



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# Digital Services

## Agricultural Activity License

New / renew

## 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 MOCCAЕ Website

First you need to log in to the MOCCAЕ website.

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

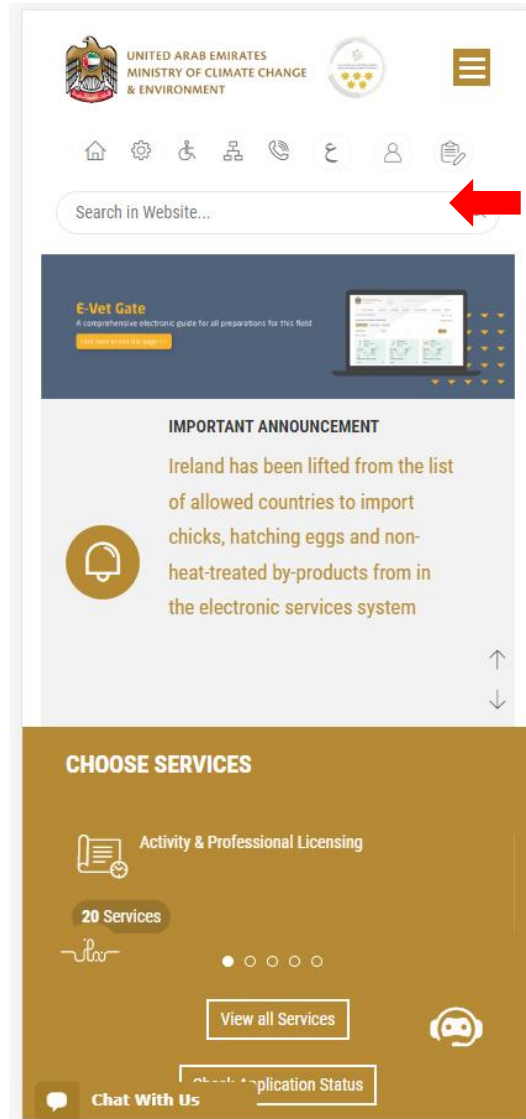


Figure 1 – MOCCAЕ Website Home Page

3- Enter valid company account credentials, then click on *Login*.

Figure 2 - Login Page

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

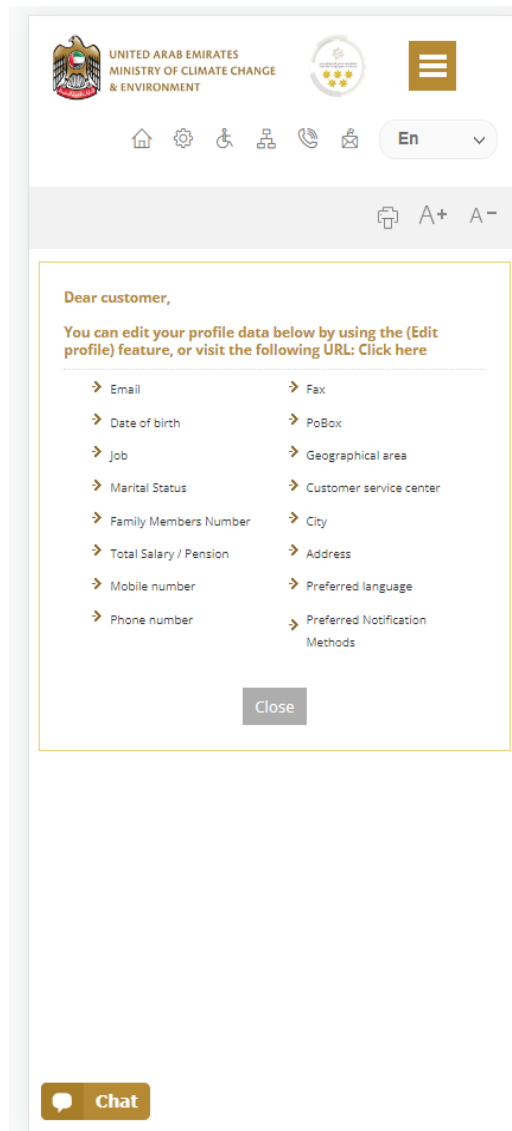



Figure 3 - MOCCAЕ Survey Page

## View/Update Customer Profile

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

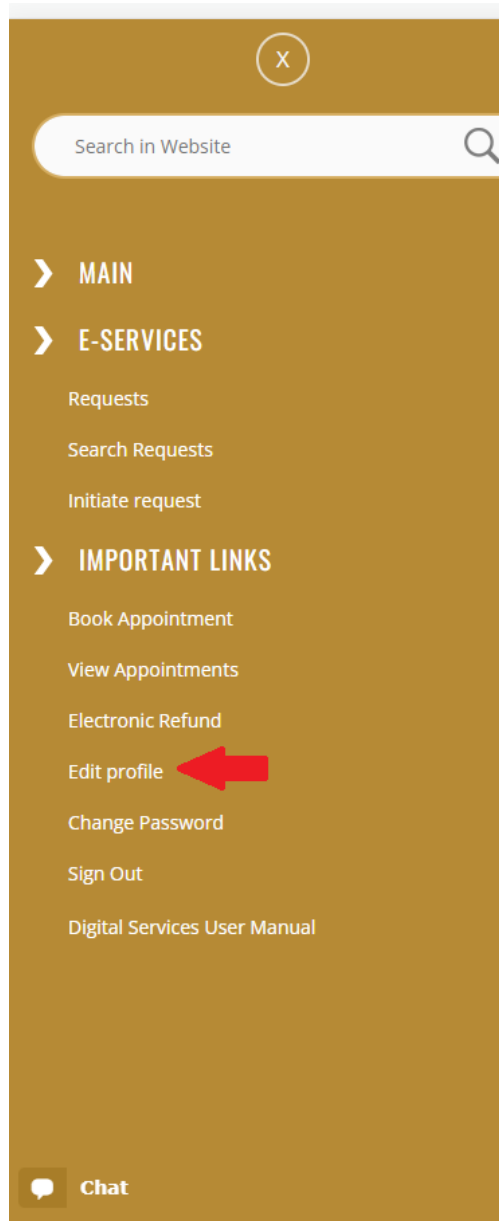


Figure 4 - Update Company Profile

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 bar with icons for home, settings, accessibility, products, and contact, along with a language selector set to 'En'. Below the header, the 'Edit Profile' title is displayed. A note states 'Fields marked with (\*) are mandatory.' The form contains several sections: 'Registration type' with a dropdown set to 'Individual'; 'Participant Number' with the value 'IN-20174-86637'; 'Online account data' with an 'Email' field; a 'Confirm Email' field; an 'Enable 2 Step Authentication feature' checkbox; 'Individual details' with 'Full arabic name \*' and 'Full english name \*' fields. A note below the 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 MOCCAEC homepage by clicking on the *Go Digital* icon  to the left of the homepage.

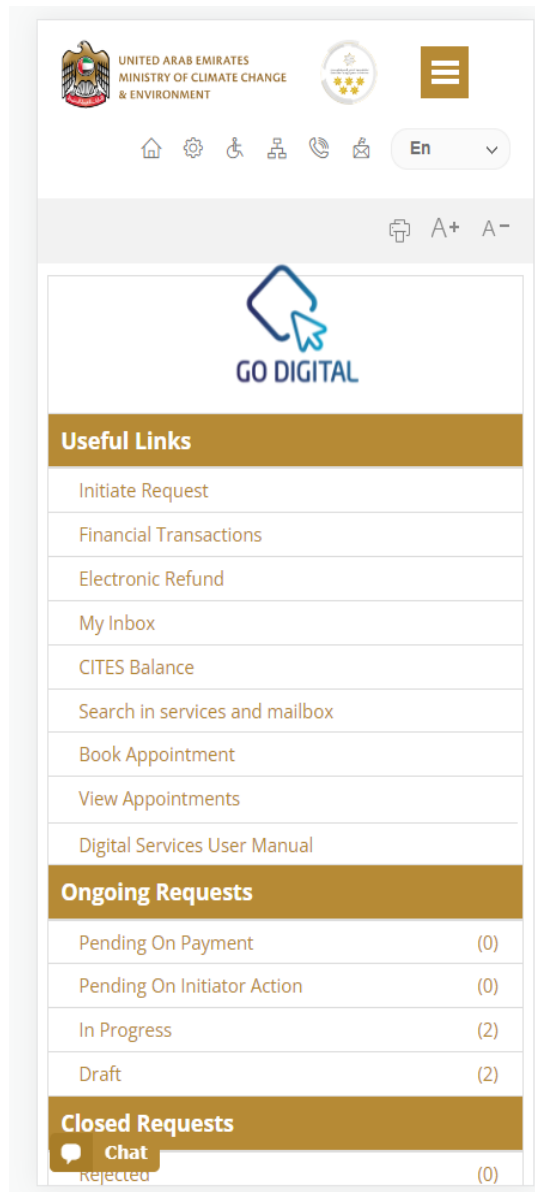


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

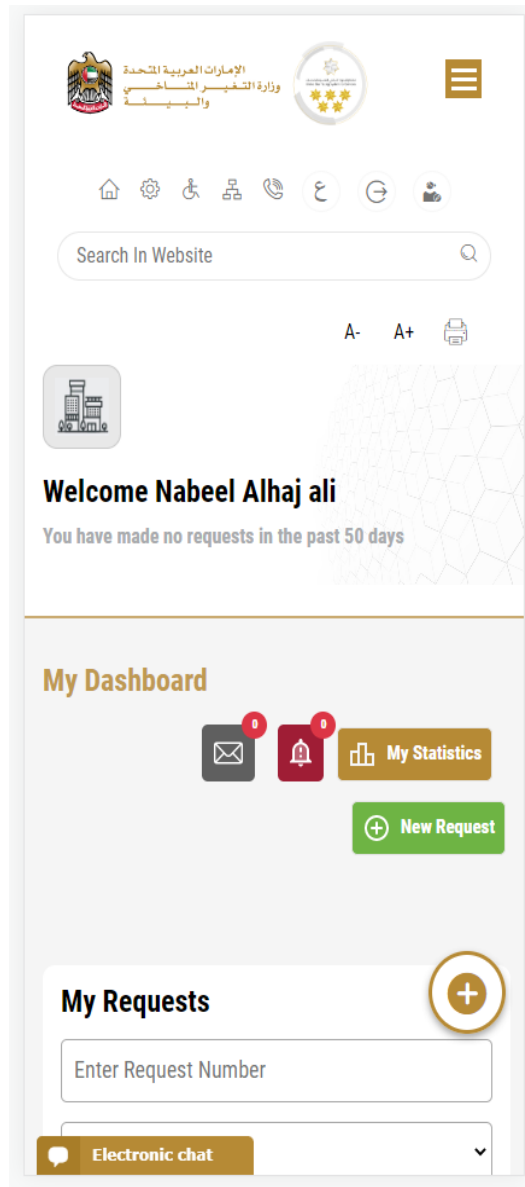
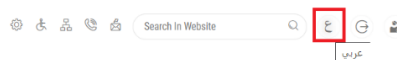


Figure 7- My Dashboard

### 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.

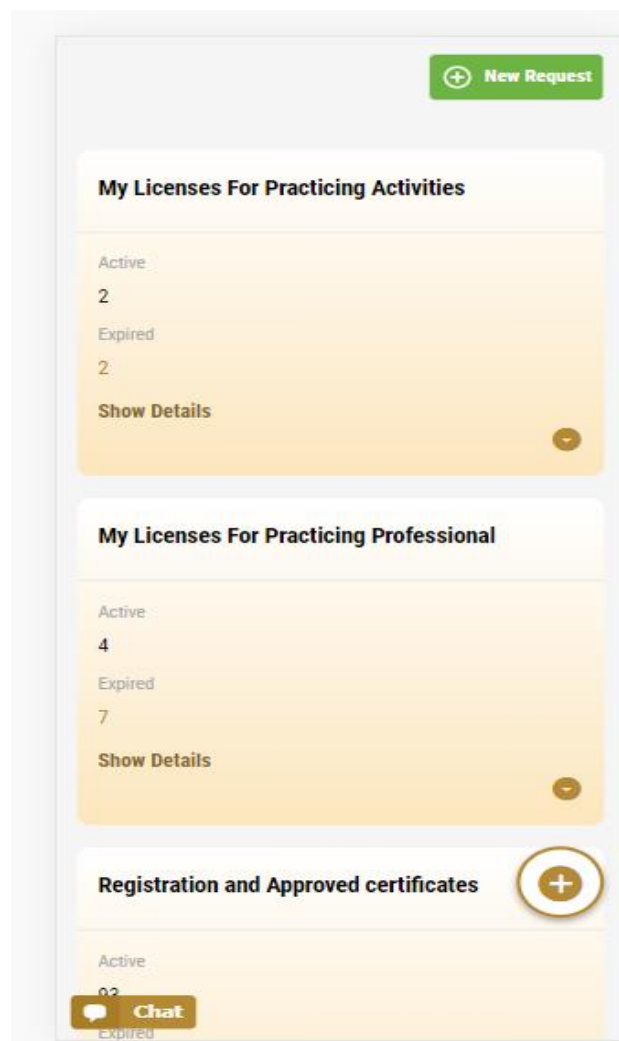


Figure 8 - Dashboard Digital Service Categories

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>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> View</span> <span> View/Send Messages</span> </div>
<p><b>REQUEST NO #Q-30122022-2214602</b></p> <p>Friday, December 30, 2022</p> <p>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> Chat</span> <span> Cancel</span> <span> View</span> <span> View/Send Messages</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* Start to start the new request.

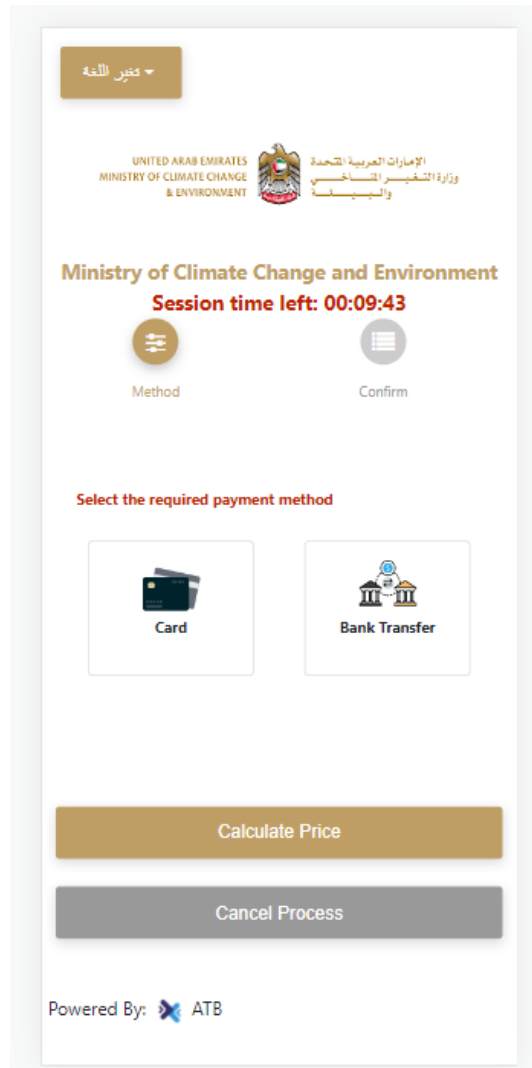
You can click on *Save as Draft* Save as Draft at any view to save all the task information you entered for later viewing or editing.

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* . You will be then directed to the payment gateway.

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



The screenshot shows the payment gateway interface for the Ministry of Climate Change and Environment. At the top, there is a language selection dropdown set to 'العربية' (Arabic). Below this is the ministry's logo and name in both English and Arabic. The main heading is 'Ministry of Climate Change and Environment' with a session timer showing 'Session time left: 00:09:43'. There are two circular buttons: 'Method' and 'Confirm'. Below these, the instruction 'Select the required payment method' is displayed. Two payment options are shown: 'Card' (represented by a credit card icon) and 'Bank Transfer' (represented by a bank building icon). At the bottom, there are two large buttons: 'Calculate Price' (orange) and 'Cancel Process' (grey). The footer indicates the gateway is 'Powered By: ATB'.

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 "00:04:02" left.
- Navigation: "Method" and "Confirm" buttons.
- Placeholder: "service name will appear here".
- Service Card:
  - Description: [Placeholder] (Service)
  - Amount: [Placeholder] AED
  - Tax Amount (AED): 0 AED
  - Quantity: 1
  - Total With Tax Amount: [Placeholder] AED
- Total: [Placeholder] AED

**Request Fees Panel (Right):**

- Section: "Request Fees" (Request Fees)
- Description: Card Charges
- 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", "Cancel Process".
- Powered By: ATB

Figure 13 - Service Fees Details



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

تغير اللغة

UNITED ARAB EMIRATES  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

الإمارات العربية المتحدة  
وزارة التغير المناخي  
والبيئة

**Ministry of Climate Change and Environment**  
**Total Payment: 302.14 AED**  
**Session time left: 00:09:02**

**Cardholder Name**  
abcd

**Card Number**  
5123 4500 0000 0008

**Month**  
December

**Year**  
23

**CVV**  
...

I agree to [Terms&Conditions](#)

Pay Now

Change 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*.

Payment Successfully

Payment Status	: Paid
Date & Time	: 10/04/2022 11:52:19 AM
Payment Reference Number	: c6180b9a-8a2c-4264-8a67-ae09a47796e
Receipt Reference Number	: 0061376188231805499
Total Amount	: 253.16 AED
E-Signature Fees	: \$3.06 USD
Payment Method	: Net E-Signature Card

Service Name	Service Code	Amount	Quantity
Receipt for the issuance or annual renewal of a license to export or re-export aquatic products	1024422178	2000	1
Receipt for the issuance or annual renewal of licenses for accessible to engage in activities related to the aquaculture sector	1024422177	300	1

Continue

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.

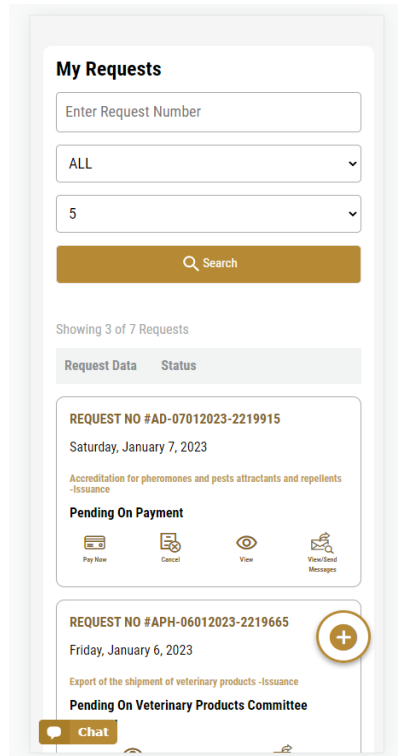


Figure 16 - Select Request to Retrieve

- 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 MOCCA 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.

The screenshot displays the 'My Requests' section of a user interface. At the top, there is a search bar labeled 'Enter Request Number'. Below it are two dropdown menus: the first is set to 'ALL' and the second is set to '5'. A blue 'Search' button is positioned below the dropdowns. The interface indicates 'Showing 3 of 1387 Requests'. A table header shows 'Request Data' and 'Status'. A single request card is visible, titled 'REQUEST NO #AD-07012023-2219915' with the date 'Saturday, January 7, 2023'. The description is 'Accreditation for pheromones and pests attractants and repellents -Issuance'. The status is 'Completed'. At the bottom of the card are four icons: 'Download', 'View Payment Receipt', 'View', and 'View/Send Messages'.

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

## License for Agricultural Activity

### Issue a New License for Agricultural Activity

#### Service Description

Through this service a license is issued to practice activities related to Agricultural services.


#### Service Time

To process the request approval, it will take around 1260 minutes from submission date, to provide you final decision.

#### Terms and Conditions

- If you receive a message that your request needs an update or action from your side, and if you will not respond within 30 days, you will receive a warning email and an SMS to that the request will get cancelled.
- When your request had been approved and your license had been issue, the license will be valid for one year from the issuance date

#### To apply for a License for Agricultural Activity

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.
- 2- Select the license name from the dropdown list, or alternatively click on the *Activity and Professional Licenses* category, select the *Agricultural Activities* tab, then select the service card.
- 3- Click on *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.

The screenshot shows a mobile application interface for issuing a license. At the top, there are four circular icons: a person, a gear, a document, and a document with a checkmark. Below the icons is the title 'Practice Agricultural Activity License - Issuance'. The main content area is titled '1 of 4 Applicant Information'. It features a dropdown menu labeled 'Applicant Name\*' with a question mark icon and the text 'Select Applicant Name'. Below the dropdown are four buttons: 'Add applicant' (dark blue), 'Edit' (light blue), 'Next' (dark blue), and 'Return' (light blue).

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.

Practice Agricultural Activity License - Issuance

1 of 4

**Applicant Information**

Applicant Name\* ?

Add applicant

Emirates ID\* ?

Find

Cancel

Name

Figure 18 - Applicant's Information Page

- 6- Click *Next*, then the service details view will be displayed, to selected license activities

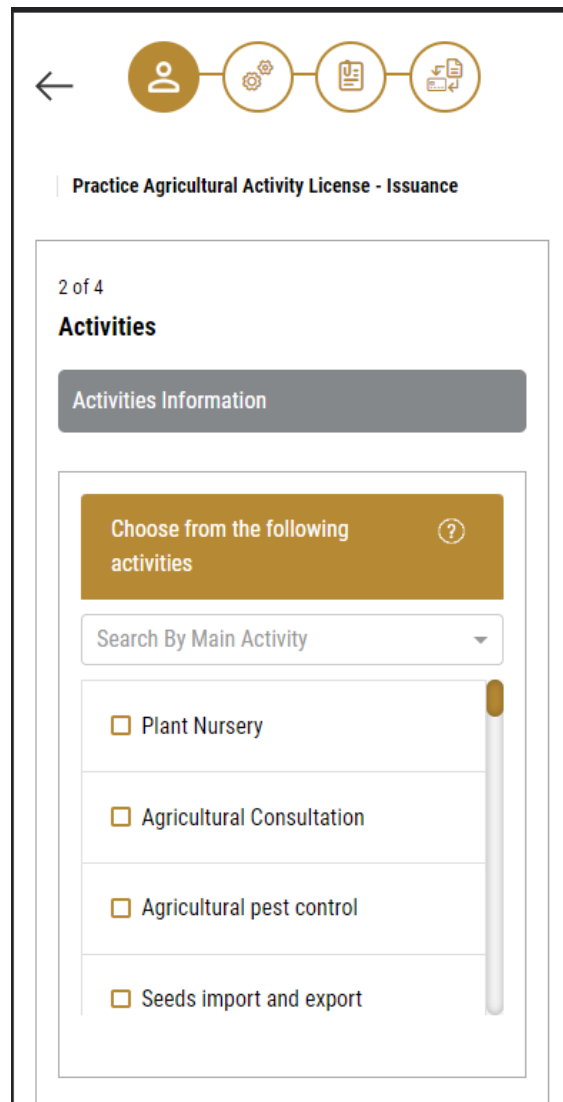


Figure 19 - License Activities View

- 7- Add activities as required.
- 8- By adding activities to the list, the total fees will be updated accordingly to review the sum of fees required for all selected activities

**Total Fee (AED):**

3000

Chosen Activities ?

Plant Nursery

Agricultural Consultation

Seeds import and export

Import and export of Agarwood and its products

Details of Required Professions

**Select Agriculture Engineer**

Search for Engineer ▼

Please add at least "2" Agriculture Engineers

Next

Back

Save as Draft

- 9- Add Agriculture engineers required to apply for the selected activities  
 Noting that , if the Agriculture engineers associated to your company have expired licenses , it won't be reflected in the list.  
 Engineers must have valid/ renewed licenses in order to add them to the agriculture activity license.
  
- 10- Click *Next*, then the Attachments view will be displayed.



**Practice Agricultural Activity License - Issuance**


3 of 4

**Attachments**

Attachments marked with (\*) are mandatory, the attached file size should not be more than 3MB's and allowed file types are ((pdf,gif,jpg,jpeg,png,bmp,doc,docx,xls,xlsx))

**A copy of a valid commercial and industrial license**


\*



Drag Or Drop Your Files Here

Upload a File

**Partner supplement**



Drag Or Drop Your Files Here

Upload a File

Figure 20 - Attachments Page

11- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.

- A copy of a valid commercial and industrial license – Mandatory Attachment must be fulfilled
- Partner supplement – Optional attachment

Noting that some attachment can be required based on some selected activities


12- Click *Next* to review your request.


**Activities Information**

**Main Activity**

Import and export of Agarwood and its pr

**Attachments**

  
 error.png

  
 error.png

**Total Payment (AED)**

**Service Fees (AED)**

**500**

\*  I agree to the [Terms and Conditions](#)



**Pay Later**

**Pay Now**

**Back**

Figure 21 – Service Request Review

13- 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* , 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 [How to Pay for a Digital Service](#)

Once the payment is done, the request will be sent to the authorized MOCCA 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

14- Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.

15- Locate the completed request then click on  to download your certificate, or  to view the request.

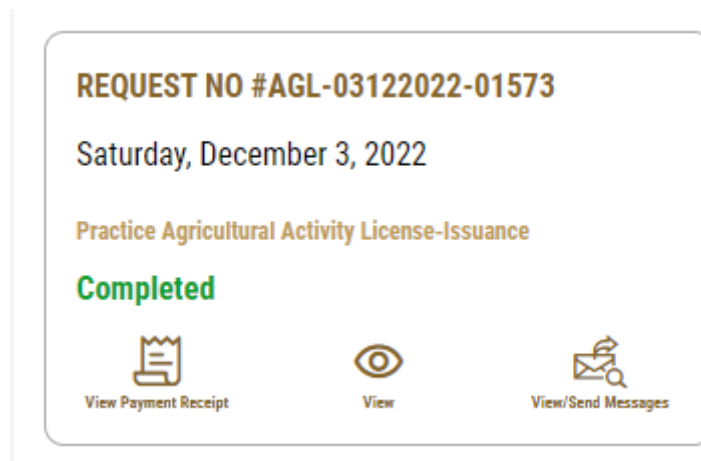
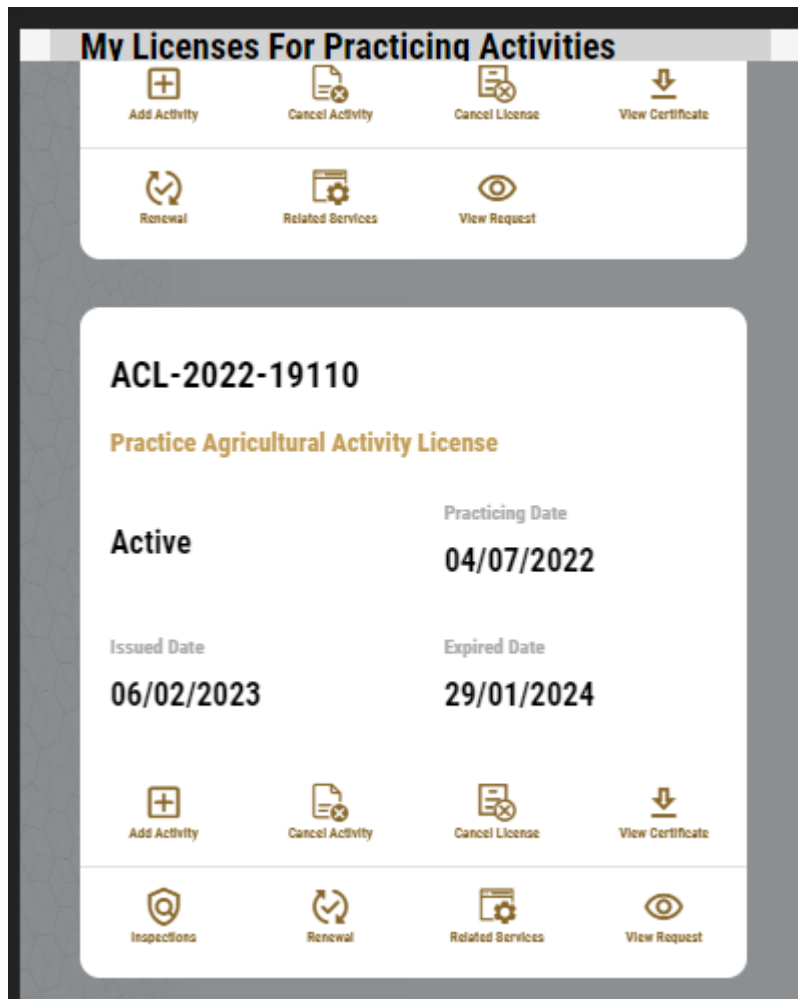


Figure 22 - Download or View Certificate

### Managing the License for Agricultural Activity

Locate your license by selecting the relevant services category from the dashboard, then select your license from the licenses list.

You can add or cancel an activity, renew the license when expires, cancel the license or access license related services.



You can do the following actions:









Button	Description
	View the certificate
	View the service request
	Add more activities to the valid license, see <a href="#">Add an Activity to a License for Agricultural Activity</a>
	Cancel one or more activities from active license, see <a href="#">Cancel an Activity from a License for Agricultural Activity</a>
	Renew about to expire or expired licenses, see <a href="#">Renew a License for Agricultural Activity</a>
	Cancel valid or expired licenses, see <a href="#">Cancel a License for Agricultural Activity</a>
	Access license related services, see <a href="#">Access Related Services provided by Agricultural Activity License</a>

Table 3 - Managing License Action

## Renew a License for Agricultural Activity Service Description

Through this service, expired license is renewed to practice activities related to Agricultural license.

When you have an expired license, you will receive an *Alert* in your dashboard  to start the renewal process or to cancel the license.

**Terms and Conditions**

- License is renewed for one year from the renewal date
- The License renewal request can be submitted only one month prior to license expiry
- When you renew your license, you can add, change or cancel any of the license activities
- If the license fees for previous years had not been paid, you will be asked to pay for the renewal fees starting from 1/5/2021, based on new regulations
- If no changes in the selected activities or the company address are required in the new license, the license will not need to be reviewed or approved and it will be automatically renewed and issued; otherwise, the license will be sent to the authorised MOCCAЕ employee for review and approval.

**To Renew a License for Agricultural Activity:**

- 1- Locate your about to expire or expired license by selecting the relevant services category then selecting your license from the licenses list.



- 1- Click on the *Renewal* button  . The Applicant information view will be displayed.

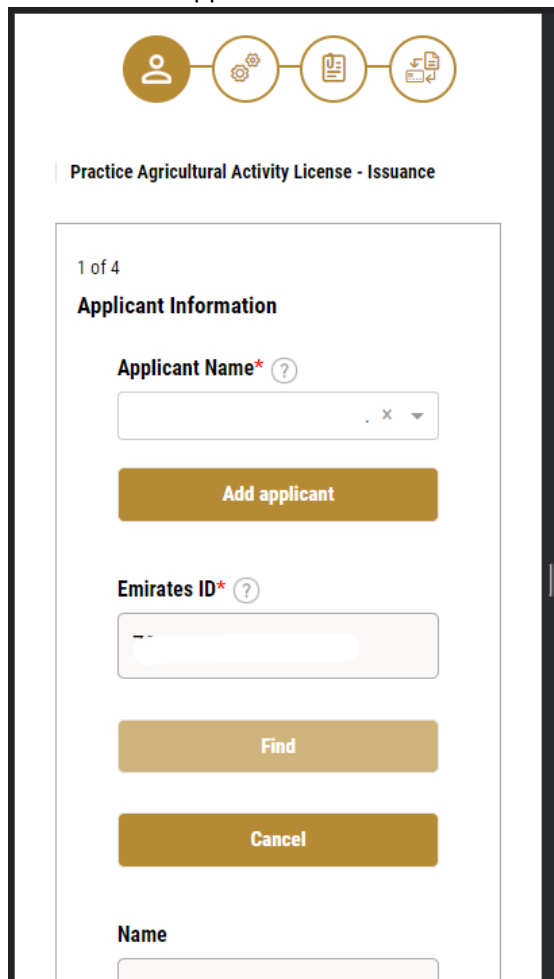


Figure 23 - Applicant Information View

- 2- Enter 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.
- 3- The applicant's information will be displayed. Click on *Next*.
- 4- The original activities are displayed. You can change the selected activities, if required. See *Add an Activity to a License for Agricultural service*, and *Cancel an Activity from a License for Agricultural Agricultural service*.

**Total Fee (AED):**

3000

Chosen Activities ?

Plant Nursery

Agricultural Consultation

Seeds import and export

Import and export of Agarwood and its products

Details of Required Professions

**Select Agriculture Engineer**

Search for Engineer ▼

Please add at least "2" Agriculture Engineers

Next

Back

Save as Draft

- 5- Total fees is updated by selected activities
- 6- Check if the Agriculture engineer licenses are correctly associated, noting that the system will display an error message if one or more of the previous licenses are expired. In this case, you must renew the engineers' expired licenses or add new licenses to replace expired licenses , to ensure that you are compliant with the profession rules required
- 7- Click *Next*
- 8- Attachment view is displayed



**Practice Agricultural Activity License - Issuance**


3 of 4

**Attachments**

Attachments marked with (\*) are mandatory, the attached file size should not be more than 3MB's and allowed file types are ((pdf,gif,jpg,jpeg,png,bmp,doc,docx,xls,xlsx))

**A copy of a valid commercial and industrial license**


\*



Drag Or Drop Your Files Here

Upload a File

**Partner supplement**



Drag Or Drop Your Files Here

Upload a File

Figure 24 - Attachments Page

- 9- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.

- A copy of a valid commercial and industrial license – Mandatory Attachment must be fulfilled
- Partner supplement – Optional attachment

Noting that some attachment can be required based on some selected activities


10- Click Next to review your Request


**Activities Information**

**Main Activity**

Import and export of Agarwood and its pr

**Attachments**

  
 error.png

  
 error.png

**Total Payment (AED)**

**Service Fees (AED)**

**500**

\*  I agree to the [Terms and Conditions](#)



**Pay Later**

**Pay Now**

**Back**

Figure 25 – Service Request Review

11- 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* , 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 [How to Pay for a Digital Service](#)

12- Once the payment is done, the request will be sent to the authorized personnel 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

13- Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.

Locate the completed request then click on  to download your certificate, or  to view the request.

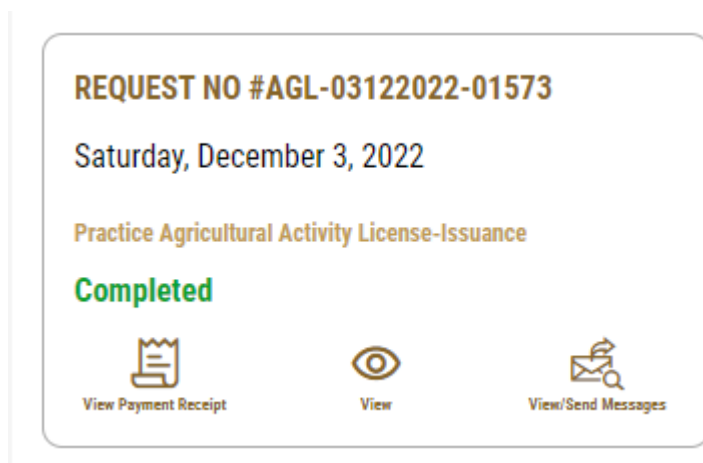


Figure 26 - Download or View Certificate

## Add an Activity to a License for Agricultural Activity

### Service Description

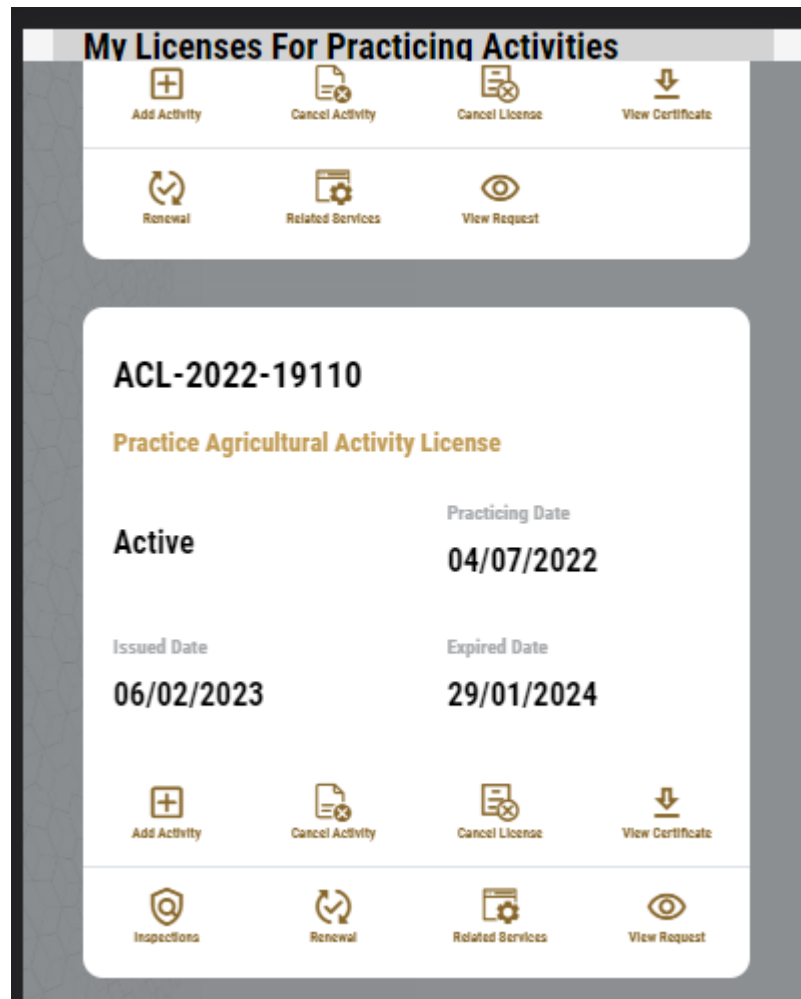
You can add an activity to the license while it is active.

### Terms and Conditions

- The license should be valid
- You cannot add activity if the license is about to expire (Before one month of expiry date). In this case you will need to renew the license and Add/Cancel required activities during renewal process.

### To add an activity:

- 1- Locate your license by selecting the relevant services category then selecting your license from the licenses list.



2- Click on the Add Activity button . The Applicant information view will be displayed.

The screenshot shows a mobile application interface for issuing a Practice Agricultural Activity License. At the top, there are four circular icons: a person, a gear, a document, and a document with a checkmark. Below the icons, the title 'Practice Agricultural Activity License - Issuance' is displayed. The main content area is titled '1 of 4 Applicant Information'. It contains two input fields: 'Applicant Name\*' with a question mark icon and a dropdown arrow, and 'Emirates ID\*' with a question mark icon. Below the 'Applicant Name' field is a brown 'Add applicant' button. Below the 'Emirates ID' field is a brown 'Find' button, and below that is a brown 'Cancel' button. At the bottom, there is a 'Name' label and a partially visible input field.

Figure 27 - Applicant Information View

- 3- Enter 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.

- 4- Click on *Next*. The License Activities will be displayed.  
Noting that you cannot remove any of the previously selected activities, you will be able only to add more activities from the list

**Total Fee (AED):**

3000

**Chosen Activities** ?

- Plant Nursery
- Agricultural Consultation
- Seeds import and export
- Import and export of Agarwood and its products

**Details of Required Professions**

**Select Agriculture Engineer**

Search for Engineer

**Please add at least "2" Agriculture Engineers**

**Next**

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Figure 28 - License Add Activities View

- 5- The selected activities fees will be calculated and displayed in the *Total Fees* field
- 6- Check if the Agriculture engineer licenses are correctly associated, noting that the system will display an error message if one or more of the previous licenses are expired.  
In this case, you must renew the engineers' expired licenses or add new licenses to replace expired licenses , to ensure that you are compliant with the profession rules required
- 7- Click on *Next*
- 8- Attach a copy of valid trade license, then click on *Next*.

**Practice Agricultural Activity License - Issuance**


3 of 4

**Attachments**

Attachments marked with (\*) are mandatory, the attached file size should not be more than 3MB's and allowed file types are ((pdf,gif,jpg,jpeg,png,bmp,doc,docx,xls,xlsx))

**A copy of a valid commercial and industrial license**


\*



Drag Or Drop Your Files Here

Upload a File

**Partner supplement**



Drag Or Drop Your Files Here

Upload a File

Figure 29 - Attach License

- 9- Attach required documents. Noting that some documents will be required only based on selected activities
- 10- Click on *Next* to review your request



- 11- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.
- 12- 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.
- 13- Click on *Pay Now* Pay Now to pay for the service immediately. See [How to Pay for a Digital Service](#)
- 14- Once the payment is completed successfully, the request status will be changed to *Initial Review*, and the request will be sent to the authorized MOCCAIE employee for processing.
- 15- When your request gets approved, the request status will change to *Completed*. You can then view or download your updated certificate.

Locate the completed request then click on  to download your certificate, or  to view the request.

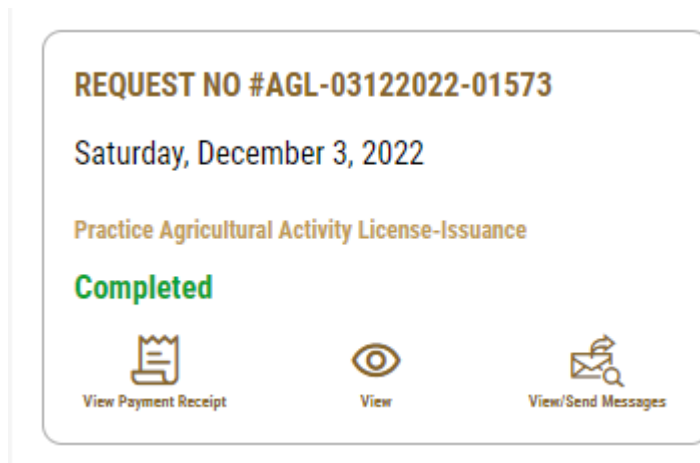


Figure 30 - Download or View Certificate

### Cancel an Activity from a License for Agricultural Activity Service Description

You can remove an activity from the license while it is active.

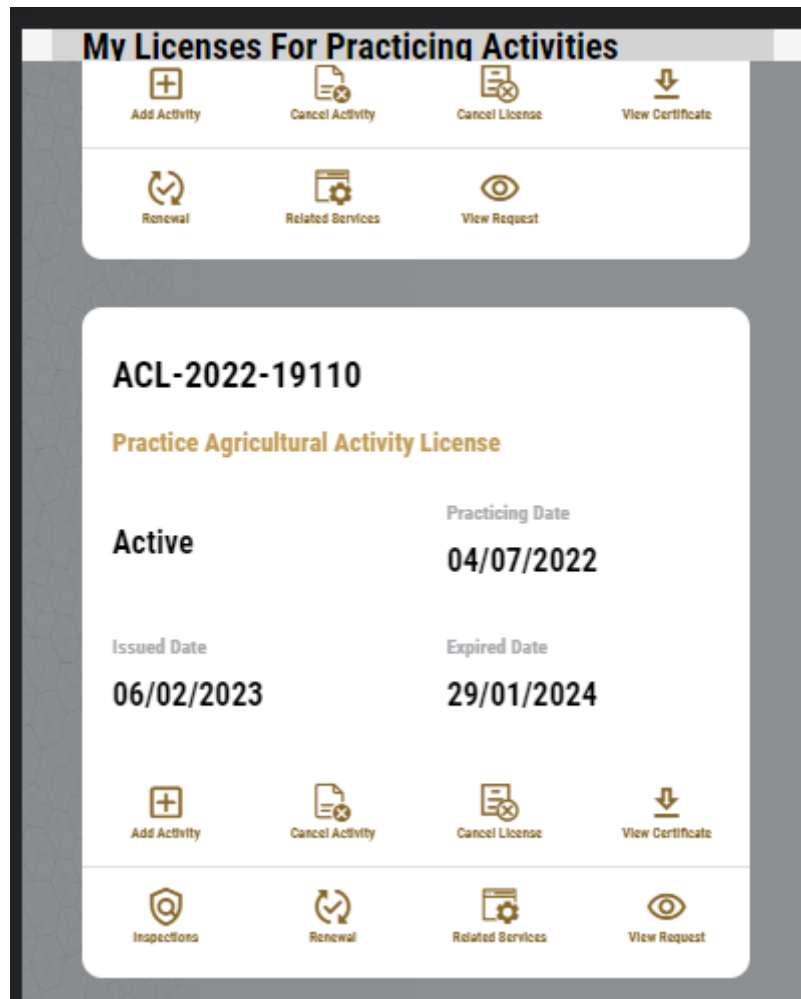
#### Terms and Conditions

The license should to be valid

You cannot cancel activity if the license is about to expire (Before one month of expiry date). In this case you will need to renew the license and Add/Cancel required activates during renewal process.

#### To cancel an activity:

- 1- Locate your license by selecting the relevant services category then selecting your license from the licenses list.



2- Click on the *Cancel Activity*  . The Applicant information view will be displayed.

Practice Agricultural Activity License - Issuance

1 of 4

**Applicant Information**

**Applicant Name\*** ?

**Add applicant**

**Emirates ID\*** ?

**Find**

**Cancel**

**Name**

Figure 31 - Applicant Information View

- 3- Enter 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.

- 4- Click on *Next*. The license activities will be displayed.

**Total Fee (AED):**

3000

**Chosen Activities** ?

Plant Nursery

Agricultural Consultation

Seeds import and export

Import and export of Agarwood and its products

**Details of Required Professions**

**Select Agriculture Engineer**

Search for Engeneer ▼

Please add at least "2" Agriculture Engineers

**Next**

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Figure 32 – Remove Activity

- 5- Uncheck chosen activities that need to be cancelled, then click on *Next*.
- 6- Add attachment of the updated license which shows that the selected activity is cancelled

**Practice Agricultural Activity License - Issuance**


3 of 4

**Attachments**


Attachments marked with (\*) are mandatory, the attached file size should not be more than 3MB's and allowed file types are ((pdf,gif,jpg,jpeg,png,bmp,doc,docx,xls,xlsx))

**A copy of a valid commercial and industrial license**

\*

  
Drag Or Drop Your Files Here

**Partner supplement**

  
Drag Or Drop Your Files Here

7- Review your request details, then click on *Submit*.

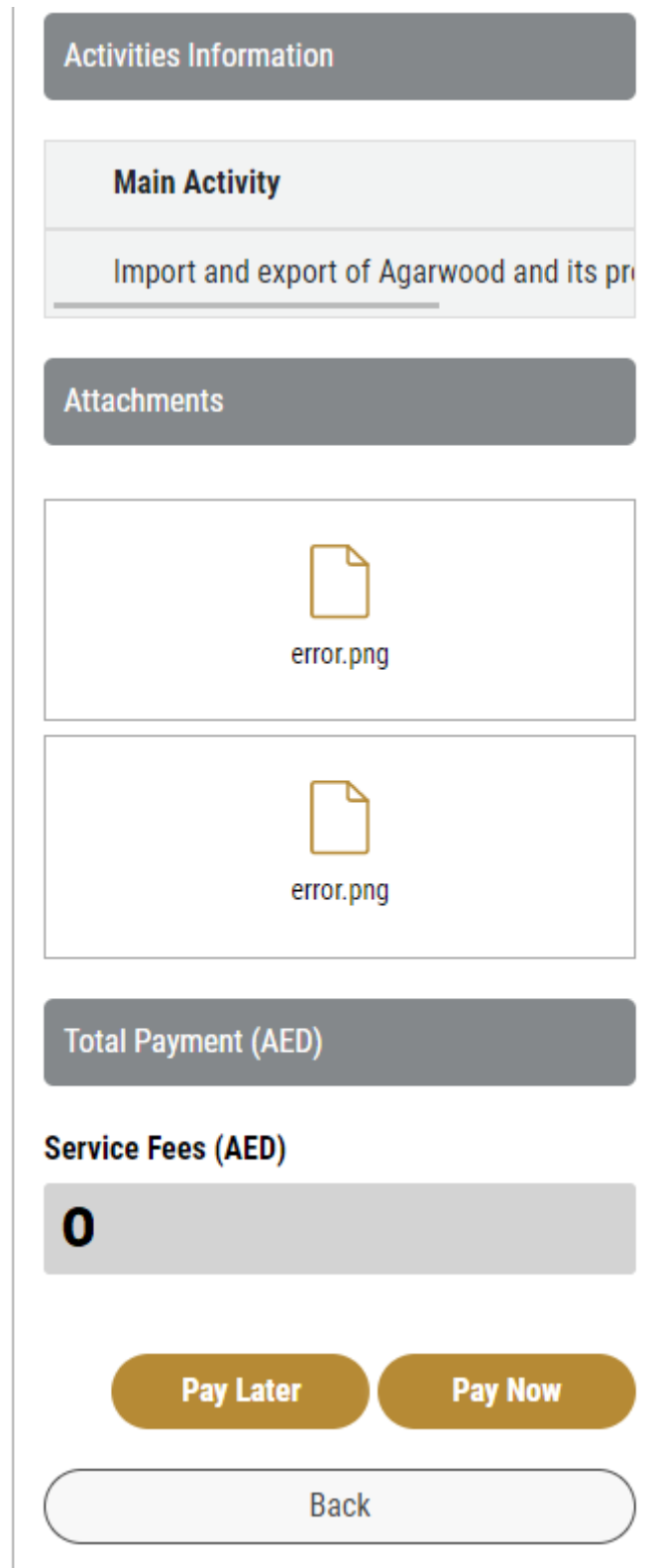


Figure 33 - Review Removed Activity Details

- 8- You will receive a confirmation message that your request has been submitted, and the request status will change to *Initial View*.

- 9- When your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.

Locate the completed request then click on  to download your updated certificate, or  to view the request.

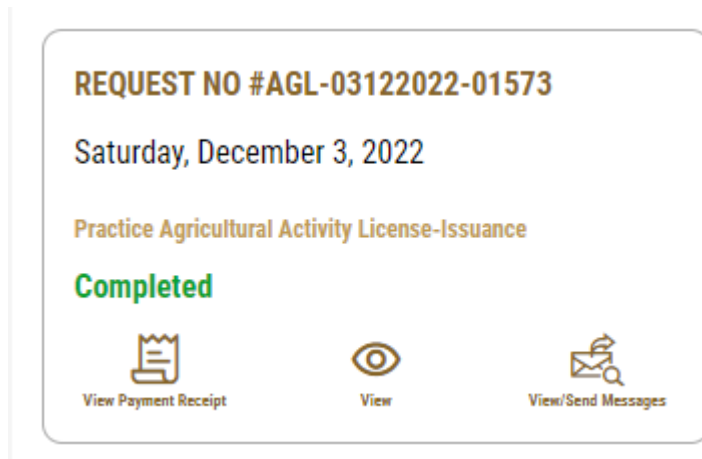


Figure 34 - Download or View Certificate


### Access Related Services provided by Agricultural Activity License

When your license is issued, and according to the included activities, you will be authorized to use defined related services.

To view the license related services:

- 1- Locate your license by selecting the relevant services category then selecting your license from the licenses list.



- 2- Click on *Related Services*  . The list of license related services will be displayed. Noting that related services will be allowed based on the selected agriculture activities only



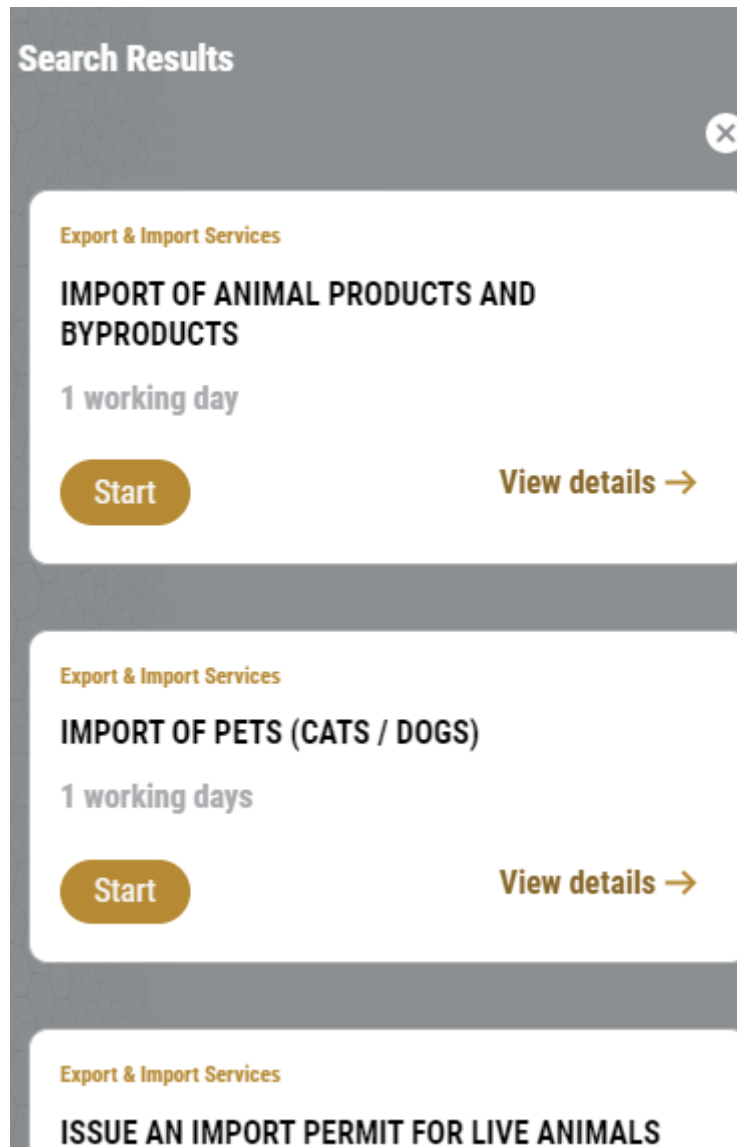


Figure 35 - License Related Services

## Cancel a License for Agricultural Activity

### Service Description

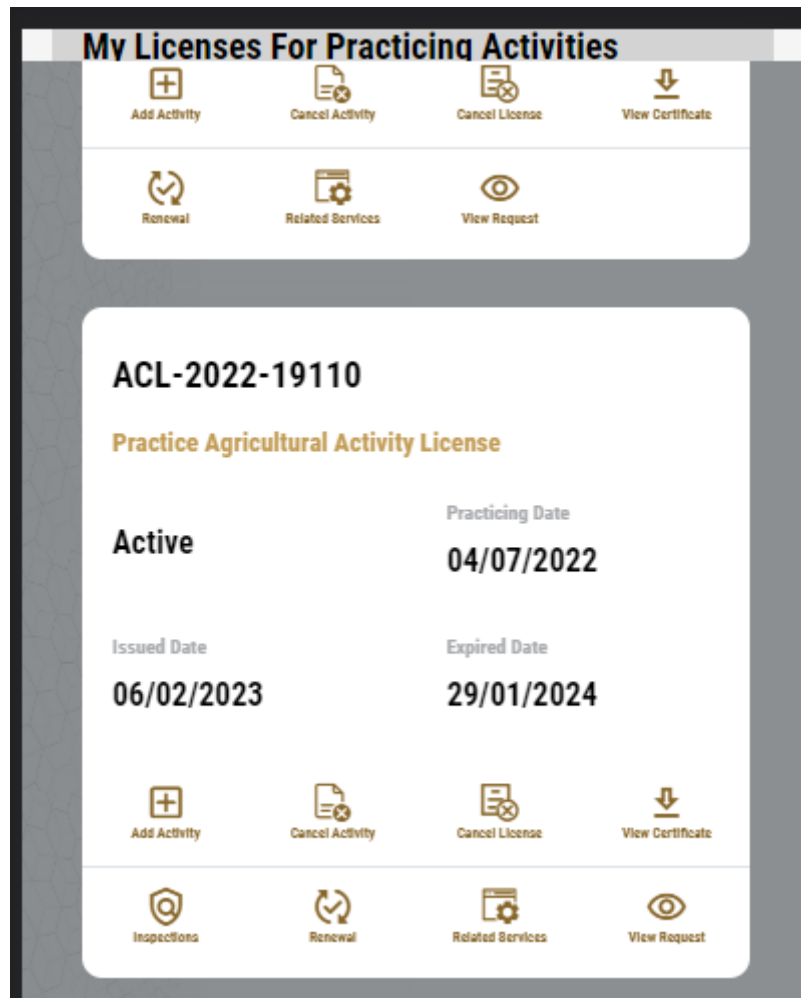
You can cancel the License for Agricultural Activity with all related activities.

### Terms and Conditions

If the license fees for previous years had not been paid, you will be asked to pay for the renewal fees starting from 1/5/2021.

**To cancel a License for Agricultural Activity:**

- 1- Locate your license by selecting the relevant services category then selecting your license from the licenses list.



- 2- Click on *Cancel License* . The Applicant information view will be displayed.

The screenshot shows a mobile application interface for issuing a 'Practice Agricultural Activity License'. At the top, there are four circular icons: a person, a gear, a document, and a document with a checkmark. Below the icons, the title 'Practice Agricultural Activity License - Issuance' is displayed. The main content area is titled '1 of 4 Applicant Information'. It contains two input sections. The first section is for 'Applicant Name\*' with a search icon and a dropdown arrow, and an 'Add applicant' button. The second section is for 'Emirates ID\*' with a search icon and a text input field, and 'Find' and 'Cancel' buttons. At the bottom, there is a 'Name' label and a text input field.

Figure 36 - Applicant Information View

- 3- Enter 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.

- 4- Click on *Next*, then the Cancel License view will be displayed.

**Total Fee (AED):**

3000

**Chosen Activities** ?

- Plant Nursery
- Agricultural Consultation
- Seeds import and export
- Import and export of Agarwood and its products

**Details of Required Professions**

**Select Agriculture Engineer**

Search for Engeneer

**Please add at least "2" Agriculture Engineers**

**Next**

Back Save as Draft

Figure 37 - Cancel License

- 5- Select the reason for cancelling the license from the list, then click on *Next*.
- 6- Review your request details, then click on *Submit*.
- 7- You will receive a confirmation message that your request has been submitted, and the request status will change to *Initial View*.
- 8- You will be then notified by Email and SMS by the request status. It can either be:
  - **Approved:** Request is complete, and license is cancelled
  - **Rejected:** The service is not provided, and you will be notified by the rejection 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

When your request gets approved, the request status will change to *Completed*, license will be cancelled and all related services will be disabled.