

Digital Services

Issue Export Accreditation for a Food

Establishment

User Guide

Table of Contents

Introduction	1
Overview	1
Getting Started	2
Logging in MOCCAE Website	2
View/Update Customer Profile	2
Running the 'Go Digital' Services	3
Changing the Interface Language	4
The User Dashboard	4
Using the 'Go Digital' Services	6
Digital Services Overview	6
Starting a New Request	6
How to Pay for a Digital Service	7
Retrieve a Service Request	8
View or Download a Certificate	9

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.

UNITED ARAB EN MINISTRY OF CLI & ENVIRONMENT	MATE			& \$ @	🕲 👌 Search	nin Website Q	ب اللغة	8	
ABOUT THE MINISTR	RY	LEGISLATIONS	OUR SERVICES	KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DA	TA	
HOME • WORKSPACE • Login							6	A-	A+
Useful Links		Login							
Registration		User name*	****	0		(
Login			Forgot Diannama/			lign in t	with UAE P	455	
Book Appointment		Password*		0	OR	A single tranted digital identity	for all citizens, res	dents an	e visitor
View Appointments			loga basanti	-					
Electronic Refund			Remember Me						
Digital Services User Manual		Login Clea	r Reids						

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.

UNITED ARAB E MINISTRY OF CI & ENVIRONMEN	LIMATE	CHANGE		_ Q قفلا ب Welcome: Test Com م
ABOUT THE MINIST	TRY	LEGISLATIONS OUR	R SERVICES KNOWLEDGE E-PARTICIPATION MEDIA CENTER	Edit Profile
HOME + WORKSPACE + Min	istry Of Clin	nate Change And Environment - Sur	ej	(a) Change Password
\wedge		Survey		🖒 Sign Out
GO DIGITAL		What are your favorite channels to apply for service?	Ocustomer Service Centers Oversite Ocal Center Owene	
Useful Links			Ooter	
Initiate Request		What are your favorite	QCustomer Service Centers	
Financial Transactions		channels to communicate?	Ordel Center Octoble	
Electronic Refund			Oncoule Oscial Media (Twitter, Facebook, Youtube, Instagram) Ordedia (neropapers, magazines, radio, TV Intenviewo) Onther	

Figure 4 - Update Company Profile

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

UNITED ARAB EMIR MINISTRY OF CLIM, & ENVIRONMENT				© &	- 26	8 %	Q 2 Welco	قغانا ب me:TestCom √
ABOUT THE MINISTRY	LEGISLATIONS	OUR SERVICES	KNOWLEDGE	E-PARTI	CIPATION	MEDIA CENTER	OPEN D/	ATA
HOME + WORKSPACE + Ministry	if Climate Change And Environmen	x-Edit Profile					0	A- A+
GO DIGITAL	Edit Profile							
Useful Links	Registeration type	Organization						
Initiate Request	Participant Number	CP-20221-55416						
Financial Transactions	+ Online account	data						
Electronic Refund	+ Organization de	etails						

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 \Im to the left of the homepage.

UNITED ARAB EM MINISTRY OF CLIA & ENVIRONMENT	ATE CHANGE	See de La Constituire	Q ditti v
ABOUT THE MINISTR	LEGISLATIONS O	UR SERVICES KNOWLEDGE E-PARTICIPATION MEDIA CENTER	OPEN DATA
NUMBER OF WORKPACE + MINIST	Of Clenate Change And Environment -	unity	🖨 A- A+
~	Survey		
GO DIGITAL	> What are your favorite channels to apply for service?	Ocustomer Service Centers Overbate Ocal Center Outcole	
Jseful Links		Oather	
Initiate Request	> What are your favorite	QCustomer Service Centers	
Financial Transactions	> channels to communicate	Owebuilde Ocal Center Detablie	
Electronic Refund		Cincular Media (Twitter: Facebook: Youtube, Instagram) Oktoda (newspapers: magazines: radio, TV interviews)	

Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

	s For	My Licenses	For	Registration	and	Material Bala	nces &
Practicing	Activities	Practicing P	rofessional	Approved cer	tificates	Cities	
Active	Expired	Active	Expired	Active	Expired	Material	cites
0	0	0	0	0	0	0	0
Show Details	0	Show Details	0	Show Details	0	Show Details	e
My Requ	uest Number		ALL		~ 5 ~	Q Search	
	uest Number		ALL		• 5 •	Q Search	

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
A	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.

My Licenses Practicing A		My Licer Practicir	nses For ng Professional		Registration Approved c		Material Ba Cities	lances &
Active	Expired	Active	Expired		Active	Expired	Material	cites
0	0	0	0		0	0	0	0
Show Details	•	Show Deta	ils	0	Show Details	0	Show Details	0

Figure 8 - Dashboard Digital Service Categories

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

My Licenses F Practicing Act	or livities	My Licenses I Practicing Pro	For ofessional		Registration a Approved cer	and tificates		Material Balan Cities	ices &
Active	Expired	Active.	:Equinal:		Active	Expired		Material .	cites
1	0	0	0		0	1.81		8	0
Show Details	0	Show Details		0	Show Details		0	Show Details	
Enter Reques				ALL		*	5 🕶	Q, Search	
			Itahus	ALL		*	5 🛩	Q, Search	
Showing 3 of 7 Re Request Data			Rahas	ALL		*	5 ¥	Q, Search	
Showing 3 of 7 Re Request Data	questa A0L-15042022-00403	1	Rahas	ALL		*	5 ¥	Q, Search	
Showing 3 of 7 Re Request Data REQUEST NO # Friday, April 15,	questa A0L-15042022-00403		italus Completed	ALL		*	5 v	٥	- Alexandre
Bhowing 3 of 7 Re Request Data BEQUEST NO # Friday, April 15, Lisense les the A	questa A01-15042022-00403 2022			ALL		<u>0</u>		0	- State State
Bhowing 3 of 7 Re Request Data BEQUEST NO # Friday, April 15, Lisense les the A	Quists AOL-15042022-00402 2022 ywth: Organizers Insuence AOL-15042022-00402			ALL		<u>0</u>		0	

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:

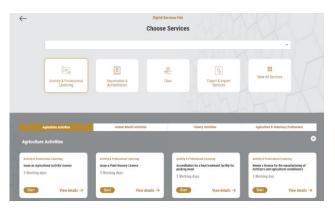


Figure 10 – Service New Request

- 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.

Registration & Accreditation Issue Export Accreditation Establishment	
90 Working days	
Start	View details $ ightarrow$

Figure 11 - Service Card

3- Click on *Start* (Start to start the new request.

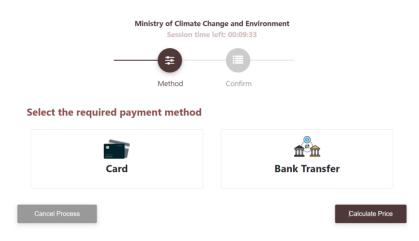
You can click on *Save as Draft* save as *bratt* at any view to save all the task information you entered for later viewing or editing.

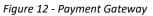
The following sections will guide you in using the available digital services. Each section will describe the service, list the service terms and conditions, and will guide you to create the service request and what to expect when the service is completed.

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





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

		-			_	
		Method	Co	onfirm		
Description			Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
ervice Name that I	nas been requested			0.00 AED	1	AED
Service Name that H	nas been requested	-		0.00 AED	1	AED
Fotal equest Fees	Amount	Tax Amou	nt (AED)		1 With Tax Am	AED
ſotal		Tax Amoun	nt (AED)		With Tax Am	AED
fotal equest Fees Description	Amount		nt (AED)	Total	With Tax Am	AED
Total equest Fees Description Card Charges	Amount		nt (AED)	Total 7.14 /	With Tax Am	AED

Figure 13 - Service Fees Details

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

То	f Climate Change and En otal Payment: 1007.14 Al Session time left: 00:07:3	ED
Cardholder Name		
ABCD		
Card Number		
1234 5678 1234 5678		
Month	Year	cvv
December	40	•••
✓ I agree to Terms&Condi		
	Pay Now	
Cancel Process	Cha	ange 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*.

Рауг	ment Success	sfully	
Payment Status		Paid	
Date & Time		10/04/2022 11:5	2:19 AM
Payment Reference Number		c684606e-8ab2-4 ac810e8779dd	12e4-3687-
Receipt Reference Number		00637851882313	1050499
Total Amount		2553.06 AED	
E-Dirham Fees		53.06 AED	
Payment Method		Non E-Dirham Ca	rd
Service Name	Service Code	Amount	Quantity
Request for the issuance or annual renewal of a license to export or re-export aquatic products	1224122178	2010	1
Request the issuance or annual renewal of licenses for approvals to engage in activities related to the aquaculture sector	1224122177	500	1

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.

racticing Ac	For tivities	My Licenses Fi Practicing Pro		Registration a Approved cert	ind tificates	Material Balance Cities	es &
ctive	Expired	Active	Expired	Active	Expired	Material	cites
how Details		0 Shew Details	•	0 Show Details		0 Show Details	•
howing 1 of 1 like	eçuesta	51	atas				
REQUEST NO a Friday, April 8,	FAOL-08042022-00376						

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
Patro anto mineragio	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.

	My Licenses For Practicing Activities			My Licens Practicing	es For Professional		Registration Approved ce	Registration and Material Balances & Cities			es &
				Active	Expire	d	Active	Expired		Material	cites
	1	0		0	0		0	0		0	0
	Hide Details	•	0	Show Details		0	Show Details		0	Show Details	0
	My Licenses For I	Practicing Acti	ivities								8
	AOL-2022-18554			Active	Practicing Date 10/04/2022	Insured Date 10/04/2022	Expired Date 10/04/2023		Canal Astrony Canal Astrony	ne taribas	(D) Ven fagnal
•	Prev 1 Next +										
	My Requests										
	Enter Request N	Number				ALL		~	5 🛩	Q, Search	
	Showing 1 of 1 Reque	ista									
	Request Dala				Status						
	REQUEST NO #A00 Friday, April 8, 202		5								
	License for the Aquat		*		Completed			<u>₽</u> Constant	Ter Synat Back	© Ter	Text Deci Hassages

2- Locate the required certificate, then click on ⁴/₂ to view and download the certificate, or click on ⁴/₂ to view the service request.



Issue Export Accreditation for a Food Establishment

Issue Export Accreditation for a Food Establishment

Service Description

Through this service, food establishment inside UAE is approved for exporting its products outside UAE (valid for one year starting from the issuing date)

Service Time

30 Working day

Terms and Conditions

• The food establishment shall meet the hygienic practices, the standard specifications and the technical regulations required by the concerned authorities in the importing countries

To apply for a License for Issue Export Accreditation for a Food Establishment

- 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 *FOOD ESTABLISHMENTS FOR EXPORT* 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 Export Accreditation for a Food Establishment

1 of Applicant Information			
Applicant Name* 🧿			
Select Applicant Name	•	Add applicant Edit	
Return			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.

•	2 0° (1)	
License for the Aquatic Organise	is - Issuance	
Applicant Information		
	Applicant Name 🛞	
	Select Applicant Name 👻	
	Emirates ID* (?)	
	784-1986-9046283-7 Find Cancel	
	Name	
	ASEM ABDUL-HADA AMAL NOSAIR	
	Mobile Number* 🕜	
	0503281252	
	Email ID* 🛞	
	asem.nosair@gmail.com	
Return		Next

Figure 18 - Applicant's Information Page

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

License Details	
License Number DXB-APH-1-270817	Certificate Type
Last Issuance 26-04-2021	Expiry Date 25-04-2022
Back	Next

Figure 19 - License Details

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

competent local authority a	ct of the application of approval of a fish factory for exporting to the EU from the ssuming control over food and supervising the factory concerned, along with cuments which prove that the factory meets required health conditions accordir this respect *
	Ŷ
	Upload a File
Back	Save Request

Figure 200 - Attachments Page

- 8- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.
- Reports of inspection from the competent local authority which prove that the establishment meets required hygienic regulations of the imported country
 - 9- Click Next to review your request.

ense før the Aquatic Organisms - Issaance	
ser4 Review	
Applicant Information	
Applicant Name	Mobile Namber
ASEM ABDUL-HADA AMAL NOSAIR	0503281252
Envirates ID	Exsi D
784-1186-0146283-7	asem.noair@gmail.com
Activities Information	
Main Activity	Fees (AID)
Import of fish and ike aquate organisms	500
Export of local equeculture products	2900
Atuchneta	
Paulo Aprovid.	
Total Payment (AED)	
Service Fees (AED)	
2500	
I agree to the Terms and Conditions	

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* 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 <u>How to Pay for</u> <u>a Digital Service</u>

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 $\stackrel{\text{def}}{=}$ to download your certificate, or $^{\textcircled{}}$ to view the request.

REQUEST NO #AOL-08042022-00376					
Friday, April 8, 2022					
License for the Aquatic Organisms-Issuance	Completed	Deventional	Vew Payment Resolut	(O) Ner	Vew Stand Messages

Figure 22 - Download or View Certificate