

Digital Services

Request a free sale certificate for a veterinary

product

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 \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.

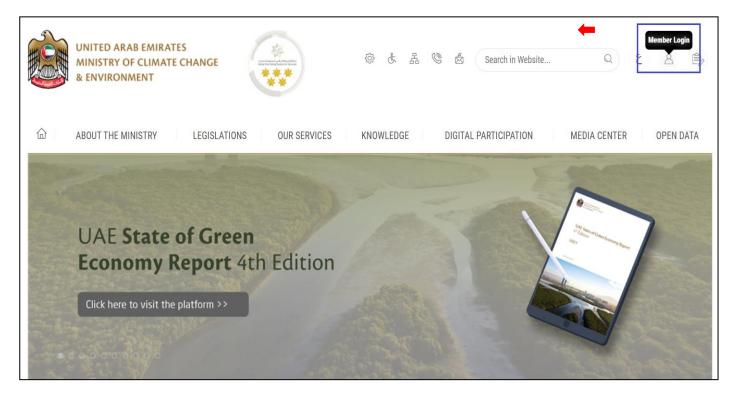


Figure 1 – MOCCAE Website Home Page

3- Click on Sign in with UAE PASS.

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HOME • WORKSPACE • Login	🛱 A- A+
Useful Links	Login
	_
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 Permits Hub	

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

Figure 2 - Login Page

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

UAE PASS – MOCCAE Profile Linking

Login as individual	
Test 1	
Test 2	
Login as agent for company	/
Link company account	
Test 3	
Test 4	

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GO DIGITAL	>	Survey What are your favorite channels to apply for service?	Of Laborner Service Centers Ovrebste Of La Center Outcoire				
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Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

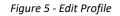
- 1- Click on the profile name displayed on the top of the page.
- 2- Click on Edit Profile.

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\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	channels to communicate?	Owebsite Ocall Center OMobile	
Electronic Refund	>	Oncolle 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 EMIRATI MINISTRY OF CLIMATE & ENVIRONMENT		£ 4 ©	Se Se	ر ب اللغة Welcome: Test Com ب
	LEGISLATIONS OUR SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA
HOME • WORKSPACE • Ministry Of Clir	nate Change And Environment-Edit Profile			습 A- A+
\wedge	Edit Profile			
GO DIGITAL	Edit Profile Fields marked with (*) are mandatory.			
GO DIGITAL >	Fields marked with (*) are mandatory. Registeration type Organization			
	Fields marked with (*) are mandatory.			



Running the 'Go Digital' Services

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

LEGISLATIONS OUT	R SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA	
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	rutty.			Ĝ A	A+
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What are your favorite charmens to apply for service?	Ocustomer Service Centers Ovebsite Ocali Center Ovabile				
	Oother				
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	What are your favorite charmen to apply for service? What are your favorite	What are your favorite channels to apply for service? Development Service? Development Service? Development Outcomer Service Centers Outcomer Service Centers	What are your favorite chammers to apply for service? Ocustomer Service Centers Ovebsite Ocustomer Service Centers Ocustomer Service Centers Ocustomer Service Centers Ovebsite Ocustomer Service Centers Ovebsite Ocustomer Service Centers Ovebsite	What are your favorite channels to apply for service? Ocustomer Service Centers Ovebale Oatber What are your favorite channels to communicate? Ocustomer Service Centers Ovebale Oatber What are your favorite channels to communicate? Ocustomer Service Centers Ovebale Ocustomer Service Centers Ovebale	What are your favorite service? Ocustomer Service Centers Orvebate Output Channels to communicator What are your favorite channels to communicator Ocustomer Service Centers Output Channels to communicator What are your favorite channels to communicator Ocustomer Service Centers Output Channels to communicator

Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

My Licenses Practicing Ac		My Licenses Practicing P	For rofessional	Registration a Approved cert	nd lificates	Material Balan Cities	ces &
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		• 5 •	Q Search	

My License	es For Boats	My Agricu Animal Po	lture and ssessions		Cities Balance ar Falcon Passport			
Active	Expired	Active	Expired		Active	Expired		
0	0	0	0		0	2		
Show Detail	S	Show Detai	s	•	Show Details	0		
	uests juest Number f 0 Requests			ıLL		♥ 5 ♥	Q Search	1

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
A	To inform the customer with any notifications
I 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 Ac		My Licenses Practicing Pr		Registration Approved ce			Material Bala Cities	inces a
Active	Expired	Active	Expired	Active	Expired		Material	cites
0	0	0	0	0	0		0	0
Show Details	0	Show Details	C	Show Details		0	Show Details	
My Licen	ses For Boats		My Agricultur				Balance and	
My Licen	ses For Boats		My Agricultur Animal Posse				Balance and Passport	
My Licen	ses For Boats Expired						Passport	Expired
			Animal Posse	essions		Falcon	Passport	

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	
howing 3 of 7 Requests						
Request Data	Status					
REQUEST NO #EA-20092023-2415503						
Wednesday, September 20, 2023						
Export of hazardous waste-Issuance	Canceled				0	Ŕ
✓ More Details					View	View/Send Me
REQUEST NO #EA-20092023-2415463						
Wednesday, September 20, 2023						
Export of hazardous waste-Issuance	Canceled				0	Ŕ
✓ More Details					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	© View	View/Send Me
	Figure 9 - (Customer's Reque	sts 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	ort of animal feed and fodder × 1	Ch	Digital Services Hub NOOSE Services ucts consignment × Import Permit for B	roodstock and Larvae	x -
Search Results Export & Import Services IMPORT OF ANIMAL 1 Working day Start	FEED AND FODDER View details →	Export & Import Service IMPORT OF A VI CONSIGNMENT 1 Working day Start	ETERINARY PRODUCTS	Esport & Import Services IMPORT PERMIT FOR BR LARVAE 1 working days Start	⊗ OODSTOCK AND View details →
	gistration & Expo	1 & Import ervices	Cites Activity & F	-0	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.

Category	
Service	
Working day	
Start	View details $ ightarrow$
Figure 11	- Service Card

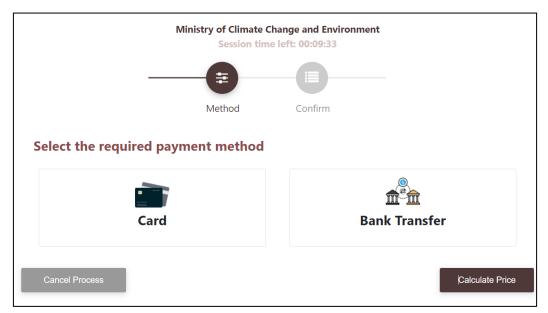
3- Click on *Start* (Start) to start the new request.

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.

Figure 12 - Payment Gateway

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

	Minis	try of Climat Session t	e Change a ime left: 0		onment		
			_			-	
		Method	Co	onfirm			
Description			Amount	Tax Amo (AED)	unt	Quantity	Total With Tax Amount
Service Name that h	as been requested			0.00 AED		1	AED
Total							AED
Request Fees Description	Amount	Tax Amour	nt (AED)		Total W	/ith Tax Am	ount
Card Charges	6.8 AED	0.34 AED			7.14 AE	D	
Total					7.14 AI	Đ	
Cancel Process		Change Pa	yment Metho	bd			Proceed With Paymen

Figure 13 - Service Fees Details

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

Ministry	of Climate Cha Total Payment: Session time le		
Cardholder Name			
ABCD			
Card Number			
1234 5678 1234 5678			
Month	Year	CVV	
December	40	•••	
✓ I agree to Terms&Cor	nditions Pay N	low	
			_
Cancel Proce	ss	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*.

Pay	ment Success	fully	
Payment Status		Paid	
Date & Time	:	10/04/2022 11:52	::19 AM
Payment Reference Number		c684606e-8ab2-4 ac8f0e8779dd	2e4-8687-
Receipt Reference Number		00637851882313	050499
Total Amount	:	2553.06 AED	
E-Dirham Fees		53.06 AED	
Payment Method		Non E-Dirham Car	d
Service Name	Service Code	Amount	Quantity
Request for the issuance or annual renewal of a license to export or re-export aquatic products	1224122178	2000	1
Request the issuance or annual renewal of licenses for approvals to engage in activities related to the aquaculture sector	1224122177	500	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.

2 2	Active Ex 5 10 Show Details)	Active Expi 135 10	red	Material O	cites 7
-			135 10		0	7
Show Details 💿	Show Details					'
		•	Show Details	0	Show Details	
Showing 3 of 10 Requests Request Data	Status					

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

1- Table 2 – Service Request Actions

Request a free sale certificate for a veterinary product

Service Description

Service Card

To apply for a License for Request a free sale certificate for a veterinary product

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.
- 2- Select the Rquest 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:

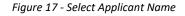
a. Selecting the applicant's name from the list, if available

- Or
- b. Click on *Add Applicant* to add the applicant's name using the Emirate ID number, then click on *Find*.

The applicant's information will be displayed.

Request a free sale certificate for a veterinary product

Applicant Information			
Applicant Name *	Ŧ	Edit Applicant Information	New Applicant
		Currippioun moment	nen rippiteint
			Next



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

Applicant Name *			
Eslam	Ŧ	Cancel Editing	
o id		O Passport	
ID No. *			
784-2324-234234		Verify ID No.	
Emirates ID format 784-XXXX-	(XXXXXX-X		
Name *		Mobile No. *	
Name * Eslam		Mobile No. *	
Eslam			
Eslam			
Eslam Email			
	English		

Request a free sale certificate for a veterinary product

Figure 18 - Applicant's Information Page

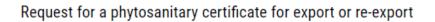
6- Click Next, then the service details view will be displayed, to Fill the required information

License Details License Details User Data License Number Certificate Type SHJ-APH-02-258462 Veterinarian Establishment License Service Expiry Date Last Issuance Information 12/25/2022 04/04/2019 Package Size Details User Data Name City تست کيو سي Duabi Mobile Email 00971500000000 e@e.com Service Information **(i)** Registered O Not Registered Product Type * -Product Name* Ŧ Composition * Manufacturing Company/Factory Name * -In case no item found you can enter new one by typing the new name Origin Country* Form * Ŧ -Exporting country * Ŧ **(i)** Package Size Details No items added Back Back Next Applicant Information Attachments

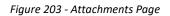
Request a free sale certificate for a veterinary product

Figure 19 - License Details

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



A certified certificate of origin issued by the competent authority
(A)
Upload a File
Any other documents/certificates required by the importing country
ج
Upload a File
Certificate of Lab Analysis (Fertilizer/Agricultural enhancers planted locally)
Â
Upload a File
Invoice and list of Contents
୍ୱ ଜ
Upload a File
Back Save Request



- 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.

ense før the Aquatic Organisms - Issuance	
6of4 Review	
Applicant Information	
Applicant Name Emirates ID	Mobile Namber
Activities Information	
Main Activity	Fees (AED)
Import of fish and live aquatic organisms	500
Export of local equaculture products	2000
Atadmenta	
Industrial License Facility Approval.d	
Total Payment (AED)	
Service Fees (AED)	
2500	
I agree to the <u>Terms and Conditions</u>	
Back	Pay Later Pay Now

Figure 21 – 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* (request, then your request 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>

Once the payment is done, the request will be sent to the authorized MOCCAE 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 $\stackrel{*}{=}$ to download your certificate, or $^{\odot}$ to view the request.

REQUEST NO #AOL-08042022-00376					
Friday, April 8, 2022					
License for the Aquatic Organisms-Issuance	Completed	Download	View Reyment Receipt	O Vev	View Wind Messages

Figure 22 - Download or View Certificate