



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Import of a species listed in CITES Appendices

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 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.

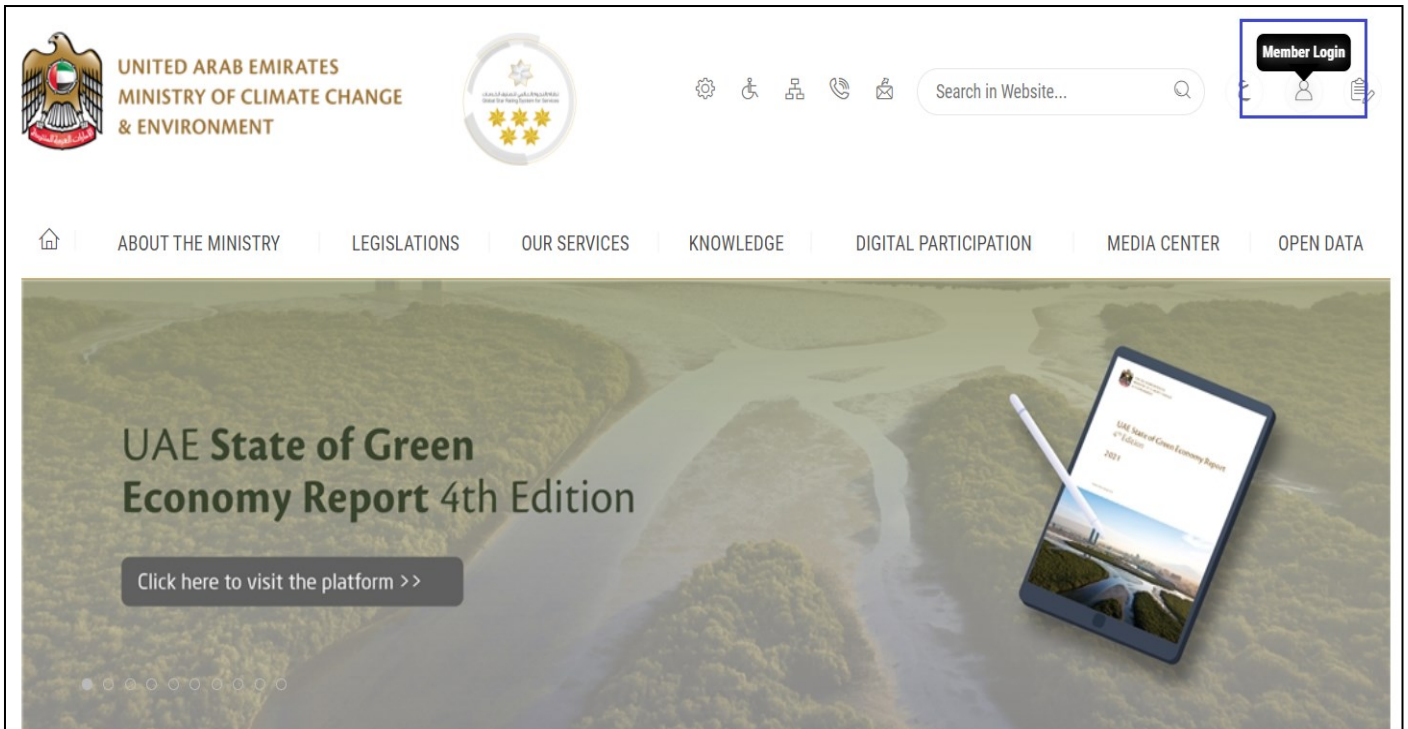
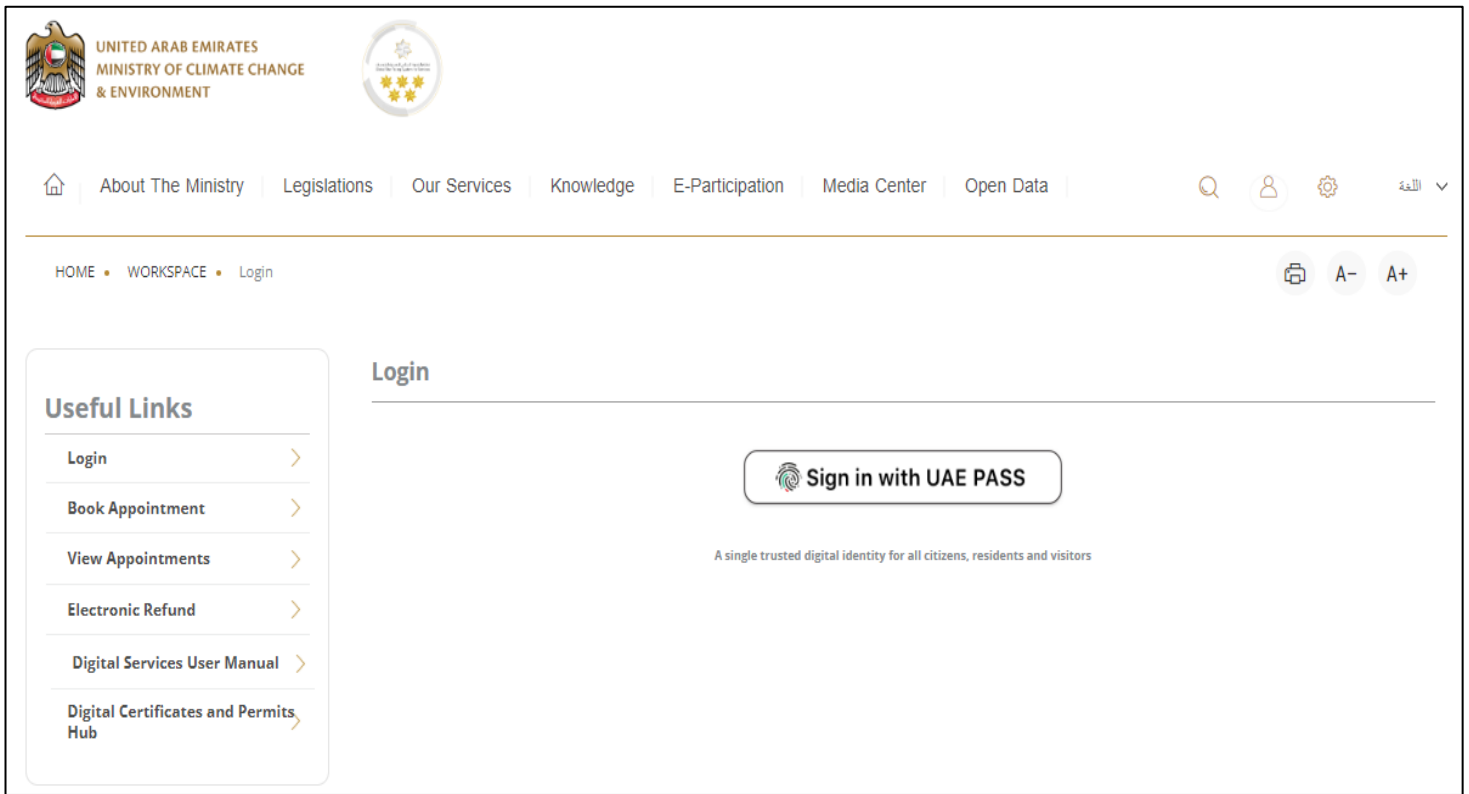


Figure 1 – MOCCA Website Home Page

3- Click on Sign in with UAE PASS.



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

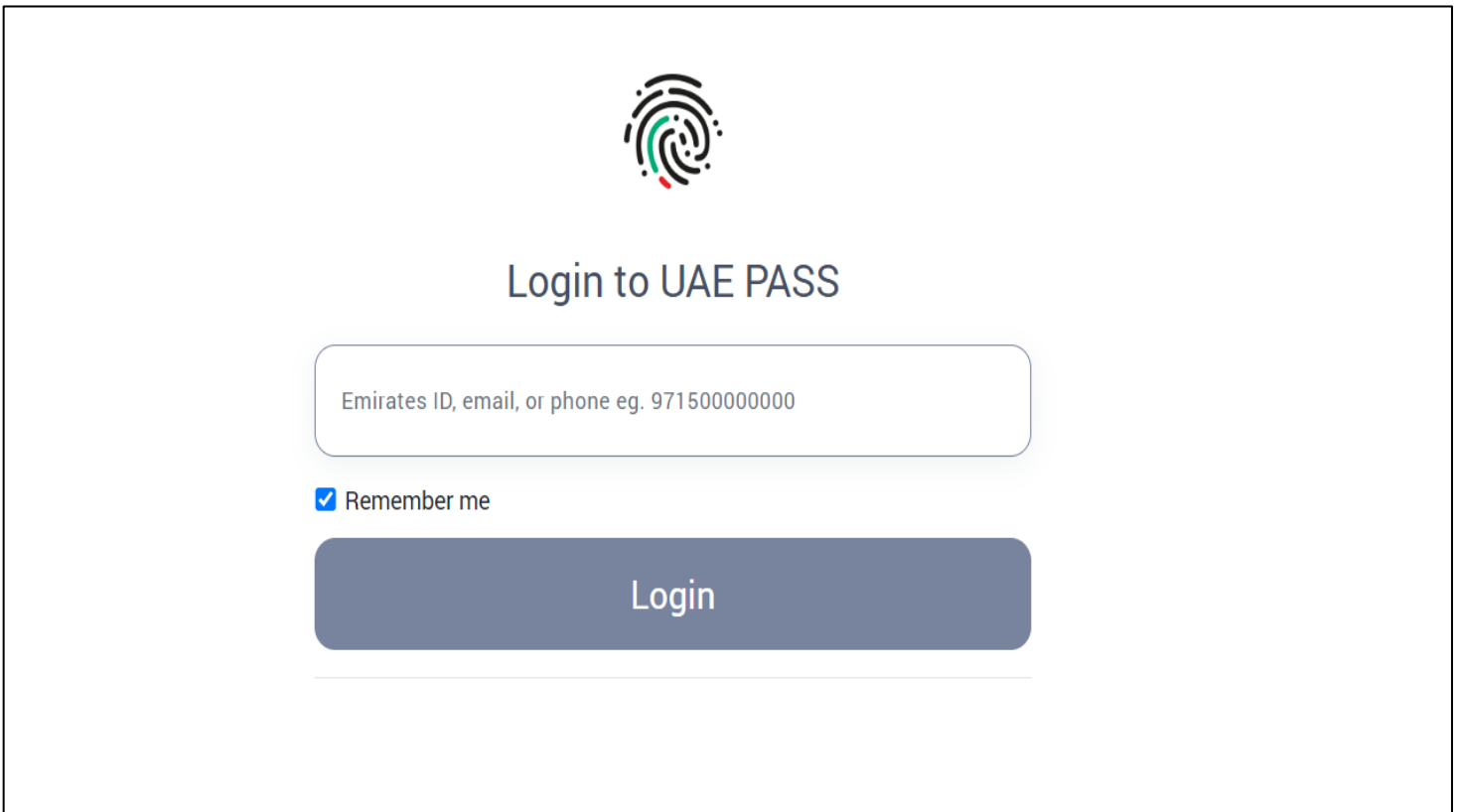


Figure 2 - Login Page

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

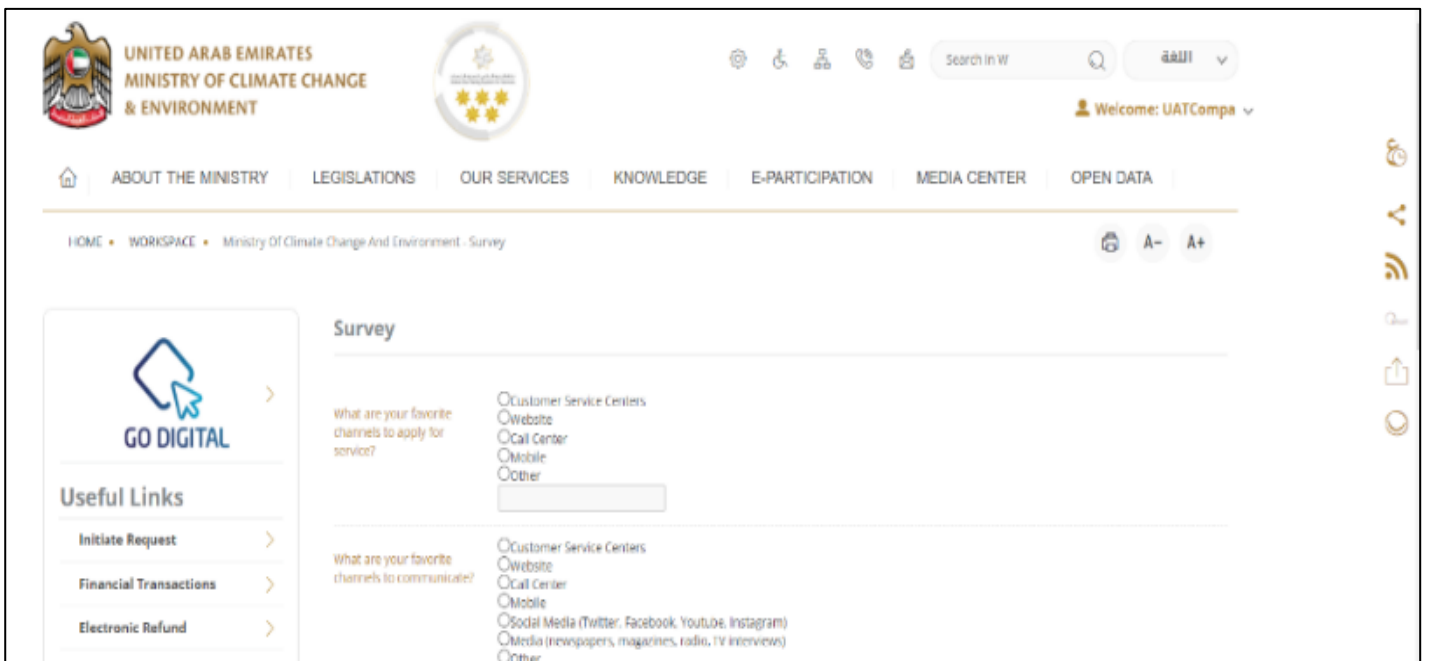
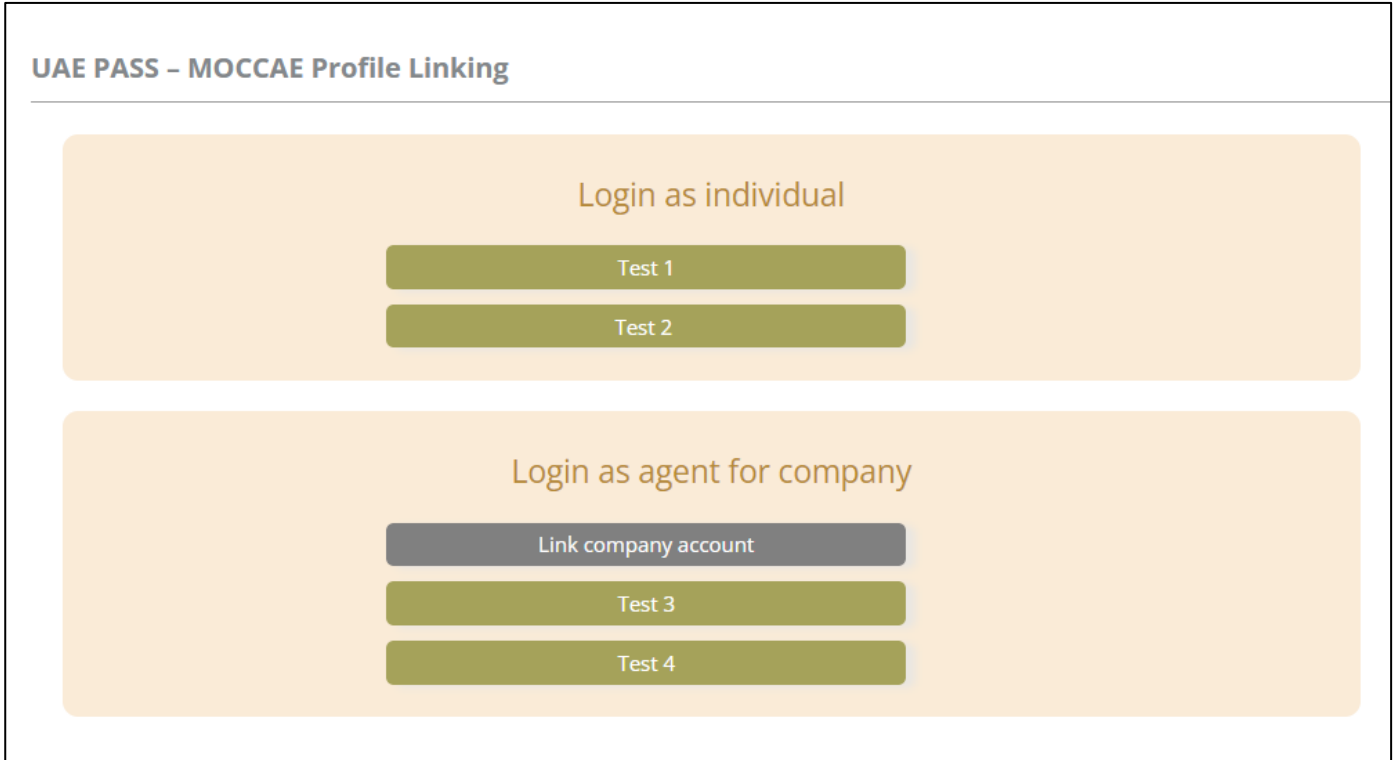


Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

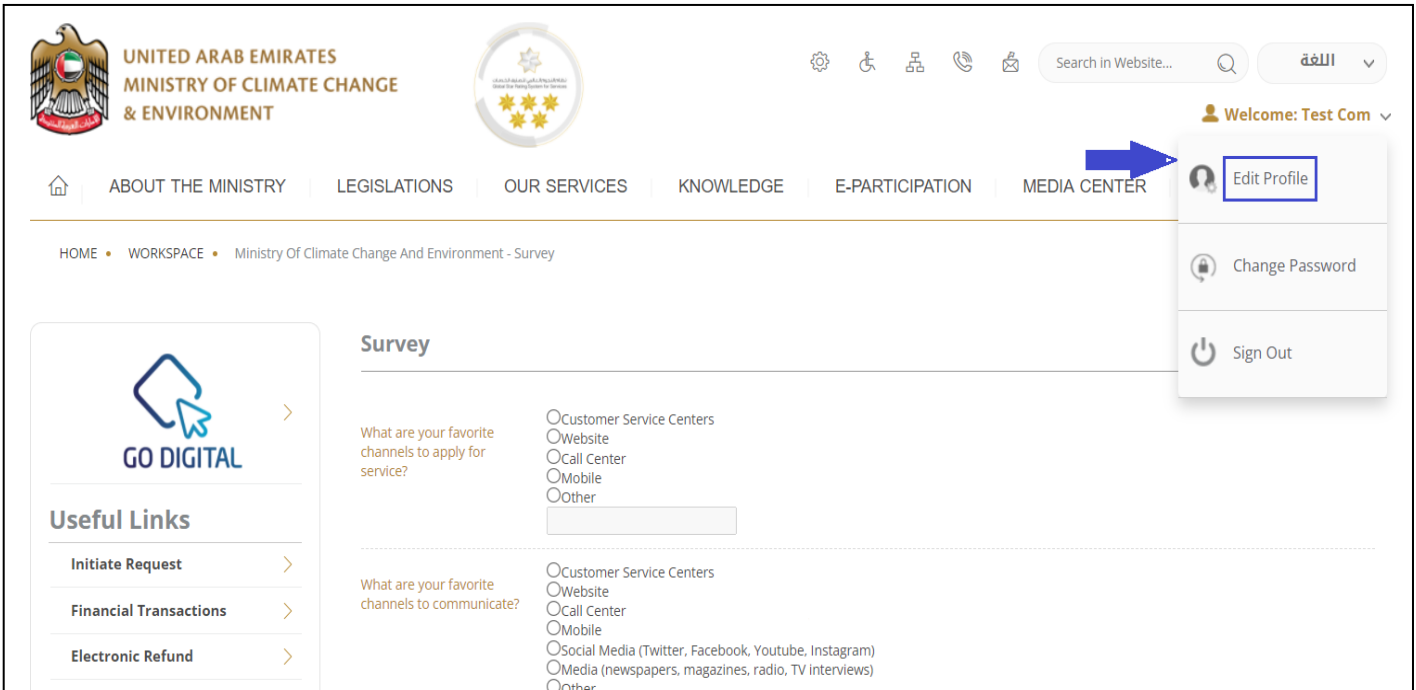


Figure 4 - Update Profile

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

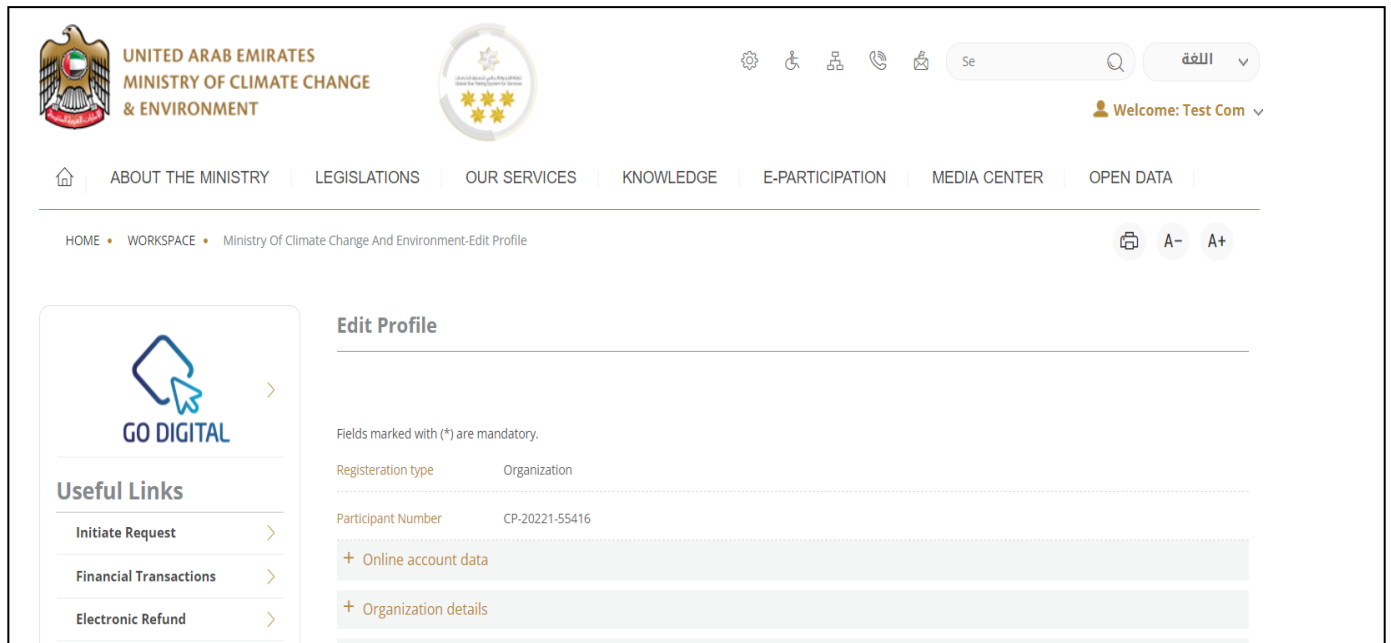


Figure 5 - Edit Profile

Running the 'Go Digital' Services

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

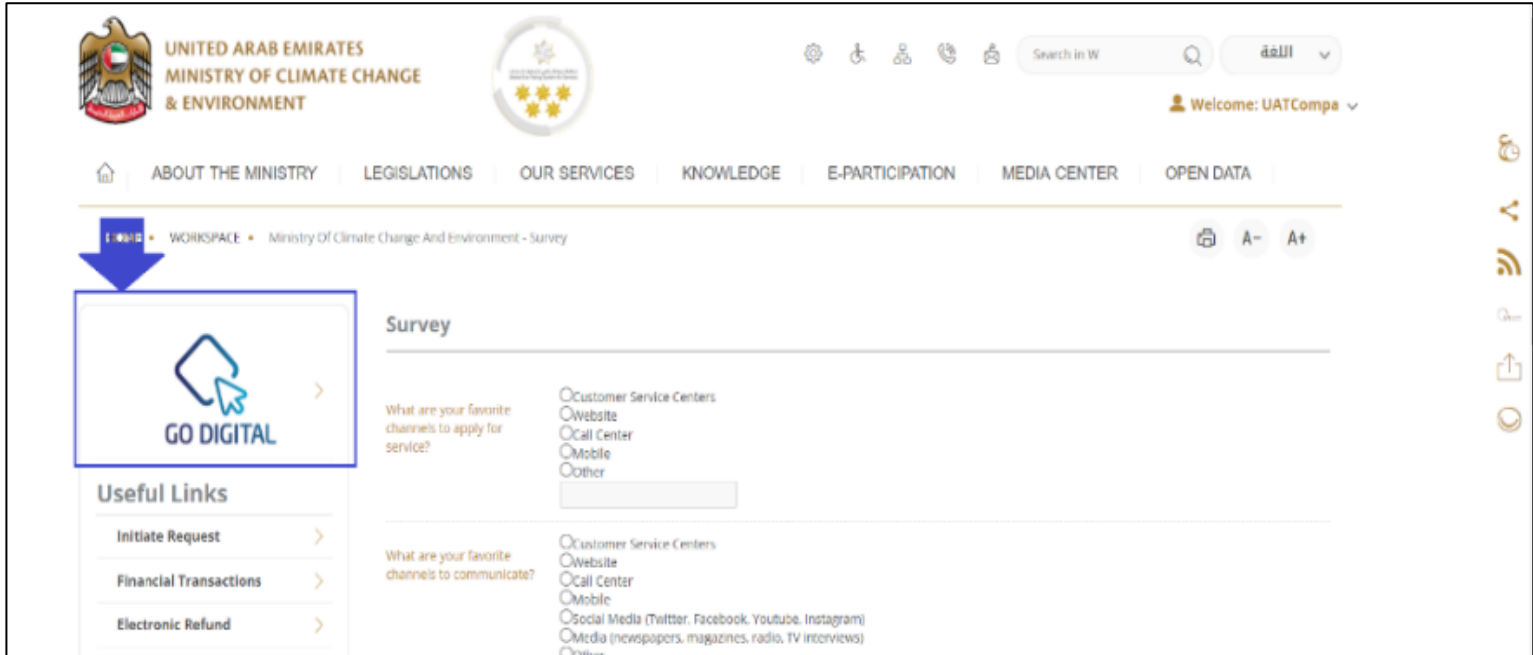


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

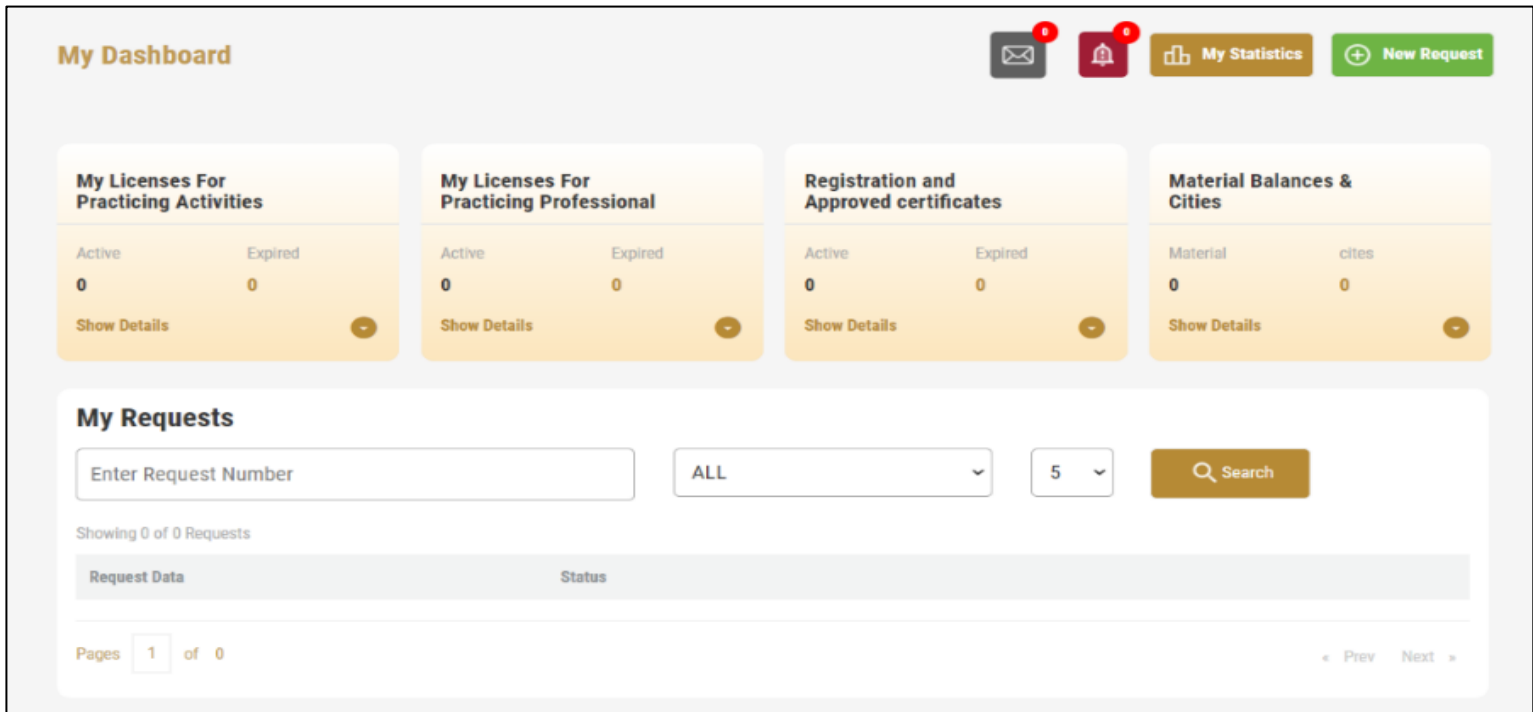


Figure 7- My Dashboard

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
	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 Dashboard

My Licenses For Practicing Activities: Active 0, Expired 3

My Licenses For Practicing Professional: Active 4, Expired 0

Registration and Approved certificates: Active 110, Expired 46

Material Balances & Cities: Material 2, cities 2

My Requests

Enter Request Number: [] ALL [v] 25 [v] [Search]

Showing 3 of 44 Requests

Request Data	Status	Payments List	View	View/Send Messages
REQUEST NO #EA-06042023-479526 Thursday, April 6, 2023 Export of hazardous waste-Issuance	Pending on chemical engineer inspection			
REQUEST NO #APH-06042023-479525 Thursday, April 6, 2023 Request for a veterinary health certificate for exporting or re-exporting live animals-Issuance	Pending On Payment			

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 MOCCAEE.

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:

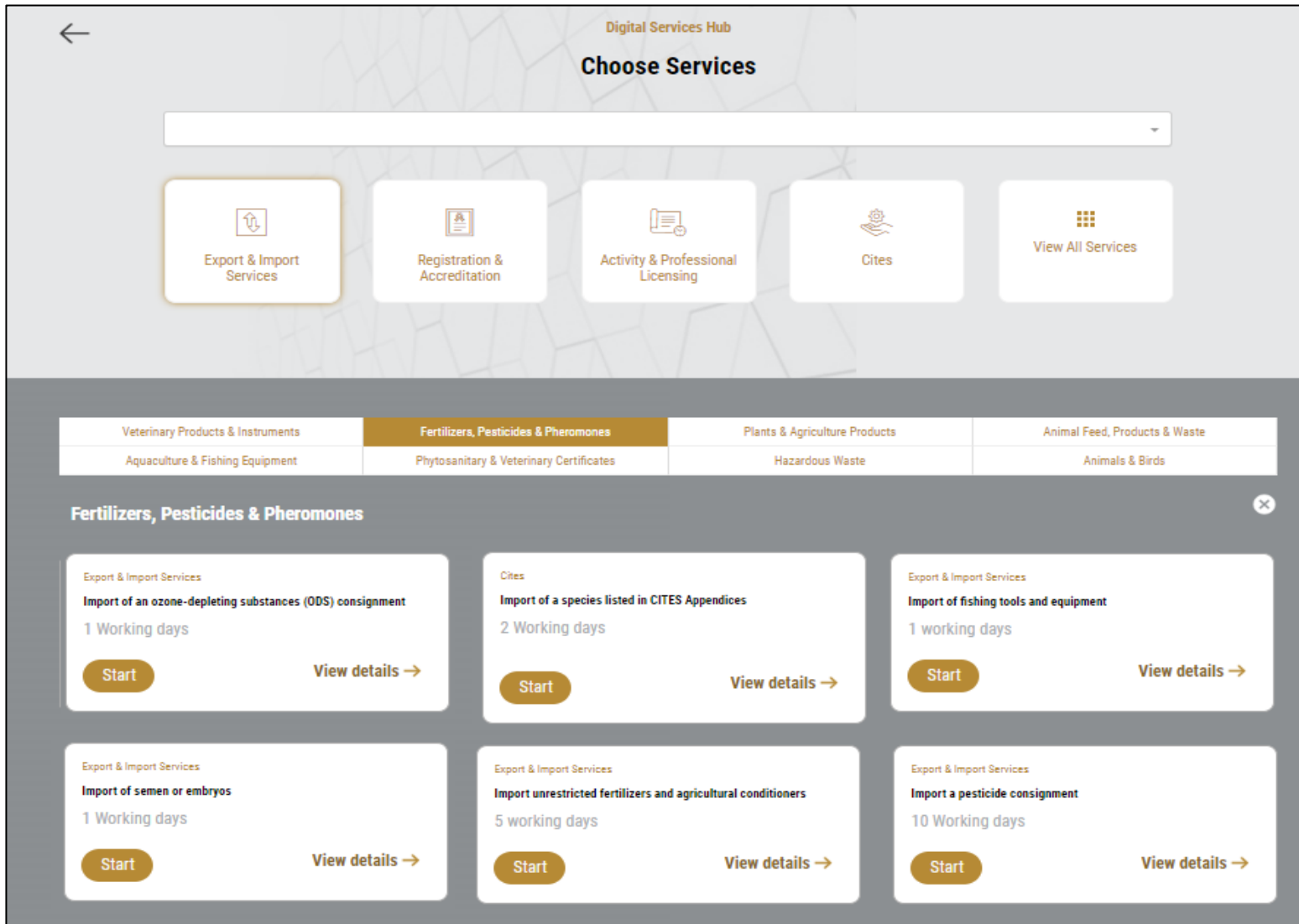


Figure 10 – Service New Request

- 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.

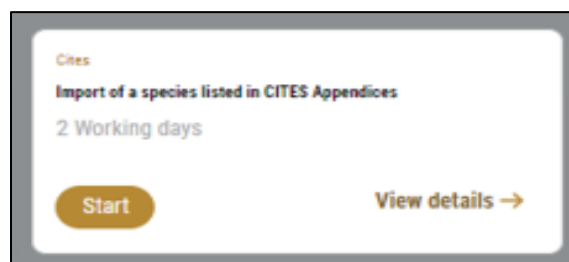


Figure 11 - Service Card

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*.

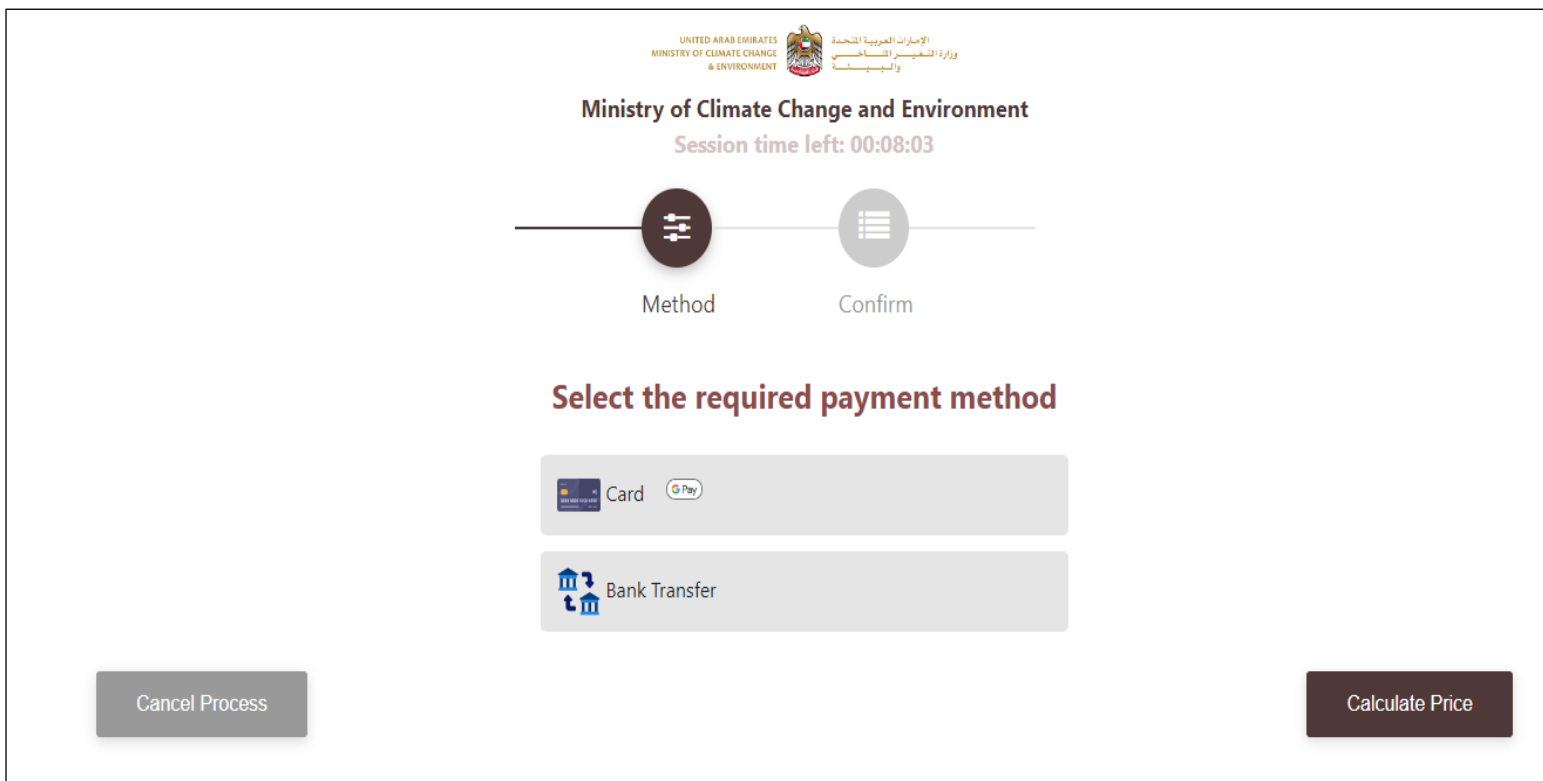


Figure 12 - Payment Gateway

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

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 وزارة التغير المناخي والبيئة

Ministry of Climate Change and Environment
Session time left: 00:06:38

Method

Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Service name that has been requested	AED	0.00 AED	5	AED
Total				AED

Request Fees

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	AED	1.02 AED	AED
Total			AED

Total Tax

1.02 AED

Total Amount

AED

Cancel Process

Change Payment Method

Proceed With Payment

Figure 13 - Service Fees Details

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

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Ministry of Climate Change and Environment
Total Payment: 3021.42 AED
Session time left: 00:06:03

Cardholder Name

Card Number

Month **Year** **CVV**

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process

Change Payment Method

Figure 14 - Credit Card Details

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

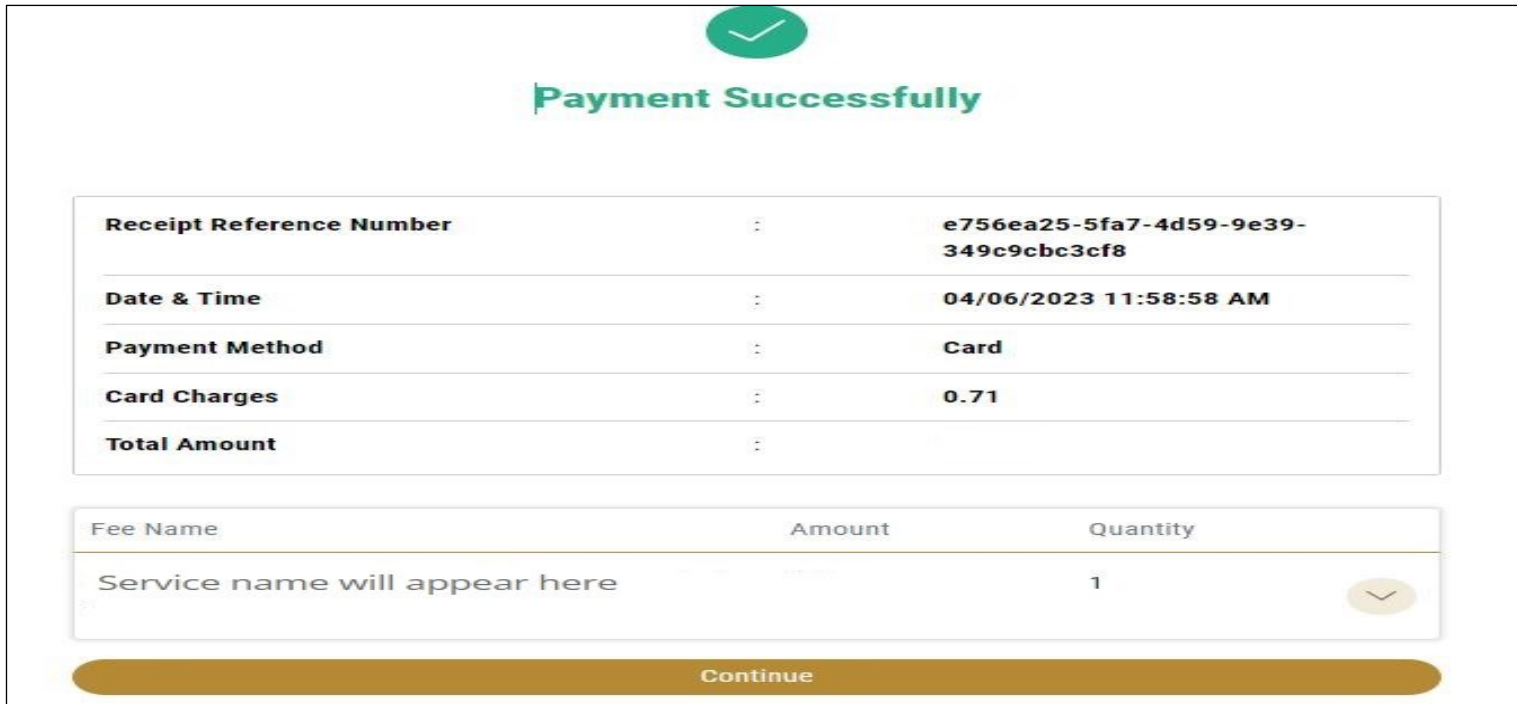


Figure 15 - Payment Confirmation

Retrieve a Service Request

You can retrieve a previously created request to review the request information only or to take further actions.

- 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.

The screenshot displays a dashboard with four summary cards: 'My Licenses For Practicing Activities' (0 Active, 3 Expired), 'My Licenses For Practicing Professional' (4 Active, 0 Expired), 'Registration and Approved certificates' (110 Active, 46 Expired), and 'Material Balances & Cities' (2 Material, 2 cities). Below these is the 'My Requests' section, which includes a search bar for request numbers, a filter set to 'ALL', and a page indicator for 5 items. A table shows a request with ID #EA-02012023-478581, dated Monday, January 2, 2023, with the status 'Import Permit Issued'. Action buttons for 'Initiate Release Request', 'Payments List', 'View', and 'View/Send Messages' are visible at the bottom of the request card.

Figure 16 - Select Request to Retrieve

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










Button	Description
Cancel 	To cancel and delete the request whether it is saved as draft or pending payment
Pay Now 	To pay for a previously created request but you opted to pay the fees at a later time using the Pay Later option
View 	To view request details and make changes if required
View/Send Message 	To communicate directly with MOCCAIE employee by sending and receiving messages regarding your request
View Payment Receipt 	To view the request payment receipt if it has been already paid



Table 2 – Service Request Actions

View or Download Import permit





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


My Licenses For Practicing Activities		My Licenses For Practicing Professional		Registration and Approved certificates		Material Balances & Cities	
Active	Expired	Active	Expired	Active	Expired	Material	cites
0	3	4	0	110	46	2	2
Show Details 		Show Details 		Show Details 		Show Details 	

My Requests

ALL 
5 
🔍 Search

Showing 3 of 10 Requests

Request Data	Status
<p>REQUEST NO #EA-02012023-478581</p> <p>Monday, January 2, 2023</p> <p><i>Import of a species listed in CITES Appendices</i></p>	<p>Import Permit Issued</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;">  Initiate Release Request  Payments List  View  View/Send Messages </div>

- 2- Locate the import permit issued then click view icon  to view and download the import permit.

Import of a species listed in CITES Appendices

[Show Service Card](#)

apply for Import of a species listed in CITES Appendices

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.

The screenshot shows a web form titled "Import of a species listed in CITES Appendices". The form is divided into two main sections. The first section, "Applicant Information", contains a dropdown menu labeled "Applicant Name *" with a small "Start" button to its right. To the right of the dropdown menu are two buttons: "Edit Applicant Information" and "New Applicant". The second section, "Request Purpose *", contains a dropdown menu. At the bottom right of the form is a "Next" button.

Figure 17 - 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 a species listed in CITES Appendices

Applicant Information

Applicant Name * Cancel Adding

ID
 Passport

ID No. * Verify ID No.
Emirates ID format 784-XXXX-XXXXXXXX-X

Name *
Mobile No. *
Example: 00971123456789

Email

Preferred Language *
 Arabic
 English
 Urdu

Request Purpose *

Next

Figure 18 - Applicant's Information Pag

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

Import of a species listed in CITES Appendices

Importer Details

Exporter Details

Service Information

Entrance Data

Inputs for CITES services in English

All consignments should be in one shipment

Importer Details (i)

Importer Name
Test Qc Four

Email e@e.com	PO Box 46775640
Phone 0097150000000	Fax 46775640
Country of Import United Arab Emirates	City Duabi

Importer Address *

Exporter Details

Exporter Name *

Email * <input style="width: 100%;" type="text"/>	PO Box <input style="width: 100%;" type="text"/>
Phone * <input style="width: 100%;" type="text"/>	Fax <input style="width: 100%;" type="text"/>
Exporter Country * <input style="width: 100%;" type="text"/>	City * <input style="width: 100%;" type="text"/>

Exporter Address *

Service Information

Purpose *

Expected arrival date

Special Conditions

Entrance Data (i)

Port *

Entry port where the consignment will pass

Back
Next

Figure 19 - Service Information

5- Click *Next*, to upload attachment

The image shows two identical sections for uploading attachments. Each section is titled "required attachments" and contains a large, light gray rectangular area. In the center of each area is a brown button with the text "Upload a File".

6- Review Request then Click *Submit*.

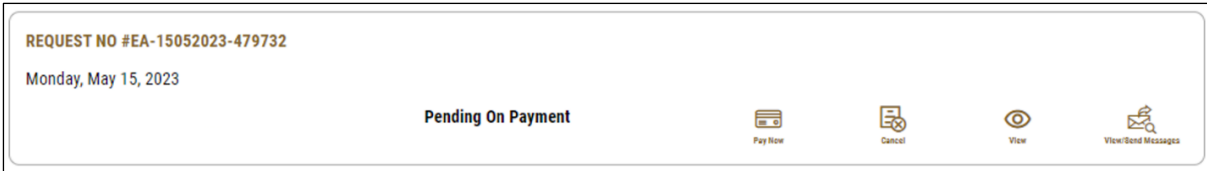
The image shows a review screen. At the top, there is a green checkmark icon followed by the text "Accept Terms & Conditions *". Below this, there are two buttons: a light gray "Back" button on the left and a brown "Submit" button on the right.

Figure 20 – Service Request Review


The image shows a payment options screen. At the top, there is a green checkmark icon followed by the text "Accept Terms & Conditions *". Below this, there are three buttons: a light gray "Back" button on the left, a green "Pay fees" button in the middle, and a brown "Pay Later" button on the right.

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* 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

- 8- Locate the import permit issued then click view icon  to view and download the import permit.

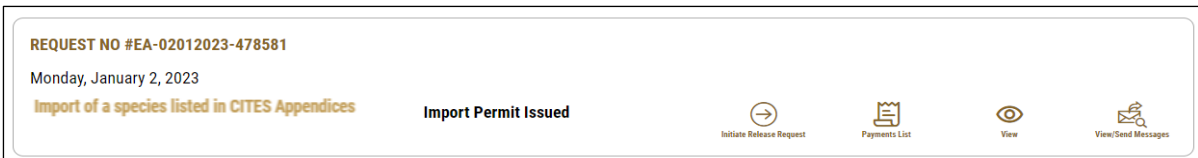



Figure 21 - Download or View Import Permit

- 9- Download the Import permit by clicking on  Consignment Import Permission

The screenshot shows a sidebar on the left with menu items: Outputs, Import Details, Consignment Items, Attachments, Payment Receipt, and Comments. The main content area displays:

- Request Number:** EA-22122022-478474
- Status:** Import Permit Issued
- Created Date:** Dec 22, 2022

Below this is a section titled "Outputs" containing a table:

Certificate Number	Certificate Name		
DXB-FW-157-272926	Consignment Import Permission		

Figure 22 - Download Import Permit

Apply for Release Permit

To apply for release permit, go to main dashboard and

1. click on **Initiate Release Request**




The screenshot shows a summary card for a request:

- REQUEST NO #EA-02012023-478581**
- Monday, January 2, 2023
- Import of a species listed in CITES Appendices**
- Import Permit Issued**

At the bottom of the card are four icons with labels: "Initiate Release Request", "Payments List", "View", and "View/Send Messages".

2. Fill the applicant details as you did in Import permit
3. Enter the shipping information

Arrival Date * <input type="text" value="01/24/2023"/> 	Shipping Policy * <input type="text"/>
Carrier * <input type="text"/>	
Approved Collection Site * <input type="text"/>	

4. Upload the required attachments

required attachments

Upload a File

required attachments

Upload a File

5. Click on “confirm T&C “
then you’ll be able to pay same time or later

Accept Terms & Conditions *

Back




Pay fees
Pay Later

6. Make the payment. See [How to pay for a Digital Service](#)

7. Once paid the request status will be pending On Vet Auditing or Inspection

REQUEST NO #EA-02012023-478581
Monday, January 2, 2023

Import of a species listed in CITES Appendices **Pending On Vet Auditing or Inspection**


Payments List

View

View/Send Messages

8. Once the consignment arrives the status of the request will be finished


REQUEST NO #EA-02012023-478581
Monday, January 2, 2023

Import of a species listed in CITES Appendices **Finished**




Payments List

View

View/Send Messages

9. To download the permit, click on the download Icon below request output 

Outputs

Certificate Number	Certificate Name		
DXB-FW-157-272961	Consignment Import Permission		
DXB-EA-202-272989	Consignment Release Permission	