



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 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*.

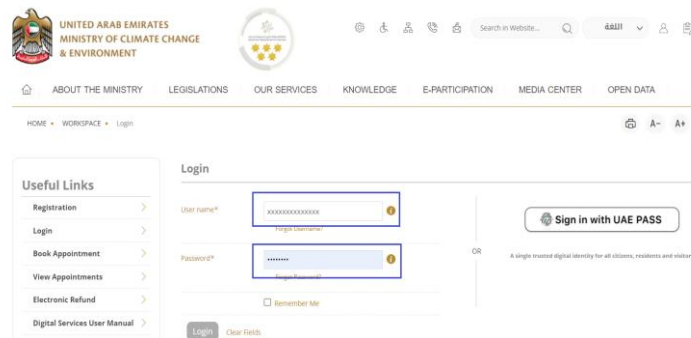


Figure 2 - Login Page

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

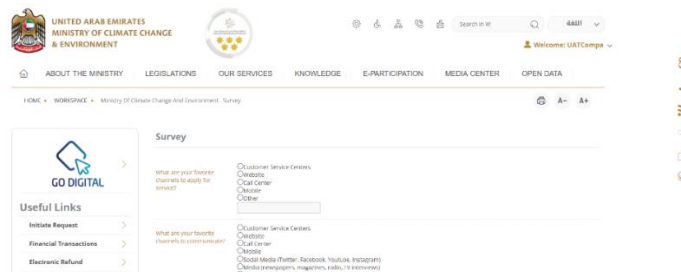


Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

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

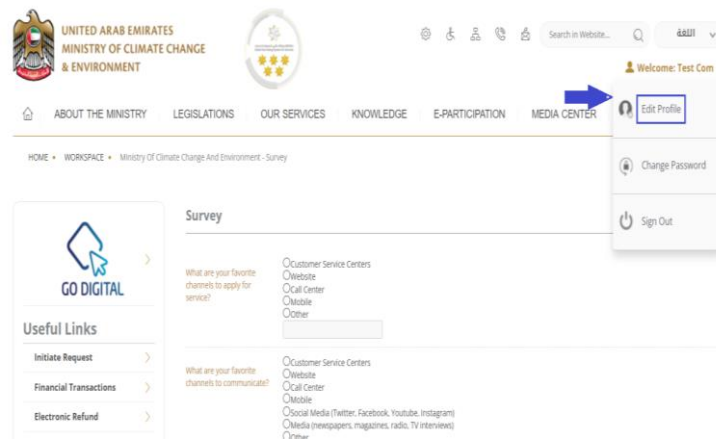


Figure 4 - Update Company Profile

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

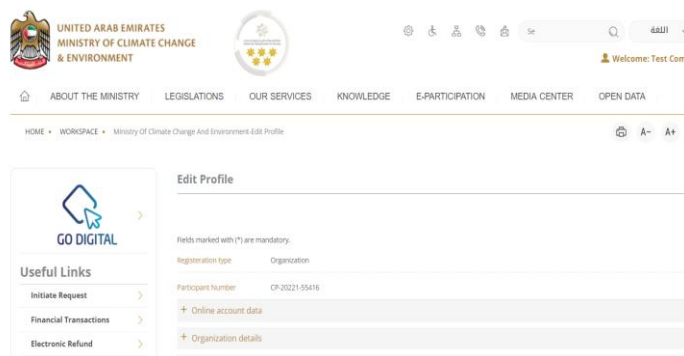



Figure 5 - Edit Profile

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

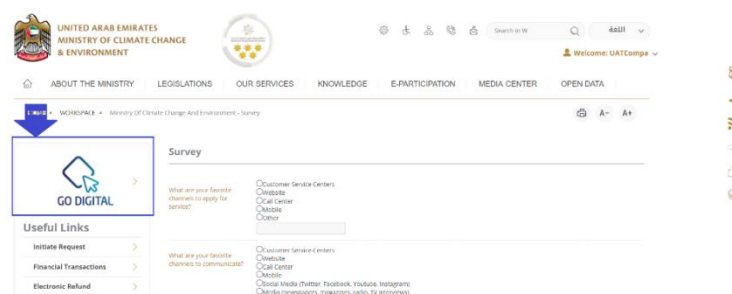


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

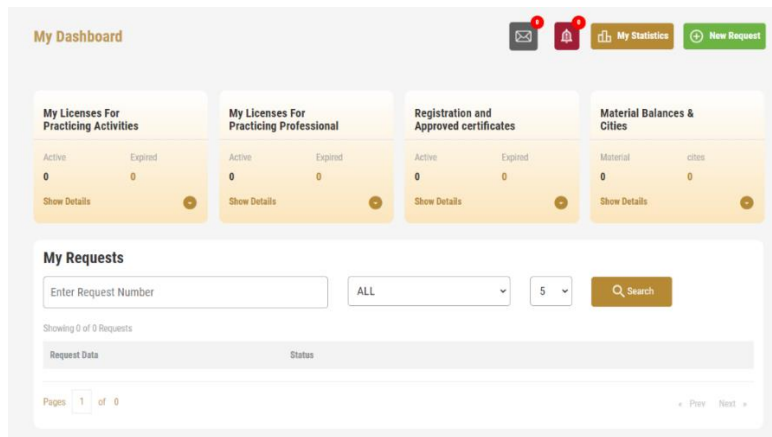
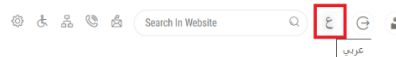


Figure 7- My Dashboard

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.

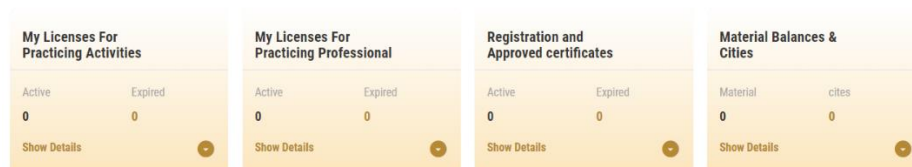


Figure 8 - Dashboard Digital Service Categories

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

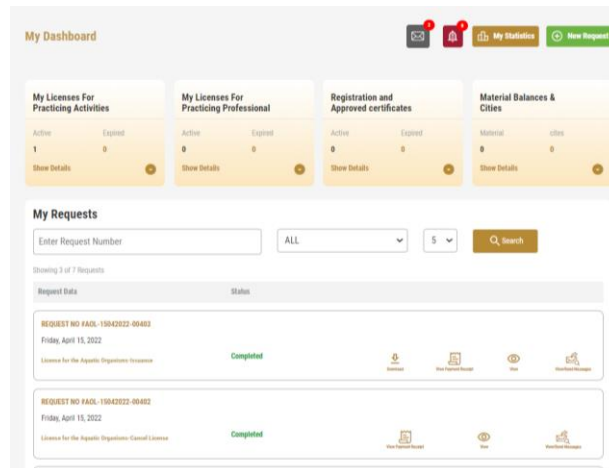


Figure 9 - Customer's Requests List


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*  on the dashboard. The following screen will display:

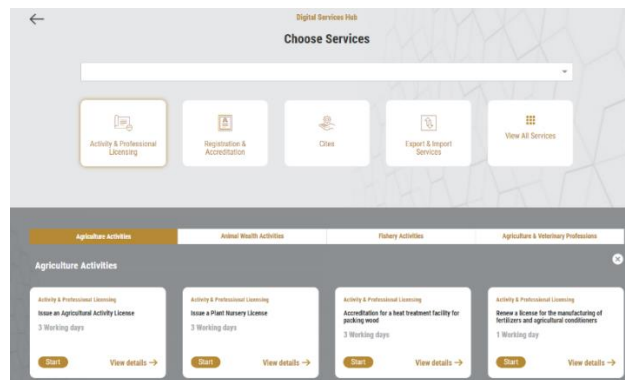


Figure 10 – Service New Request

- 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.

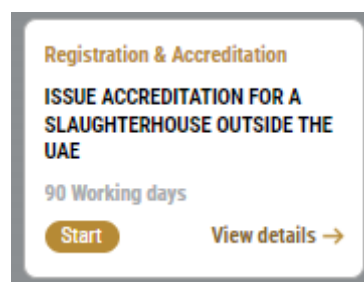
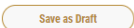



Figure 11 - Service Card

- 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*.

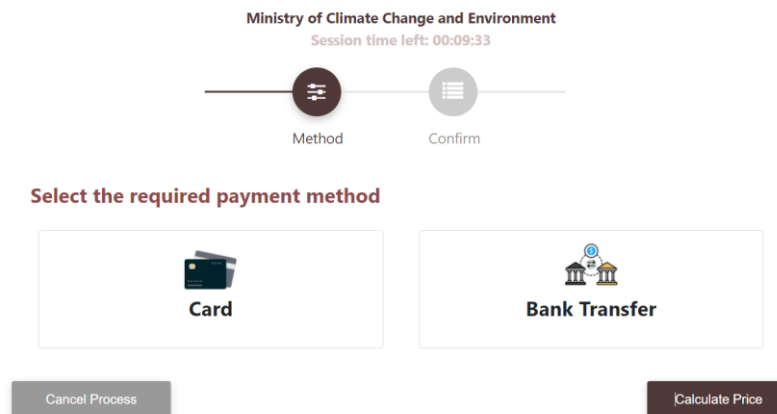
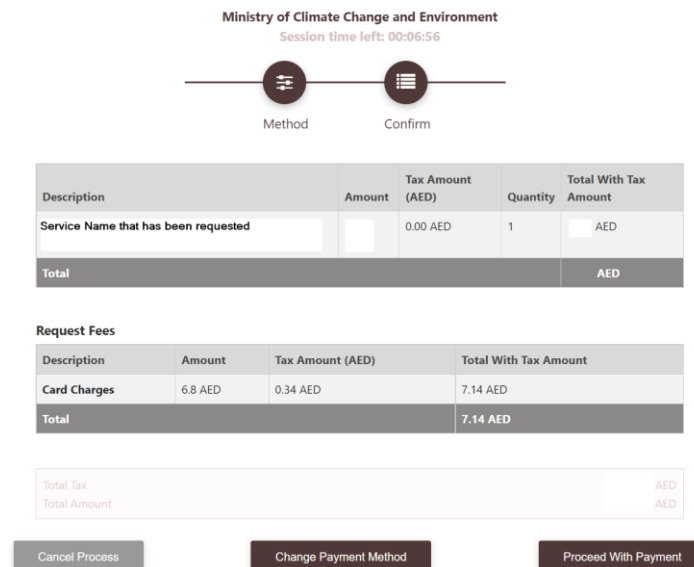


Figure 12 - Payment Gateway

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



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

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

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

- 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	:	cs84608e-8a02-42e4-8a87- a080a4779a0
Receipt Reference Number	:	00637951882313005499
Total Amount	:	2553.06 AED
E-Deftum Fees	:	53.06 AED
Payment Method	:	Non E-Deftum 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 for the issuance or annual renewal of licenses for aquaculture to engage in activities related to the aquaculture sector	1224122177	500	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.

- 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.

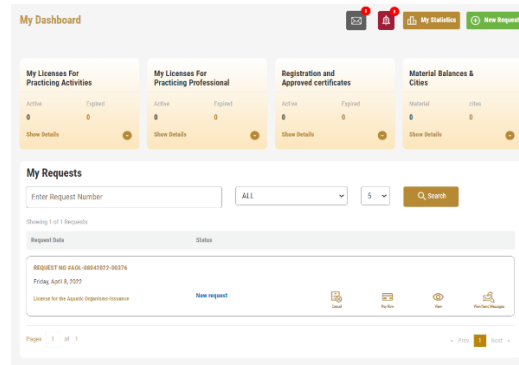


Figure 16 - Select Request to Retrieve

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.


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
135	11


[Show Details](#) 


Material Balances & Cites


Material	cites
0	7

[Show Details](#) 




My Requests

Completed 

15 

 Search

Showing 3 of 4 Requests

Request Data	Status			
REQUEST NO #AOL-21102022-01324 Friday, October 21, 2022 Issue Accreditation for a Slaughterhouse Outside the UAE-Issuance				
Completed				
		Download	View	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.

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

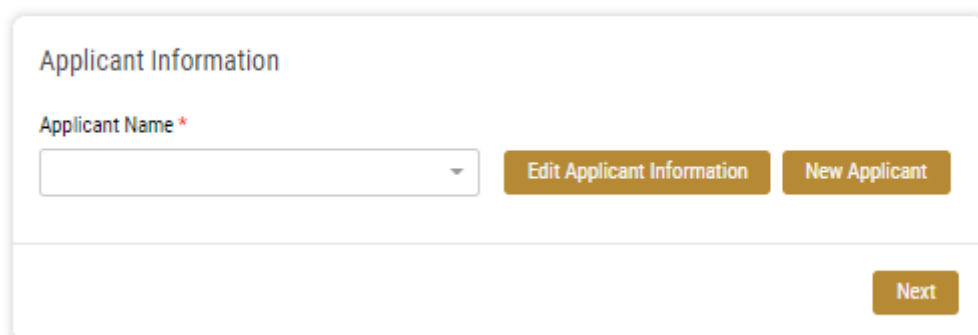
The approved slaughterhouse must committed to the approved health certificate form for the export of meat and meat products to the UAE

To apply for a License for Issue Accreditation for a Slaughterhouse Outside the UAE

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.
- 2- Select the Request 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* . 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.

Issue Accreditation for a Slaughterhouse Outside the UAE



The screenshot shows a web form titled "Applicant Information". It contains a dropdown menu labeled "Applicant Name *" with a downward arrow. To the right of the dropdown are two orange buttons: "Edit Applicant Information" and "New Applicant". At the bottom right of the form is another orange button labeled "Next".

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 *

☒ ID
 ☐ Passport

ID No. *

Emirates ID format 784-XXXX-XXXXXXX-X

Name *

Mobile No. *

Example: 00971123456789

Email

Preferred Language *

☐ Arabic
 ☐ English
 ☐ Urdu

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
Line Data
Lines List

Service Information

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

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

Exporting country *

Line Data

Meat Type *

Meat Category *

Meat Stoarge Type *

Add

Lines List

Filter

Please inset at least one item

Back
Next

Back
Applicant Information
Next
Attachments

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

Document of acknowledgment of the sanitary conditions, technical regulations and standard specifications for export to UAE which are mentioned in terms and conditions , and compliance with it

Upload a File

Valid Certificate of application of any food safety management system issued by an accredited institution in the country of origin , such HACCP or ISO 22000

Upload a File

Valid Certificate of application of any quality management system such as ISO9001

Upload a File

Back

Next

Back
Request Information

Next
Review

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.

Issue Accreditation for a Slaughterhouse Outside the UAE

Request Details
Service Information
Lines List
Attachments
Comments

Request Details

Request Number
APH-14112022-478147

Created Date
Nov 14, 2022

Service Information

Exporting country
Algeria

Lines List

Filter



Meat Type	Meat Category	Meat Storage Type
Red Meat	Offals red and white	Dried

Attachments

File name	Date
err.JPG	Jun 16, 2013

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.

- 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.
- 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 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

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.


REQUEST NO #AOL-21102022-01324

Friday, October 21, 2022

Issue Accreditation for a Slaughterhouse Outside the UAE-Issuance

Completed


Download


View



View/Send Messages

Figure 22 - Download or View Certificate