

Digital Services

Import permit for live fish and aquatic organisms

User Guide

Table of Contents

Introduction1	
Overview1	
Getting Started2	
Logging in MOCCAE Website2	
View/Update Customer Profile5	
Running the 'Go Digital' Services6	
Changing the Interface Language6	
The User Dashboard7	
Using the 'Go Digital' Services	
Digital Services Overview8	
Starting a New Request	
How to Pay for a Digital Service10	
Retrieve a Service Request12	

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 \bigcirc ' '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 MOCCAE Website

First you need to log in to the MOCCAE website.

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

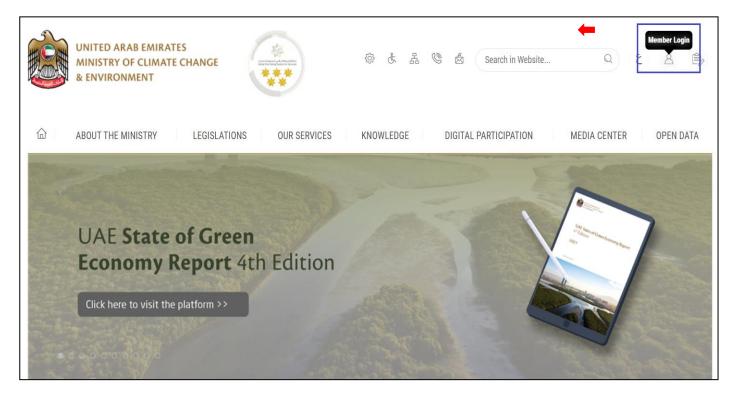


Figure 1 – MOCCAE Website Home Page

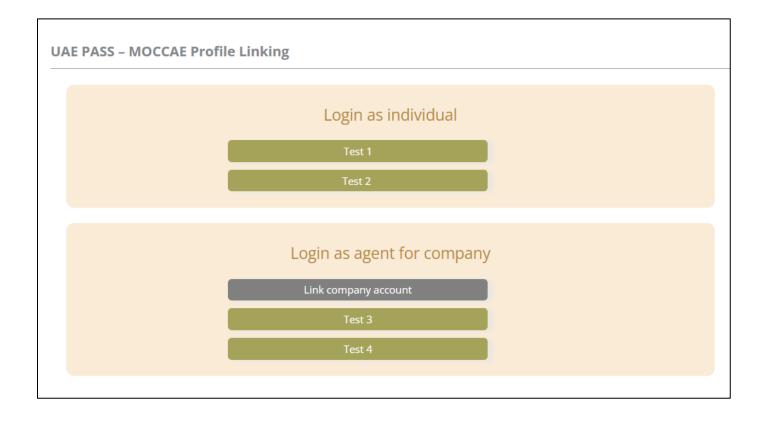
3- Click on Sign in with UAE PASS.

UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHAN & ENVIRONMENT	IGE					
About The Ministry	Legisla	tions Our Services Knowledge E-Participation Media Center Open Data	Q	8	ŝ	٧ اللغة
HOME • WORKSPACE • Login				Ô	A-	A+
		Login				
Useful Links						
Login	>	© Sign in with UAE PASS				
Book Appointment	>					
View Appointments	>	A single trusted digital identity for all citizens, residents and visitors				
Electronic Refund	>					
Digital Services User Manual	>					
Digital Certificates and Permi Hub	ts					

Login to UAE PASS
Emirates ID, email, or phone eg. 971500000000
Remember me
Login

Figure 2 - Login Page

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



UNITED ARAB EN MINISTRY OF CLI & ENVIRONMENT	MATE CH			dell1 ↓
	RY LE	GISLATIONS OU	R SERVICES KNOWLEDGE E-PARTICIPATION MEDIA CENTER OPEN	
HOME + WORKSPACE + Minist	iry Of Climate	Dange And Environment - Sa	^{wy} 6) A- A+
GO DIGITAL	>	Survey	Ocustamer Service Centers Overatione Ocal Camer	
Useful Links			Oother	
Initiate Request	>	What are your favorite	Ocustamer Service Centers	
Financial Transactions	>	pharmels to communicate?	Ovebsite Orat Center Ovebsite	
Electronic Refund	>		Choose OSodal Media (Investuper, Facebook, Youtube, Instagram) Obtenia (Investupers, magazines, radio, Yr Interview) October	

Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

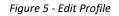
- 1- Click on the profile name displayed on the top of the page.
- 2- Click on Edit Profile.

UNITED ARAB EMIR MINISTRY OF CLIMA & ENVIRONMENT		口 使 法 强 🕲 🗟 Search in	Website Q قغلا ب Welcome: Test Com ب
	LEGISLATIONS	IR SERVICES KNOWLEDGE E-PARTICIPATION MEDIA CEN	ITER REdit Profile
HOME • WORKSPACE • Ministry (Df Climate Change And Environment - Su	irvey	Change Password
\land	Survey		U Sign Out
GO DIGITAL	What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite Ocall Center OMobile	
Useful Links		Oother	
Initiate Request	What are your favorite	Ocustomer Service Centers	
Financial Transactions	also and the second state of	Owebsite Ocall Center OMobile	
Electronic Refund	•	Osocial Media (Twitter, Facebook, Youtube, Instagram) OMedia (newspapers, magazines, radio, TV interviews) Onther	

Figure 4 - Update Profile

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

UNITED ARAB EMIRAT		92 \$ \$ \$ \$	Q اللغة v
& ENVIRONMENT			💄 Welcome: Test Com 🗸
ABOUT THE MINISTRY	LEGISLATIONS OUR SERVICES KNOWL	EDGE E-PARTICIPATION MEDIA CENT	ER OPEN DATA
HOME • WORKSPACE • Ministry Of Cli	mate Change And Environment-Edit Profile		合 A- A+
^	Edit Profile		
	Edit Profile		
GO DIGITAL	Edit Profile Fields marked with (*) are mandatory. Registeration type Organization		
	Fields marked with (*) are mandatory. Registeration type Organization		
	Fields marked with (*) are mandatory. Registeration type Organization Participant Number CP-20221		
Useful Links	Fields marked with (*) are mandatory. Registeration type Organization		



Running the 'Go Digital' Services

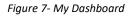
The digital services platform can be accessed internally from the MOCCAE homepage by clicking on the *Go Digital* icon \Im to the left of the homepage.

MINISTRY OF C		S CHANGE		\$ \$ \$ \$	Swarth in W	ي طلاقة ب
ABOUT THE MINIS	TRY	LEGISLATIONS OU	R SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA
Dente · WORKSPACE · Mir	istry Of Cir	nate Change And Environment - Su	unth			A- A+
^		Survey				
GO DIGITAL	>	What are your favorite charaves to apply for service?	Ocustomer Service Centers Ovebatte Call Center Oxabile			
Useful Links			Oather			
Initiate Request	2	What are your favorite	Ocustomer Service Centers			
Financial Transactions		channels to communicate?	Ovetsite Ocal Center OMobile			
Electronic Refund	>		Official Media (Twitter: Facebook: Youtus Official Media (Twitter: Facebook: Youtus Official (newspapers: magazines: radio. 1 Official			

Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

My Licenses		My Licenses	For	Registration a	nd	Material Balan	ces &
Practicing A	ctivities	Practicing Pr	otessional	Approved cert	ificates	Cities	
Active	Expired	Active	Expired	Active	Expired	Material	cites
0	0	0	0	0	0	0	0
Show Details	0	Show Details	0	Show Details	0	Show Details	G
My Reque			ALL		•	Q Search	



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.

ŝ	£	2	٢	Å	Search In Website	Q	٤	θ	*
								عربي	

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
A	To inform the customer with any notifications
H 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.

My Licenses Practicing A		My License Practicing F	s For Professional		Registration Approved co		Material Bal Cities	ances &
Active	Expired	Active	Expired		Active	Expired	Material	cites
0	0	0	0		0	0	0	0
Show Details	0	Show Details		0	Show Details	0	Show Details	0

Figure 8 - Dashboard Digital Service Categories

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

My Requests						
Enter Request Number		ALL	~	5 🗸	Q Search	
Showing 3 of 7 Requests						
Request Data	Status					
REQUEST NO #EA-20092023-2415503 Wednesday, September 20, 2023 Export of hazardous waste-Issuance V More Details	Canceled				© View	View/Send Me
REQUEST NO #EA-20092023-2415463 Wednesday, September 20, 2023 Export of hazardous waste-Issuance More Details	Canceled				O View	View/Send Me
REQUEST NO #ACL-31072023-03196 Monday, July 31, 2023 License for Practicing Animal Care Activities-Add Activity	Completed		Download	E View Payment.	O View	View/Send Me

Digital Services User Guide

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:

Home > Services	nimal feed and fodder 🛛 🗙 Imp	Ch	Digital Services Hub 1005E Services ducts consignment × Ir	nport Permit for Broo	dstock and Larvae	X -
Search Results Export & Import Services IMPORT OF ANIMAL FEED A 1 Working day Start	AND FODDER View details →	Export & Import Servic IMPORT OF A V CONSIGNMENT 1 Working day Start	ETERINARY PRODUCT	s details →	Expert & Impert Service IMPORT PERMIT LARVAE 1 working days Start	× FOR BROODSTOCK AND View details →
Registrati Accredita		Import	eeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeee	Licensi	fessional	View All Services

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.

View details \rightarrow

Figure 11 - Service Card

3- Click on *Start* (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.

الاستراث المريبة التصديم MINISTRY OF CHMINT في المستحصر المستحصر والإ+ التصوير المستحصر						
	-	Change and Environment le left: 00:08:03				
-	E					
	Method	Confirm				
	Select the require	ed payment method				
	Card (GPay)					
	Bank Transfer					
Cancel Process			I	Calculate Price		

Figure 12 - Payment Gateway

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

		UNITED ARAB EMIRAT MINISTRY OF CLIMATE CHANC & ENVIRONMEN	مربية التحدة GE سنة التحدة	الإسارات اله وزارة التسغيبيسر الا والد			
Ministry of Climate Change and Environment Session time left: 00:06:38							
		Method	Confi	irm			
Description			Amount	Tax Amount	: (AED)	Quantity	Total With Tax Amount
Request to issue or renew	a pesticide registration	1 certificate	AED	0.00 AED	_	5	AED
Total							AED
Request Fees							
Description							
Description	Amount	Tax Amount (AE	ED)		Total Wit	h Tax Amoun	t
Card Charges	Amount	Tax Amount (AE	ED)		Total Wit		t
			ED)	-)	t
Card Charges			ED)		AED)	
Card Charges			ED)		AED)	t 1.02 AE
Card Charges Total			ED)		AED)	1.02 A
Card Charges Total Total Tax		1.02 AED	ED) yment Method		AED)	

Figure 13 - Service Fees Details

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

MINIS	UNITED ARAB EMIRATES STRY OF CLIMATE CHANGE & ENVIRONMENT	الإمارات العربية المتحدة وزارة التغيــــر المُنـــــا فـــــــــــــــــــــــــــــــ				
Μ	linistry of Climate Chang Total Payment: 30 Session time left	21.42 AED				
		(G Pay)				
Cardholder Name	Cardholder Name					
Cardholder Name						
Card Number	Card Number					
XXXX XXXX XXXX XX	XXX					
Month	Year	cvv				
Month	Year	***				
I agree to Terms&	Conditions Pay Now					
Cancel F	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*.

Рау	ment Success	fully	
Receipt Reference Number	:	12345678	
Date & Time	:	26/09/2023 12:36:12 AM	
Payment Method	:	Card	
Card Charges	:	Fees	
Total Amount	:	Fees	
Fee Name	Amount	Quantity	
Service Name Will Appear Here	Fees	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.

Active 5 Show Details	Expired 10	Active 135 Show Details	Expired 10	Material cites 0 7 Show Details	
Show Details	0	Show Details	0	Show Datails	
				Show Details	
	ALL		v 5 v	Q, Search	
Sta	atus				
	Sta	Status			

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 MOCCAE 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

Import Permit for Broodstock and Larvae

Service Description

To apply for a Import Permit for Broodstock and Larvae

1- From the dashboard, click on New Request. See Starting a New Request.

Home > Services					X
<u>, </u>			Digital Services Hub		
			Choose Services		
			Choose Services		
× Im	port of animal feed and	odder × Import of a veterinar	ry products consignment × Import Permit for	Broodstock and Larvae	× *
			Contract And And	and the state of the	- Maria
earch Results					
Export & Import Services		Export & Impor	000000000	Export & Import Services	
IMPORT OF ANIMAL	L FEED AND FODDER	IMPORT O CONSIGNI	F A VETERINARY PRODUCTS Ment	IMPORT PERMIT FOR E	ROODSTOCK AND
				1 working days	
1 Working day		1 Working	day		
_	View de				View details
1 Working day	View de		day View details →	Start	View details -
_	View de				View details —
_	View de				View details –
_	View de				View details —
_	View de				View details –
_		ails → Start	View details →	Start	
_	View de		View details →	Start	
Slart		ails → Start	View details →	Start	View details →

- 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.

Select the request purpose

The applicant's information will be displayed and show request purpose.

Import Permit for Broodstock and Larvae

Applicant Information			
Applicant Name *			
	*	Edit Applicant Information	New Applicant
Request Purpose *			
	*		
			Next

Figure 17 - Select Applicant Name

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

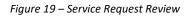
License Details	License Details	
Import Details	License Number	Certificate Type
	SHJ-APH-02-258462	Veterinarian Establishment License
Shipment	Last Issuance	Expiry Date
Information	04/04/2019	25-12-2022
Consignment Items	Import Details	~
Entrance Data		
	Exporting Country *	Expected Arrival Date *
	Afghanistan -	mm/dd/yyyy The date when consignment expected to arrive
	The country where from items will be exported	
	Shipping Method *	Class *
	By Air × 👻	Veterinary Medicines -
	Consignment delivery method	Classification of the imported item(s)
	Shipment Information	٦
	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	ě
	Notes	
	Add	li li
	Consignment Items	
	Trade Name	Country Of Origin
	21312313123123131313	Azerbaijan 🖹 🛠
	Entrance Data Port * Abu Dhabi Airport Entry port where the consignment will pass	× -
	Back	Next

Figure 18 - Service Information

5- Click *Next* to review your request.

Import Permit for Broodstock and Larvae

License Details	License Details	
Import Details	License Number	Certificate Type
	SHJ-APH-02-258462	Veterinarian Establishment License
Consignment	Last Issuance	Expiry Date
Items	04/04/2019	25-12-2022
	04/04/2019	23-12-2022
	Import Details	
	Exporting Country	Expected Arrival Date
	Afghanistan	21-12-2022
	Shipping Method	Class
	By Air	Veterinary Medicines
	Port	
	Abu Dhabi Airport	
	Consignment Items	
	Trade Name	Country Of Origin
	21312313123123131313	Azerbaijan
	Accept Terms & Conditions *	Outerit
	Back	Submit



6- 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* will be saved in your dashboard waiting for payment to be processed.
- b. Click on *Pay Now* to pay for the service immediately. See <u>How to Pay for</u> <u>a Digital Service</u>
- 7- Once the payment is done, the Import permit will be issued .

REQUEST NO #EA-02012023-478581 Monday, January 2, 2023					
	Import Permit Issued	Initiate Release Request	Payments List	O View	View/Send Messages

8- To download the permit, open the request then click on the download icon below
 Request output

Dutputs			
Certificate Number	Certificate Name		
DXB-FW-157-272961	Consignment Import Permission	(j)	⊎

Figure 20 – download permit

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

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

and click on the release Icon $\stackrel{\bigodot}{\underset{\mbox{\tiny billies Report}}{\rightarrow}}$

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

11- Enter the shipping information

Arrival Date *	Shipping Policy *	
01/24/2023		
Carrier *		
Approved Collection Site *		
		11

12- Upload the required attachments

required attachments	
	Upload a File
required attachments	
	Upload a File

13- Click on " confirm T&C " then you'll be able to pay same time or later

Accept Terms & Conditions *		
Back		Submit
Accept Terms & Conditions *		
Back	Pay fees	Pay Later

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

REQUEST NO #EA-02012023-478581 Monday, January 2, 2023				
	Pending On Vet Auditing or Inspection	Payments List	O View	View/Send Messages

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

REQUEST NO #EA-02012023-478581			
Monday, January 2, 2023			
Finished	Payments List	O View	View/Send Messages

16- To download the permit click on the download Icon below request output $\stackrel{ u}{ u}$

Outputs

Certificate Number	Certificate Name		
DXB-FW-157-272961	Consignment Import Permission	(j)	.↓
DXB-EA-202-272989	Consignment Release Permission	(i)	↓