



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

**Issue Accreditation for a Slaughterhouse Outside
the UAE**

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.

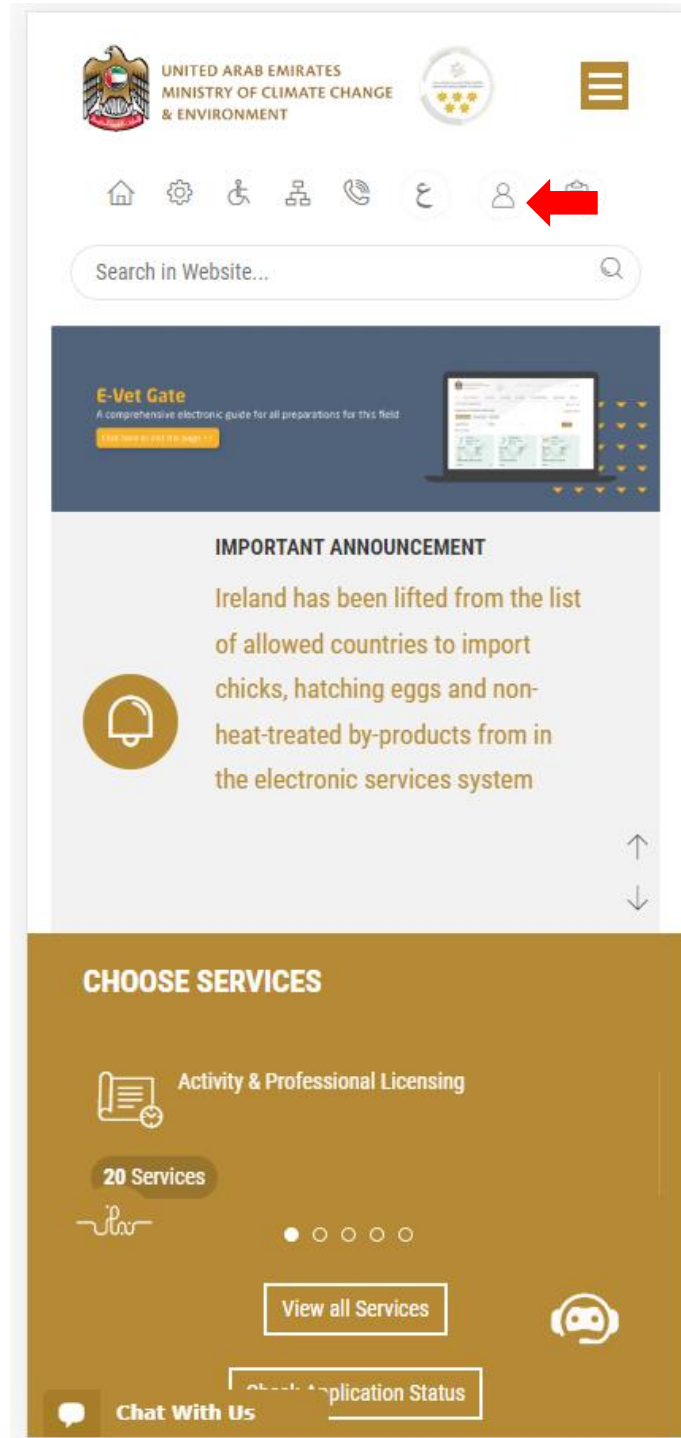


Figure 1 – MOCCAЕ Website Home Page

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

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En

Login

User name *

Forgot Username?
Please enter User Name

Password *

Forgot Password?
Please enter your Password

Remember Me

Login Clear Fields

Sign in with UAE PASS

A single trusted digital identity for all citizens, residents and visitors

Call Us
800 30 50

Chat

Figure 2 - Login Page

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

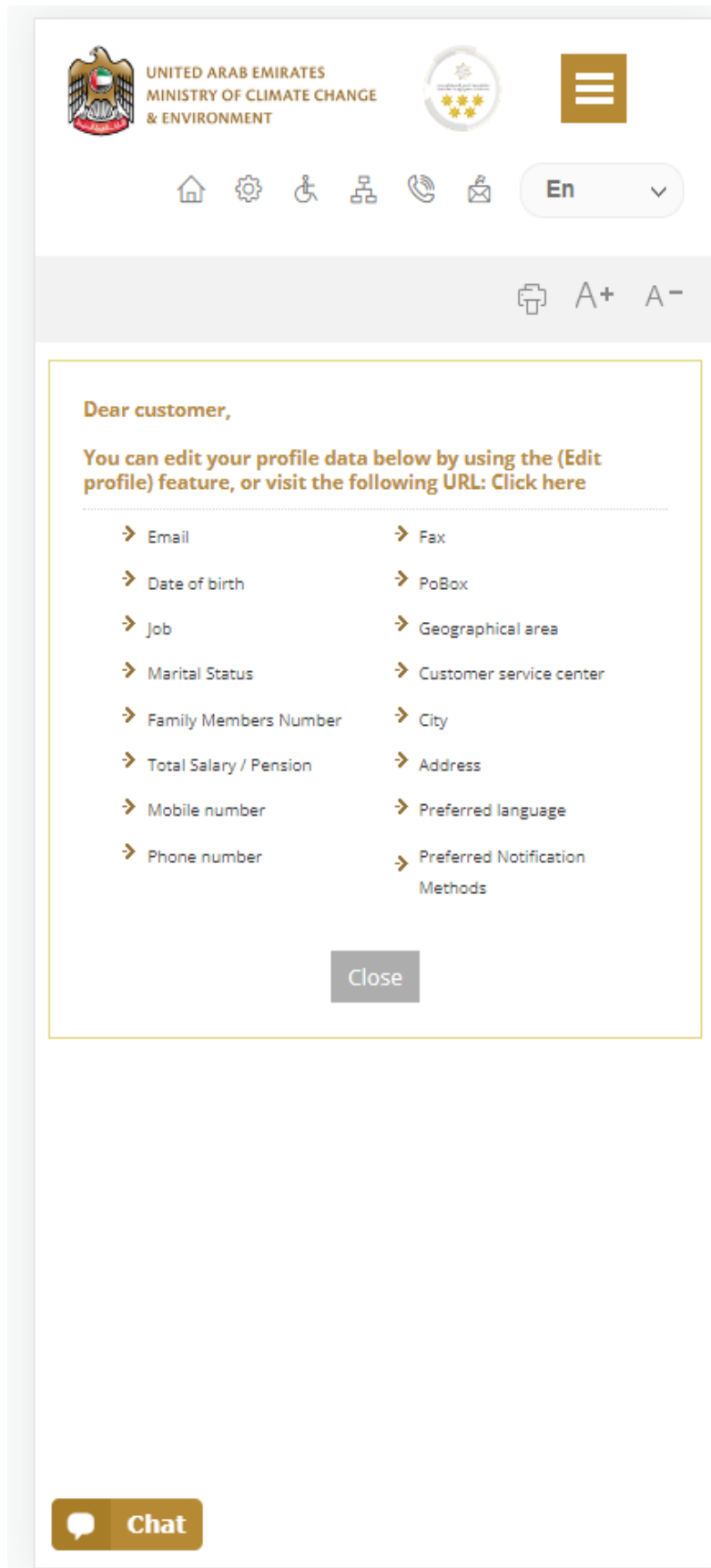



Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

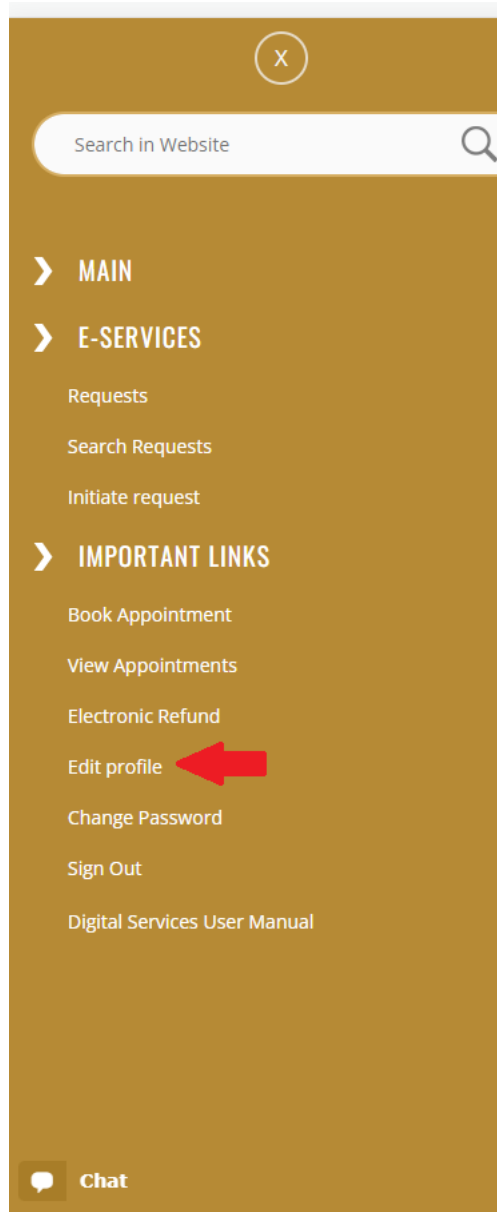


Figure 4 - Update Company Profile


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

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 homepage by clicking on the *Go Digital* icon  to the left of the homepage.

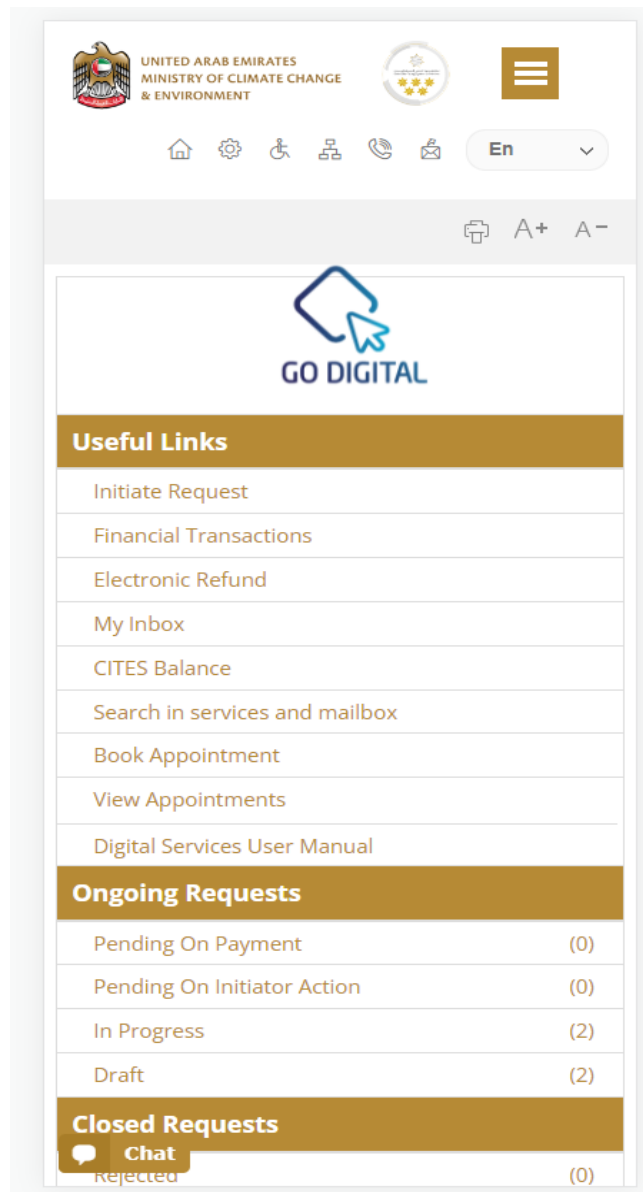


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

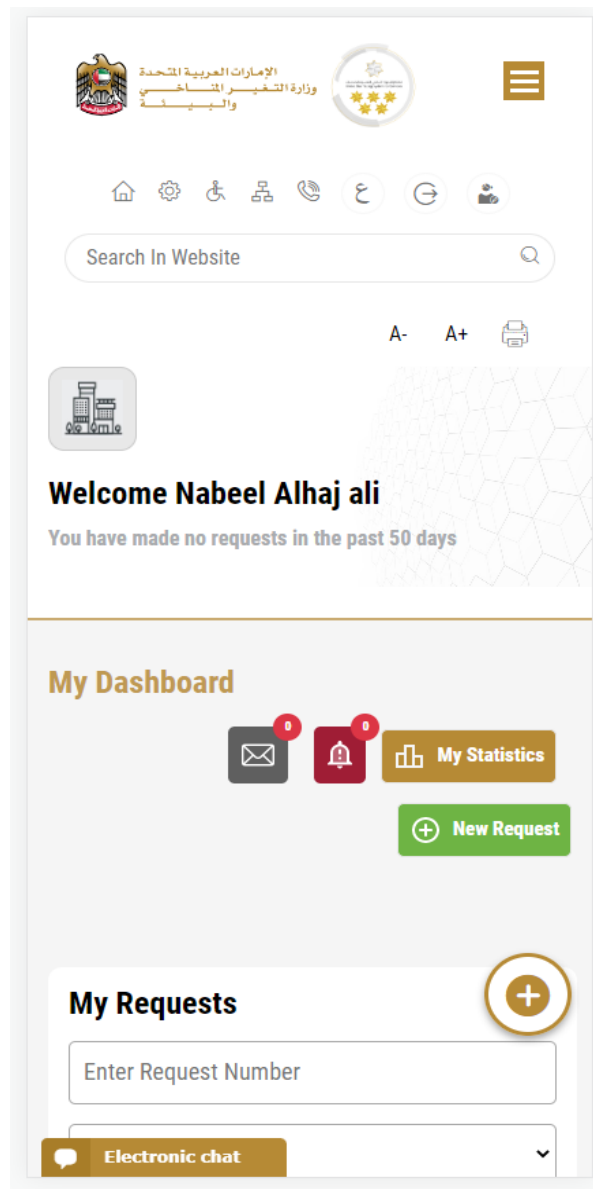
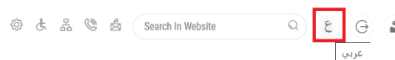


Figure 7- My Dashboard

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.

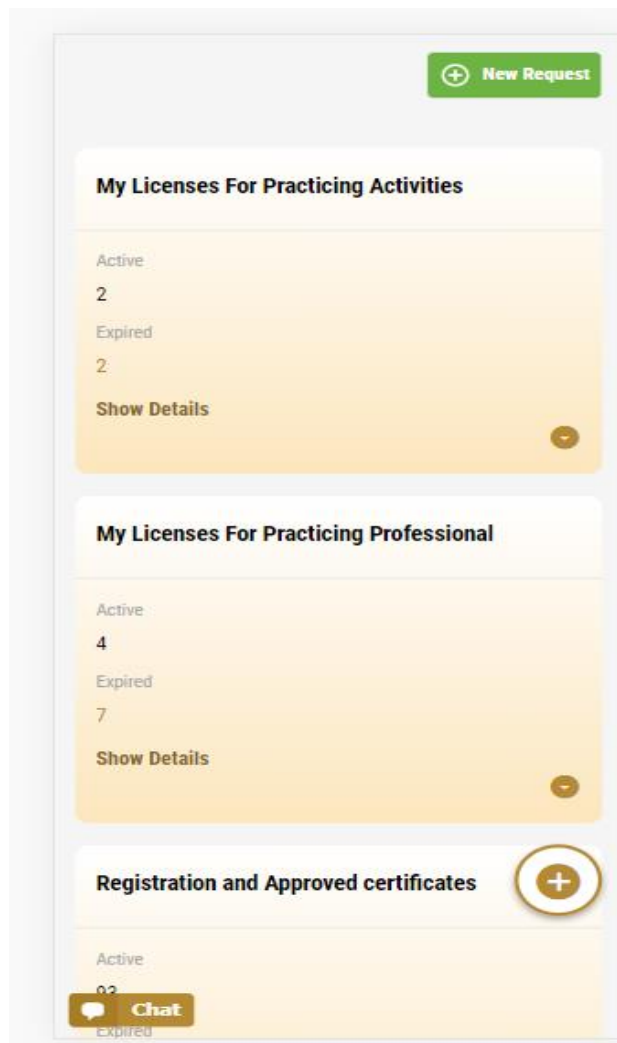


Figure 8 - Dashboard Digital Service Categories

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>REQUEST NO #APH-06012023-2219665</p> <p>Friday, January 6, 2023</p> <p style="color: #8B6914;">Export of the shipment of veterinary products -Issuance</p> <p>Pending On Veterinary Products Committee Approval</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> 👁️ View ✉️ View/Send Messages </div> | |
| <p>REQUEST NO #Q-30122022-2214602</p> <p>Friday, December 30, 2022</p> <p style="color: #8B6914;">Request for a phytosanitary certificate for export or re-export Issuance</p> <p>Pending On Payment</p> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <div style="background-color: #8B6914; color: white; padding: 5px; border-radius: 5px; display: flex; align-items: center;"> 💬 Chat </div> <div style="text-align: center;"> 🗑️ Cancel </div> <div style="text-align: center;"> 👁️ View </div> <div style="text-align: center;"> ✉️ View/Send Messages </div> </div> | <div style="border: 2px solid #8B6914; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> + </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:

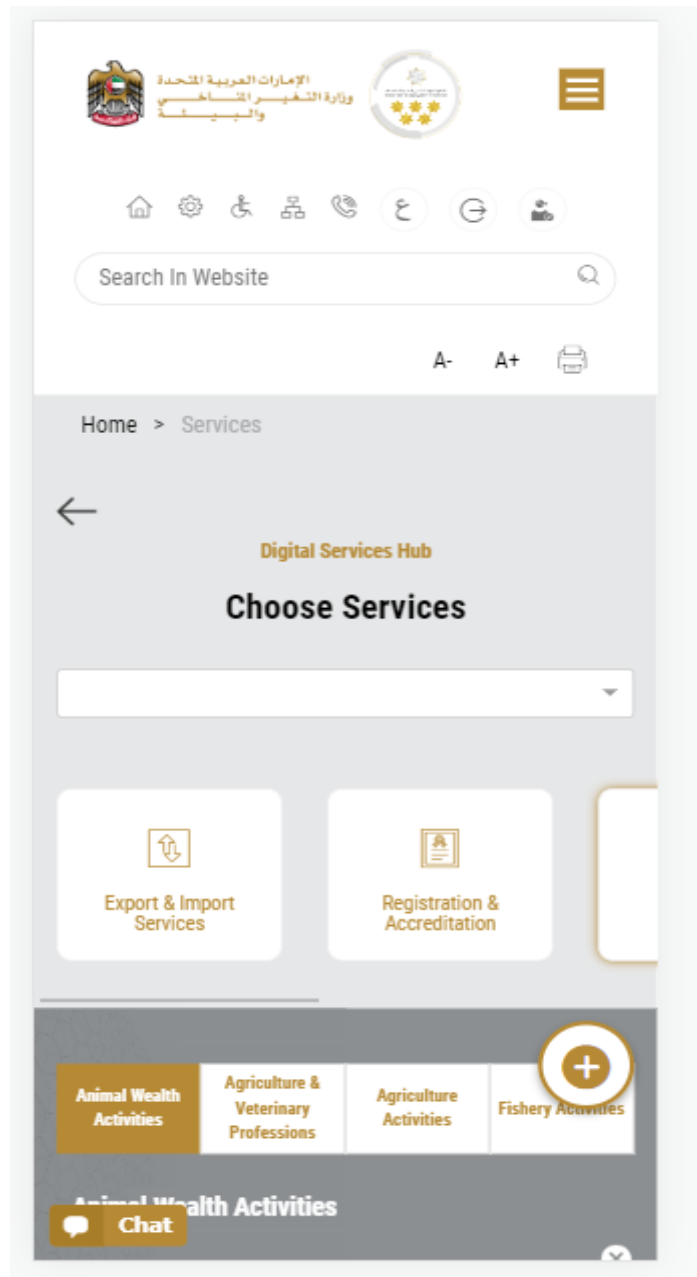


Figure 10 – Service New Request

- 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.

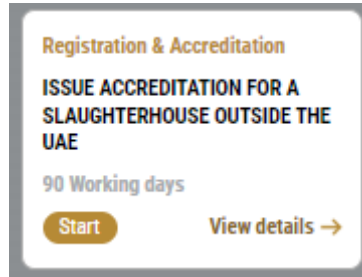


Figure 11 - Service Card

- 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*.

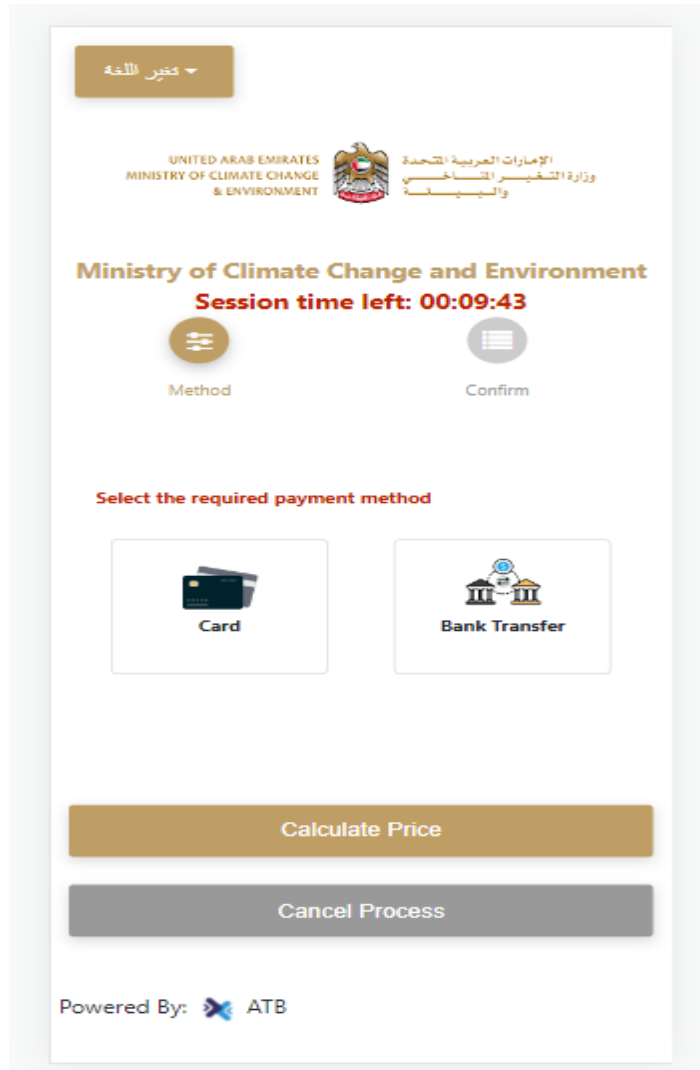


Figure 12 - Payment Gateway

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

The screenshot displays the 'Request Fees' section of a digital service interface. It features a summary table of charges and a total amount. The interface is in Arabic and includes a session timer and navigation buttons.

| Request Fees | |
|--------------------------------|-----------------|
| Description : | Card Charges |
| Amount : | 2.04 AED |
| Tax Amount (AED) : | 0.1 AED |
| <hr/> | |
| Total With Tax Amount : | 2.14 AED |

| | |
|----------------|-----------------|
| Total : | 2.14 AED |
|----------------|-----------------|

| | |
|--------------|-----|
| Total Tax | AED |
| Total Amount | AED |

Figure 13 - Service Fees Details

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

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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 | : | 16/04/2022 11:52:19 AM |
| Payment Reference Number | : | 04940646-8462-4244-8467- ac80a87796a |
| Receipt Reference Number | : | 06637951882313050499 |
| Total Amount | : | 2953.06 AED |
| E-Diskum Fees | : | \$3.06 AED |
| Payment Method | : | Non E-Diskum Card |

| Service Name | Service Code | Amount | Quantity |
|--|--------------|--------|----------|
| Request for the issuance or annual renewal of a license to export or re-export aquatic products | 1224122176 | 2000 | 1 |
| Request the issuance or annual renewal of licenses for approvals to engage in activities related to the aquaculture sector | 1224122177 | 900 | 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.

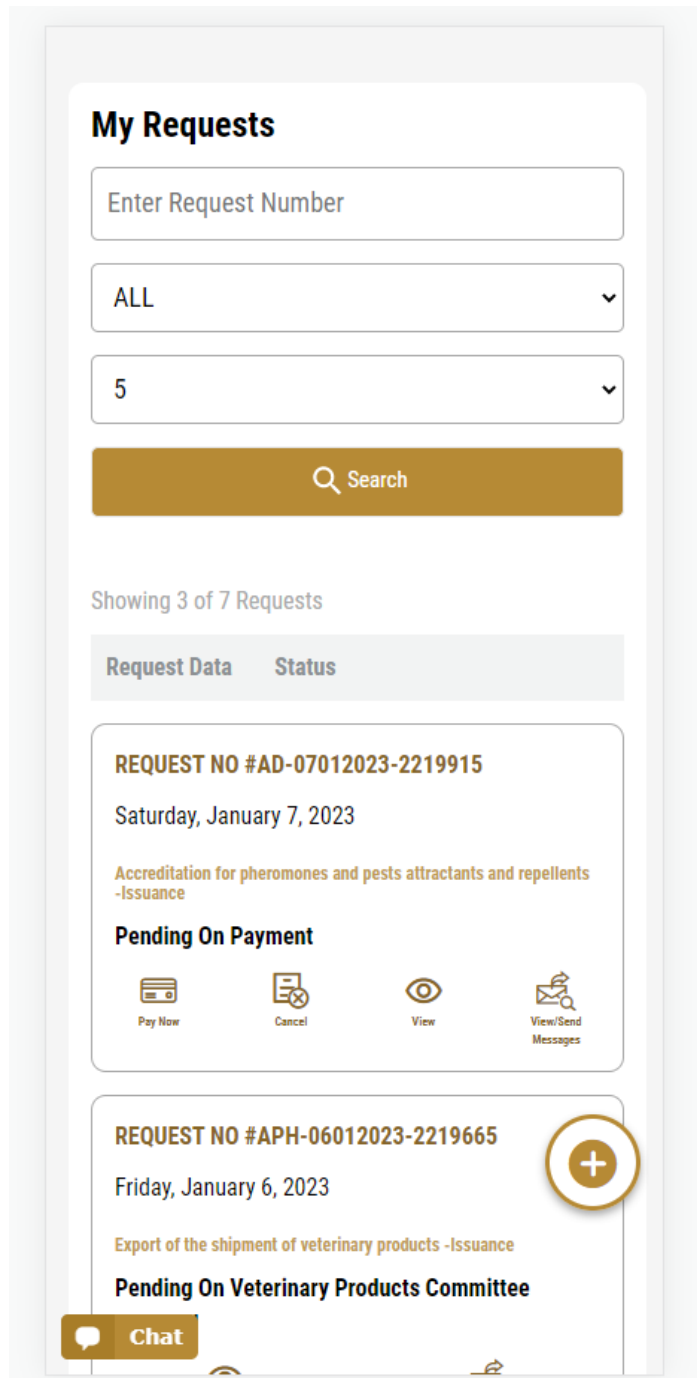


Figure 16 - Select Request to Retrieve

2- You can take any of the following actions on the selected request:






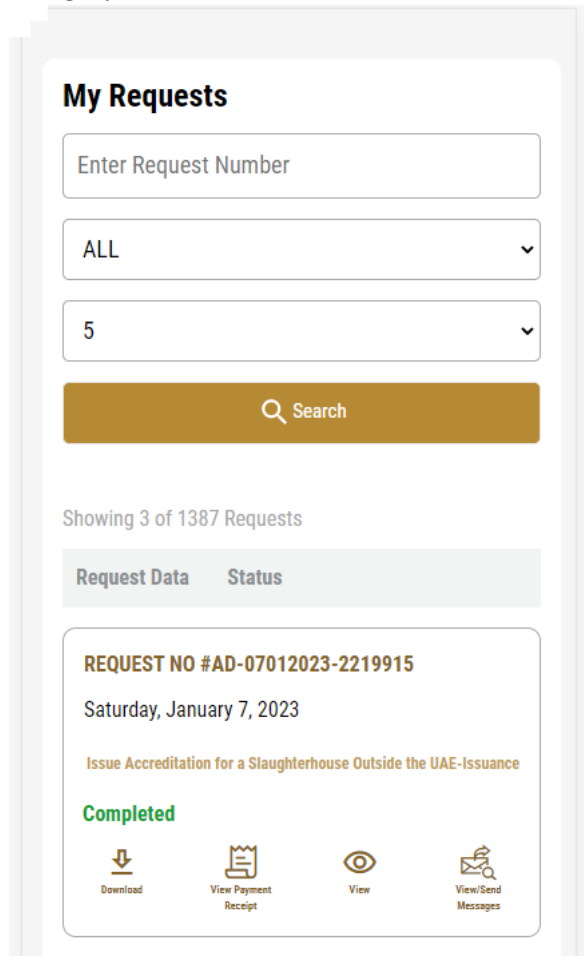
| Button | Description |
|--|--|
| Cancel  | To cancel and delete the request whether it is saved as draft or pending payment |
| Pay Now  | To pay for a previously created request but you opted to pay the fees at a later time using the Pay Later option |
| View  | To view request details and make changes if required |
| View/Send Message  | To communicate directly with MOCCAЕ 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.

Issue Accreditation for a Slaughterhouse Outside the UAE

Service Description

Through this service, slaughterhouses outside UAE are approved for slaughtering animals and poultry after ensuring their applying with food safety systems and legislations based on the risk analysis approved by UAE. This includes meat shredding and storage facilities in order to allow the export of animal meat and poultry meat slaughtered to UAE (valid for one year starting from the issuing date)

Service Time

40 Working days

Terms and Conditions

For slaughterhouse accreditation outside United Arab Emirates (UAE), must comply with the last updated version of the Technical Regulations, standards and hygienic practices for exporting meats to the UAE per the following:

General Technical Regulations and hygienic practice for:

Code of Hygienic Practice for Preparation, Transportation, Handling and Storing of Fresh Meat (UAE.S GSO 815)

Code of hygienic practice for meat (UAE.S/GSO CAC RCP 58)

General Principles of Food Hygiene (UAE.S GSO 1694)

Hygienic Regulations for Food Plants and their Personnel (UAE.S GSO 21)

Specific Technical Regulations and hygienic practice for:

In Cows, Buffalo, sheep and goats' slaughterhouse:

Beef, Buffalo, Mutton and Goat fresh meat (UAE.S GSO 996)

Beef, Buffalo, Mutton and Goat frozen meat (UAE.S GSO 997)

In Poultry slaughterhouse:

Hygienic Regulations for Poultry Processing abattoirs and their Personnel (UAE.S GSO 713)

Frozen Poultry (UAE.S GSO 986)

Chilled Poultry (UAE.S GSO 322)

Remarks:

The Technical Regulations and standards can be obtained through www.esma.gov.ae

Slaughterhouse applied for accreditation should not be located in a banned district or country

The approved slaughterhouse must committed to the approved health certificate form for the export of meat and meat products to the UAE

To apply for a License for Accreditation for pheromones and pests attractants and repellents

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.
- 2- Select the Rquest name from the dropdown list, or alternatively click on the *Export & Import Services* category, select the *Animals & Birds* tab, then select the service card.
- 3- Click on *Start* Start . The Applicant information view will be displayed.
- 4- Add the Applicant Information by:
 - a. Selecting the applicant’s name from the list, if available
 - Or
 - b. Click on *Add Applicant* to add the applicant’s name using the Emirate ID number, then click on *Find*.
 - c. Select the request purpose.

The applicant’s information will be displayed and the request purpose.



Figure 17 - Select Applicant Name

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

Issue Accreditation for a Slaughterhouse Outside the UAE

Applicant Information

Applicant Name *

[Cancel Adding](#)

ID
 Passport

ID No. *

Emirates ID format: 784-XXXX-XXXXXXXX-X

[Verify ID No.](#)

Name *

Mobile No. *

Example: 00971123456789

Email

[Electronic chat](#)

Figure 18 - Applicant's Information Page

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

Issue Accreditation for a Slaughterhouse Outside the UAE

Service Information ⓘ

Please be noted that Meat types are now based on Country, so if any Meat type not found please contact Food Safety Department

I agree with the terms and conditions and to comply with it *

Exporting country *

Ethiopia ▾

It is permitted to import red meats except offals

Line Data ⓘ

Meat Type *

▾

Meat Category *

▾

Meat Storage Type *

▾ (+)

Add

Chat

Filter

Lines List

Figure 19 – Service Information

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

Issue Accreditation for a Slaughterhouse Outside the UAE

Certificate of registration / license of the slaughterhouse issued by the relevant veterinary and / or food control authorities in the country of origin *

Upload a File

Valid certificate of accreditation for certification body in case of 3 (b), 3 (c) or 3 (d) *

Upload a File

Valid Certificate of application of food safety management system & quality management system Internationally recognized issued by:

A. The relevant authorities in the country of origin

B. A certification body having a legal office in the same country of origin of the slaughterhouse and approved by the relevant authorities in the country of origin to run their conformity assessments &

Electronic chat

Figure 203 - Attachments Page

- 8- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.
 - None
- 9- Click *Next* to review your request.

Exporting country
Ethiopia

Lines List Filter

| Meat Type | Meat Category | Meat Storage Type |
|---------------------|---------------|-------------------|
| Red Meat (New line) | Cows | Dried |

Registered lines list Filter

| Meat Type | Meat Category | Meat Storage Type |
|-----------|---------------|-------------------|
| Red Meat | Cows | Chilled |


Accept Terms & Conditions *

Back Submit

Electronic chat

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.
- 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*  to pay for the service immediately. See [How to Pay for a Digital Service](#)

Accreditation for pheromones and pests attractants and repellents

Product Type
Attractants

Trade Name
fdsf

Composition
dfdsf


Manufacturing Company/Factory Name
Alcochem Hygiene


Origin Country
Algeria

Fees (AED)

| Fee Name | Quantity | Total |
|---|----------|------------|
| approve pheromone attractant or repellent additive or substance | 1 | 300 |
| Total | | 300 |

Accept Terms & Conditions*





 Electronic chat

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

My Requests

Enter Request Number

ALL

5

Search

Showing 3 of 1387 Requests

| Request Data | Status |
|--|---|
| REQUEST NO #AD-07012023-2219915 Saturday, January 7, 2023 Issue Accreditation for a Slaughterhouse Outside the UAE-Issuance | Completed Download View Payment Receipt View View/Send Messages |

Figure 22 - Download or View Certificate