Digital Services

Re-export of aquatic organisms products consignment

User Guide

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Introduction

This guide is developed to help clients and business entities to use the MOCCAE digital services. It will include an overview on how to use the portal, then detailed step-by-step instructions on how to use each service: a brief description about the service, what you need to know or to do before using the service, how to input the required information, how to upload documents, and what to expect upon completing the service.

Overview

The digital services platform 'Go Digital ' single service interface, integrated internally within the Ministry portal and externally with other concerned government entities. It covers all 115 services that MOCCAE offers to its customers.

It also features proactive communications, such as reminders, eligibility notifications, and informative messages that automatically anticipate the services customers need without receiving application requests. Moreover, it will include a comprehensive customer database and service history to facilitate service application and delivery.

The portal is very easy to use, and it can be accessed in Arabic or English. It is designed to improve customer experience and enhance customer happiness.

Getting Started

Logging in MOCCAE Website

First you need to log in to the MOCCAE website.

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

Figure 1 – MOCCAE Website Home Page

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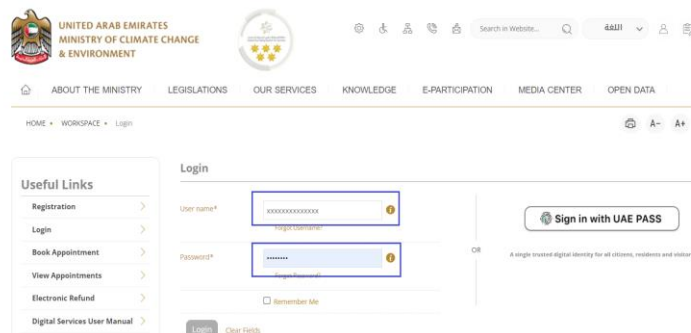

Figure 2 - Login Page

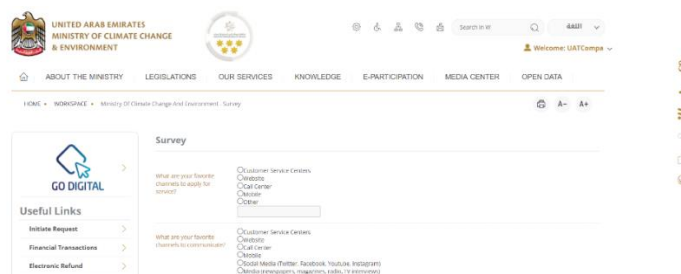4- You will be logged in successfully and directed to MOCCAE survey page.

Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

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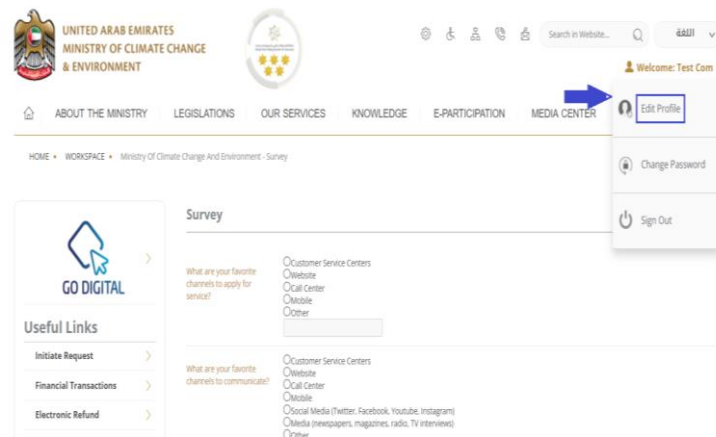2- Click on *Edit Profile*.

Figure 4 - Update Company Profile

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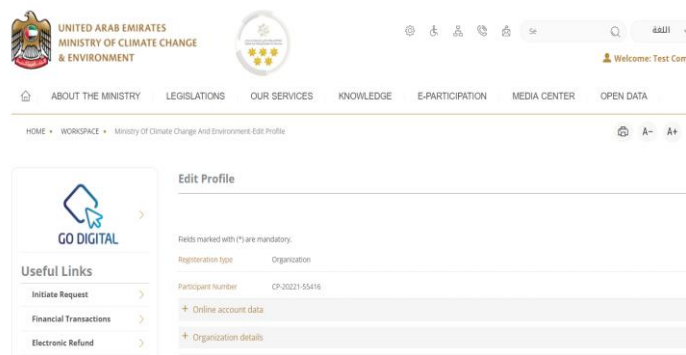

Figure 5 - Edit Profile

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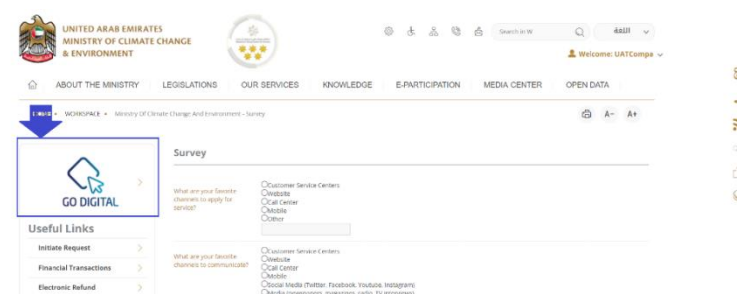

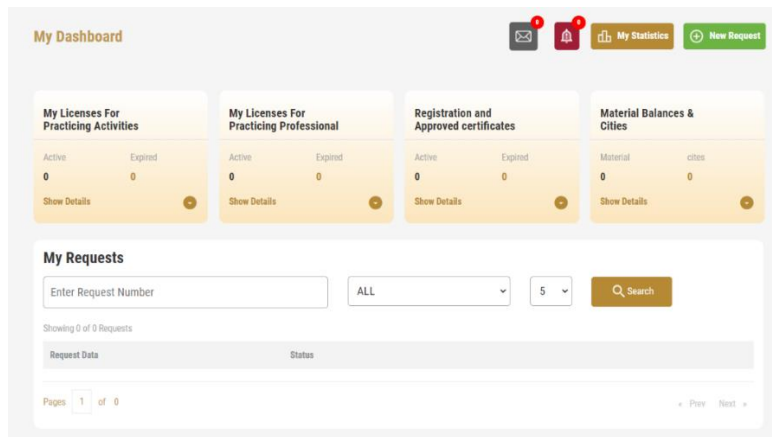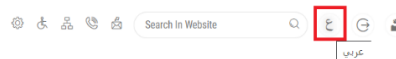*Figure 6 - 'Go Digital' Icon*

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.
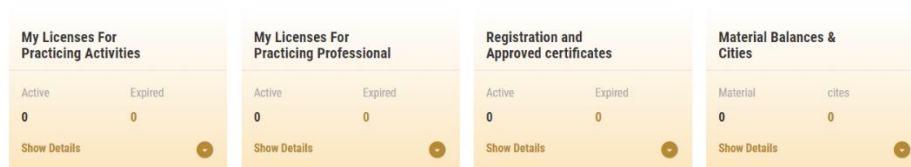

Figure 8 - Dashboard Digital Service Categories

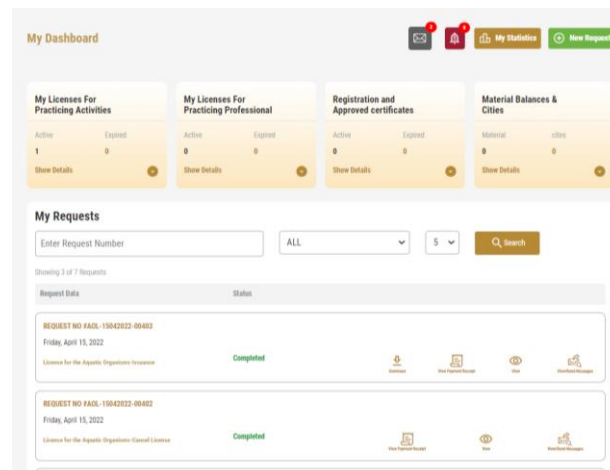The last section of the dashboard lists all customer's requests along with their current status.

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* ⊕ New Request on the dashboard. The following screen will display:

Figure 10 – Service New Request
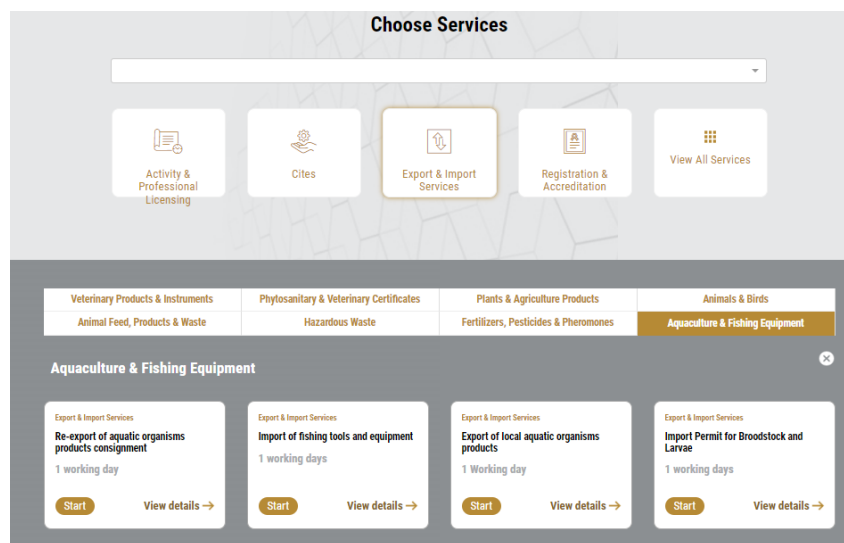
2- Choose the required service either by:

- 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 from the dropdown list, then click on *Confirm & Calculate Prices*.

Figure 12 - Payment Gateway

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

Figure 13 - Service Fees Details

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

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.

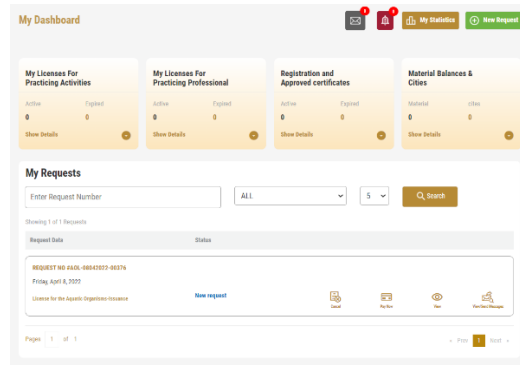Or, you can directly locate the request in the list of requests.

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 MOCCAE employee by sending and receiving messages regarding your request
View Payment Receipt	To view the request payment receipt if it has been already paid

Table 2 – Service Request Actions

View or Download a Certificate

1- Select the service category. The list of available certificates will be displayed.
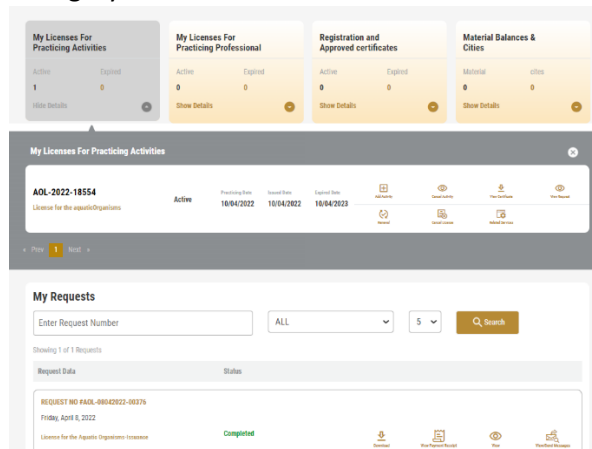
2- Locate the required certificate, then click on ⬇ to view and download the certificate, or click on 👁 to view the service request.

Export of local aquatic organisms products

Service Description

Through this service, a permit is issued to re-export imported aquatic products (fresh, frozen, dried, smoked or salted) fish, as well as other aquatic products such as crustaceans or molluscs (Valid for 1 month from the permit issuance date)

Service Time

1 Working day

Terms and Conditions

1- The company must have a valid re-export license to re-export aquatic products.

To apply for a Export of local aquatic organisms products

1- From the dashboard, click on *New Request*. See *Starting a New Request*.
2- Select the Service name from the dropdown list, or alternatively click on the *Export & Import Services* category, select the *Export of local aquatic organisms products* 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*.

   The applicant's information will be displayed.

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.

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.

   If you decide to select the *Export of Local Aquaculture Products* activity, you need to choose one or more from the following pre-requisites:

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

Figure 20 - Attachments Page

9- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.
- Packing declaration which lists the type and quantity of aquatic organisms' products intended for export

For air and marine shipments, the following document is required:
- Packaging certificate issued from a fish processing factory which lists the consignment information such as aquatic products type and quantity

10- Click *Next* to review your request.

Figure 21 – 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* `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 MOCCAE employee for processing. You will be then notified by Email and SMS by the request status. It can either be:
   - **Approved:** Request is complete, and license is issued
   - **Rejected:** The service is not provided, and you will be notified by the reason
   - **Returned:** The request will be returned, and you will be notified with return reason for correction. You still need to resubmit the request for final decision

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

13- 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 the Aquatic Organisms

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.
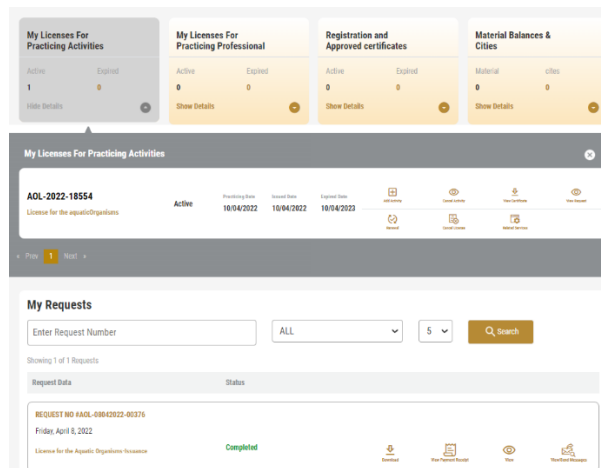
You can do the following actions:

Button	Description
View Certificate	View the certificate
View Request	View the service request
Add Activity	Add more activities to the valid license, *see Add an Activity to a License for the Aquatic Organisms*
Cancel Activity	Cancel one or more activities from active license, *see Cancel an Activity from a License for the Aquatic Organisms*
Renewal	Renew about to expire or expired licenses, *see Renew a License for the Aquatic Organisms*
Cancel License	Cancel valid or expired licenses, *see Cancel a License for the Aquatic Organisms*
Related Services	Access license related services, see Access Related Services provided by the Aquatic Organisms License

Table 3 - Managing License Action

Renew a License for the Aquatic Organisms

Service Description

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

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 MOCCAE employee for review and approval.

To Renew a License for the aquatic organisms:

1- Locate your about to expire or expired license by selecting the relevant services category then selecting your license from the licenses list.
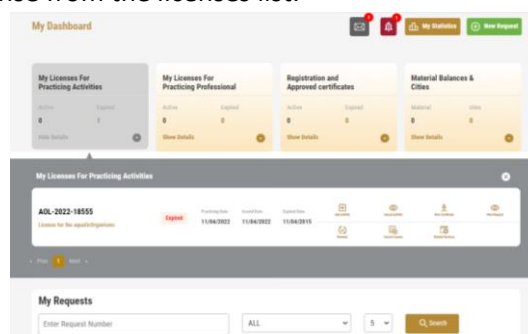
1- Click on the *Renewal* button ⟳ . The Applicant information view will be displayed.

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- Change the selected activities, if required. See *Add an Activity to a License for the Aquatic Organisms*, and *Cancel an Activity from a License for the Aquatic Organisms*.

5- Click *Next* to review your Request.

Figure 24 – Service Request Review

6- 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](#)

7- 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

8- 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.
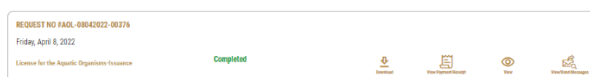
Figure 25 - Download or View Certificate

Add an Activity to a License for the Aquatic Organisms

Service Description

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

Terms and Conditions

The license should to be valid

You can not 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 activates 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.
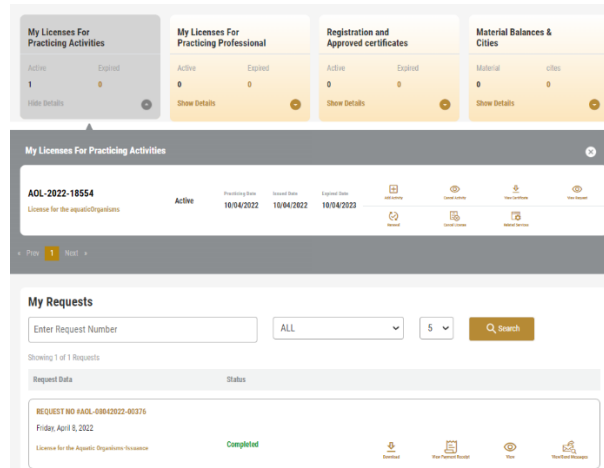

Figure 26 - Applicant Information View
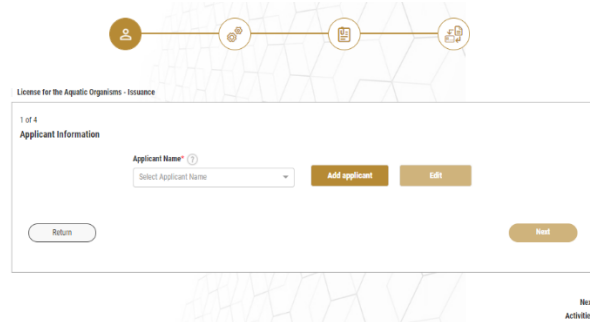
3- Enter the Applicant Information by:
   a. Selecting the applicant's name from the list, if available
      Or
   b. Click on *Add Applicant* to add the applicant's name using the Emirate ID number, then click on *Find*.

   The applicant's information will be displayed.

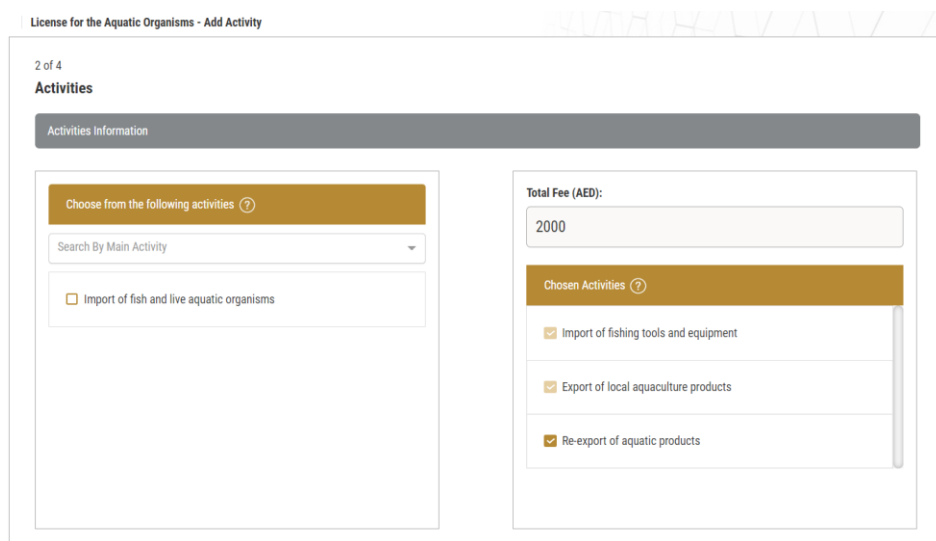4- Click on *Next*. The License Activities will be displayed.

Figure 27 - License Add Activities View

5- Add activities as required.

If you decide to select the Export of Local Aquaculture Products activity, you need to choose one or more from the following options:

Option	Considerations
Fishing Boat License	To add your valid boat license. If the boat license is expired, system will not allow you to proceed with the request. Note that you cannot choose Fishing Boat License together with Fishermen Association
Fishermen Association	Select this option if you are a member of a registered fishermen association. If this option is selected, you must provide "**A copy of the decision to publicize the association" as** an attachment. Note that you cannot choose Fishing Boat License together with Fishermen Association
Aquaculture Production Farm	You can use this option only if you have a registered license for **Aquaculture production Farm**. Once you select this option, the existing Farm license number will be automatically populated.

Table 4 - Export of Local Aquaculture Activity Options

6- The selected activities fees will be calculated and displayed in the *Total Fees* field. Click on *Next*.

7- Attach a copy of valid trade license, then click on *Next*.

Figure 28 - Attach License

8- Attach a copy of valid trade license.

9- Click on *Next* to review your request.

10- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.

11- 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.

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

13- Once the payment is completed successfully, the request status will be changed to *Initial Review*, and the request will be sent to the authorized MOCCAE employee for processing.

14- 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.
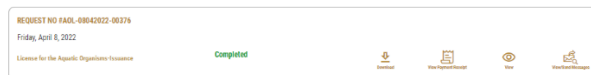

Figure 29 - Download or View Certificate

Cancel an Activity from a License for the Aquatic Organisms

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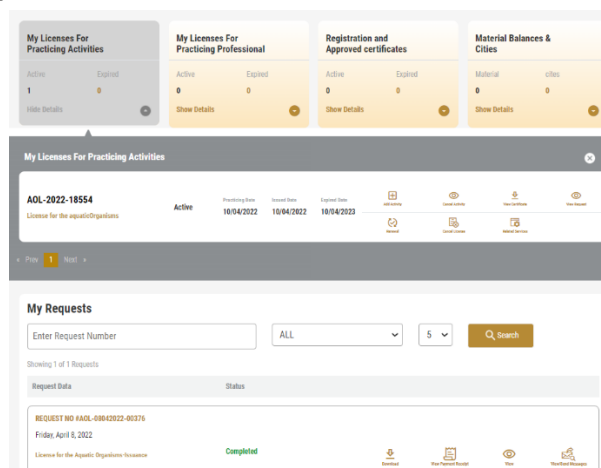
2- Click on the *Cancel Activity* 📃 . The Applicant information view will be displayed.

Figure 30 - 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.

Figure 31 – Remove Activity

5- Uncheck chosen activities that need to be cancelled, then click on *Next*.
6- Review your request details, then click on *Submit*.

Figure 32 - Review Removed Activity Details

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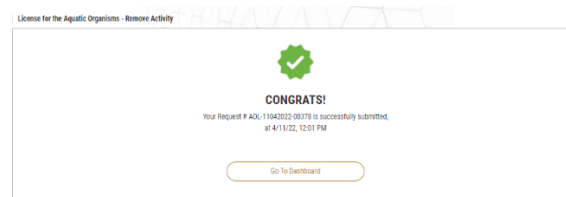

Figure 33 – Request Submission Confirmation

8- 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.
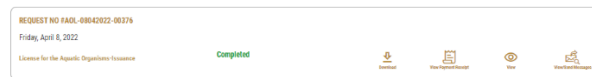

Figure 34 - Download or View Certificate

Access Related Services provided by the Aquatic Organisms License

When you license is issued, and according to the included activities, you will be authorised 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.
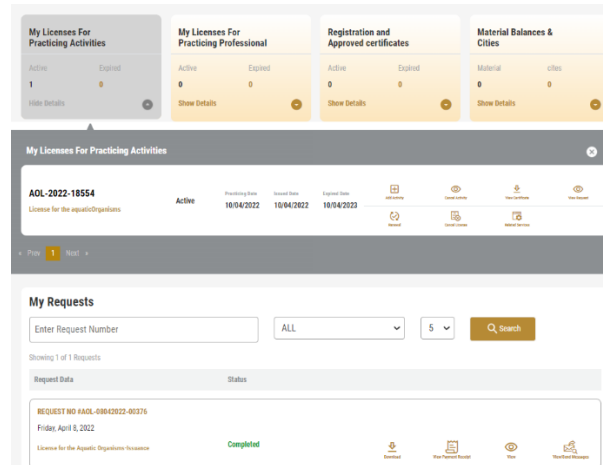
2- Click on *Related Services* . The list of license related services will be displayed.
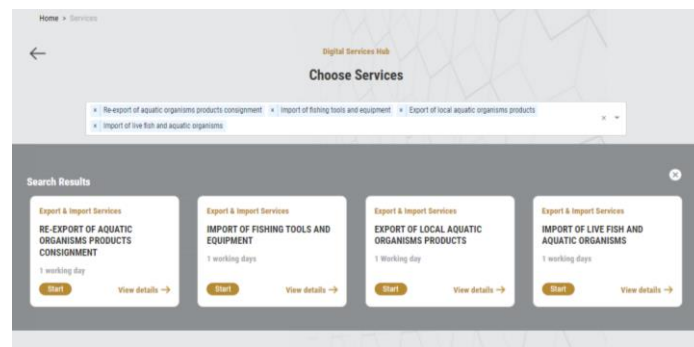

Figure 35 - License Related Services

Cancel a License for the Aquatic Organisms

Service Description

You can cancel the License for Aquatic Organisms 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 the Aquatic Organisms:

11- Locate your license by selecting the relevant services category then selecting your license from the licenses list.
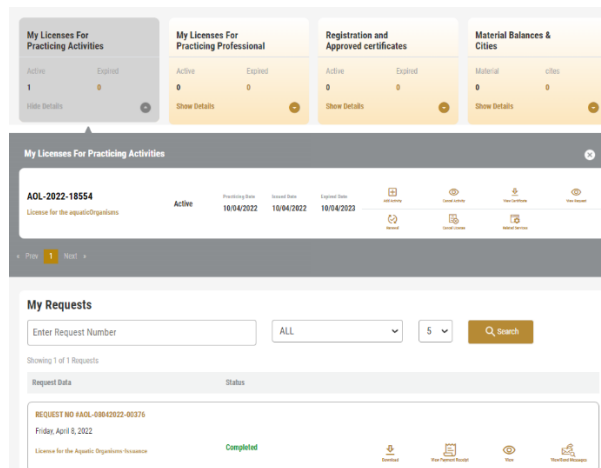
12- Click on *Cancel License* 🖺. The Applicant information view will be displayed.
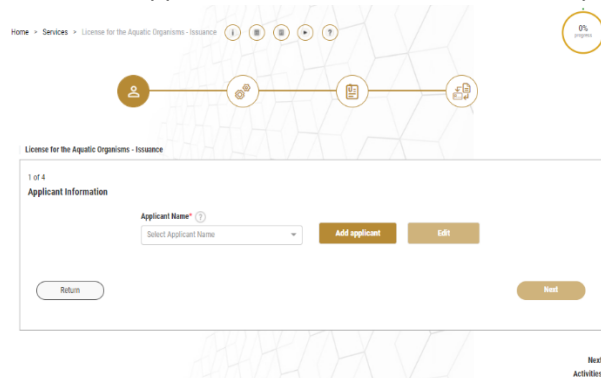

Figure 36 - Applicant Information View

13- 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.

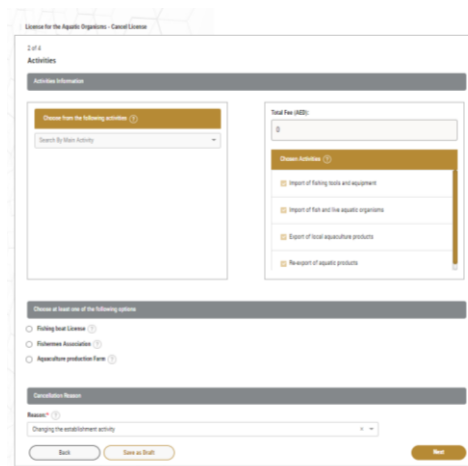14- Click on *Next*, then the Cancel License view will be displayed.

Figure 37 - Cancel License

15- Select the reason for cancelling the license from the list, then click on *Next*.

16- Attach a copy of the activity cancellation from the commercial or industrial license, then click on *Next*.

Figure 38 - Cancel License Attachment

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

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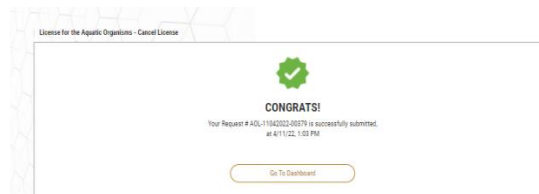

Figure 39 – Request Submission Confirmation

19- 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.