



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Import of an ozone-depleting substances (ODS)

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 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.

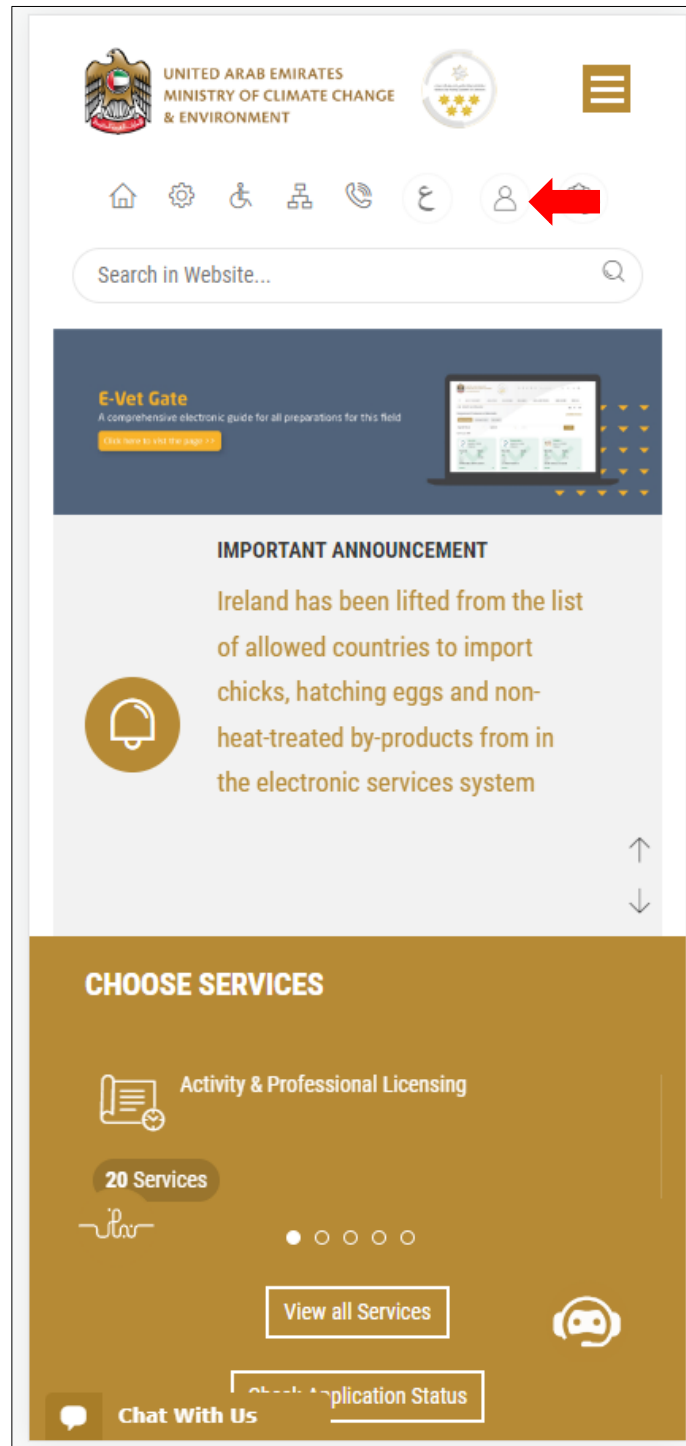
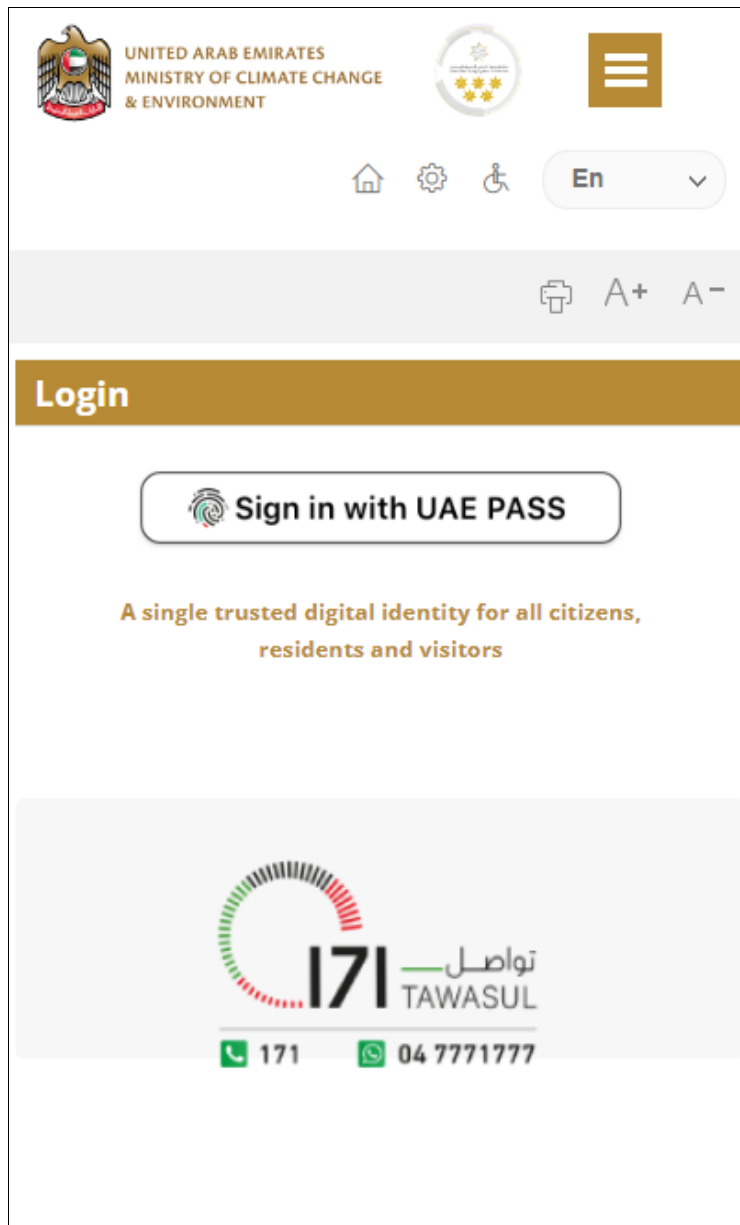


Figure 1 – MOCCAE Website Home Page

1- Click on Sign in with UAE PASS.



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

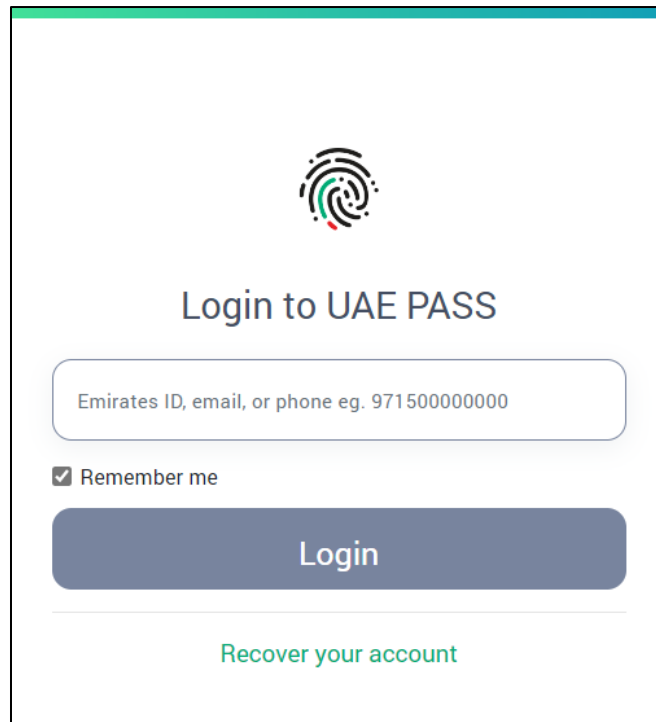
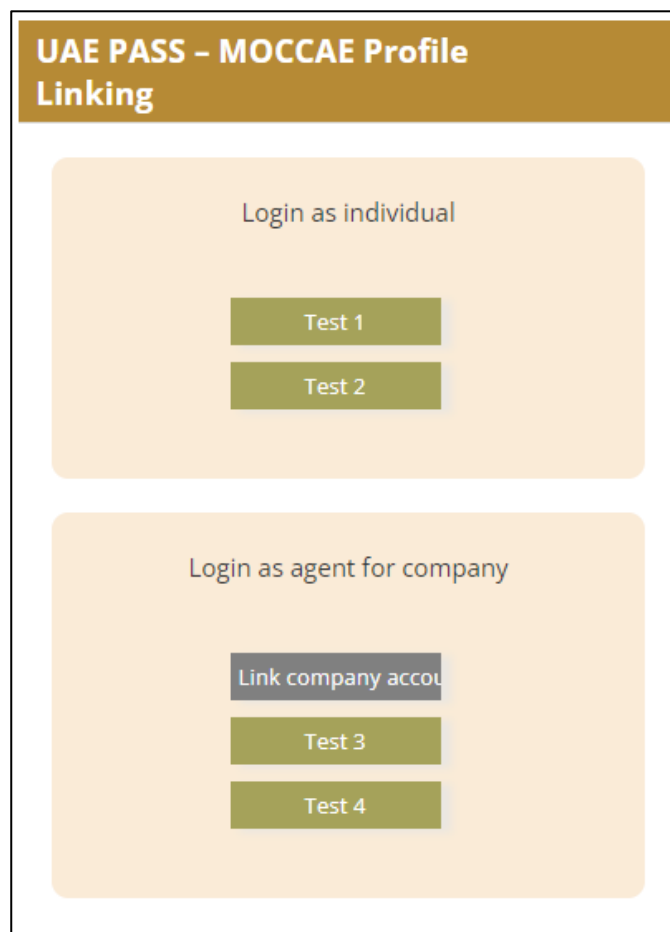


Figure 2 - Login Page

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



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

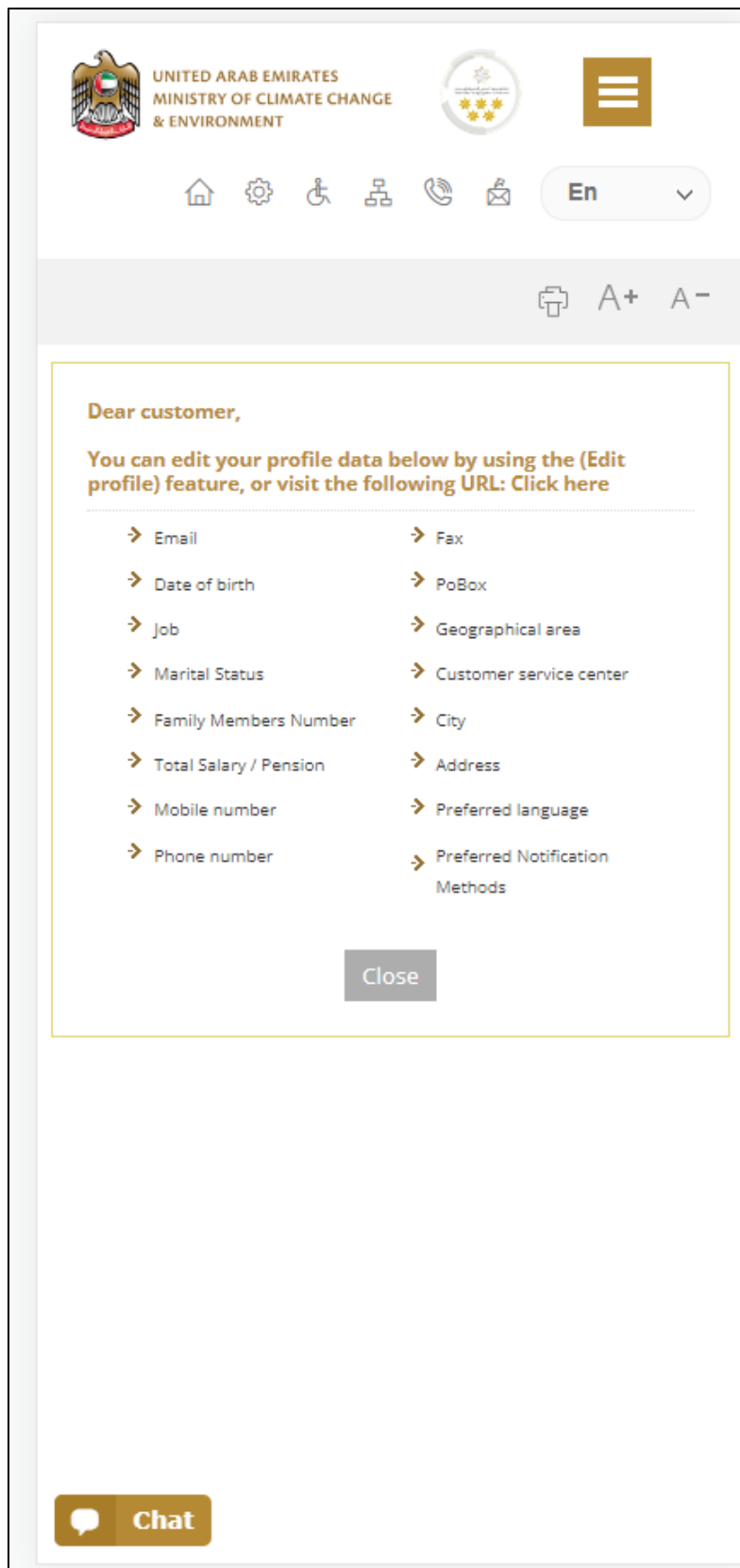



Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

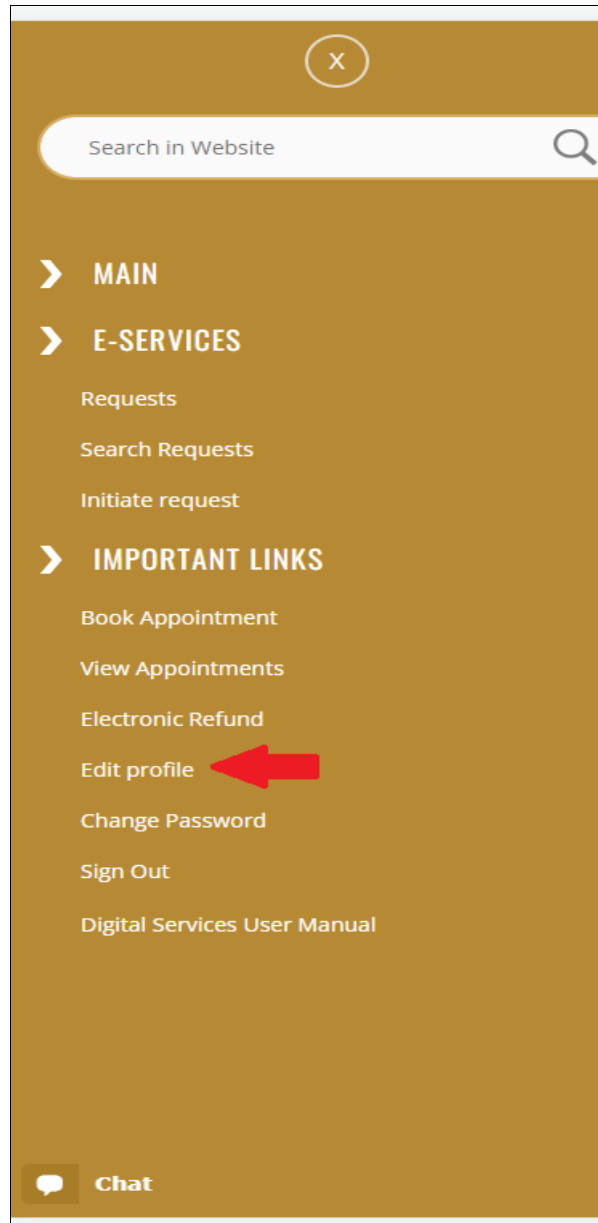


Figure 4 - Update Company Profile

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

The screenshot shows the 'Edit Profile' interface. At the top, there is a header with the UAE Ministry of Climate Change & Environment logo and a navigation menu. Below the header, there are utility icons for home, settings, accessibility, organization, phone, and email, along with a language dropdown set to 'En'. The main content area is titled 'Edit Profile' and contains the following sections:

- Registration type**: Individual
- Participant Number**: IN-20174-86637
- Online account data**
 - Email**: [Text input field with microphone and info icons]
 - Confirm Email**: [Text input field with microphone and info icons]
 - Enable 2 Step Authentication feature**:
- Individual details**
 - Full arabic name ***: [Text input field with microphone and info icons]
 - Full english name ***: [Text 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 MOCCA home page by clicking on the *Go Digital* icon  to the left of the homepage.

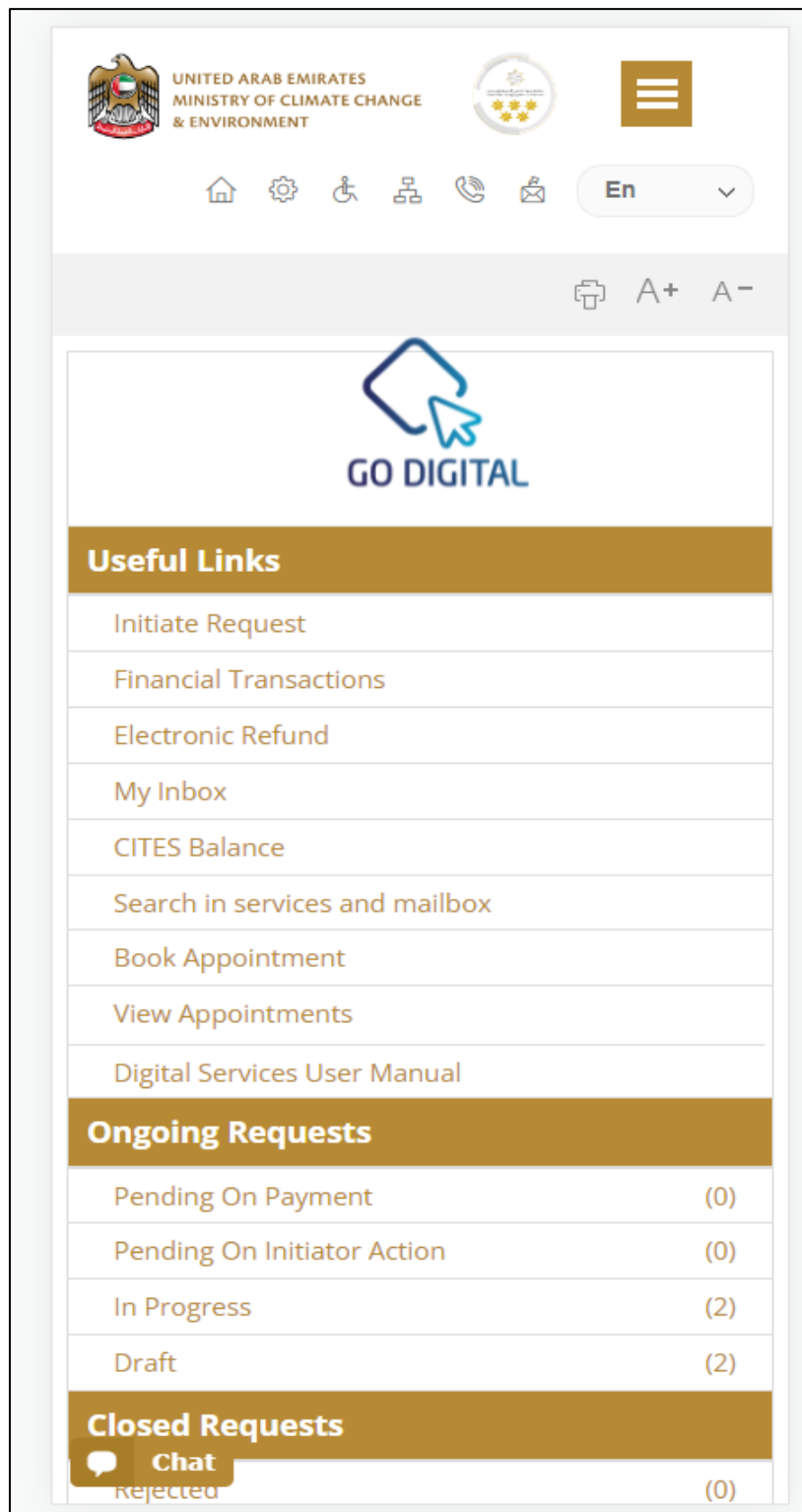


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

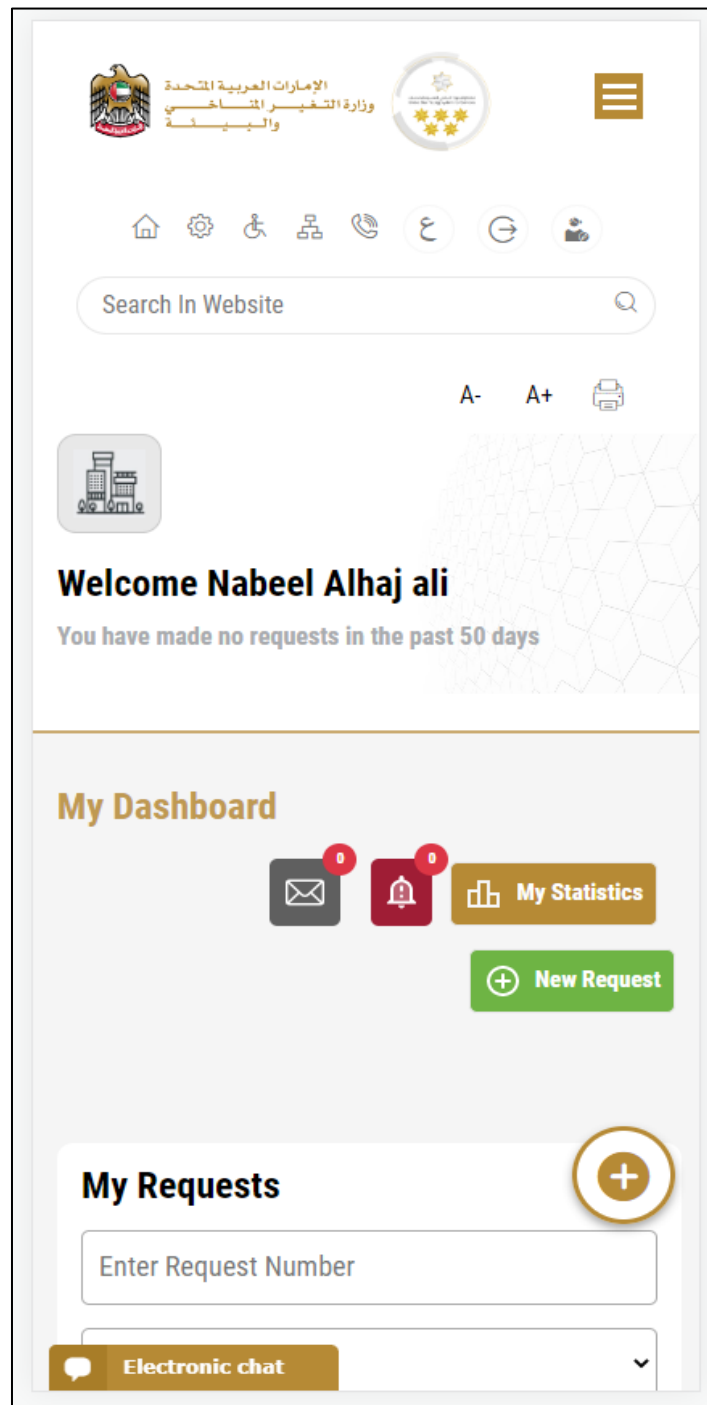


Figure 7- My Dashboard

Changing the Interface Language

The 'Go Digital' is a bilingual platform. It can be displayed in English or Arabic interface.

To switch to the other interface language, click on the language icon on the top right corner of the main screen.



The User Dashboard

The 'Go Digital' user dashboard displays information related to customer's requests and licenses, allows the user to create a new request and take actions.

The dashboard displays the following buttons:





	To notify the customer about any messages related to his request to take the proper actions
	To inform the customer with any notifications
 My Statistics	To display statistics about the customer's requests
 New Request	To start a new request

Table 1 - Dashboard Buttons

The dashboard also displays information related to customer's licenses, registrations and certificates, and material balances and cites classified into four categories (see below figure). Click the expand arrow on each service card to display more details about the specific service category.

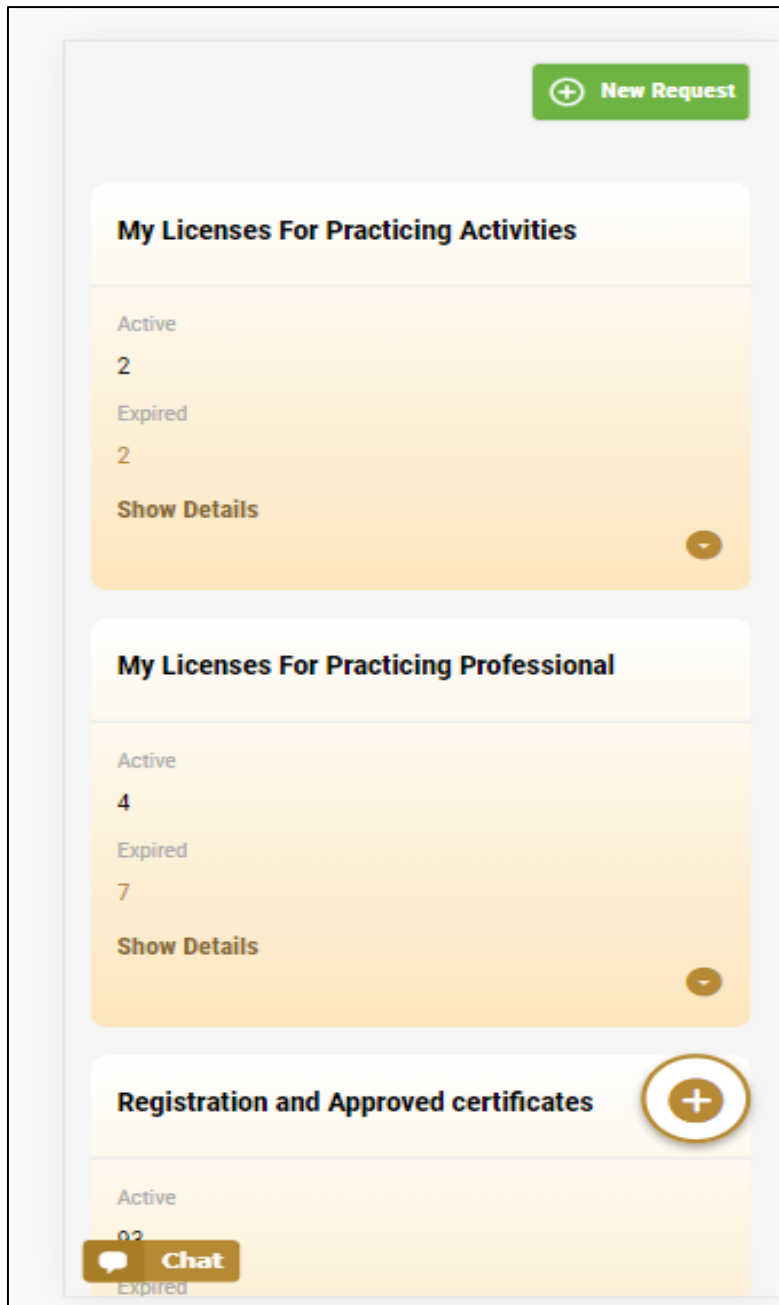


Figure 8 - Dashboard Digital Service Categories

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

My Requests

ALL

10

🔍 Search

Showing 3 of 1386 Requests

Request Data	Status
<p>REQUEST NO #APH-06012023-2219665</p> <p>Friday, January 6, 2023</p> <p style="color: #8B4513;">Export of the shipment of veterinary products -Issuance</p> <p>Pending On Veterinary Products Committee Approval</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> 👁️ View ✉️ View/Send Messages </div>	
<p>REQUEST NO #Q-30122022-2214602</p> <p>Friday, December 30, 2022</p> <p style="color: #8B4513;">Request for a phytosanitary certificate for export or re-export Issuance</p> <p>Pending On Payment</p> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <div style="background-color: #8B4513; color: white; padding: 5px 10px; border-radius: 5px; display: flex; align-items: center;"> 💬 Chat </div> <div style="text-align: center;"> 🗑️ Cancel </div> <div style="text-align: center;"> 👁️ View </div> <div style="text-align: center;"> ✉️ View/Send Messages </div> <div style="margin-left: 20px;"> + </div> </div>	

Figure 9 - Customer's Requests List


Using the ‘Go Digital’ Services

Digital Services Overview

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

The offered digital services are classified into main categories. Each category includes a number of services.

Starting a New Request

- 1- To request a new digital service, click on *New Request*  on the dashboard. The following screen will display:

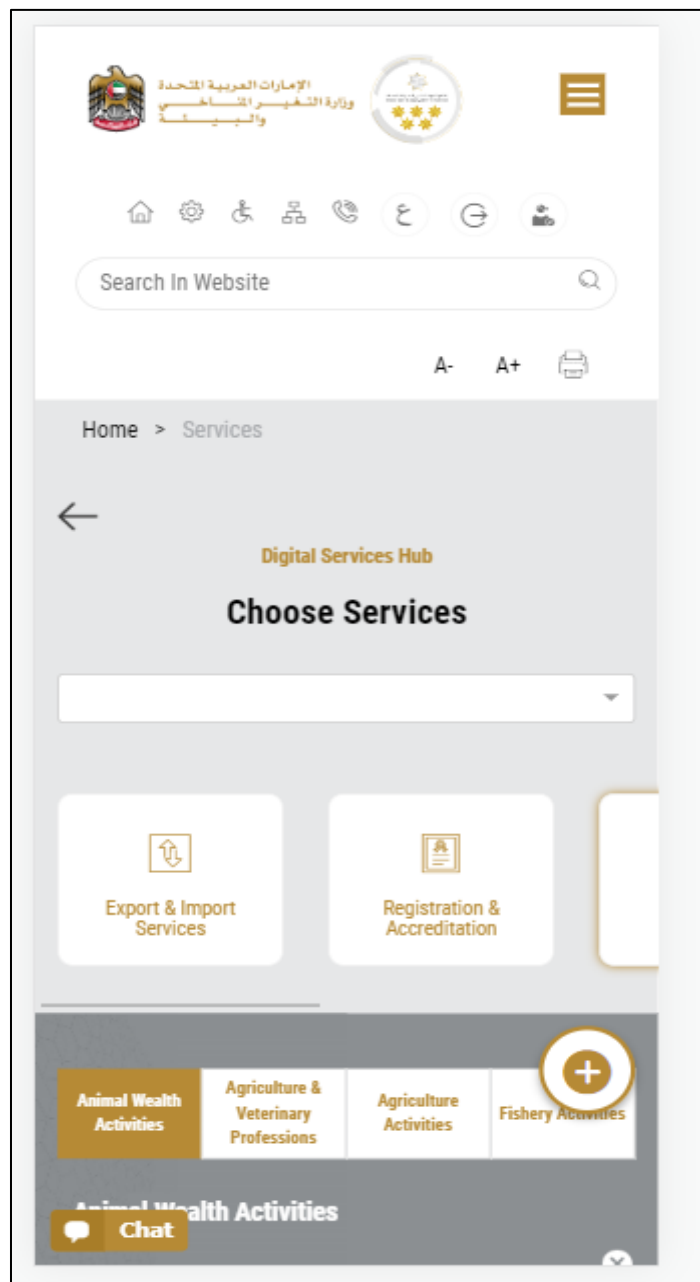


Figure 10 – Service New Request

- 2- Choose the required service either by:

- Selecting the required service from the dropdown list to display the required service card, or
- Selecting the service category, then the service subcategory to display all available services catalogue.

Each service card shows the service category and name, as well as the time needed to complete the request.

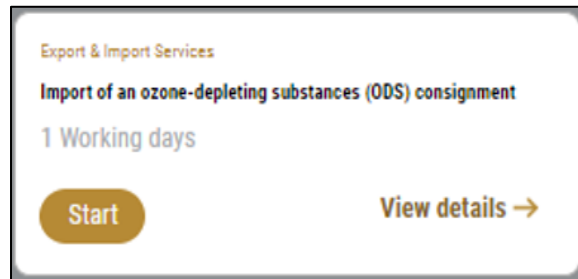


Figure 11 - Service Card

3- Click on *Start* 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* Pay Now. You will be then directed to the payment gateway.

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

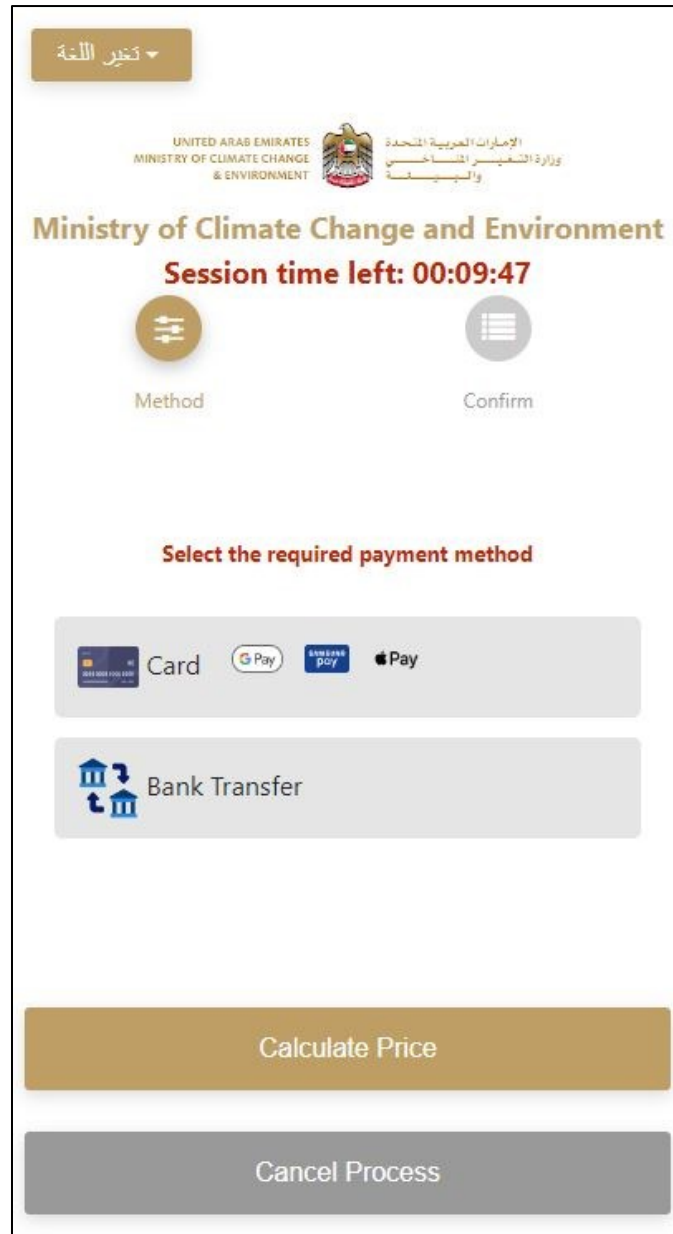


Figure 12 - Payment Gateway

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

The screenshot displays the Ministry of Climate Change and Environment's digital services interface. At the top, it features the ministry's logo and name in both English and Arabic. A session timer indicates 00:04:02 remaining. Below the header, there are two buttons: 'Method' and 'Confirm'. The main content area is divided into two sections. The left section, titled 'service name will appear here', shows a 'Service' card with the following details: Description: Service, Amount: AED, Tax Amount (AED): 0 AED, Quantity: 1, and Total With Tax Amount: AED. Below this card is a 'Total : AED' label. The right section, titled 'Request Fees', shows a 'Request Fees' card with the following details: Description: Card Charges, Amount: 2.04 AED, Tax Amount (AED): 0.1 AED, and Total With Tax Amount: 2.14 AED. Below this card is a 'Total : 2.14 AED' label. At the bottom right, there is a summary table with two rows: 'Total Tax' and 'Total Amount', both with 'AED' as the unit. Below the table are three buttons: 'Proceed With Payment', 'Change Payment Method', and 'Cancel Process'. At the very bottom, it says 'Powered By: ATB'.




Figure 13 - Service Fees Details

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

Ministry of Climate Change and Environment

Total Payment: 503.57 AED

Session time left: 00:03:30

Cardholder Name

Card Number

Month

Year

CVV

I agree to [Terms&Conditions](#)

Pay Now

Change Payment Method

Cancel Process

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*.

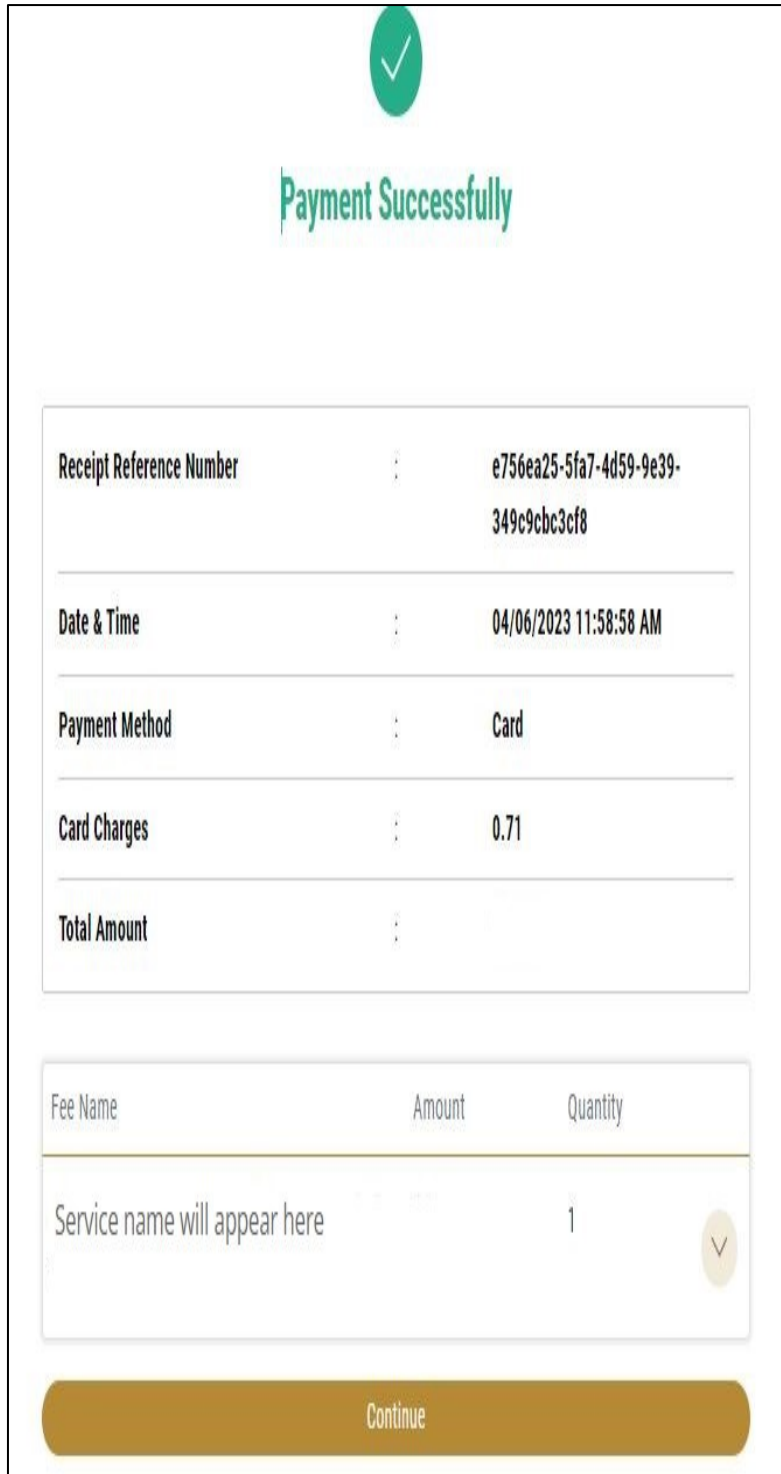


Figure 15 - Payment Confirmation

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.

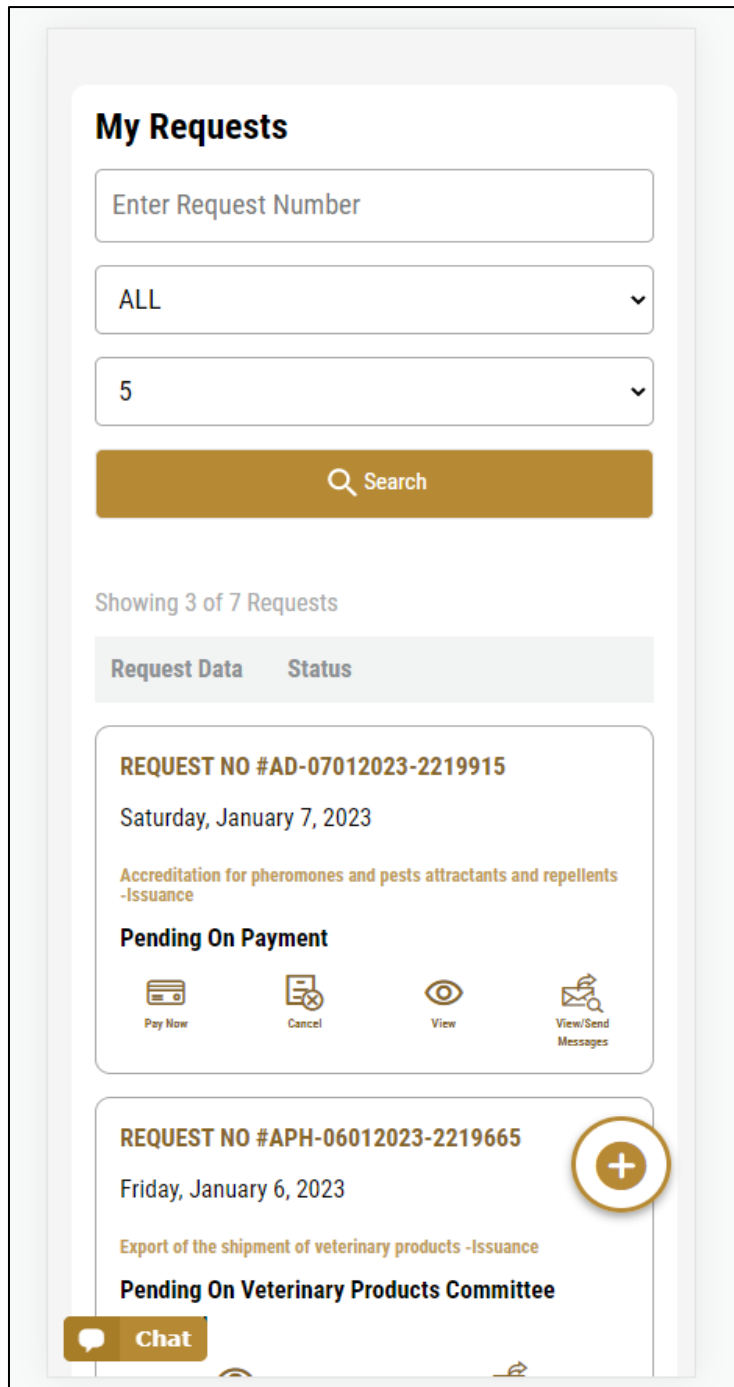




Figure 16 - Select Request to Retrieve

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 MOCCAIE employee by sending and receiving messages regarding your request
View Payment Receipt 	To view the request payment receipt if it has been already paid

Table 2 – Service Request Actions

View or Download a Certificate

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





My Requests

ALL
▼

5
▼

🔍 Search

Showing 3 of 1387 Requests

Request Data	Status
<p>REQUEST NO #AD-07012023-2219915</p> <p>Saturday, January 7, 2023</p> <p style="color: #8B6914;">Service name will appear here</p> <p style="color: green; font-weight: bold;">Completed</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  <small>Download</small> </div> <div style="text-align: center;">  <small>View Payment Receipt</small> </div> <div style="text-align: center;">  <small>View</small> </div> <div style="text-align: center;">  <small>View/Send Messages</small> </div> </div>	

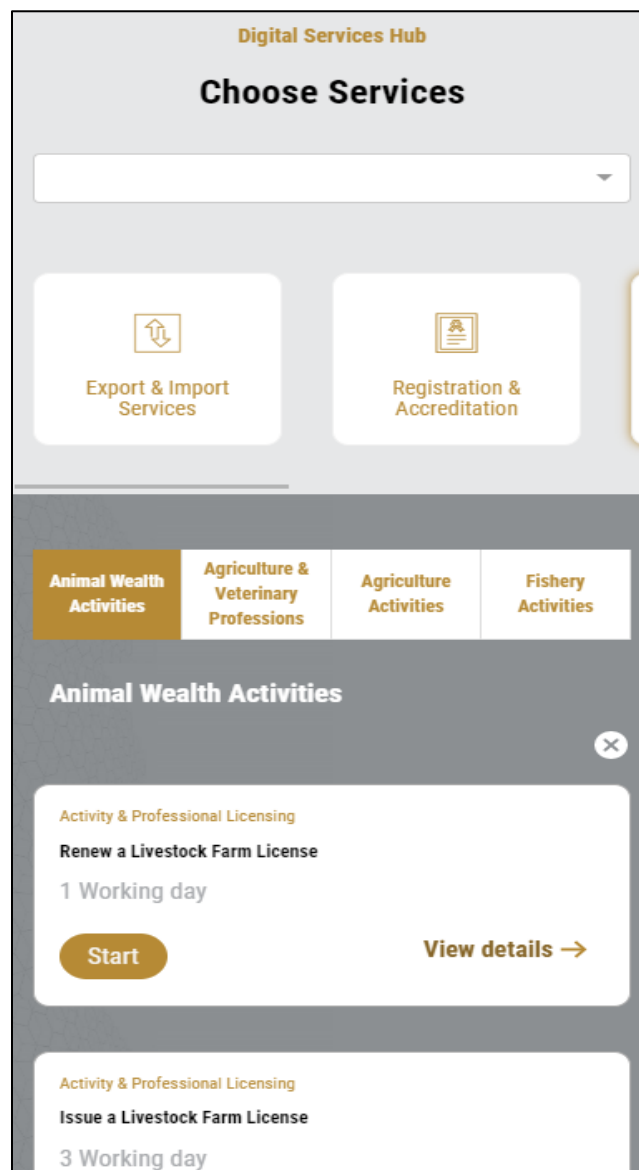
- 2- Locate the required certificate, then click on  to view and download the certificate, or click on  to view the service request.

Import of an ozone-depleting substances (ODS) consignment

[Show Service Card](#)

apply for a Import of an ozone-depleting substances (ODS) 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.

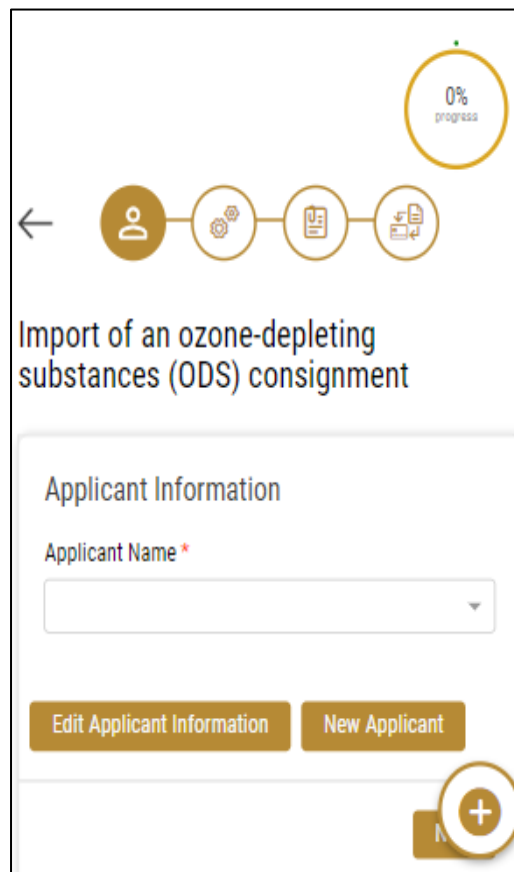


Figure 17 - Select Applicant Name

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

The screenshot displays a form titled "Applicant Information". At the top, there is a dropdown menu for "Applicant Name *". Below this is a "Cancel Adding" button. The form then offers two radio button options: "ID" (which is selected) and "Passport". Under the "ID" option, there is a text input field for "ID No. *" containing "784-". Below the input field, a note specifies the "Emirates ID format 784-XXXX-XXXXXXX-X". A "Verify ID No." button is positioned below the ID number field. The "Name *" field is a text input field with a circular "+" icon to its right. Below the name field is the "Mobile No. *" field, also a text input field with a circular "+" icon to its right. An example number "Example: 00971123456789" is provided below the mobile number field. At the bottom left of the form, there is an "Electronic chat" button with a speech bubble icon.

Figure 18 - Applicant's Information Page

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

The figure displays three sequential screenshots of a web form titled "Import of an ozone-depleting substances (ODS) consignment".

- First Screenshot:** Shows the "Import Details" section with fields for "Exporting Country", "Expected Arrival Date", "Shipping Method", and "Class". Below it is the "End User Data" section with fields for "End User Name", "Contact Person Name", and "Address". A red circle highlights a plus sign in the "Contact Person Name" field.
- Second Screenshot:** Shows the "End Users List" section with an "Add" button and "No items added" message. Below is the "Shipment Information" section with fields for "Type", "Country Of Origin", "Chemical Name", "Description", "Allowed maximum quantity", "Quantity", and "Measurement Unit". A red circle highlights a plus sign in the "Quantity" field.
- Third Screenshot:** Shows the "UN Number", "CAS Number", and "HS Number" fields. Below is the "Notes" section with an "Add" button. The "Consignment Items" section has an "Add" button and "No items added" message. The "Entrance Data" section has a "Port" field. "Back" and "Next" buttons are at the bottom.

Figure 19 - Service Information

7- Click *Next* to review your request.

The screenshot shows a form with a checked checkbox labeled "Accept Terms & Conditions". Below the checkbox are two buttons: "Back" and "Submit".

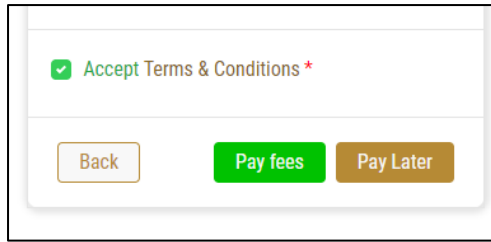



Figure 20 – Service Request Review

- 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 


Outputs	
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)

Apply for release

1. To apply for release find the import request from the dashboard

and click on the release icon 

2. Fill the applicant details just like in the first step

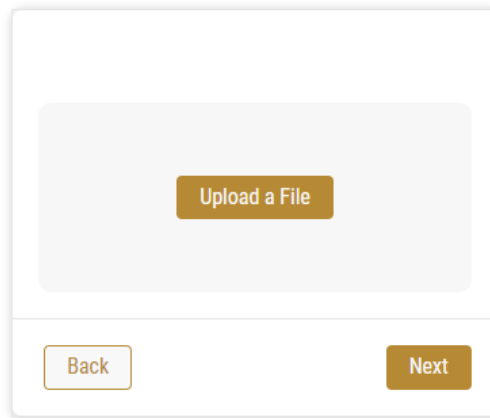
3. Enter the shipping information

Arrival Date *

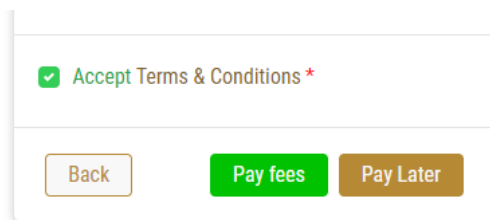
Shipping Policy *

Carrier *

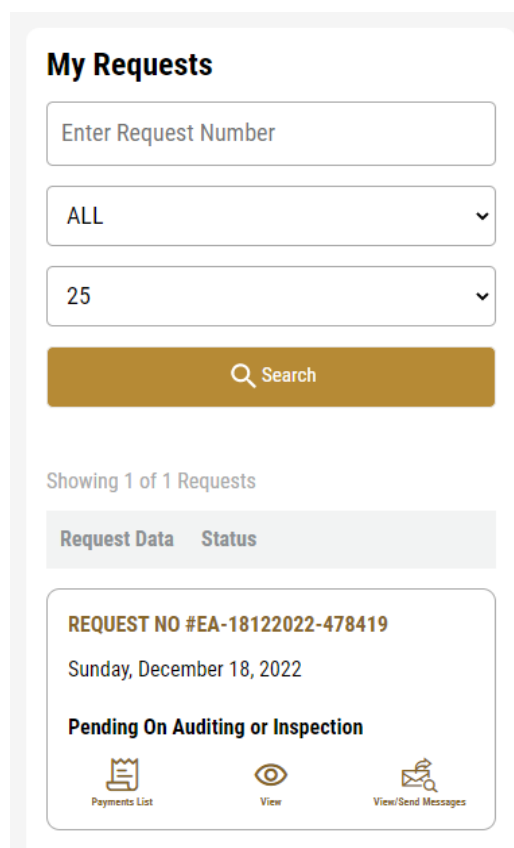
4. Upload the required attachments



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



6. Once paid the request status will be pending On Vet Auditing or Inspection



- Once the consignment arrives and our vet check it then the status of the request will be finished

REQUEST NO #EA-18122022-478419

Sunday, December 18, 2022

Finished




Payments List





View



View/Send Messages

- 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	