



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Import of veterinary raw materials

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 ' is a 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 MOCCA website

First you need to log in to the MOCCA website.

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

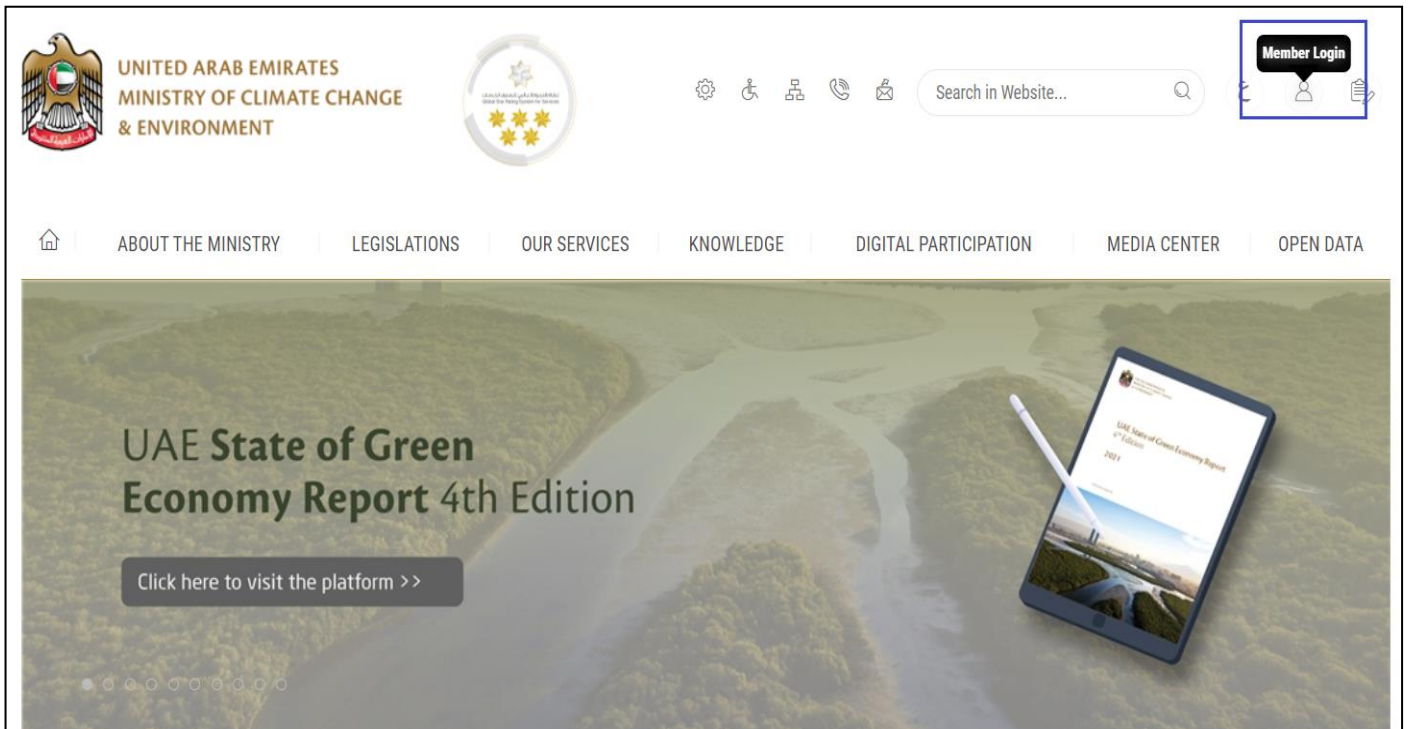


Figure 1 – MOCCA Website Home Page

3- Click on Sign in with UAE PASS.

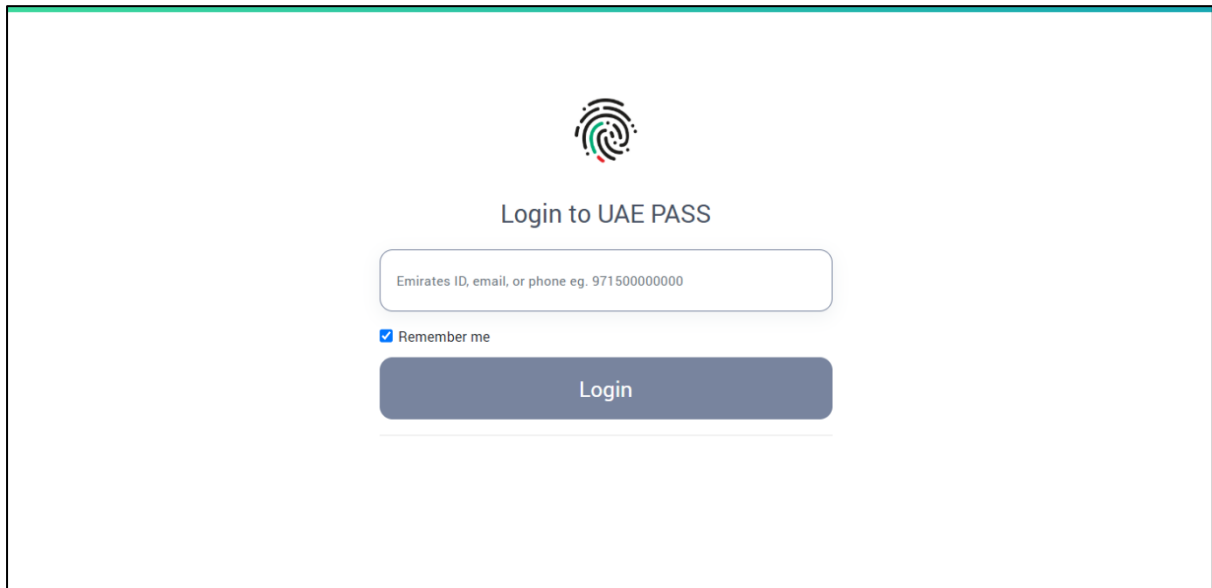
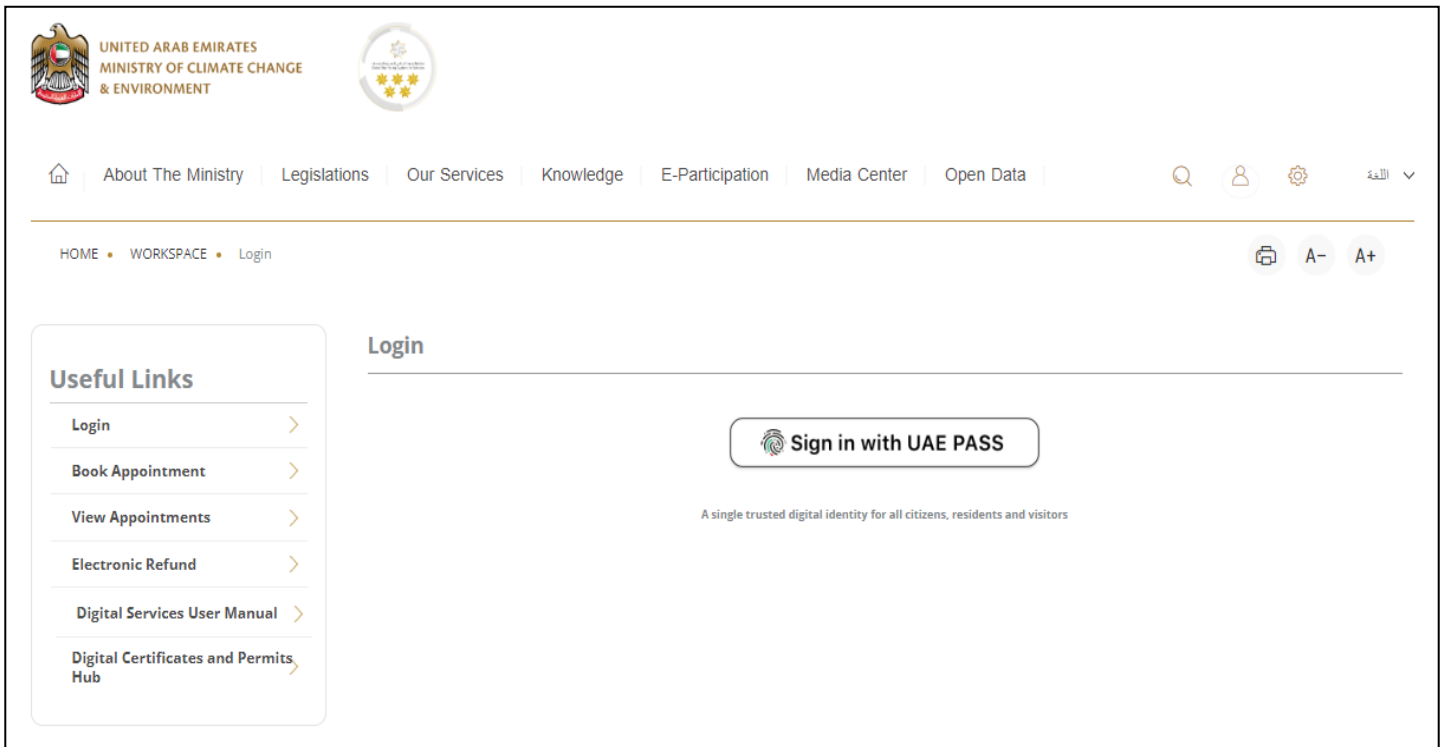


Figure 2 - Login Page

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

UAE PASS – MOCCAЕ Profile Linking

Login as individual

Test 1

Test 2

Login as agent for company

Link company account

Test 3

Test 4

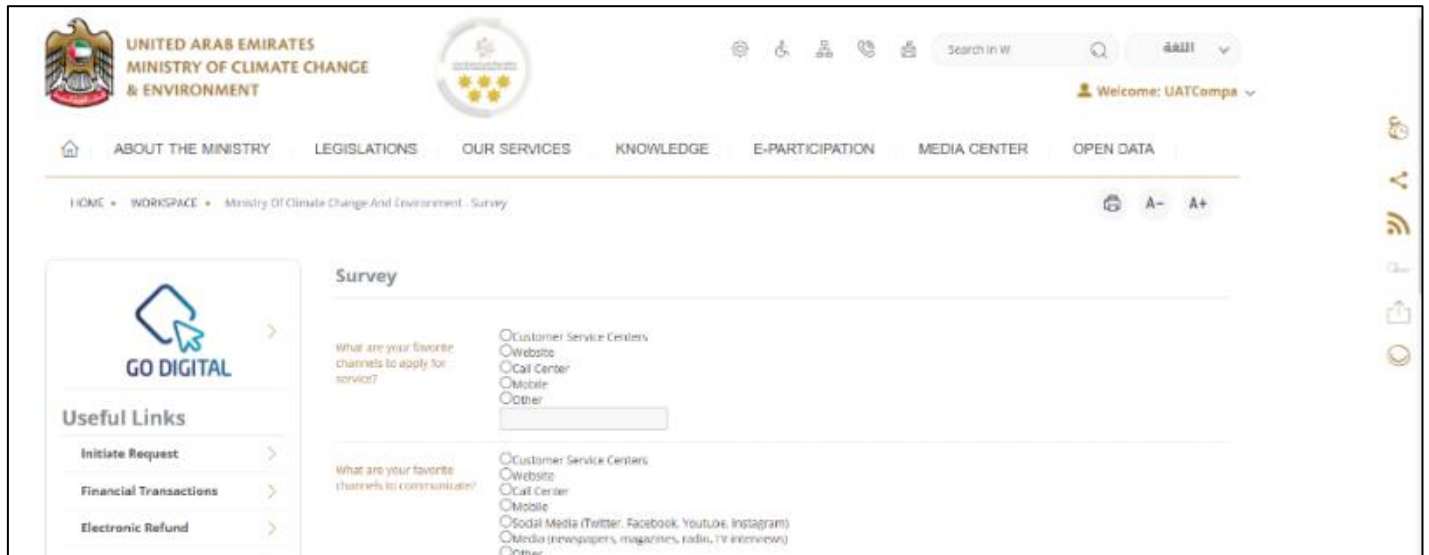


Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

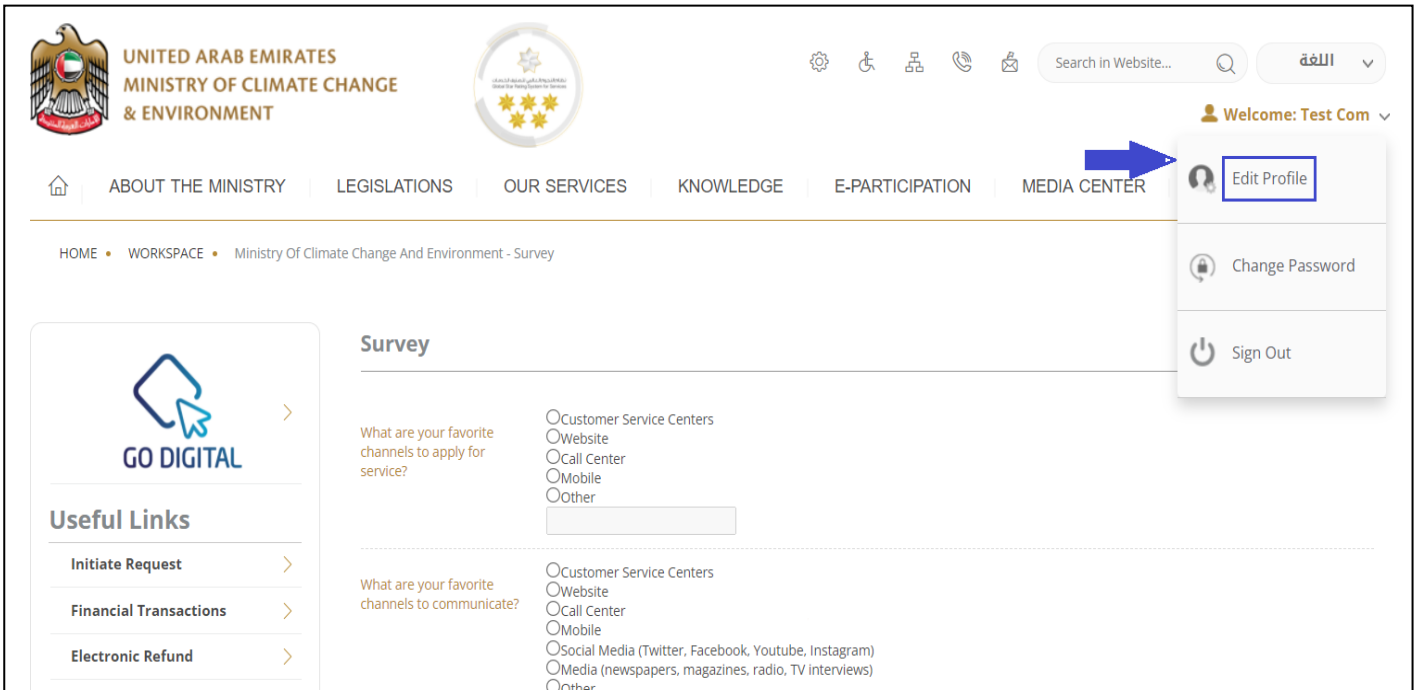


Figure 4 - Update Profile

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

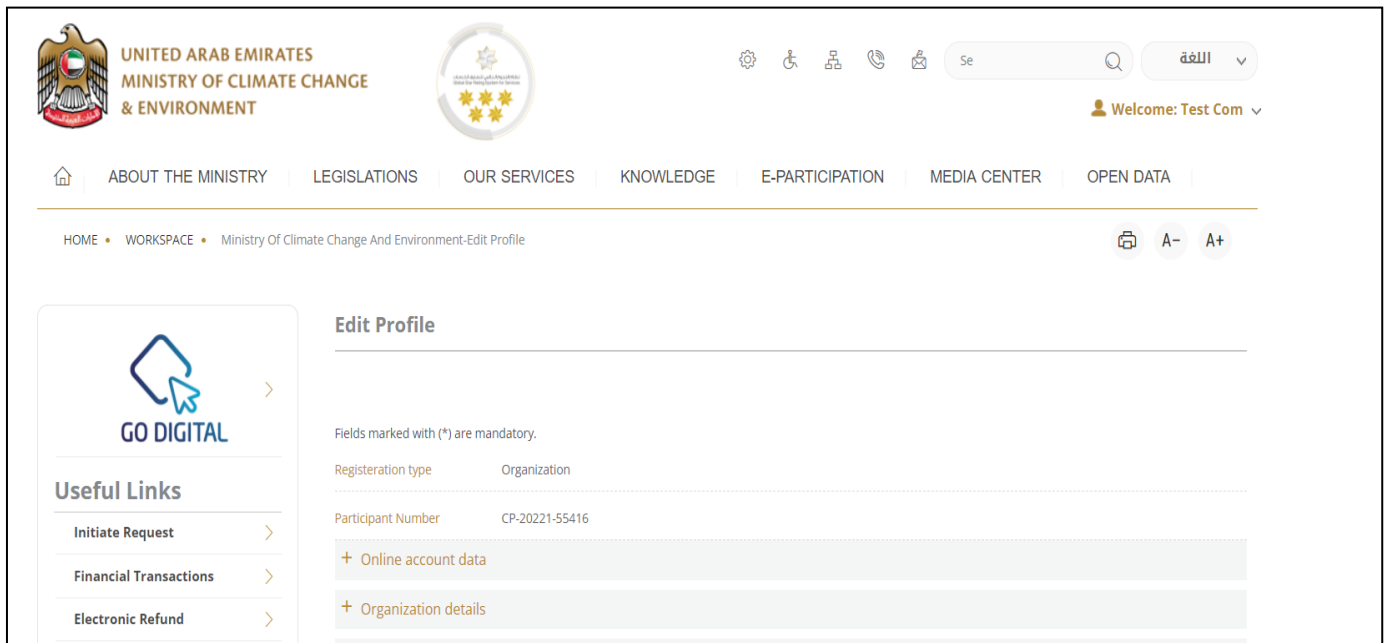



Figure 5 - Edit Profile

Running the 'Go Digital' Services

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

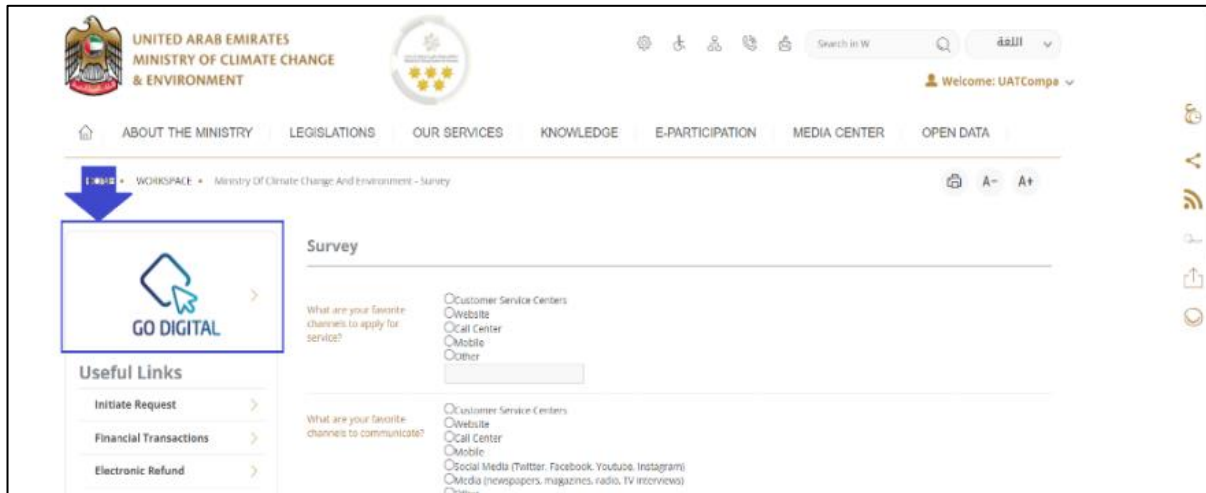
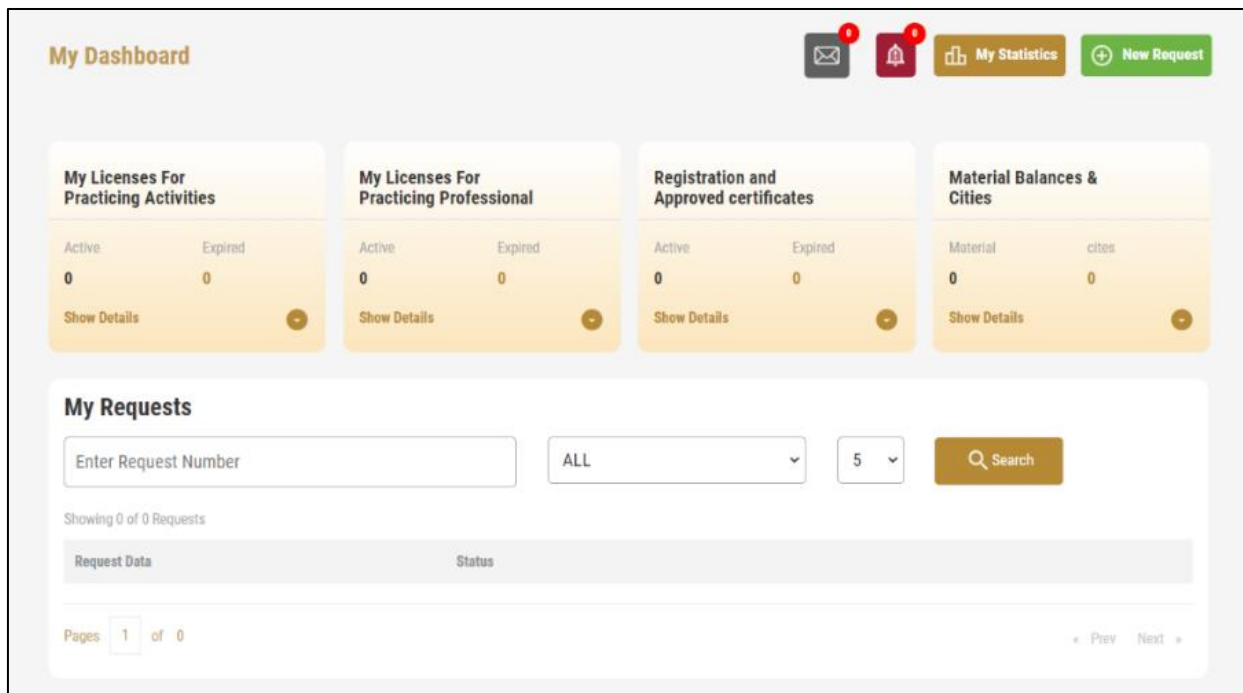


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.



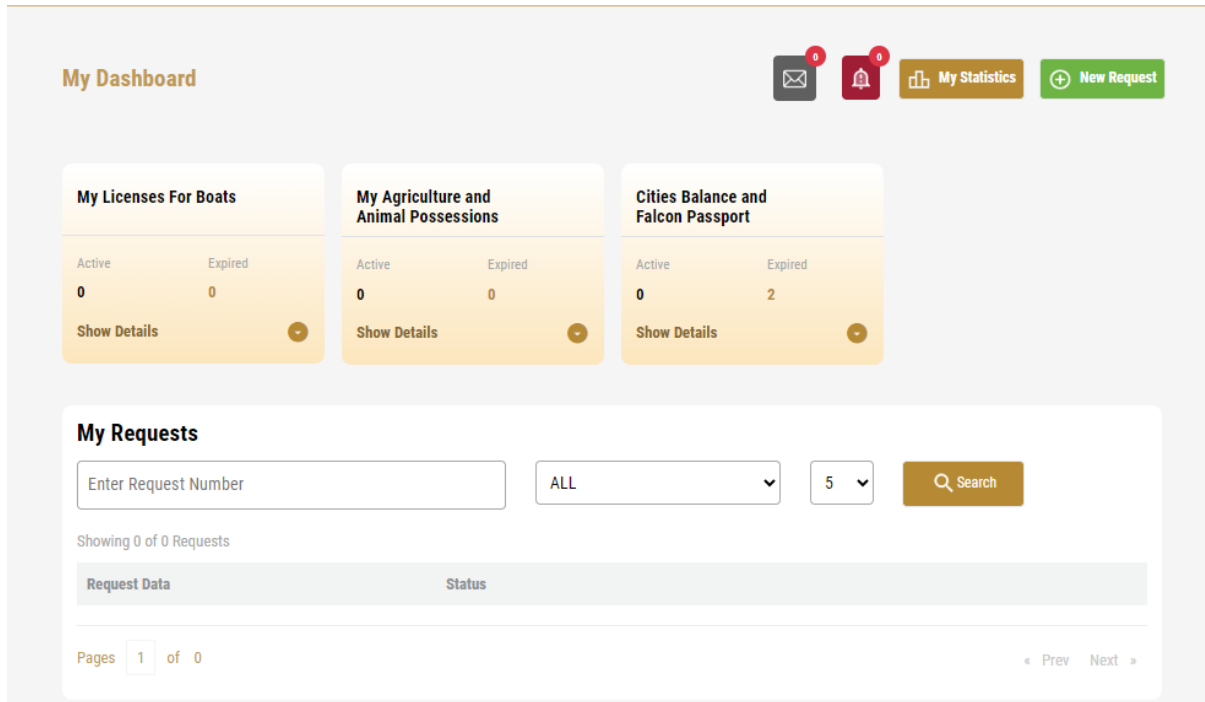
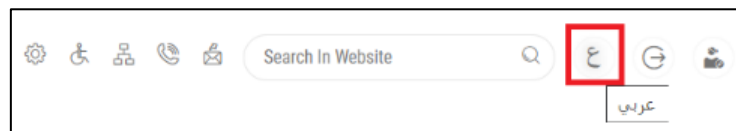


Figure 7- My Dashboard

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
	To display statistics about the customer's requests
	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

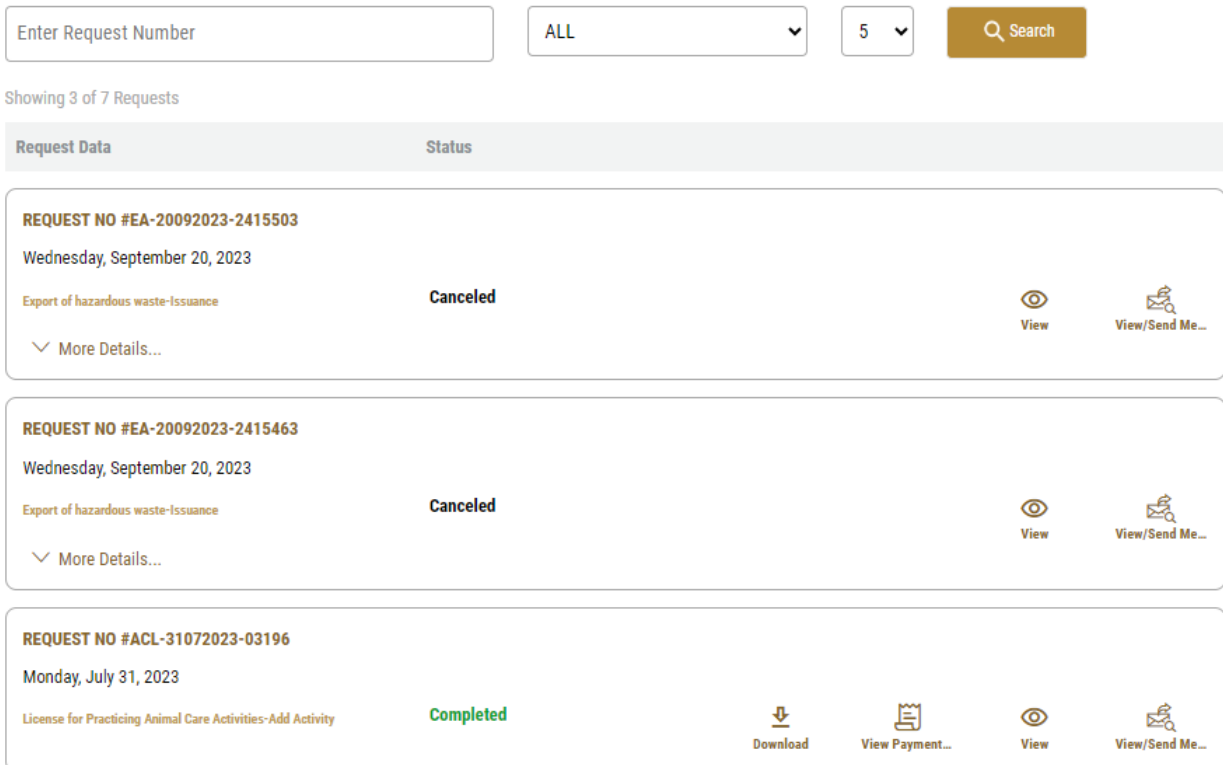


Figure 9 - Customer's Requests List


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:

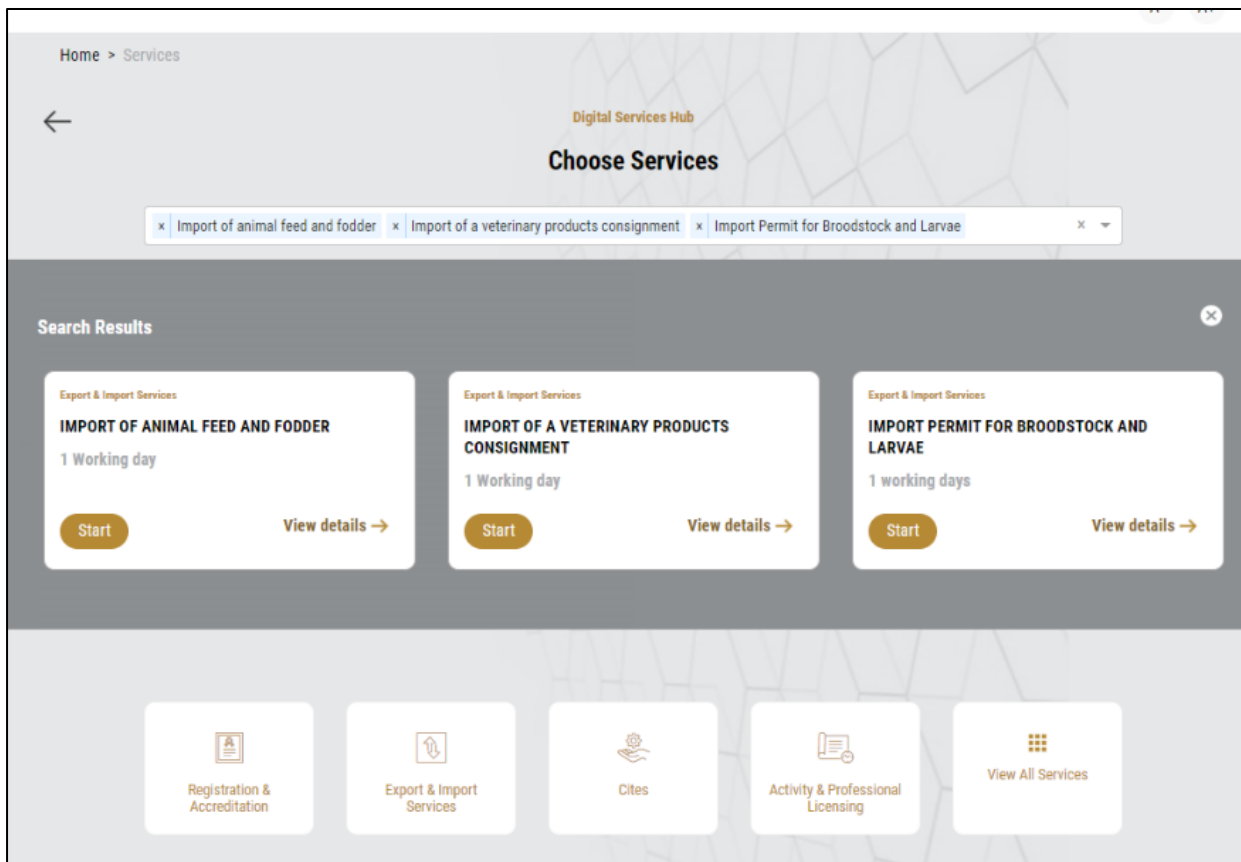


Figure 10 – Service New Request

- 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.

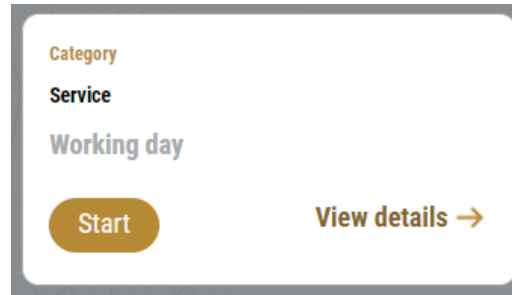


Figure 11 - Service Card

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*.

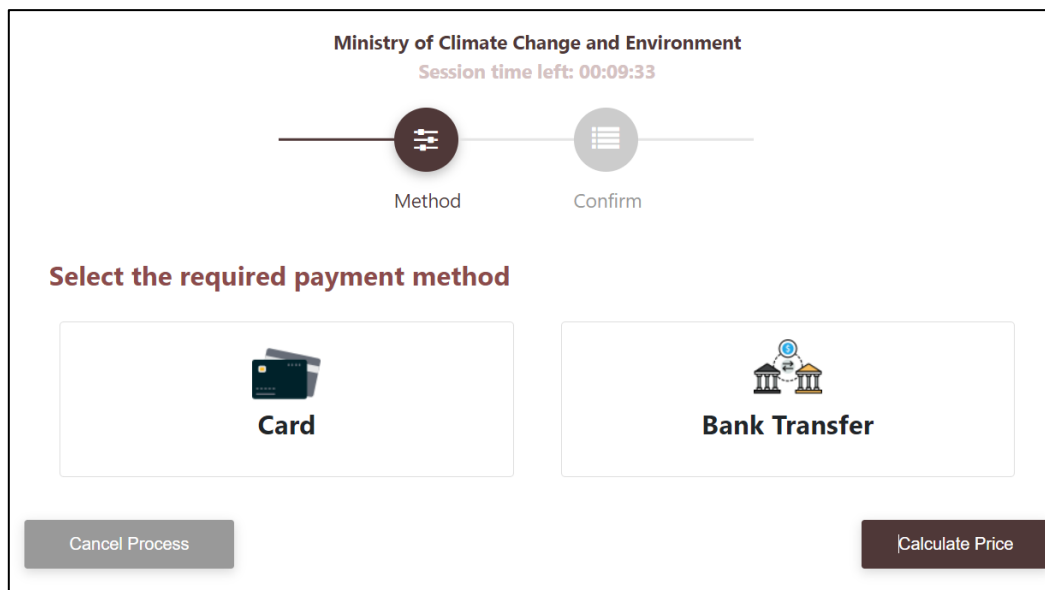




Figure 12 - Payment Gateway

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

Ministry of Climate Change and Environment
Session time left: 00:06:56

 Method  Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Service Name that has been requested		0.00 AED	1	AED
Total				AED

Request Fees

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	6.8 AED	0.34 AED	7.14 AED
Total			7.14 AED

Total Tax AED
 Total Amount AED

Cancel Process
Change Payment Method
Proceed With Payment

Figure 13 - Service Fees Details

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

Ministry of Climate Change and Environment
Total Payment: 1007.14 AED
Session time left: 00:07:33

Cardholder Name

Card Number

Month **Year** **CVV**

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process
Change Payment Method

Figure 14 - Credit Card Details

- 2- Once the payment is complete and successful, you will receive a confirmation message, the service request status will turn to *Initial Review*.

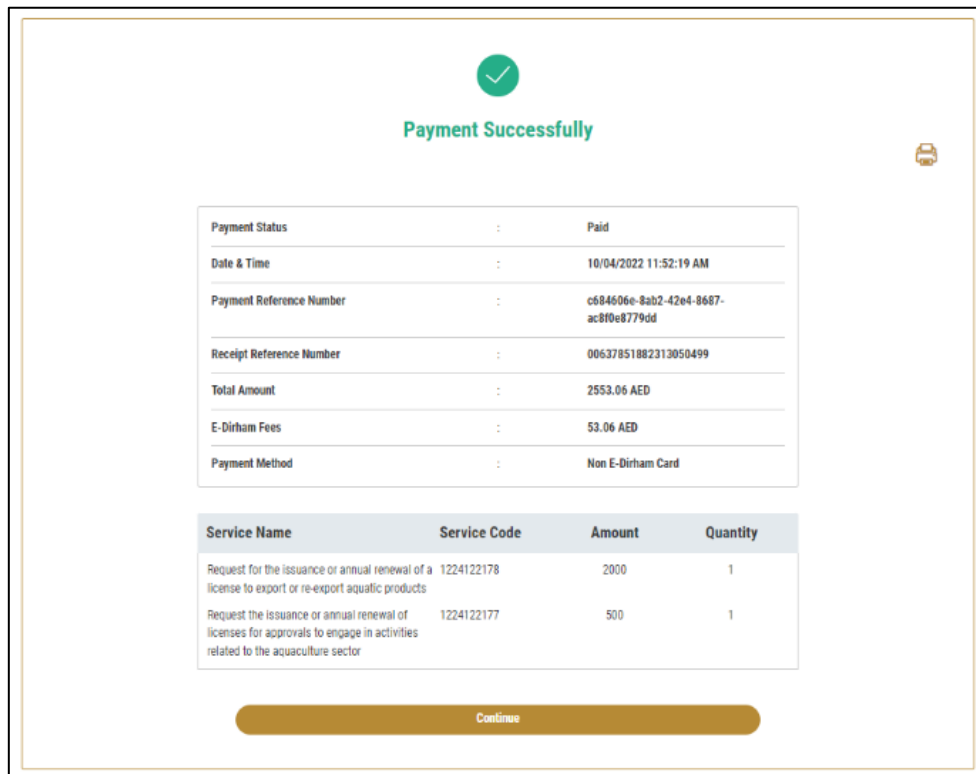


Figure 15 - Payment Confirmation

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.

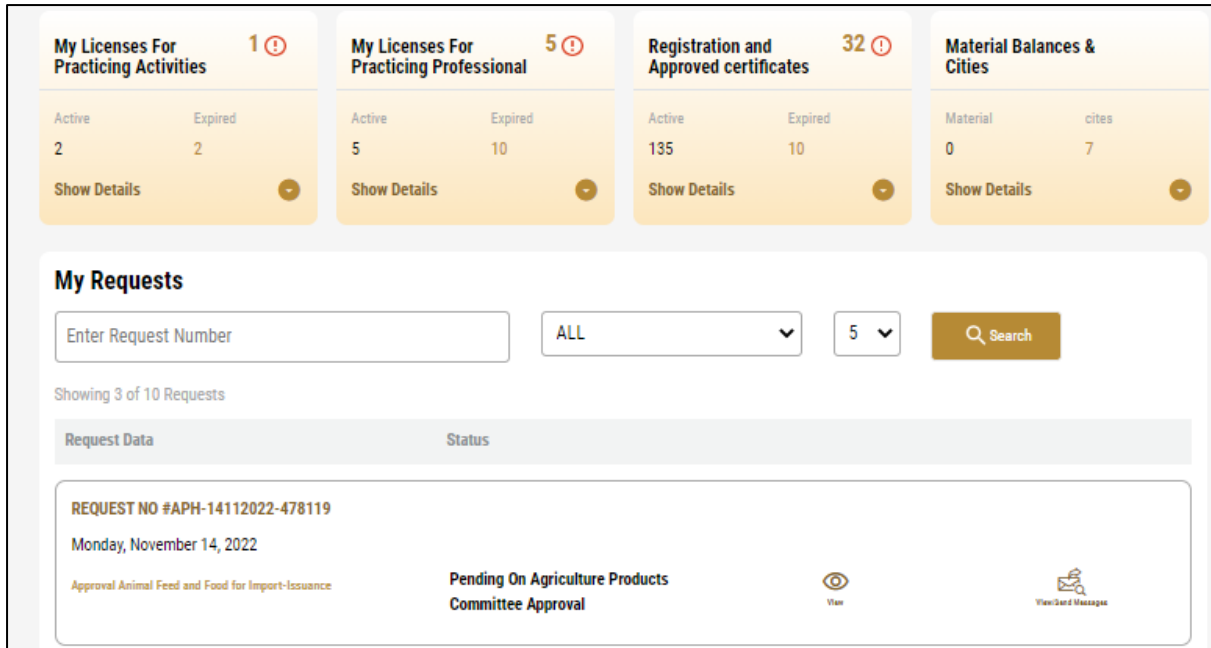







Figure 16 - Select Request to Retrieve

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

1- Table 2 – Service Request Actions

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Service Description

[Service Card](#)

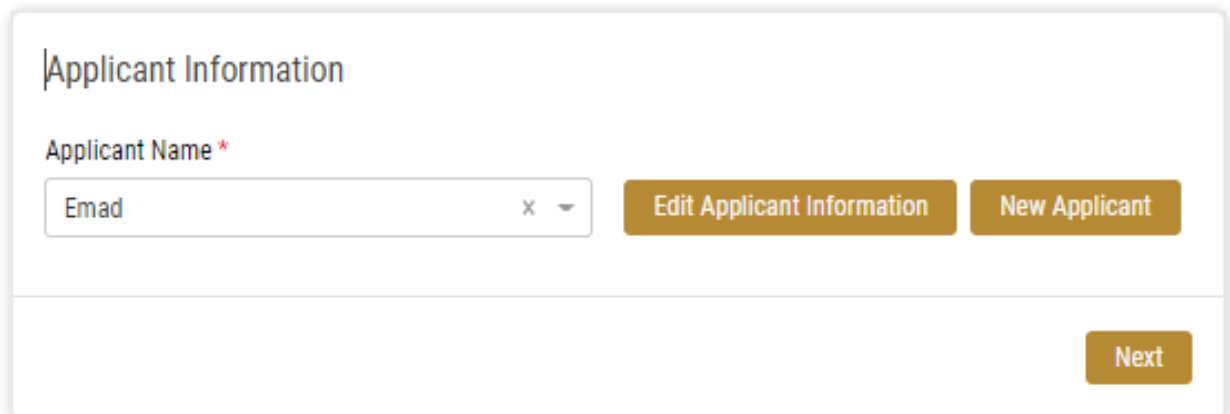
To apply for Import of veterinary raw materials

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.

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Applicant Information

Applicant Name *

Emad x

Edit Applicant Information New Applicant

Next

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.

Import of veterinary raw materials

Applicant Information

Applicant Name *

Cancel Adding

ID
 Passport

ID No. *

Verify ID No.

Emirates ID format 784-XXXX-XXXXXXX-X

Name * Mobile No. *

Example: 00971123456789

Email

Preferred Language *

Arabic
 English
 Urdu

Next

Figure 18 - Applicant's Information Page

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

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License Details

Import Details

Shipment Information

Consignment Items

Entrance Data

License Details

License Number ACL-2022-14891	Certificate Type Practicing Animal Activities License
Last Issuance 27-01-2022	Expiry Date 27-01-2023

Import Details

Exporting Country * <input type="text"/> <small>The country where from items will be exported</small>	Expected Arrival Date * <input type="text" value="mm/dd/yyyy"/> <small>The date when consignment expected to arrive</small>
Shipping Method * <input type="text"/> <small>Consignment delivery method</small>	Class * <input type="text"/> <small>Classification of the imported item(s)</small>

Shipment Information

Trade Name * <input type="text"/>	Country Of Origin * <input type="text"/> <small>The country from which it will be exported</small>
Description <input style="height: 20px;" type="text"/> <small>Write description for the imported item</small>	
Package Size <input type="text"/>	Manufacture Company * <input type="text"/>
Measurement Unit * <input type="text"/>	Quantity * <input type="text"/>
Notes <input style="height: 20px;" type="text"/> <input type="button" value="Add"/>	

Consignment Items

No items added

Entrance Data

Port *

Entry port where the consignment will pass

Figure 19 - Service Information

6- Click *Next*, to Review the request

7- Review Request then Click Submit.

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License Details

Import Details

Consignment Items

License Details

License Number	Certificate Type
ACL-2022-14891	Practicing Animal Activities License
Last Issuance	Expiry Date
27-01-2022	27-01-2023

Import Details

Exporting Country	Expected Arrival Date
Albania	24-12-2022
Shipping Method	Class
By Air	Raw Material for Feed Additives
Port	
Dubai International Airport	



Consignment Items

Class	Type	Quantity	
Raw Material for Feed Additives	test	5	

Accept Terms & Conditions *

Back
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*
 Once the payment is done, the request will be sent to the authorized MOCCAIE employee for processing. Once your request gets approved, the request status will change to *Import permit Issued*. You can then view or download it
- 9- Locate the completed request then click on  to download your certificate, or  to view the request.

REQUEST NO #EA-22122022-478471
 Thursday, December 22, 2022
 Import of veterinary raw materials-Issuance

Import Permit Issued





 Initiate Release Request
 Payments List
 View
 View/Send Messages

Figure 21 - Download or View Import Permit


Apply for Release Permit

To apply for release permit, go to main dashboard and

1. click on **Initiate Release Request** 


My Licenses For Practicing Activities 1 !

Active	Expired
2	2

Show Details 


My Licenses For Practicing Professional 5 !

Active	Expired
5	10

Show Details 


Registration and Approved certificates 31 !

Active	Expired
136	11


Show Details 

Material Balances & Cities

Material	cities
0	7

Show Details 

My Requests

 Search

Showing 3 of 6 Requests





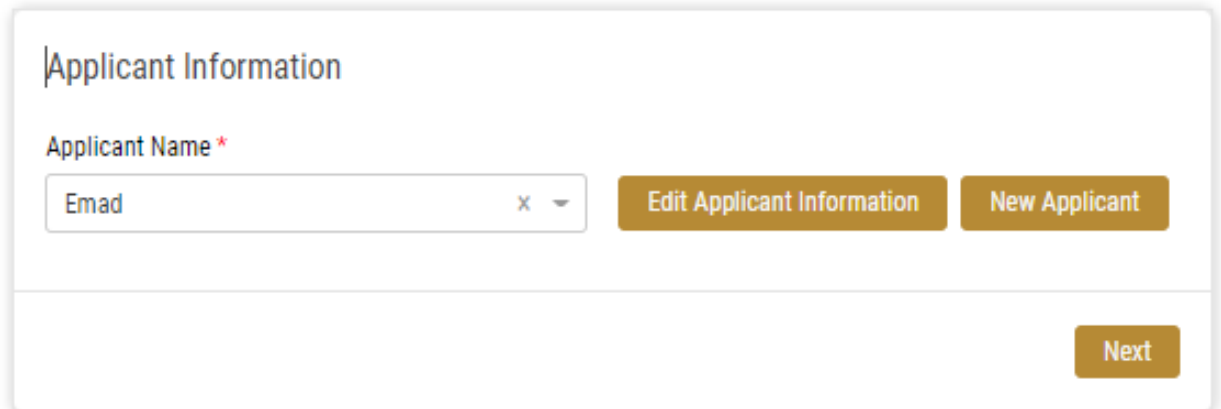
Request Data	Status
<p>REQUEST NO #EA-22122022-478471 Thursday, December 22, 2022 Import of veterinary raw materials-Issuance</p>	<p>Import Permit Issued</p> <div style="display: flex; justify-content: space-around; align-items: center; font-size: small;">  Initiate Release Request  Payments List  View  View/Send Messages </div>

Figure 22– Apply for Release

2. 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.

Import of veterinary raw materials



Applicant Information

Applicant Name *

Emad x

Edit Applicant Information New Applicant

Next

Figure 22 - Select Applicant Name

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

Import of veterinary raw materials

Applicant Information

Applicant Name *

ID Passport

ID No. *

Emirates ID format 784-XXXX-XXXXXXXX-X

Name *

Mobile No. *

Example: 00971123456789

Email

Preferred Language *

Arabic English Urdu

Figure 23 - Applicant's Information Page

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

Import of veterinary raw materials

License Details

Import Details

Consignment Items

License Details

License Number ACL-2022-14891	Certificate Type Practicing Animal Activities License
Last Issuance 27-01-2022	Expiry Date 27-01-2023

Import Details (i)

Exporting Country Albania	Shipping Method By Air
Port Dubai International Airport	Class Raw Material for Feed Additives
Arrival Date * <input type="text" value="mm/dd/yyyy"/>	Shipping Policy * <input type="text"/>
Carrier * <input type="text"/>	

Consignment Items

Class	Type	Quantity	
Raw Material for Feed Additives	test	5	

[Back](#)
[Next](#)

Figure 24 - Service Information

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

Import of veterinary raw materials

Certificate attesting that veterinary raw materials of animal origin are free from Mad Cow disease and pork derivatives (for each material)

Upload a File

Back Next

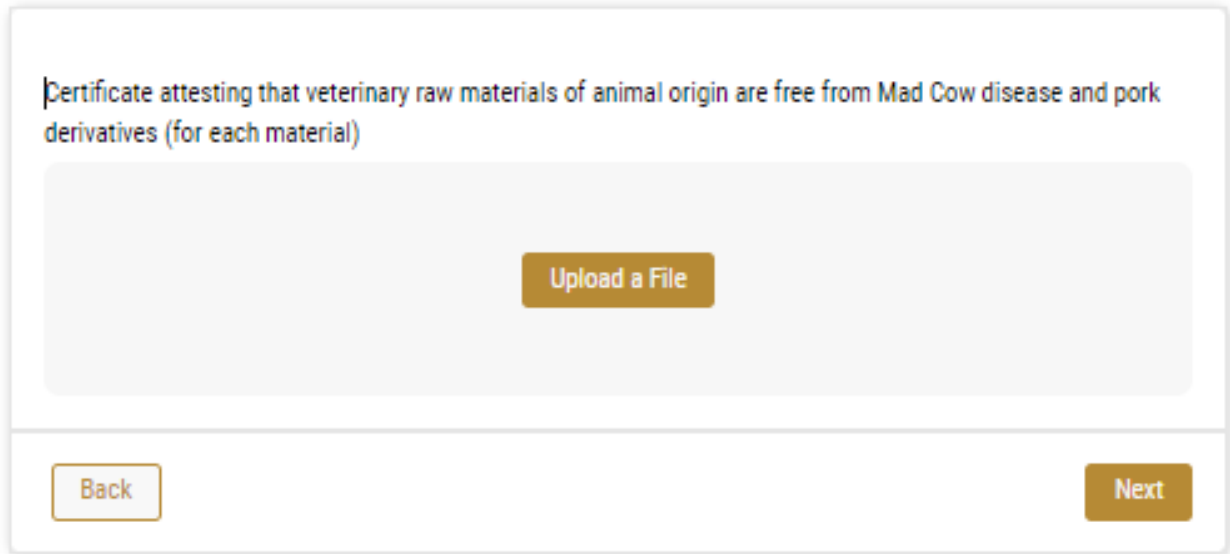


Figure 253 - Attachments Page

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

Import of veterinary raw materials

License Details

Import Details

Consignment
Items


License Details

License Number ACL-2022-14891	Certificate Type Practicing Animal Activities License
Last Issuance 27-01-2022	Expiry Date 27-01-2023

Import Details

Exporting Country Albania	Expected Arrival Date 24-12-2022
Shipping Method By Air	Class Raw Material for Feed Additives
Port Dubai International Airport	

Consignment Items

Class	Type	Quantity	
Raw Material for Feed Additives	test	5	





Accept Terms & Conditions *

Back

Submit

Figure 26 – Service Request Review

- 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
9. Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.
 10. Locate the completed request then click on  download your certificate, or  to view the request.

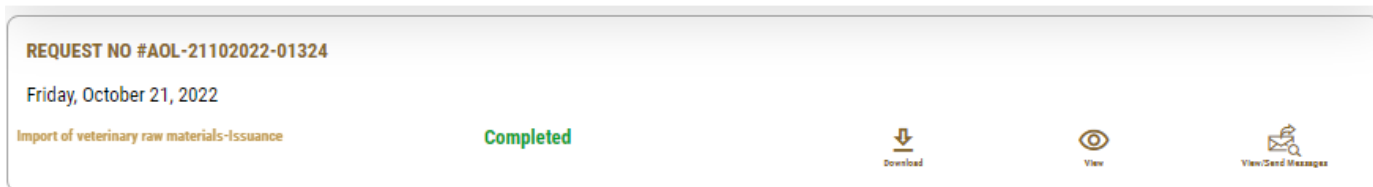


Figure 27 - Download or View