



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# Digital Services

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**Export /re-export of fertilizers and agricultural  
conditioners**

**User Guide**


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## Introduction

This guide is developed to help clients and business entities to use the MOCCA digital services. It will include an overview on how to use the portal, then detailed step-by-step instructions on how to use each service: a brief description about the service, what you need to know or to do before using the service, how to input the required information, how to upload documents, and what to expect upon completing the service.

## Overview

The digital services platform 'Go Digital ' single service interface, integrated internally within the Ministry portal and externally with other concerned government entities. It covers all 115 services that MOCCA offers to its customers.

It also features proactive communications, such as reminders, eligibility notifications, and informative messages that automatically anticipate the services customers need without receiving application requests. Moreover, it will include a comprehensive customer database and service history to facilitate service application and delivery.

The portal is very easy to use, and it can be accessed in Arabic or English. It is designed to improve customer experience and enhance customer happiness.

## Getting Started

### Logging in 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.

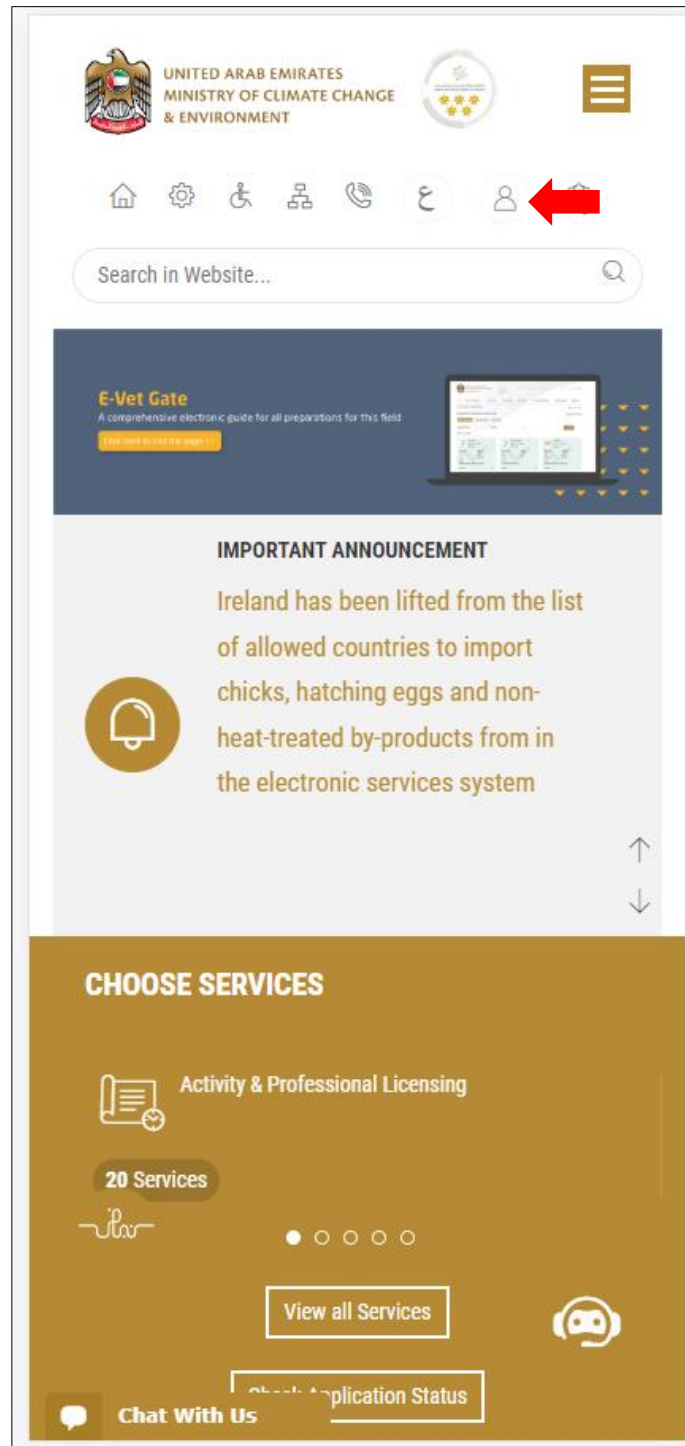
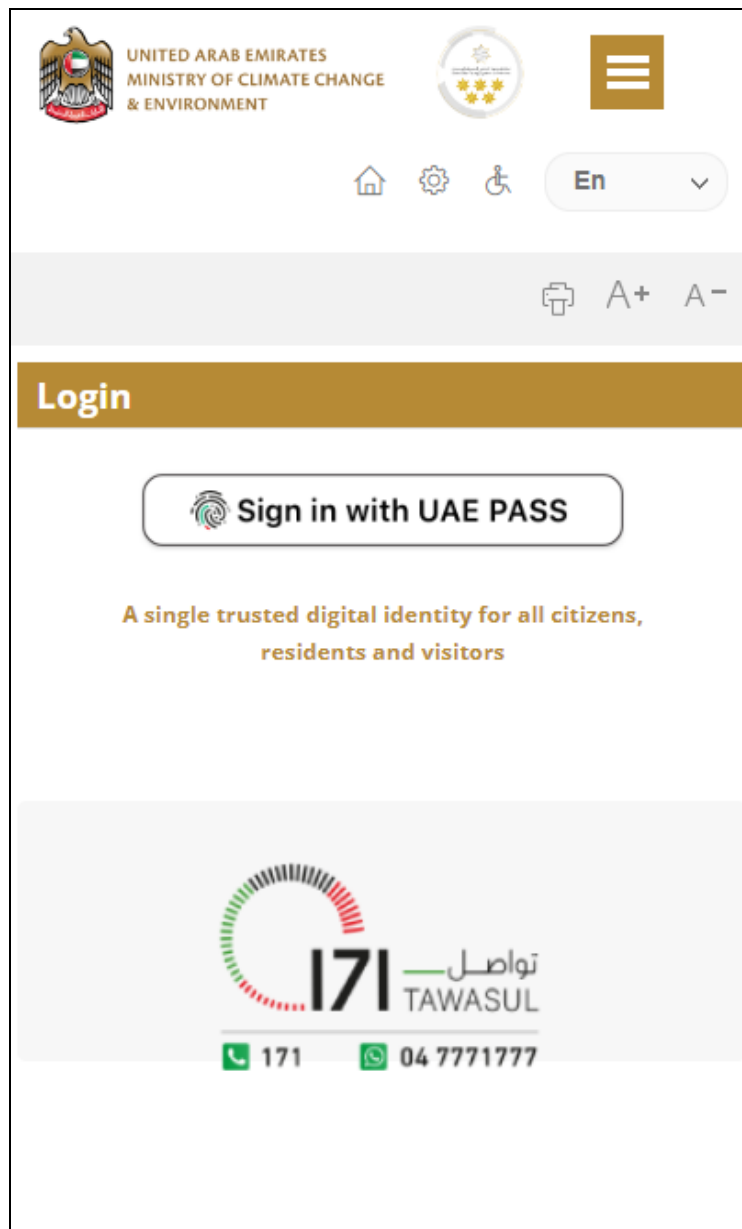


Figure 1 – MOCCAE Website Home Page

1- Click on Sign in with UAE PASS.



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

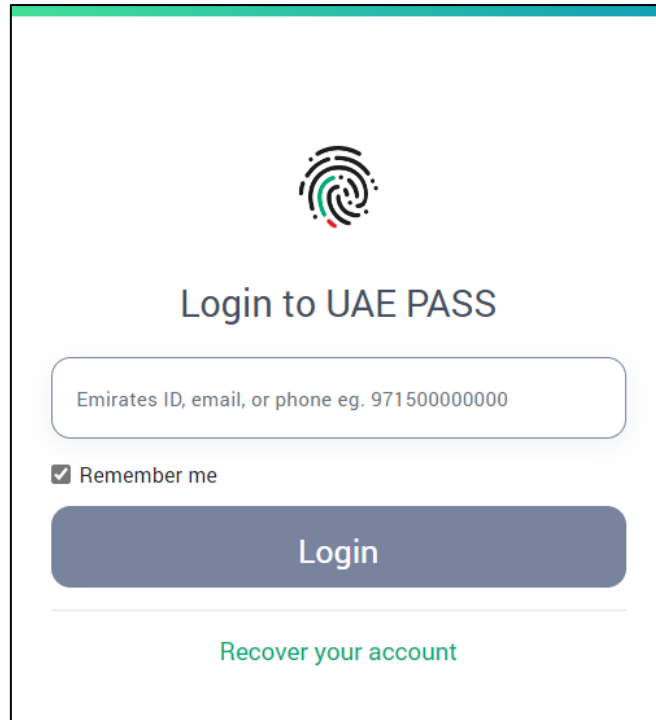
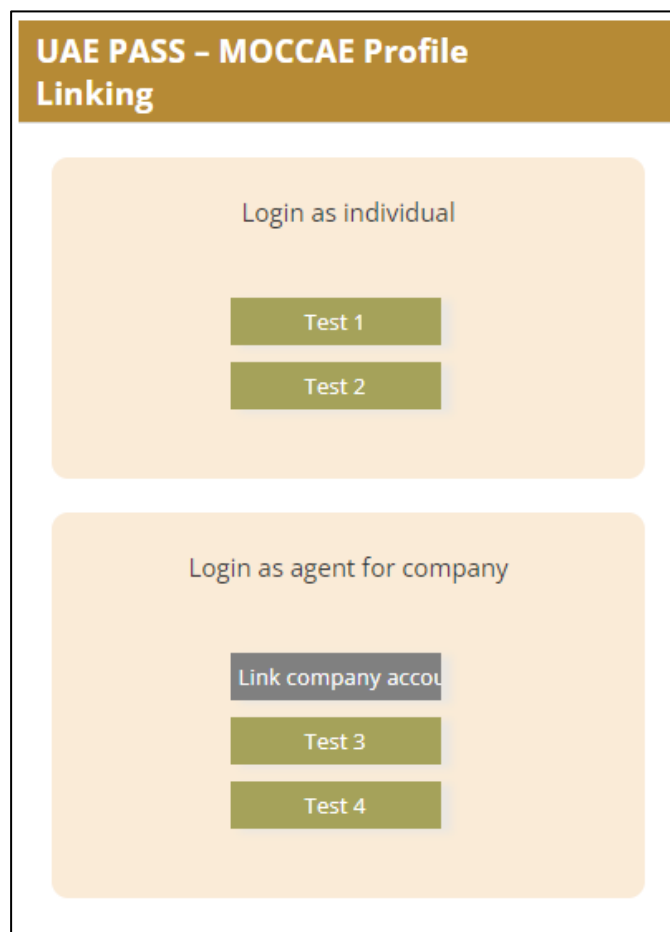


Figure 2 - Login Page

- 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.

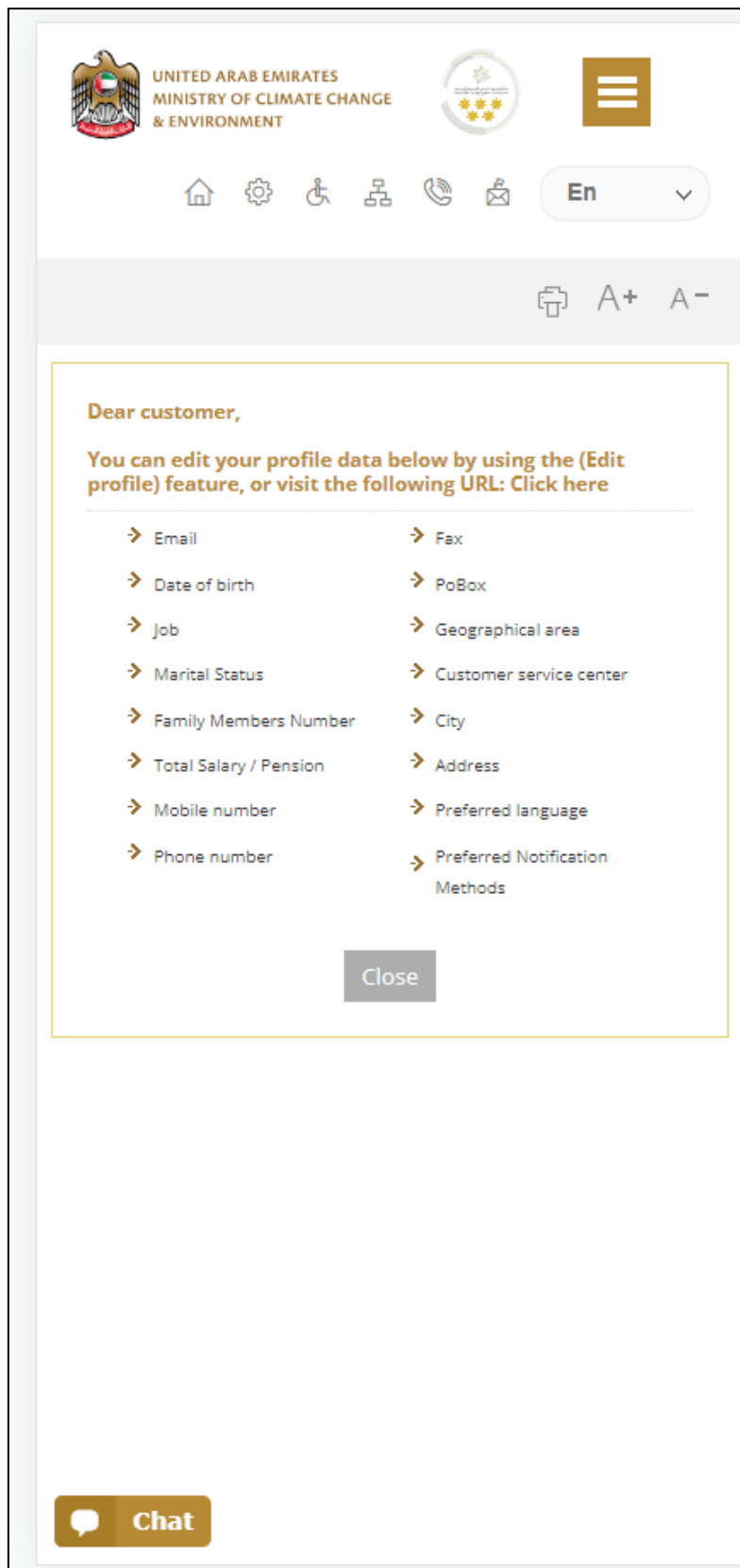



Figure 3 - MOCCAЕ Survey Page

## View/Update Customer Profile

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

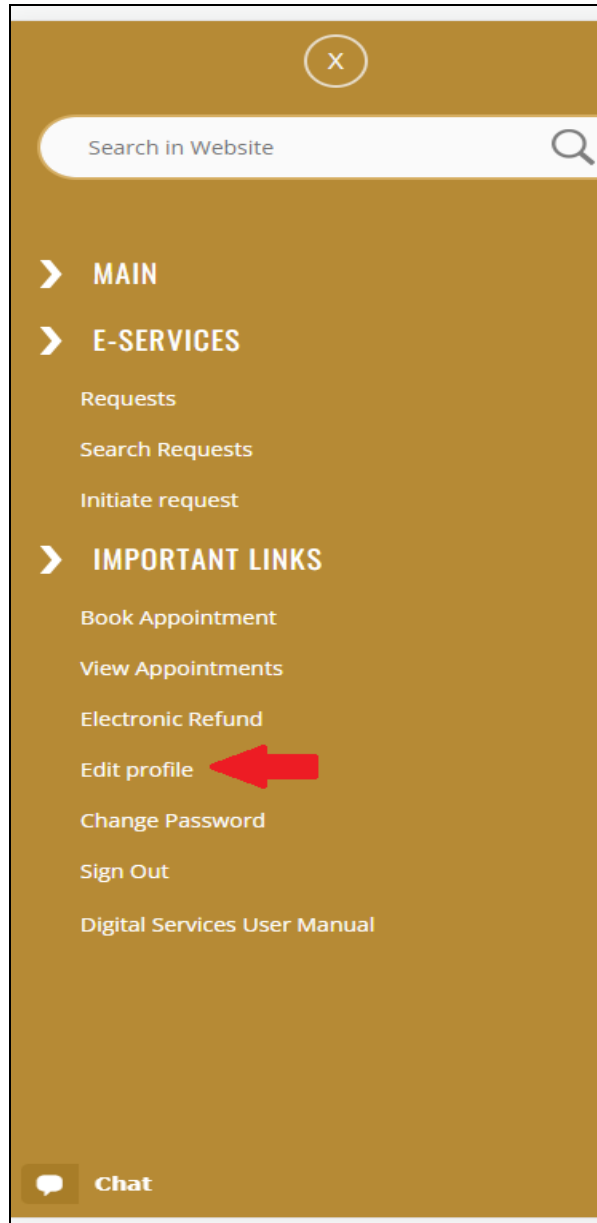


Figure 4 - Update Company Profile




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 coat of arms, the text 'UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT', and a hamburger menu icon. Below the header is a navigation bar with icons for home, settings, accessibility, organization, contact, and email, along with a language dropdown set to 'En'. A secondary navigation bar contains a print icon and font size controls 'A+' and 'A-'. The main content area is titled 'Edit Profile' and includes a note: 'Fields marked with (\*) are mandatory.' The form is divided into sections: 'Registration type' with a dropdown set to 'Individual'; 'Participant Number' with the value 'IN-20174-86637'; 'Online account data' containing 'Email' and 'Confirm Email' fields, each with a microphone icon and an information icon; 'Enable 2 Step Authentication feature' with an unchecked checkbox and an information icon; 'Individual details' containing 'Full arabic name \*' and 'Full english name \*' fields, both with microphone and information icons. A note below the 'Full arabic name \*' field states: 'This field accepts English letters in case the client can't speak Arabic'.

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.

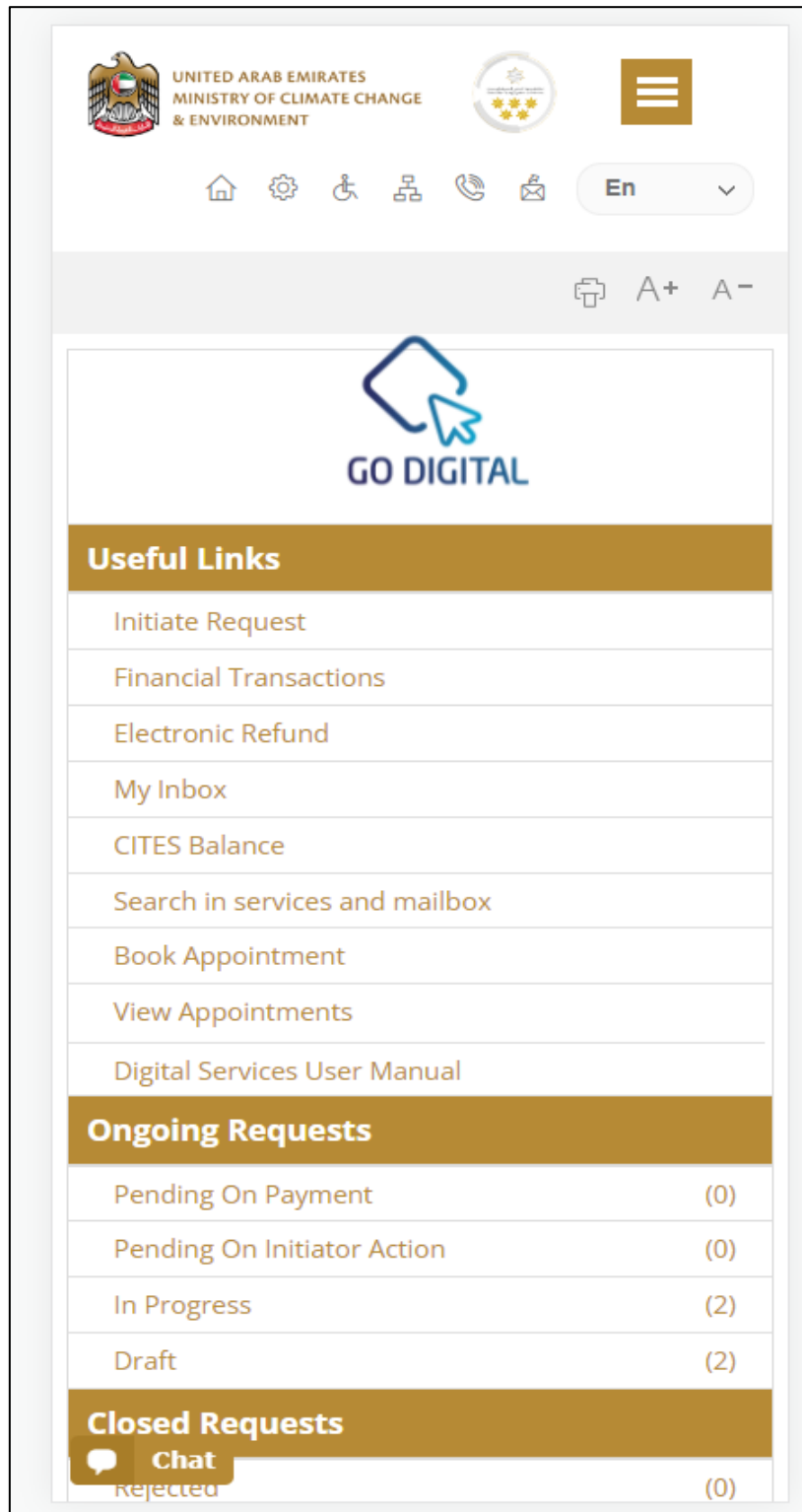


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

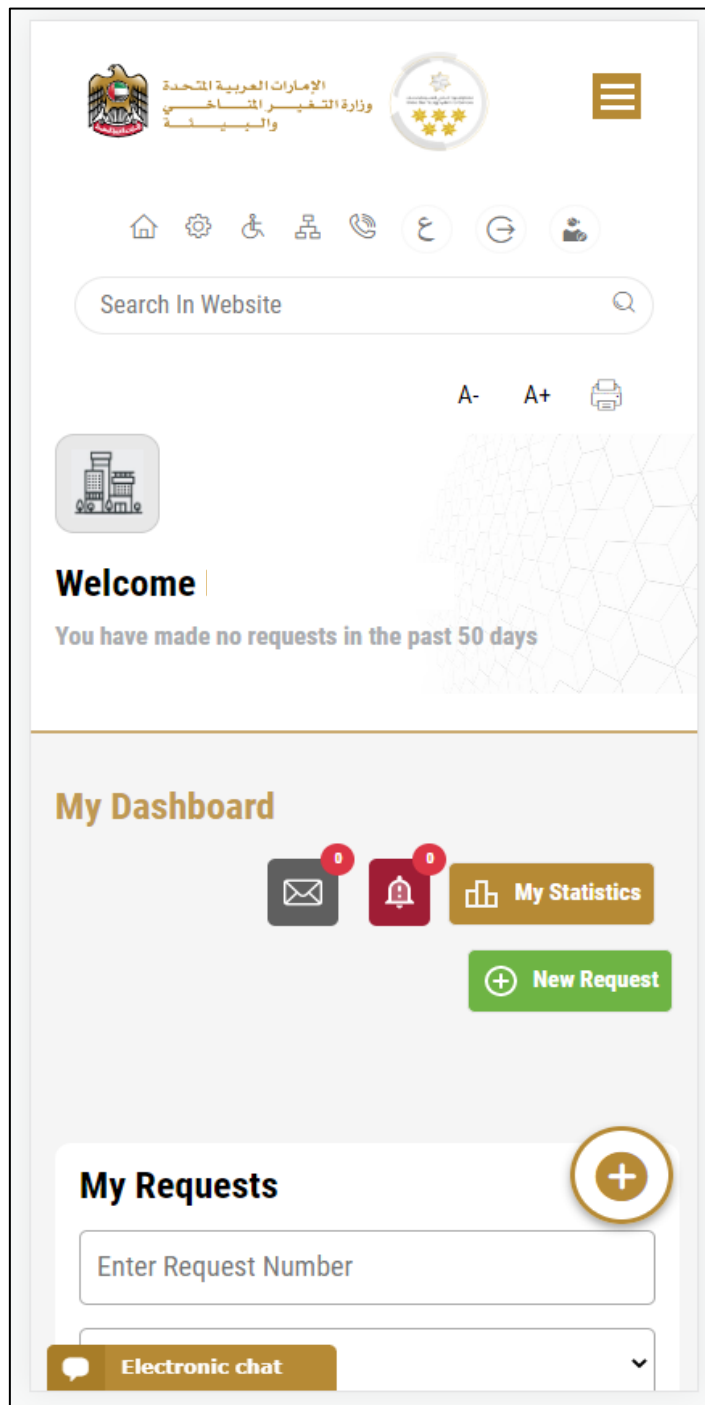


Figure 7- My Dashboard

### 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.

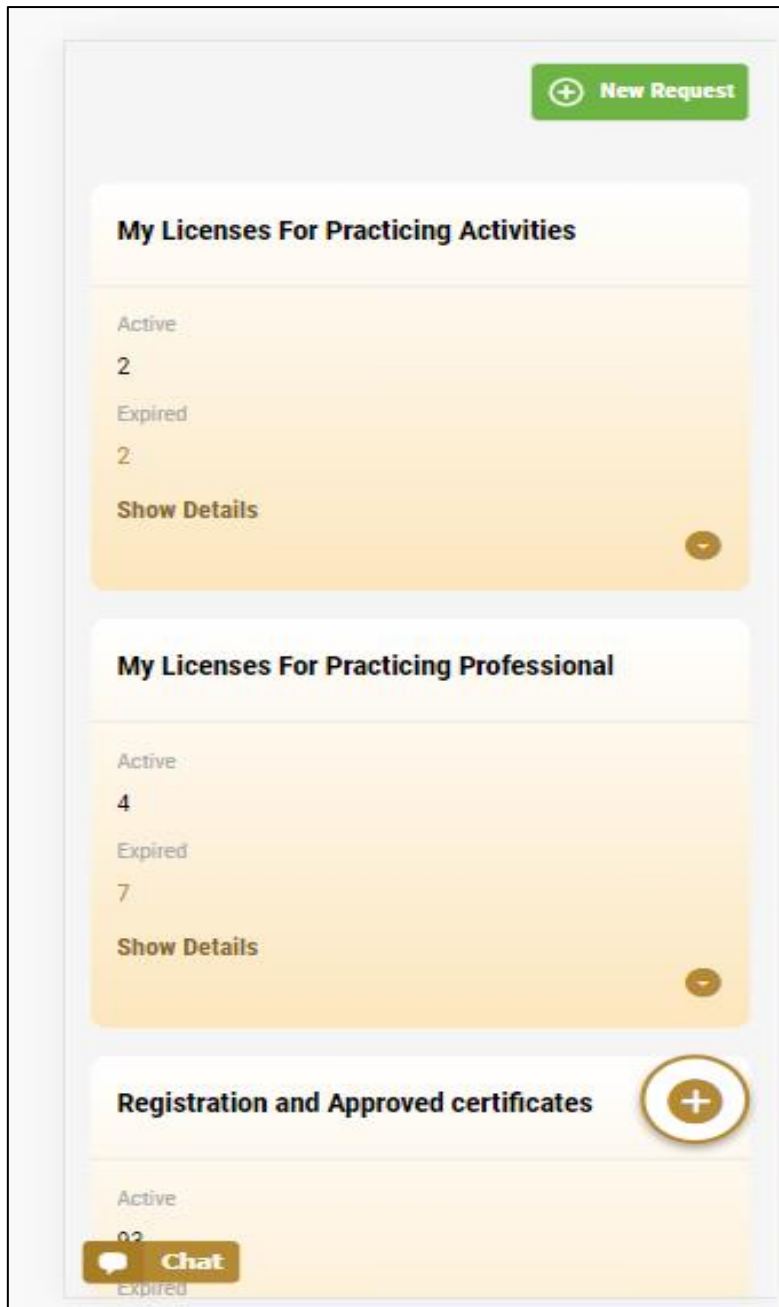


Figure 8 - Dashboard Digital Service Categories

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><b>REQUEST NO #APH-06012023-2219665</b></p> <p>Friday, January 6, 2023</p> <p style="color: #8B4513;">Export of the shipment of veterinary products -Issuance</p> <p><b>Pending On Veterinary Products Committee Approval</b></p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span style="text-align: center;">👁️ View</span> <span style="text-align: center;">✉️ View/Send Messages</span> </div>	
<p><b>REQUEST NO #Q-30122022-2214602</b></p> <p>Friday, December 30, 2022</p> <p style="color: #8B4513;">Request for a phytosanitary certificate for export or re-export Issuance</p> <p><b>Pending On Payment</b></p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span style="text-align: center;">💬 Chat</span> <span style="text-align: center;">❌ Cancel</span> <span style="text-align: center;">👁️ View</span> <span style="text-align: center;">✉️ View/Send Messages</span> </div>	<div style="border: 2px solid #8B4513; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <span style="font-size: 24px; color: #8B4513;">+</span> </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:

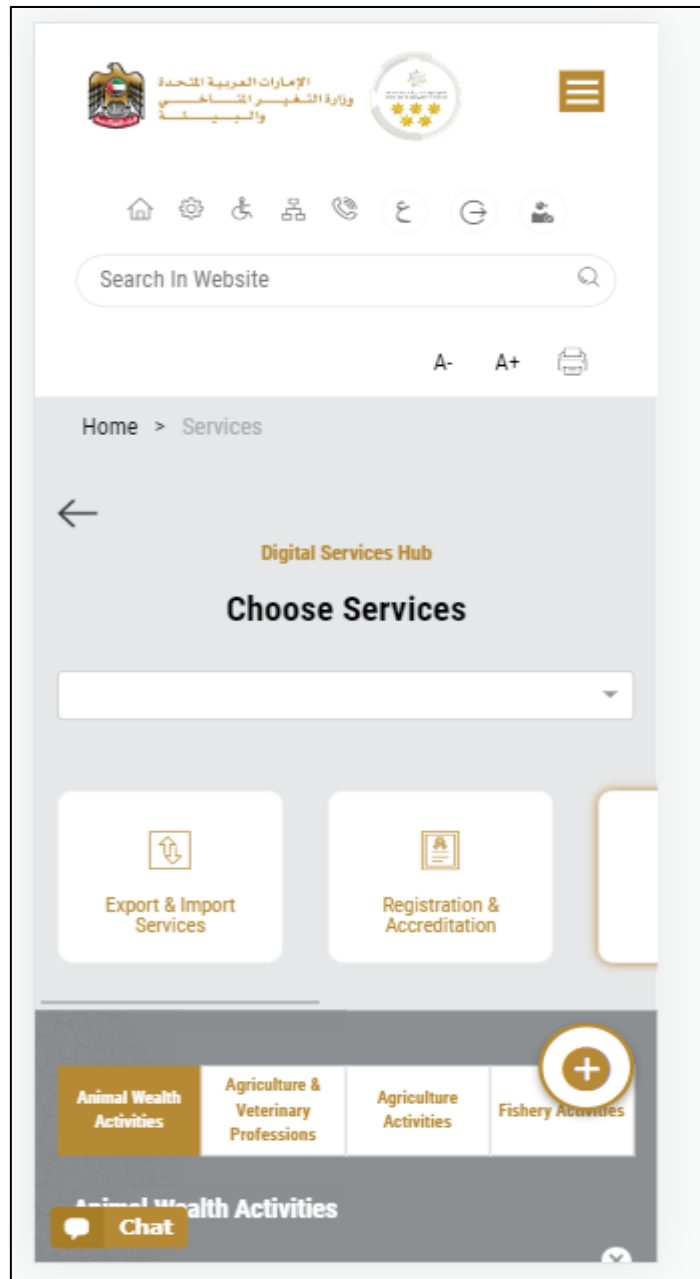


Figure 10 – Service New Request

- 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.

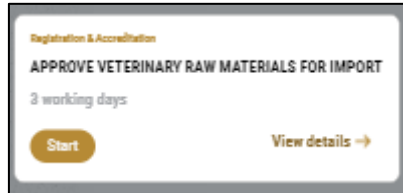


Figure 11 - Service Card

3- Click on *Start*  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*.

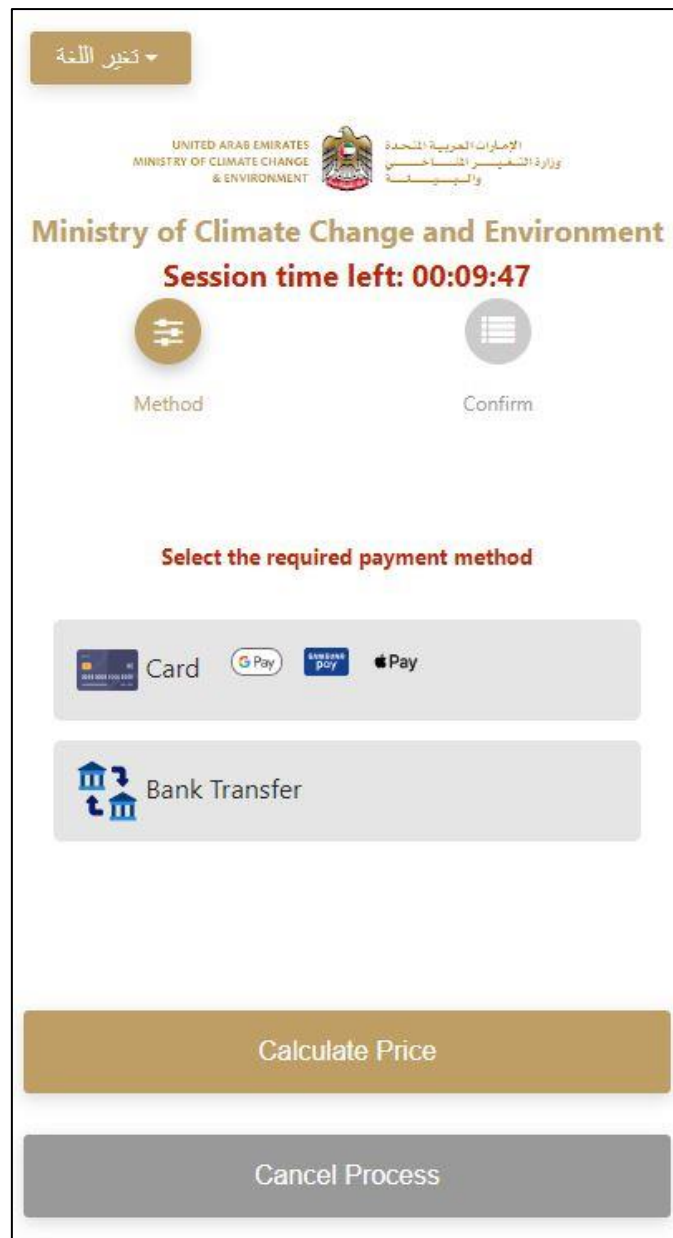


Figure 12 - Payment Gateway

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

The screenshot displays the Ministry of Climate Change and Environment's digital services interface. It is divided into two main sections: a service details panel on the left and a request fees panel on the right.

**Service Details Panel (Left):**

- Header: "Ministry of Climate Change and Environment" with a session timer showing "Session time left: 00:04:02".
- Navigation: "Method" and "Confirm" buttons.
- Placeholder: "service name will appear here".
- Service Card:
  - Description: Service
  - Amount: AED
  - Tax Amount (AED): 0 AED
  - Quantity: 1
  - Total With Tax Amount: AED
- Total: AED

**Request Fees Panel (Right):**

- Section: "Request Fees"
- Card Charges:
  - Description: Request Fees
  - Amount: 2.04 AED
  - Tax Amount (AED): 0.1 AED
  - Total With Tax Amount: 2.14 AED
- Total: 2.14 AED
- Summary Table:
 

Total Tax	AED
Total Amount	AED
- Buttons: "Proceed With Payment", "Change Payment Method", and "Cancel Process".
- 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**

Cardholder Name

**Card Number**

XXXX XXXX XXXX XXXX

**Month**

Month

**Year**

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*.

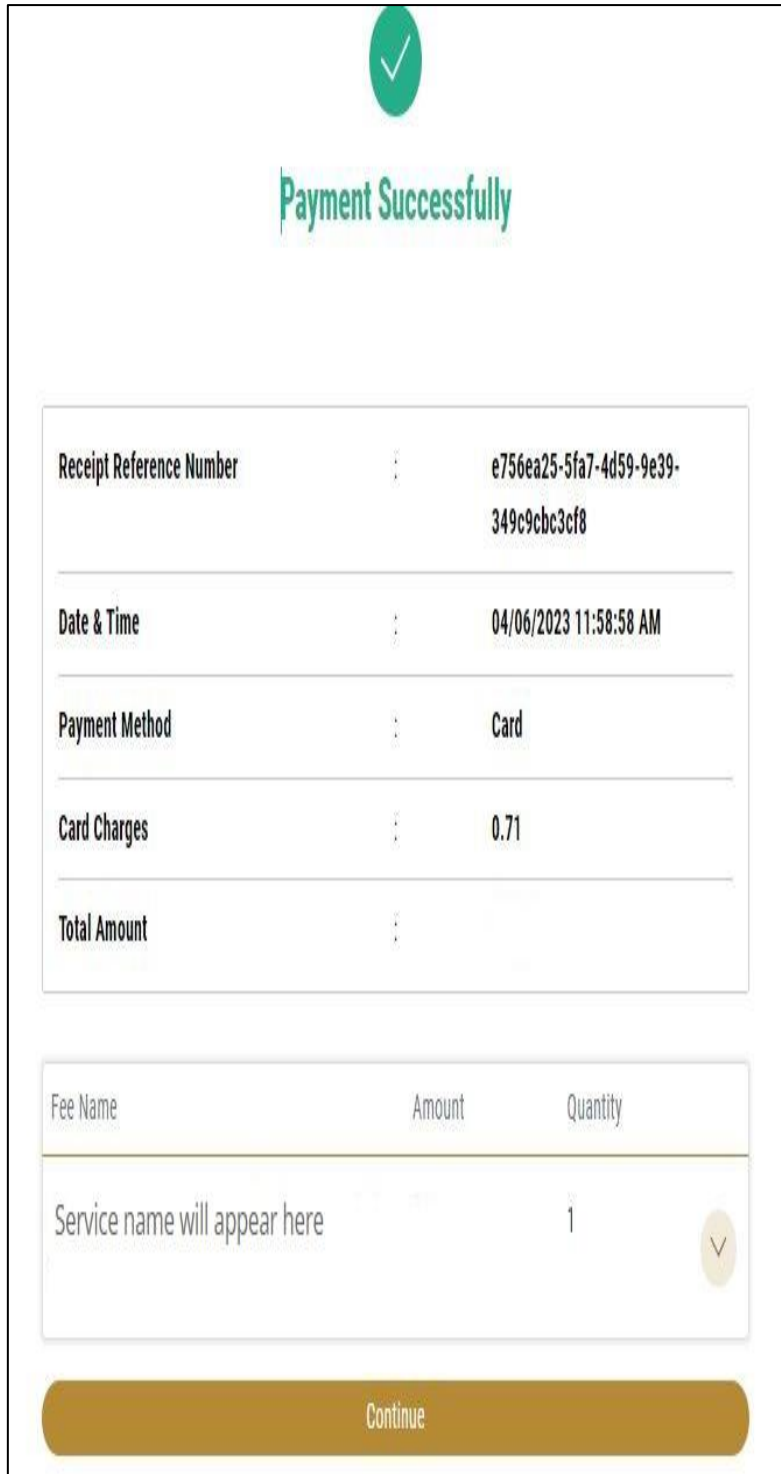


Figure 15 - Payment Confirmation

### 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.

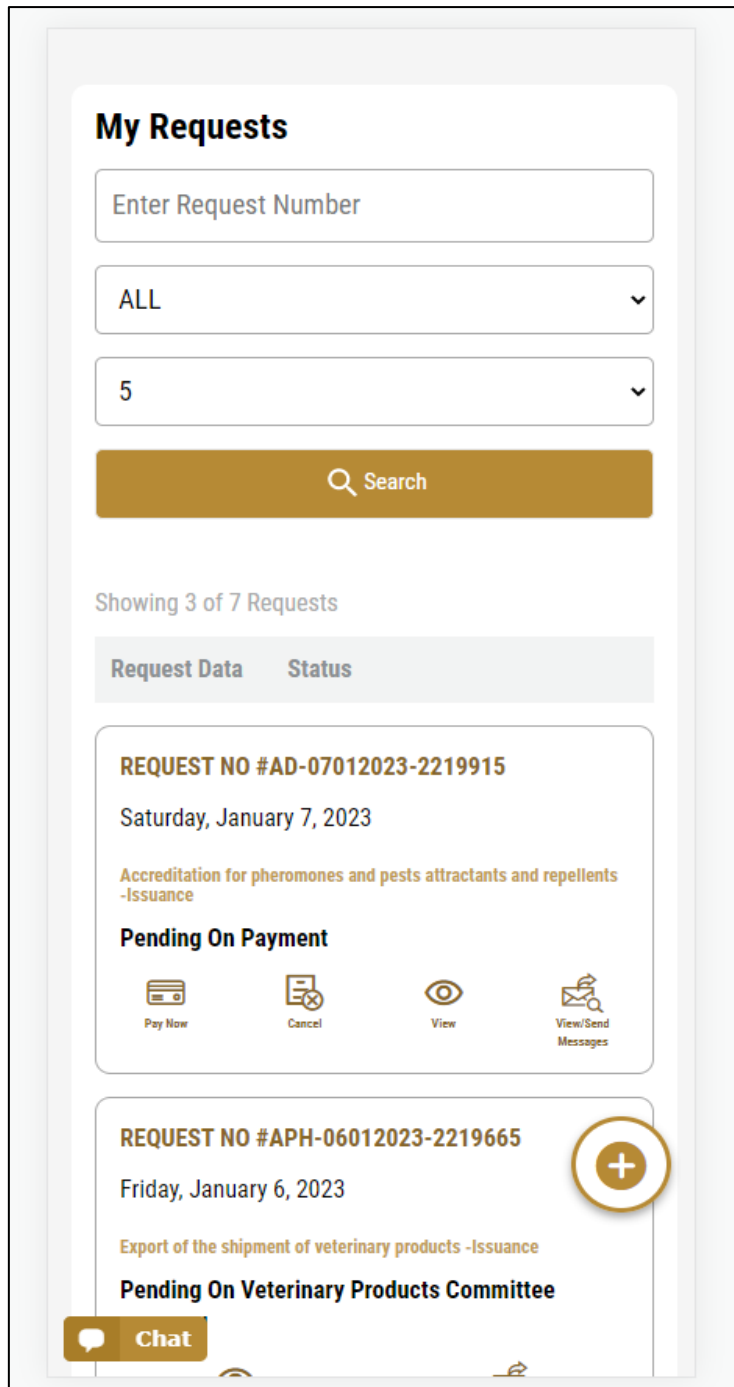




Figure 16 - Select Request to Retrieve

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




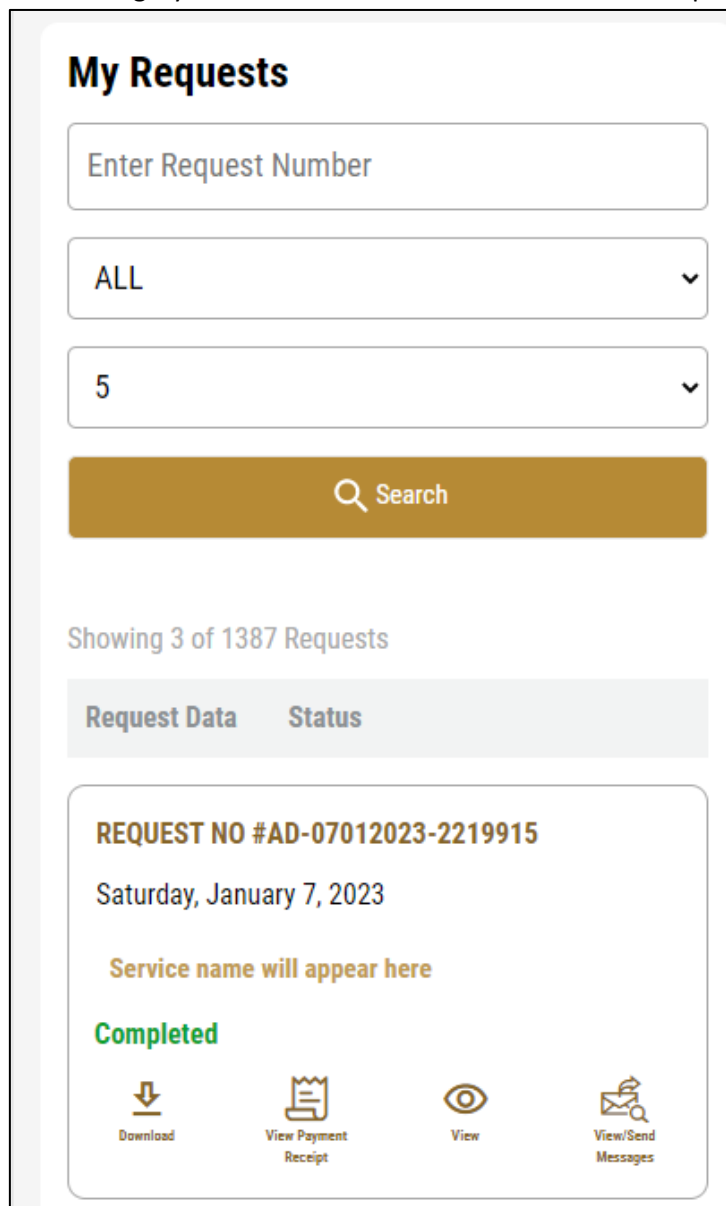
	fees at a later time using the Pay Later option
View 	To view request details and make changes if required
View/Send Message 	To communicate directly with MOCCAIE employee by sending and receiving messages regarding your request
View Payment Receipt 	To view the request payment receipt if it has been 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.



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

## Export /re-export of fertilizers and agricultural conditioners

### Export /re-export of fertilizers and agricultural conditioners

#### Service Description

#### [Service Card](#)

#### To apply for a License for Export /re-export of fertilizers and agricultural conditioners

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.
- 2- Select the Request name from the dropdown list, or alternatively click on the *Export & Import Services* category, select the *FERTILIZERS, PESTICIDES & PHEROMONES* 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.

## Export /re-export of fertilizers and agricultural conditioners

### Applicant Information

Applicant Name \*

Edit Applicant Information

New Applicant

Please select the applicant

Next

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.

License for the Aquatic Organisms - Issuance

1 of 4  
Applicant Information

Applicant Name ⓘ  
Select Applicant Name

Emirates ID\* ⓘ  
Find Cancel

Name

Mobile Number\* ⓘ

Email ID\* ⓘ

Return Next

Figure 18 - Applicant's Information Page

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



## Export /re-export of fertilizers and agricultural conditioners

Export Details

Shipment Information

Consignment Items

### Export Details ✓

**Request Type \***

**Are you the importer/manufacturer? \***  Yes  No

**Importing Country \***  **Importer Name \***

**Importer Mobile \***  **Importer Email \***

**Importer Address \***

**Exporting Date \***  **Shipping type \***

**Port Of Departure \***  **Port Of Arrival \***

**Carrier \***

### Shipment Information i

**Release Permit Number \***

**Fertilizers type \***

**Brand Name \***

Add

### Consignment Items

Brand Name
AUD-EA-202-272931 - Fertilizer For Export - 5 LT <span style="float: right; font-size: 0.8em;">📄 ✕ ⌵</span>

Figure 19 - Service Details

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

## Export /re-export of fertilizers and agricultural conditioners

Certificate of Origin. \*

Upload a File

Purchase invoice \*

Upload a File

Analysis certificate for each batch

Upload a File

Phytosanitary certificate

Upload a File

Back Next

Figure 203 - Attachments Page

- 8- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.
- 9- Click *Next* to review your request.

## Export /re-export of fertilizers and agricultural conditioners

Export Details

Consignment Items

### Export Details

Request Type	Are you the importer/manufacture?
Re-export	No
Importing Country	Importer Name
Algeria	test
Importer Mobile	Importer Email
11111111111	11
Importer Address	
11	
Exporting Date	Shipping type
30-12-2022	By Air
Port Of Departure	Port Of Arrival
Sharjah Airport	test
Carrier	
test	

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### Consignment Items

Brand Name


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
AUD-EA-202-272931 - Fertilizer For Export - 5 LT ▼

Accept Terms & Conditions \*

Back
Submit

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.
- 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 E 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  to download your certificate, or  to view the request.

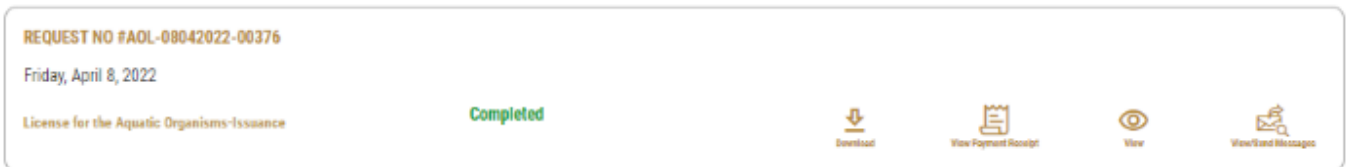


Figure 22 - Download or View Certificate