



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Agricultural Activity License

New / Renew

User Guide


Table of Contents

Introduction	1
Overview	1
Getting Started.....	2
Logging in MOCCAIE Website	2
View/Update Customer Profile.....	3
Running the ‘Go Digital’ Services	3
Changing the Interface Language	4
The User Dashboard.....	4
Using the ‘Go Digital’ Services	6
Digital Services Overview	6
Starting a New Request.....	6
How to Pay for a Digital Service.....	7
Retrieve a Service Request	9
View or Download a Certificate	10
License for Agricultural Activity	11
Issue a New License for Agricultural Activity	11
Managing the License for Agricultural Activity	15
Renew a License for Agricultural Activity	16
Add an Activity to a License for Agricultural Activity.....	20
Cancel an Activity from a License for Agricultural Activity	23
Access Related Services provided by Agricultural Activity License.....	26
Cancel a License for Agricultural Activity.....	27

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*.

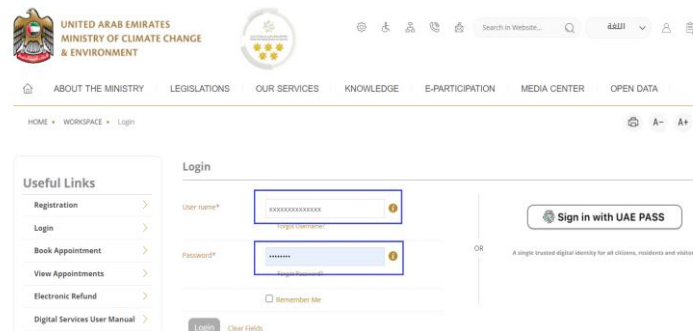


Figure 2 - Login Page

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

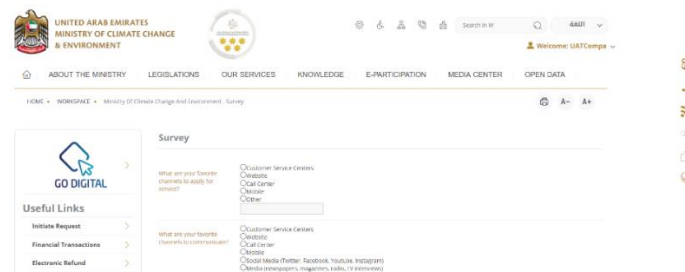


Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

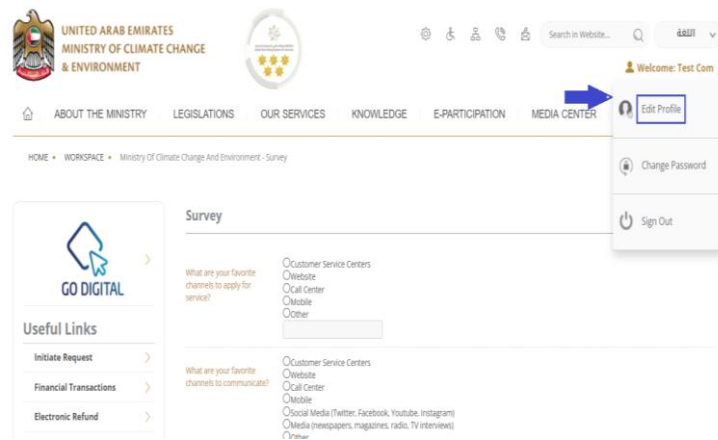


Figure 4 - Update Company Profile

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

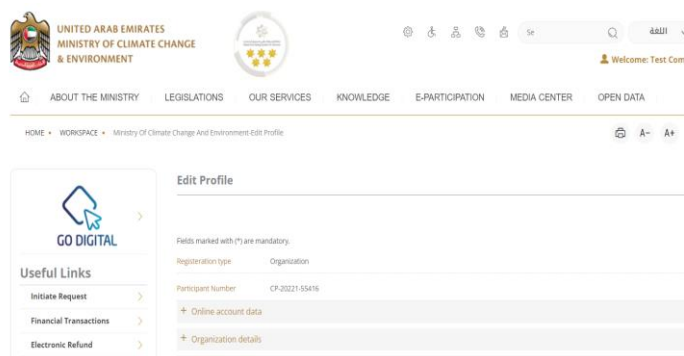



Figure 5 - Edit Profile

- 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.

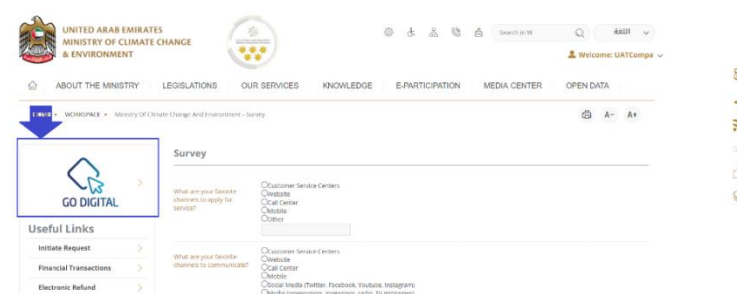


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

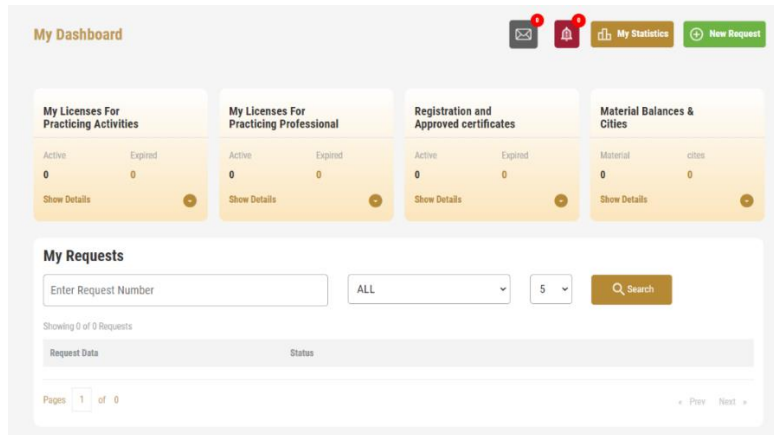
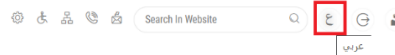


Figure 7- My Dashboard

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
	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.

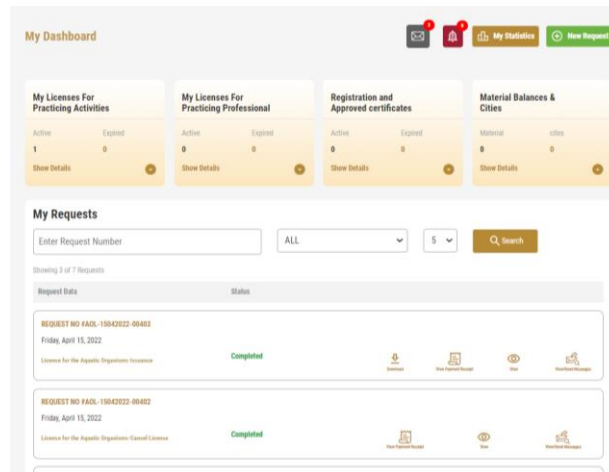


Figure 9 - Customer's Requests List


Using the ‘Go Digital’ Services

Digital Services Overview

The ‘Go digital’ portal provides digital services for customers to complete their required transactions with MOCCA.

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:

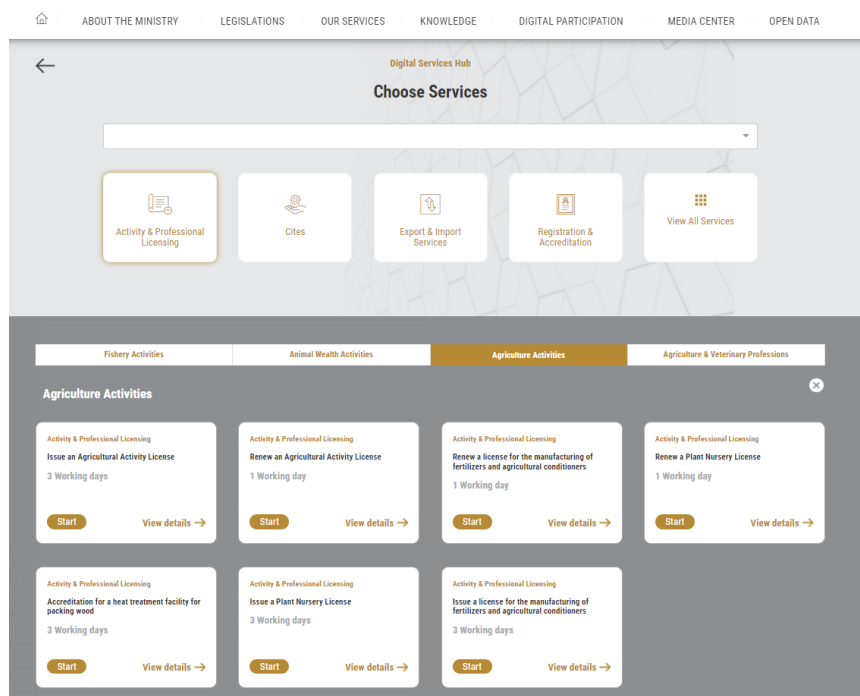


Figure 10 – Service New Request


- 2- the service subcategory to display all available services catalogue. 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

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**.

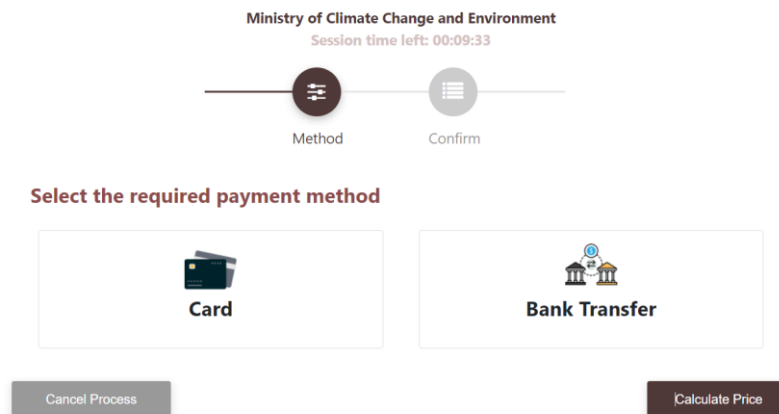


Figure 12 - Payment Gateway

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

Ministry of Climate Change and Environment
Session time left: 00:06:56

Method Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Service Name that has been requested		0.00 AED	1	AED
Total				AED

Request Fees

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	6.8 AED	0.34 AED	7.14 AED
Total			7.14 AED

Total Tax: AED
Total Amount: AED

Cancel Process Change Payment Method Proceed With Payment

Figure 13 - Service Fees Details

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

Ministry of Climate Change and Environment
Total Payment: 1007.14 AED
Session time left: 00:07:33

Cardholder Name

ABCD

Card Number

1234 5678 1234 5678

Month **Year** **CVV**

December 40 ...

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process Change Payment Method

Figure 14 - Credit Card Details

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

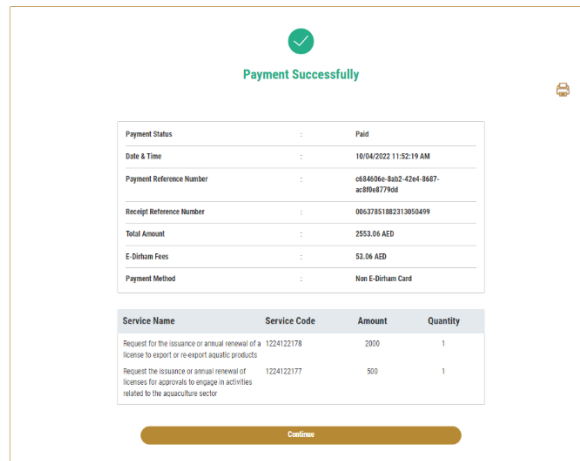


Figure 15 - Payment Confirmation

Retrieve a Service Request

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

- 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.

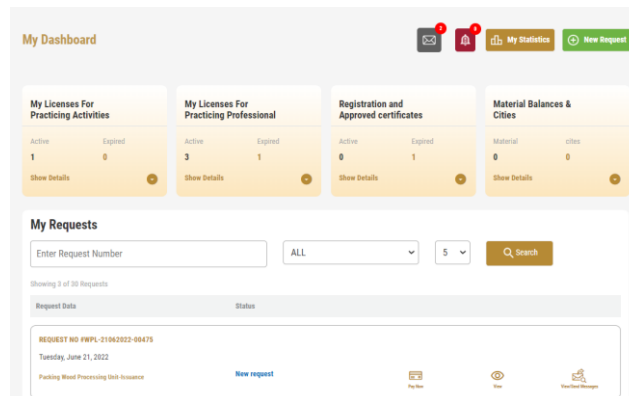




Figure 16 - Select Request to Retrieve

- 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




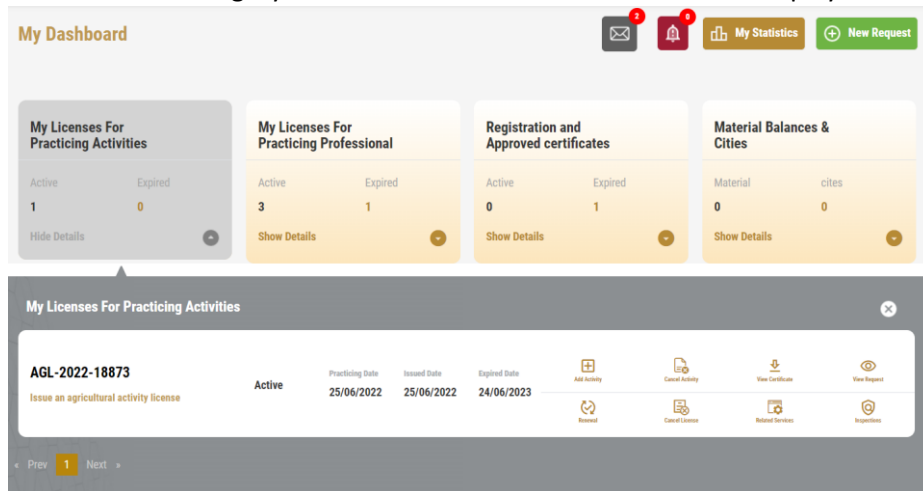
View 	To view request details and make changes if required
View/Send Message 	To communicate directly with MOCCAЕ employee by sending and receiving messages regarding your request
View Payment Receipt 	To view the request payment receipt if it has been already paid

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.

License for Agricultural Activity

Issue a New License for Agricultural Activity

Service Description

Through this service a license is issued to practice activities related to Agricultural services.

Service Time

To process the request approval, it will take around 1260 minutes from submission date, to provide you final decision.

Terms and Conditions

- If you receive a message that your request needs an update or action from your side, and if you will not respond within 30 days, you will receive a warning email and an SMS to that the request will get cancelled.
- When your request had been approved and your license had been issue, the license will be valid for one year from the issuance date

To apply for a License for Agricultural Activity

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.
- 2- Select the license name from the dropdown list, or alternatively click on the *Activity and Professional Licenses* category, select the *Agricultural Activities* 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*.

The applicant’s information will be displayed.

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.

Practice Agricultural Activity License - Issuance

1 of 4

Applicant Information

Applicant Name* ?
 ASEM ABDUL-HADA AMAL NOSAIR × Add applicant

Emirates ID* ?
 784-1986-9046283-7 Find Cancel

Name
 ASEM ABDUL-HADA AMAL NOSAIR

Mobile Number* ?
 0588921190

Email ID* ?
 mona.wagih@proxym-group.com

Return Next

Figure 18 - Applicant's Information Page

- 6- Click *Next*, then the service details view will be displayed, to selected license activities

Practice Agricultural Activity License - Issuance

2 of 4

Activities

Activities Information

Choose from the following activities ?

Search By Main Activity

- Plant Nursery
- Agricultural Consultation
- Bees Import and export
- Import and export of Agarwood and its products

Total Fee (AED):
 0

Chosen Activities ?

Back Next

Figure 19 - License Activities View

- 7- Add activities as required.
- 8- By adding activities to the list, the total fees will be updated accordingly to review the sum of fees required for all selected activities

Practice Agricultural Activity License - Issuance

2 of 4

Activities

Activities Information

Choose from the following activities ?

Search By Main Activity

- Pesticide trade >> Wholesale public health pesticides
- Pesticide trade >> Retail sale of agricultural pesticides
- Pesticide trade >> Retail sale of public health pesticides
- Fertilizers trade and agricultural reformers >> Wholesale trade of cl

Total Fee (AED):

2500

Chosen Activities ?

- Plant Nursery
- Agricultural Consultation
- Pesticide trade >> Retail sale of agricultural pesticides - import

Details of Required Professions

Select Agriculture Engineer

Search for Engineer

Please add at least "2" Agriculture Engineers

Back
Next

- 9- Add Agriculture engineers required to apply for the selected activities
 Noting that , if the Agriculture engineers associated to your company have expired licenses , it won't be reflected in the list.
 Engineers must have valid/ renewed licenses in order to add them to the agriculture activity license.

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

←
●
●
●
●


Practice Agricultural Activity License - Issuance

3 of 4

Attachments

Attachments marked with (*) are mandatory, the attached file size should not be more than 3MB's and allowed file types are ((pdf,gif,jpg,jpeg,png,bmp,doc,docx,xls,xlsx))


A copy of a valid commercial and industrial license *



barcode.jpg

View

Partner supplement



dashboard.png

View

Back
Next

Figure 20 - Attachments Page

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

- A copy of a valid commercial and industrial license – Mandatory Attachment must be fulfilled
- Partner supplement – Optional attachment

Noting that some attachment can be required based on some selected activities

12- Click *Next* to review your request.

Practice Agricultural Activity License - Issuance

4 of 4

Review

Applicant Information

Applicant Name: ASEM ABOUL-HADA AMAL NOSAIR
 Mobile Number: 0588921190
 Emirates ID: 784-1986-9046283-7
 Email ID: mona.wagih@proxym-group.com

Activities Information

Main Activity	Fees (AED)
Agricultural pest control	500
Seeds import and export	500
Pesticide trade	500

Details of Required Professions

Name	Professions Practice Type	License Number	License Expiry Date
مهن حداث خلق الفوري الممارك	Agricultural Engineer	AUD-40-03-272177	2023-03-02T23:59:00

Attachments

barcode.jpg, dashboard.png

Total Payment (AED)

Service Fees (AED): 1500

I agree to the [Terms and Conditions](#)

Buttons: Back, Pay Later, Pay Now

Figure 21 – Service Request Review



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

- To pay the service fees later click on *Pay Later* , then your request will be saved in your dashboard waiting for payment to be processed.
- Click on *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 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

14- Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.

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

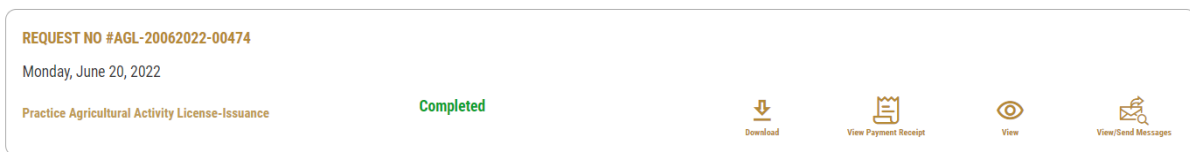
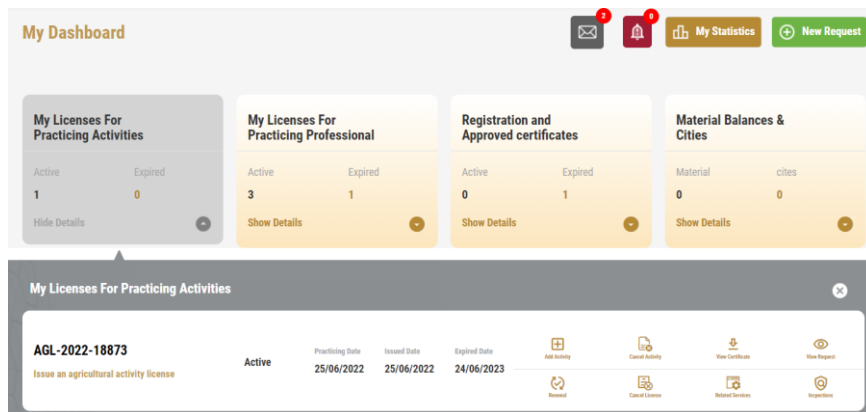


Figure 22 - Download or View Certificate





Managing the License for Agricultural Activity

Locate your license by selecting the relevant services category from the dashboard, then select your license from the licenses list.

You can add or cancel an activity, renew the license when expires, cancel the license or access license related services.



You can do the following actions:

Button	Description
	View the certificate
	View the service request
	Add more activities to the valid license, see Add an Activity to a License for Agricultural Activity
	Cancel one or more activities from active license, see Cancel an Activity from a License for Agricultural Activity





	Renew about to expire or expired licenses, see Renew a License for Agricultural Activity
	Cancel valid or expired licenses, see Cancel a License for Agricultural Activity
	Access license related services, see Access Related Services provided by Agricultural Activity License

Table 3 - Managing License Action

Renew a License for Agricultural Activity

Service Description

Through this service, expired license is renewed to practice activities related to Agricultural license.

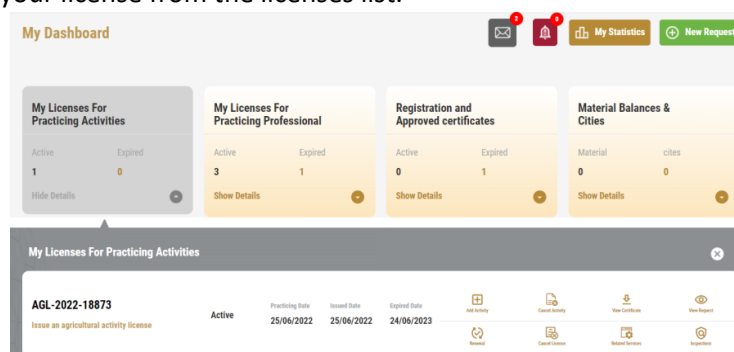
When you have an expired license, you will receive an *Alert* in your dashboard  to start the renewal process or to cancel the license.

Terms and Conditions

- License is renewed for one year from the renewal date
- The License renewal request can be submitted only one month prior to license expiry
- When you renew your license, you can add, change or cancel any of the license activities
- If the license fees for previous years had not been paid, you will be asked to pay for the renewal fees starting from 1/5/2021, based on new regulations
- If no changes in the selected activities or the company address are required in the new license, the license will not need to be reviewed or approved and it will be automatically renewed and issued; otherwise, the license will be sent to the authorised MOCCAЕ employee for review and approval.

To Renew a License for Agricultural Activity:

- 1- Locate your about to expire or expired license by selecting the relevant services category then selecting your license from the licenses list.



- 1- Click on the *Renewal* button . The Applicant information view will be displayed.

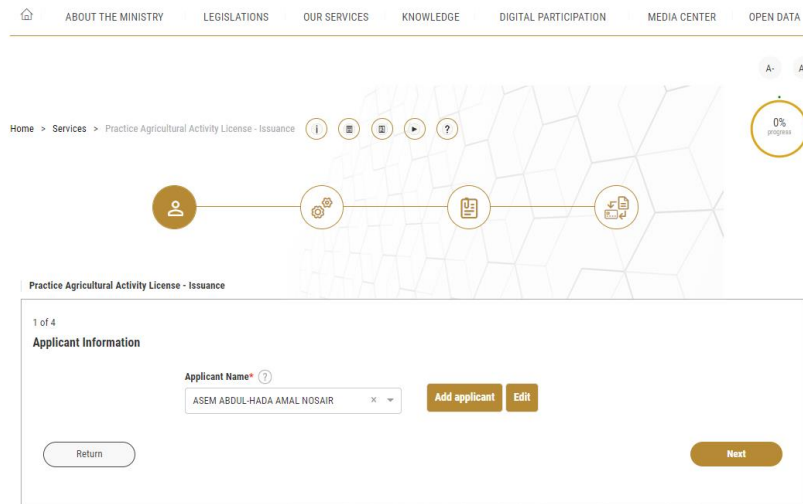
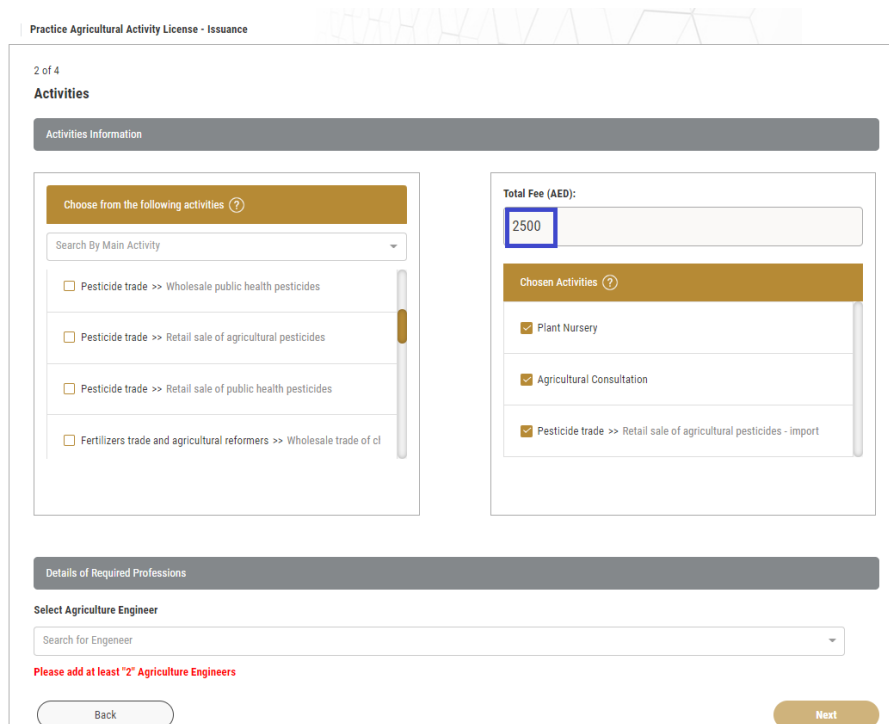


Figure 23 - Applicant Information View

- 2- Enter 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.
- 3- The applicant’s information will be displayed. Click on Next.
- 4- The original activities are displayed. You can change the selected activities, if required. See *Add an Activity to a License for Agricultural service*, and *Cancel an Activity from a License for Agricultural Agricultural service*.



- 5- Total fees is updated by selected activities
- 6- Check if the Agriculture engineer licenses are correctly associated, noting that the system will display an error message if one or more of the previous licenses are expired.
In this case, you must renew the engineers' expired licenses or add new licenses to replace expired licenses , to ensure that you are compliant with the profession rules required
- 7- Click *Next*
- 8- Attachment view is displayed

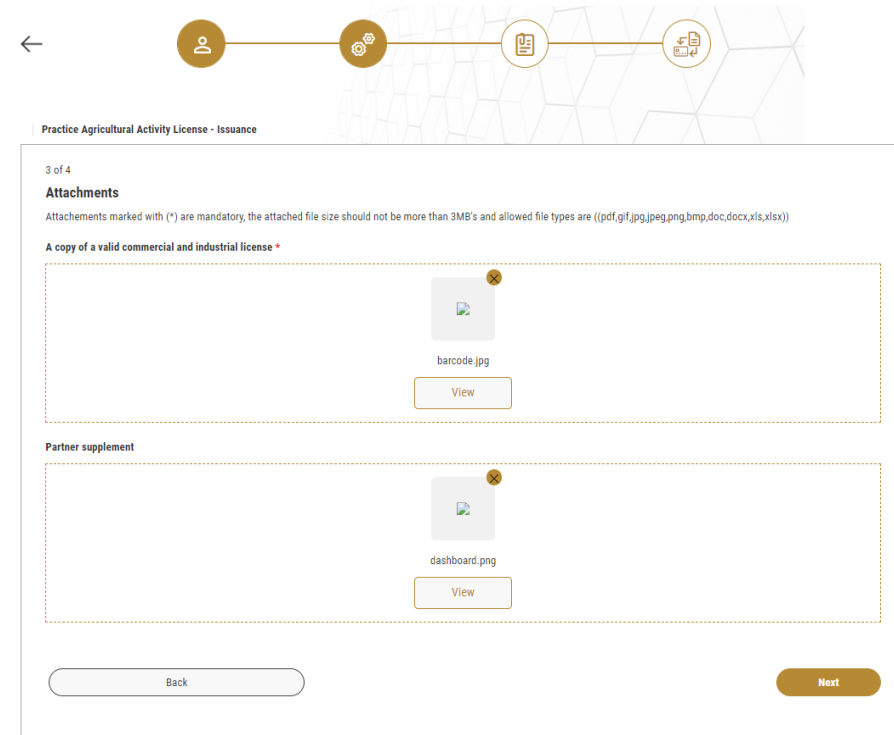


Figure 24 - Attachments Page

- 9- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.
 - A copy of a valid commercial and industrial license – Mandatory Attachment must be fulfilled
 - Partner supplement – Optional attachment

Noting that some attachment can be required based on some selected activities

- 10- Click Next to review your Request

Practice Agricultural Activity License - Issuance

4 of 4

Review

Applicant Information

Applicant Name: ASEM ABDUL-HADA AMAL NOSAIR
 Mobile Number: 0588921190
 Emirates ID: 784-1986-9046283-7
 Email ID: mona.wagih@proxym-group.com

Activities Information

Main Activity	Fees (AED)
Agricultural pest control	500
Seeds import and export	500
⊕ Pesticide trade	500

Details of Required Professions

Name	Professions Practice Type	License Number	License Expiry Date
مهن حارث عشق فوزى المراكه	Agricultural Engineer	AUD-40-03-272177	2023-03-02T23:59:00

Attachments

barcode.jpg dashboard.png

Total Payment (AED)



Service Fees (AED): 1500

I agree to the [Terms and Conditions](#)

Back Pay Later Pay Now

Figure 25 – Service Request Review

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

- To pay the service fees later click on *Pay Later* , then your request will be saved in your dashboard waiting for payment to be processed.
- Click on *Pay Now*  to pay for the service immediately. See [How to Pay for a Digital Service](#)

12- Once the payment is done, the request will be sent to the authorized personnel 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

13- Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.

Locate the completed request then click on  to download your certificate, or  to view the request.

REQUEST NO #AGL-04032022-00360

Friday, March 4, 2022

Practice Agricultural Activity License-Renewal **Completed**

View Payment Receipt
View
View/Send Messages

Figure 26 - Download or View Certificate

Add an Activity to a License for Agricultural Activity

Service Description

You can add an activity to the license while it is active.

Terms and Conditions

- The license should be valid
- You cannot add activity if the license is about to expire (Before one month of expiry date). In this case you will need to renew the license and Add/Cancel required activates during renewal process.

To add an activity:

- 1- Locate your license by selecting the relevant services category then selecting your license from the licenses list.

The screenshot shows the 'My Dashboard' with several sections:

- My Licenses For Practicing Activities:** Shows 1 Active and 0 Expired licenses.
- My Licenses For Practicing Professional:** Shows 3 Active and 1 Expired licenses.
- Registration and Approved certificates:** Shows 0 Active and 1 Expired certificates.
- Material Balances & Cities:** Shows 0 Material and 0 cities.

The detailed view for 'My Licenses For Practicing Activities' shows a license with ID **AGL-2022-18873**, which is **Active**. It includes dates for Practicing (25/06/2022), Issued (25/06/2022), and Expired (24/06/2023). The description is 'Issue an agricultural activity license'. Action buttons include Add Activity, Cancel Activity, View Certificate, View Request, Renewal, Cancel License, Related Services, and Inspections.

- 2- Click on the Add Activity button . The Applicant information view will be displayed.

The screenshot shows the 'Practice Agricultural Activity License - Add Activity' process. The current step is 'Applicant Information' (1 of 4). The form contains:

- A dropdown menu for 'Applicant Name*' with the selected value 'ISEM ABDUL-HADA AMAL NOSAIR'.
- 'Add applicant' and 'Edit' buttons.
- 'Return' and 'Next' buttons at the bottom.

Figure 27 - Applicant Information View

- 3- Enter 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*.



The applicant’s information will be displayed.

- 4- Click on *Next*. The License Activities will be displayed.
Noting that you cannot remove any of the previously selected activities, you will be able only to add more activities from the list

Figure 28 - License Add Activities View

- 5- The selected activities fees will be calculated and displayed in the *Total Fees* field
- 6- Check if the Agriculture engineer licenses are correctly associated, noting that the system will display an error message if one or more of the previous licenses are expired.
In this case, you must renew the engineers’ expired licenses or add new licenses to replace expired licenses , to ensure that you are compliant with the profession rules required
- 7- Click on *Next*
- 8- Attach a copy of valid trade license, then click on *Next*.

Figure 29 - Attach License

- 9- Attach required documents. Noting that some documents will be required only based on selected activities
- 10- Click on *Next* to review your request
- 11- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.
- 12- To pay the service fees later click on *Pay Later* , then your request will be saved in your dashboard waiting for payment to be processed.
- 13- Click on *Pay Now*  to pay for the service immediately. See [How to Pay for a Digital Service](#)
- 14- Once the payment is completed successfully, the request status will be changed to *Initial Review*, and the request will be sent to the authorized MOCCA employee for processing.
- 15- When your request gets approved, the request status will change to *Completed*. You can then view or download your updated certificate.

Locate the completed request then click on  to download your certificate, or  to view the request.

Figure 30 - Download or View Certificate

Cancel an Activity from a License for Agricultural Activity Service Description

You can remove an activity from the license while it is active.

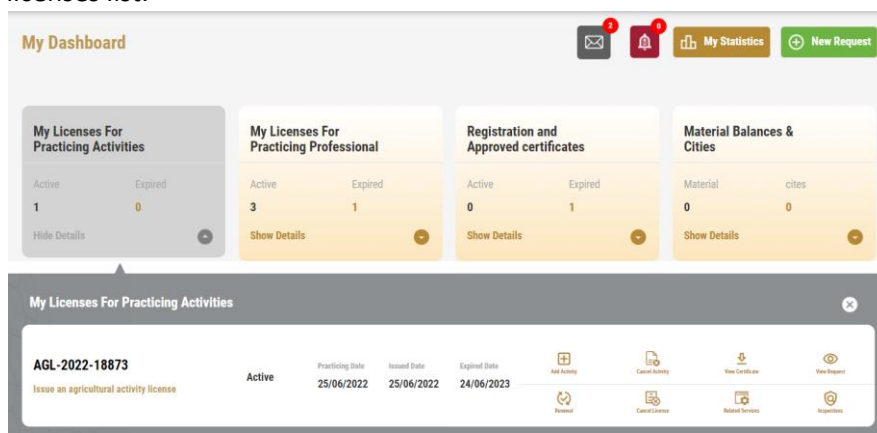
Terms and Conditions

The license should be valid

You cannot cancel activity if the license is about to expire (Before one month of expiry date). In this case you will need to renew the license and Add/Cancel required activates during renewal process.

To cancel an activity:

- 1- Locate your license by selecting the relevant services category then selecting your license from the licenses list.



- 2- Click on the *Cancel Activity* icon. The Applicant information view will be displayed.

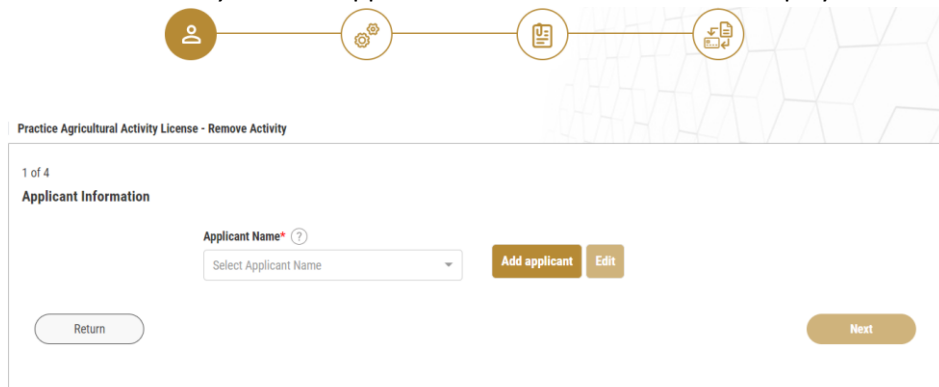


Figure 31 - Applicant Information View

- 3- Enter 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*.

The applicant's information will be displayed.

4- Click on *Next*. The license activities will be displayed.

Practice Agricultural Activity License - Remove Activity

2 of 4

Activities

Activities Information

Choose from the following activities ?

Search By Main Activity

- Bees import and export
- Import and export of Agarwood and its products
- Import and export of plants and seedlings
- Pesticide trade >> Wholesale trade of agricultural pesticides

Total Fee (AED):

0

Chosen Activities ?

- Pesticide trade >> Retail sale of public health pesticides - import
- Seeds import and export
- Agricultural pest control
- Plant Nursery

Details of Required Professions

Select Agriculture Engineer

AUD-AD-03-272177 - | SHJ-AD-03-272178 - | مزره شامس ابراهيم خلف - راشد - | مزره حارث حلق غوري العماره - |

Back Save as Draft Next

Figure 32 – Remove Activity

5- Uncheck chosen activities that need to be cancelled, then click on *Next*.

6- Add attachment of the updated license which shows that the selected activity is cancelled

Practice Agricultural Activity License - Remove Activity

3 of 4

Attachments

Attachments marked with (*) are mandatory, the attached file size should not be more than 3MB's and allowed file types are ((pdf,gif,jpg,peg,png,bmp,doc,docx,xls,xlsx))

A copy of the activity cancellation from the commercial or professional license for all activities *

Drag Or Drop Your Files Here

Upload a File

7- Review your request details, then click on *Submit*.

Practice Agricultural Activity License - Remove Activity

4 of 4
Review

Applicant Information

Applicant Name: ASEM ABDUL-HADA AMAL NOSAIR
Mobile Number: 0588921190

Emirates ID: 784-1986-9046283-7
Email ID: mona.wagih@proxym-group.com

Activities Information

Main Activity	Fees (AED)
Agricultural pest control	500
Plant Nursery	1500
Agricultural Consultation	500

Details of Required Professions

Name	Professions Practice Type	License Number	License Expiry Date
علي حارث بنق العزيز المبارك	Agricultural Engineer	AUD-AD-03-272177	2023-03-02T23:59:00
مزنه شمس ابراهيم خلف راشد	Agricultural Engineer	SHJ-AD-03-272178	2023-03-02T23:59:00

Attachments

dashboard.png

Total Payment (AED)

Service Fees (AED): 0

Back Submit

Figure 33 - Review Removed Activity Details

- 8- You will receive a confirmation message that your request has been submitted, and the request status will change to *Initial View*.

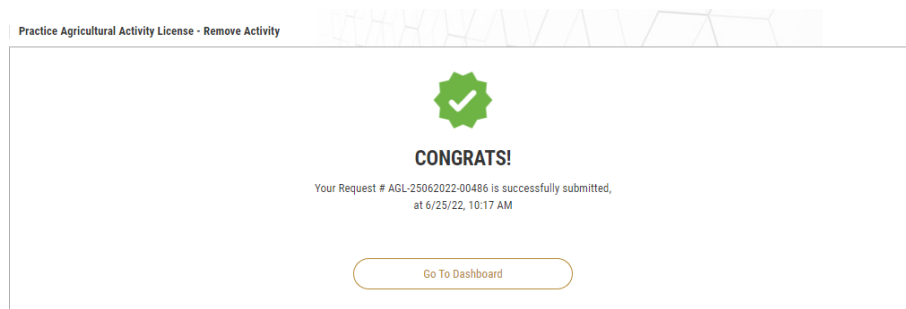


Figure 34 – Request Submission Confirmation

- 9- When your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.

Locate the completed request then click on  to download your updated certificate, or  to view the request.

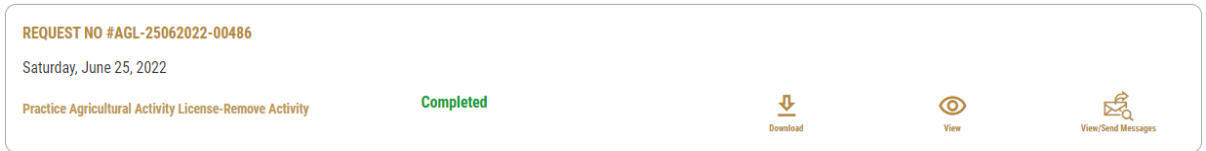


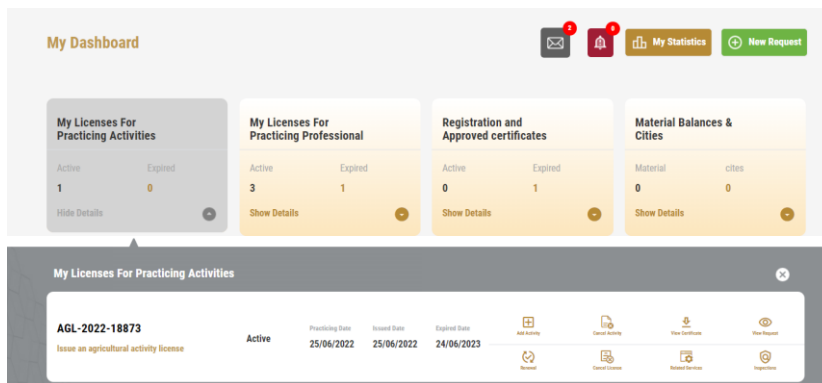
Figure 35 - Download or View Certificate


Access Related Services provided by Agricultural Activity License

When your license is issued, and according to the included activities, you will be authorized to use defined related services.

To view the license related services:

- 1- Locate your license by selecting the relevant services category then selecting your license from the licenses list.



- 2- Click on *Related Services* . The list of license related services will be displayed. Noting that related services will be allowed based on the selected agriculture activities only

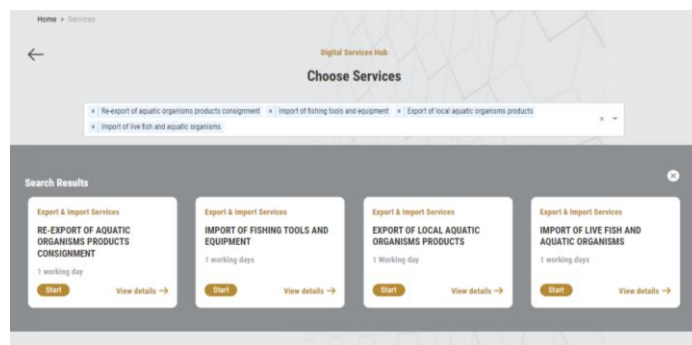


Figure 36 - License Related Services

Cancel a License for Agricultural Activity

Service Description

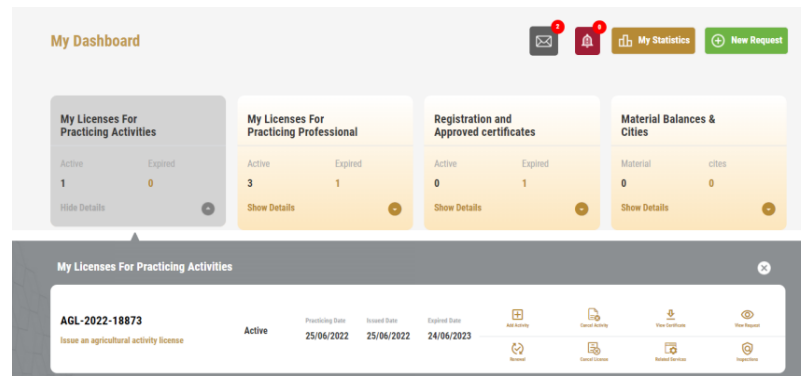
You can cancel the License for Agricultural Activity with all related activities.

Terms and Conditions

If the license fees for previous years had not been paid, you will be asked to pay for the renewal fees starting from 1/5/2021.

To cancel a License for Agricultural Activity:

- 1- Locate your license by selecting the relevant services category then selecting your license from the licenses list.



- 2- Click on *Cancel License* . The Applicant information view will be displayed.

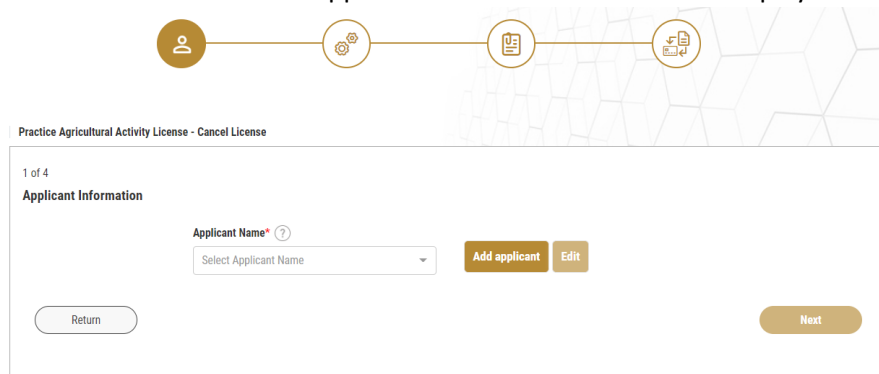


Figure 37 - Applicant Information View

- 3- Enter 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*.

The applicant's information will be displayed.

4- Click on *Next*, then the Cancel License view will be displayed.

Figure 38 - Cancel License

- 5- Select the reason for cancelling the license from the list, then click on *Next*.
- 6- Review your request details, then click on *Submit*.
- 7- You will receive a confirmation message that your request has been submitted, and the request status will change to *Initial View*.

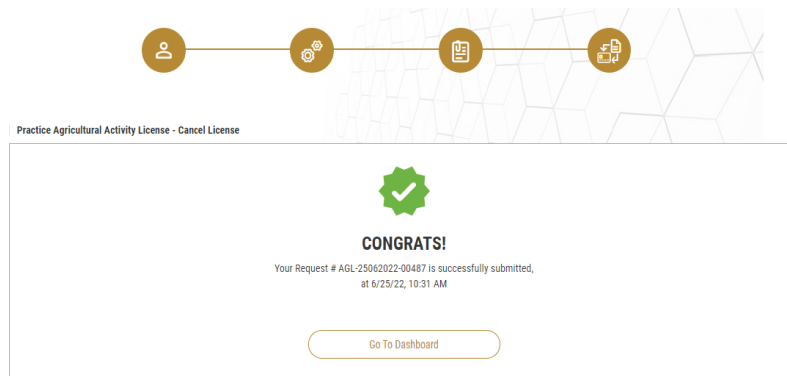


Figure 39 – Request Submission Confirmation

- 8- You will be then notified by Email and SMS by the request status. It can either be:
 - **Approved:** Request is complete, and license is cancelled
 - **Rejected:** The service is not provided, and you will be notified by the rejection 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

When your request gets approved, the request status will change to *Completed*, license will be cancelled and all related services will be disabled.