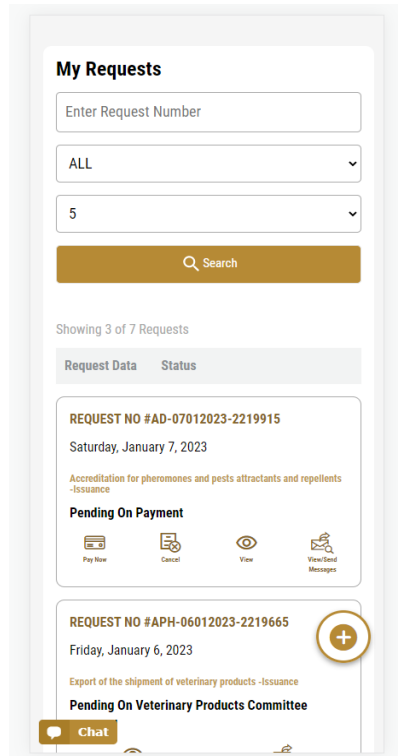


Figure 16 - Select Request to Retrieve

- 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.

The screenshot displays the 'My Requests' section of a user interface. At the top, there is a search bar labeled 'Enter Request Number'. Below it are two dropdown menus: the first is set to 'ALL' and the second is set to '5'. A blue 'Search' button is positioned below the dropdowns. The interface indicates 'Showing 3 of 1387 Requests'. A table header shows 'Request Data' and 'Status'. A single request card is visible, titled 'REQUEST NO #AD-07012023-2219915' with the date 'Saturday, January 7, 2023'. The description is 'Accreditation for pheromones and pests attractants and repellents -Issuance'. The status is 'Completed'. Below the status are four action icons: 'Download', 'View Payment Receipt', 'View', and 'View/Send Messages'.

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

Import of a veterinary products consignment

Service Description

Through this service, an import permit is obtained to approve the importation of veterinary products from outside the country, valid for 90 days from the date of issue. This check of the consignment at the port of entry upon arrival to the State and its release shall ensure compliance with the import permit and the necessary technical specifications and specifications

Service Time

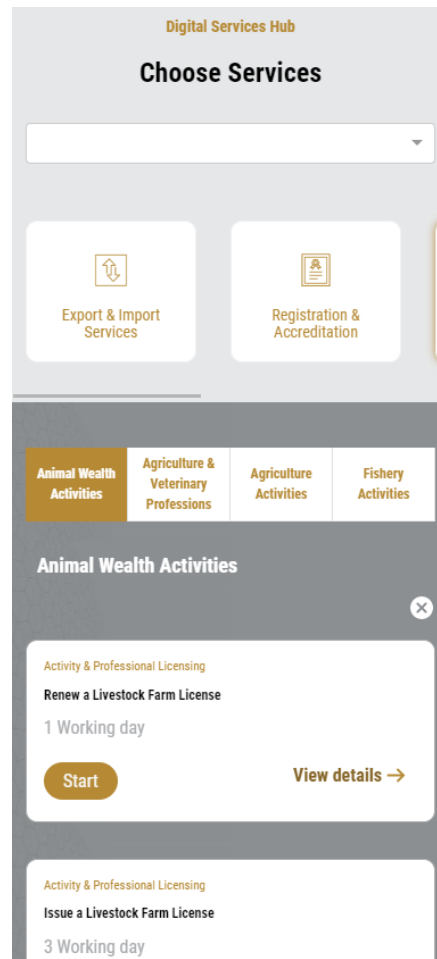
1 Working day

Terms and Conditions

1. Veterinary products should be registered in the Ministry and the registration valid
2. The manufacturer should be registered in the Ministry and the registration valid

To apply for a Import of a veterinary 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.

- 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 show request purpose.

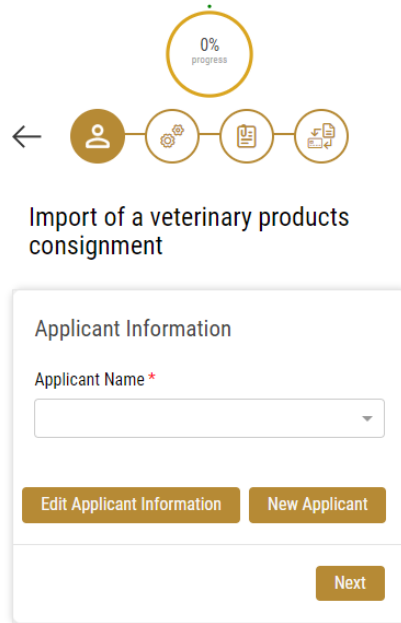


Figure 17 - Select Applicant Name

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

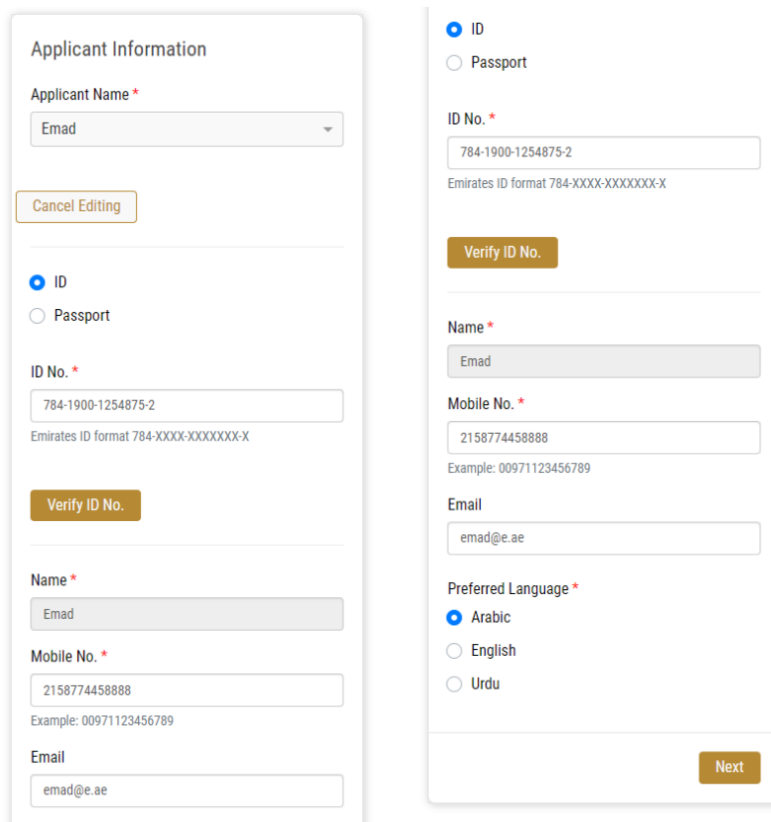


Figure 18 - Applicant's Information Page

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

Import of a veterinary products consignment

License Details

License Number
SHJ-APH-02-258462

Certificate Type
Veterinarian Establishment License

Last Issuance
04/04/2019

Expiry Date
24-12-2023

Import Details ✓

Exporting Country *
Albania
The country where from items will be exported

Expected Arrival Date *
01/29/2023
The date when consignment expected to arrive

Shipping Method *
By Air
Consignment delivery method

Class *

Class *
Veterinary Medicines
Classification of the imported item(s)

Shipment Information i

Trade Name *

Country Of Origin *

The country from which it will be exported

Package Size *

Quantity *

Manufacture Company *

Product Registration Number *

Description *

Write description for the imported item

Notes

Add

Consignment Items

Trade Name	Country Of Origin	⋮
Eslam Testing Empty	Bahrain	⋮

Entrance Data ✓

Port *
Abu Dhabi Airport
Entry port where the consignment will pass

Back
Next

Figure 19 - Service Information

7- Click *Next* to review your request.

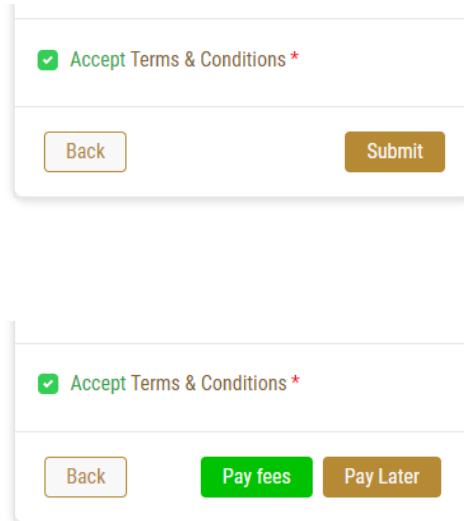



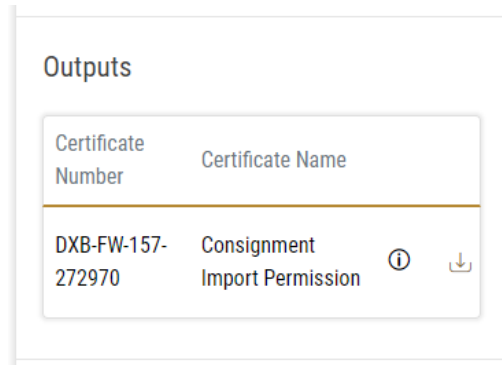
Figure 20 – Service Request Review

- 8- 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](#)
- 9- Once the payment is done, the Import permit will be issued .



10- To download the permit, open the request then click on the download icon below

Request output 






Certificate Number	Certificate Name
DXB-FW-157-272970	Consignment Import Permission  

Figure 21 – download permit

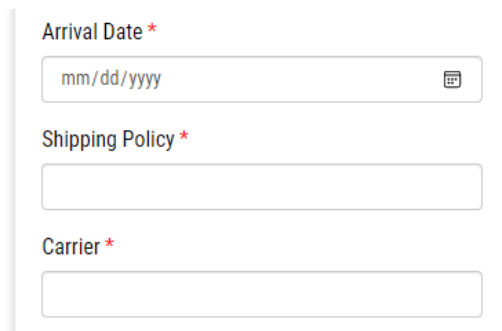
When the shipment arrives to the country or few days before you must apply for release (request will remain pending on arrival)

11- To apply for release find the import request from the dashboard


and click on the release Icon 

12- Fill the applicant details just like in the first step

13- Enter the shipping information



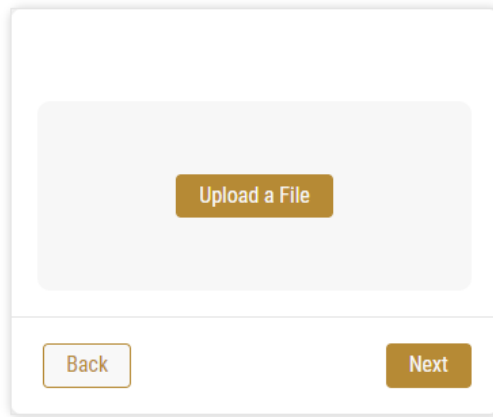
Arrival Date *

mm/dd/yyyy 

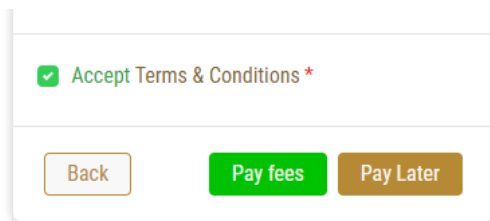
Shipping Policy *

Carrier *

14- Upload the required attachments



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



16- Once paid the request status will be pending On Vet Auditing or Inspection

My Requests




Enter Request Number

ALL

25

Search

Showing 1 of 1 Requests

Request Data	Status
<p>REQUEST NO #EA-18122022-478419</p> <p>Sunday, December 18, 2022</p> <p>Pending On Auditing or Inspection</p> <p>  Payments List  View  View/Send Messages </p>	


17- Once the consignment arrives the status of the request will be finished

REQUEST NO #EA-18122022-478419



Sunday, December 18, 2022

Finished

 Payments List
  View
  View/Send Messages

18- To download the permit click on the download icon below request output 

Outputs

Certificate Number	Certificate Name		
DXB-FW-157-272904	Consignment Import Permission		
DXB-EA-202-272905	Consignment Release Permission	