

Digital Services

Request to trade locally manufactured fertilizers

and agricultural conditioners

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 👸 ' single service interface, integrated internally within the Ministry portal and externally with other concerned government entities. It covers all 115 services that MOCCAE 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

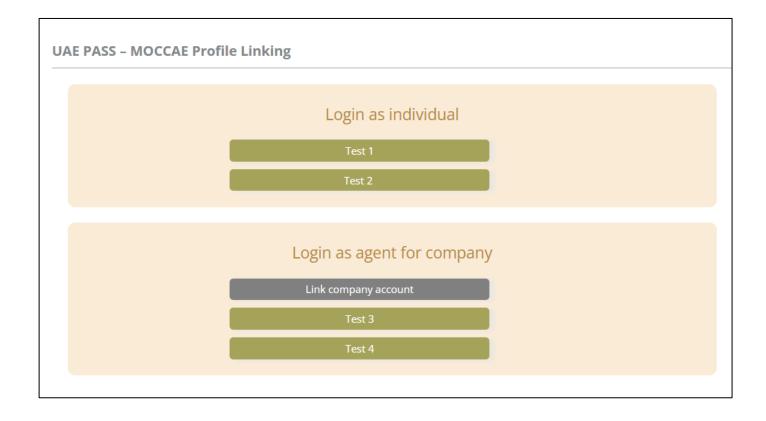
3- Click on Sign in with UAE PASS.

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	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 Permits Hub				

4- Enter Emirates ID or Phone or Email which has been registered in UAE pass

Login to UAE PASS	
Emirates ID, email, or phone eg. 971500000000	
Remember me	
Figure 2 - Login Page	

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



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^	Survey					
GO DIGITAL	What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite Ocal Center OMobile				
Useful Links		Oother				
Initiate Request	What are your favorite	Ocustomer Service Centers Owebsite				
Financial Transactions	channels to communicate?	Ocal Center Otal Center OMobile				
Electronic Refund		Official Media (Twitter, Facebook, Youtube, In Official (newspapers, magazines, radio, TV in Official	stagram) terviews)			



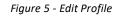
View/Update Customer Profile

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

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	Y LEGISLATIONS O	UR SERVICES KNOWLEDGE E-PARTICI	PATION MEDIA CENTER	Edit Profile
HOME • WORKSPACE • Minist	y Of Climate Change And Environment - :	urvey		(Change Password
\frown	Survey			ပံ 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	>	Onoblie OSocial Media (Twitter, Facebook, Youtube, Instagram) OMedia (newspapers, magazines, radio, TV interviews)		

Figure 4 - Update Profile

UNITED ARAB EMIRAT MINISTRY OF CLIMATI & ENVIRONMENT		9 & & & & &	ر اللغة Welcome: Test Com ب
	LEGISLATIONS OUR SERVICES KNOWLEDG	GE E-PARTICIPATION MEDIA CENTER	R OPEN DATA
HOME • WORKSPACE • Ministry Of Cl	imate Change And Environment-Edit Profile		□ A- A+
GO DIGITAL	Edit Profile Fields marked with (*) are mandatory.		
Useful Links	Registeration type Organization		
Initiate Request	Participant Number CP-20221-55416		
Financial Transactions	+ Online account data		
Electronic Refund	+ Organization details		



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.

UNITED ARAB E MINISTRY OF CI & ENVIRONMEN	LIMATE	CHANCE		© & & ©	Search in W	اللغة Welcome: UATCompa ب
ABOUT THE MINIS	TRY	LEGISLATIONS	R SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA
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GO DIGITAL	>	Survey What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite Ocall Center			
Useful Links		Service:	Other Other			
Initiate Request	>	What are your favorite	OCustomer Service Centers			
Financial Transactions	\rightarrow	channels to communicate?	Ovebsite Ocali Center OMobile			
Electronic Refund	\rightarrow		Osocial Media (Twitter, Facebook, Youtu OMedia (newspapers, magazines, radio, Ottigar			

Figure 6 - 'Go Digital' Icon

1- The user dashboard will then be displayed.

My Licenses Practicing Ac			My Licenses F Practicing Pro	or fessional	Registration a Approved cer	and tificates	Material Balan Cities	ces &
Active	Expired		Active	Expired	Active	Expired	Material	cites
D	0		0	0	0	0	0	0
Show Details		0	Show Details	0	Show Details	0	Show Details	0
My Reque	est Number			ALL		► 5 ►	Q Search	
Showing 0 of 0 Re				tatus				

Figure 7- My Dashboard

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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.

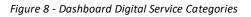
The dashboard displays the following buttons:

	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.

Show Details	v	Show Details	5	0	Show Details	, O	Show Details	, O
Active	Expired 0	Active 0	Expired 0		Active	Expired	Material O	cites 0
My Licenses Practicing A		My Licenses Practicing P			Registration Approved co		Material Balances & Cities	



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

My Licenses Practicing P		My Licenses Fo	r Boats	My Agriculture Animal Posses	e and ssions	Cities Balance ar Falcon Passport		
Active	Expired	Active	Expired	Active	Expired	Active	Expired	
0	0	2	1	1	1	0	0	
Show Details	0	Show Details	0	Show Details	0	Show Details	0	
My Requ	ests							
Enter Requ	est Number		ALL		▶ 5 ₩	Q Search		
Showing 3 of	195 Requests							
Request Dat	a	Sta	tus					
REQUEST NO #Q-14052023-479724 Sunday, May 14, 2023 Request to trade locally manufactured fertilizers and agricultural conditioners Finished View View								

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:

\leftarrow		1 h	Digital Services Hub Choose Services			
				X	~	
	D Export & Import Services	Registration & Accreditation	Activity & Professional Licensing	Cites	View All Services	
		HH-H	10+1	$\Lambda \Delta$		
	Veterinary Products ection Certificate for Plant	Fertilizers, Pesticides & F	Pheromones Food Es	ablishments for Export	Slaughterhouse	×
Registration & Ac Pesticide regis 22 Working	tration	Cites Export o	r re-export of a species listed in CITES Appen ing day		Accreditation tration of fertilizers and agricultural conditioners 3 Days	
Start	View de	tails → Star	t View de	tails → Start	View details \rightarrow	
Registration & Ac Registration of 5 Working d Start	fertilizers and agricultural conditioners	2 Workin		cites Request a falco 3 Working d Start		

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* 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.

الإسارات المدويية التسعيد MINISTRY OF CLANATE CHANCE وزارة التسعيب رالتساهي والبيب م					
Ministry of Climate Change and Environment Session time left: 00:08:03					
-	E				
	Method	Confirm			
	Select the require	ed payment method			
	Card GPay				
	Bank Transfer				
Cancel Process			Calculate F	Price	

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					
			e Change and ime left: 00:0		nt		
		•					
		Method	Confi	irm			
Description			Amount	Tax Amount	(AED)	Quantity	Total With Tax Amount
Service name that ha	s been requeste	ed	AED	0.00 AED		5	AED
Total							AED
Request Fees Description	Amount	Tax Amount (AE	ED)		Total Wi	th Tax Amoun	t
	450	1.02 AED			AE		
Card Charges	AED	TOL PILO			AE	D	

Figure 13 - Service Fees Details

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

	UNITED AF MINISTRY OF CLIA & E	AB EMIRATES MATE CHANGE NVIRONMENT	الإمارات الع وزارة التـغيـــر الله والــ			
	Ministry of Climate Change and Environment Total Payment: 3021.42 AED Session time left: 00:06:03					
	Ì		(G Pay)			
Caro	lholder Name					
Ca	ardholder Name					
Caro	l Number					
x	XXX XXXX XXXX XXXX					
Mor	th	Year	cvv			
M	onth	Year	***			
	I agree to Terms&Conditions Pay Now					
	Cancel Process	С	hange Payment Method			

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*.

Payme	ent Success	fully
Receipt Reference Number		e756ea25-5fa7-4d59-9e39- 349c9cbc3cf8
Date & Time	:	04/06/2023 11:58:58 AM
Payment Method	:	Card
Card Charges	÷	0.71
Total Amount	:	
Fee Name	Amount	Quantity
Service name will appear here		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.

My Licenses For Practicing Professional	My Licenses For Boats	My Agriculture and Animal Possessions	Cities Balance and Falcon Passport
Active Expired	Active Expired	Active Expired	Active Expired
0 0 Show Details	2 1 Show Details	1 1 Show Details	0 0 Show Details
My Requests Enter Request Number Showing 3 of 195 Requests	ALL	v 5 v	Q, Search
Request Data	Status		
REQUEST NO #Q-14052023-479724 Sunday, May 14, 2023 Request to trade locally manufactured fertilizers a conditioners	nd agricultural Finished	(O) Vier	View Seed Messager

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 – S	ervice Request Actions

Table 2 – Service Request Actions

View or Download a Certificate

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

My Licenses Practicing P	s For Professional	My Licenses I	For Boats	My Agricult Animal Pos	ture and sessions	Cities Balance and Falcon Passport	
Active	Expired	Active	Expired	Active	Expired	Active Exp	pired
0	0	2	1	1	1	0 0	
Show Details	0	Show Details		Show Details	•	Show Details	0
My Requ	ests						
Enter Requ	uest Number		AL	L	✓ 5 ✓	Q Search	
Showing 3 of	195 Requests						
Request Dat	ta	4	Status				
	NO #Q-14052023-479724						
REQUEST I							
	ay 14, 2023						

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

Request to trade locally manufactured fertilizers and agricultural conditioners

Show Service Card

apply for Request to trade locally manufactured fertilizers and agricultural conditioners

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

- 1- Select the Request name from the dropdown list, or alternatively click on the *Registration & Accreditation Services* category, select the *Veterinary Products* tab, then select the service card.
- 2- Click on *Start* Start . The Applicant information view will be displayed.
- 3- 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 to trade locally manufactured conditioners	d fertilizers and agricult	ural
Applicant Information Applicant Name *	Edit Applicant Information	New Applicant

Figure 17 - Select Applicant Name

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

Applicant Informatio	-		
Applicant Informatio	n		
Applicant Name *			
	•	Cancel Adding	
o ID		O Passport	
ID No. *			
784-		Verify ID No.	
Name *		Mobile No. *	
		Example: 00971123456789	
Email]		
Preferred Language *			
Preferred Language *	🔿 English	🔿 Urdu	

Figure 18 - Applicant's Information Page

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

Request to tra conditioners	ide locally manufactur	ed fertilizers and agricultural
License Details	License Details	
Service	License Number	Certificate Type
Information	AGL-2022-19109	Certificate for practicing agricultural activity
Fertilizer Data	Last Issuance	Expiry Date
Fertilizers List	27-01-2022	27-01-2025
	Service Information	(j)
	Product Type *	
	Owner Name *	
		•
	Fertilizer Data	(j)
	Fertilizer Name *	
	Add	-11
	Fertilizers List	Filter ×
		Please add one item at least
	Back	Next

Figure 19 - Service Information

6- Click Next to review your request.

Request to tra conditioners	ade locally manufactured fertili	zers and agricultural
License Details	License Details	
Service	License Number	Certificate Type
Information	AGL-2022-19109	Certificate for practicing agricultural activity
Fertilizers List	Last Issuance	Expiry Date
	27-01-2022	27-01-2025
	Service Information	
	Product Type	Owner Name
	Chemical	test
	Fertilizers List	Filter
	Fertilizer Name	Quantity
	Agr Development Fert 2	50
	Accept Terms & Conditions *	
	Back	Submit

Figure 20 – Service Request Review

Accept Terms & Conditions *	
Back	Pay fees Pay Later

7- 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>

REQUEST NO #EA-15052023-479732 Monday, May 15, 2023				
Pending On Payment	E o Pay Now	Cancel	O Vicw	View/Bend Messages

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
- 8- Once your request gets approved, the request status will change to *Finished*. You can then view or download your certificate.
- 9- Locate the completed request then click on ^{*}/₂ to download your certificate, or [®] to view the request.

REQUEST NO #Q-14052023-479724		
Sunday, May 14, 2023		
Request to trade locally manufactured fertilizers and agricultural Finished conditioners	O View	View.Send Messages

Figure 21 - Download or View Certificate

0

Download the certificate after click on View

icon then click Download

Download