



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Import Permit for Live Animals Birds and Ornamental Fish 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.

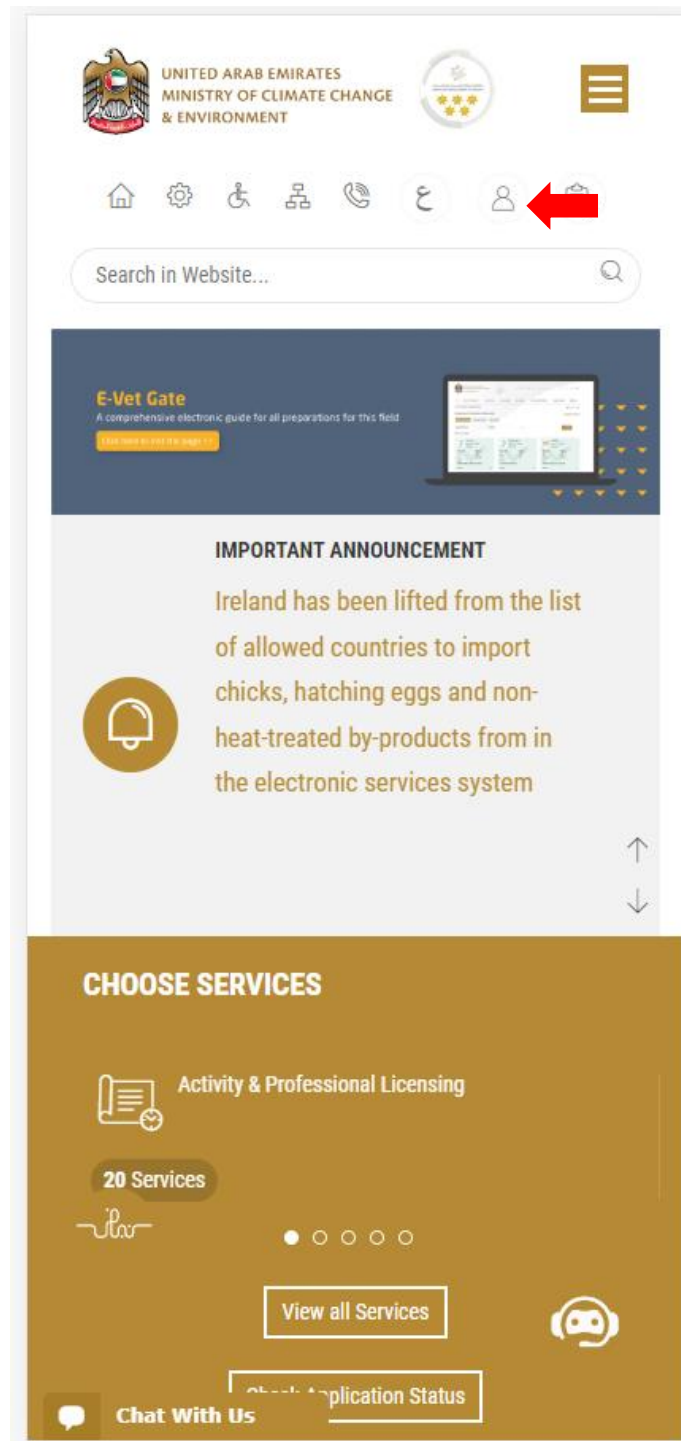


Figure 1 – MOCCAE Website Home Page

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

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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 MOCCA survey page.

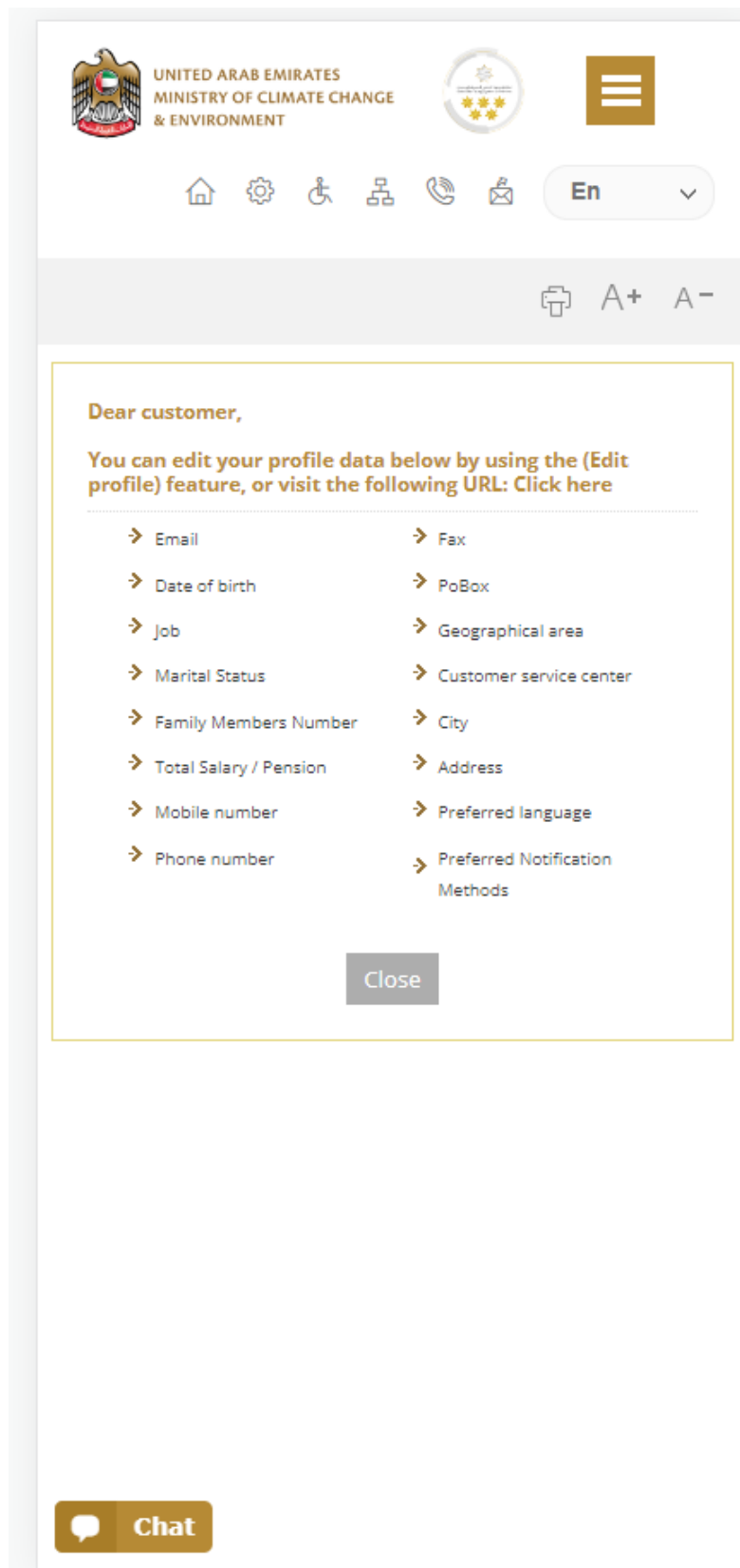



Figure 3 - MOCCA Survey Page

View/Update Customer Profile

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

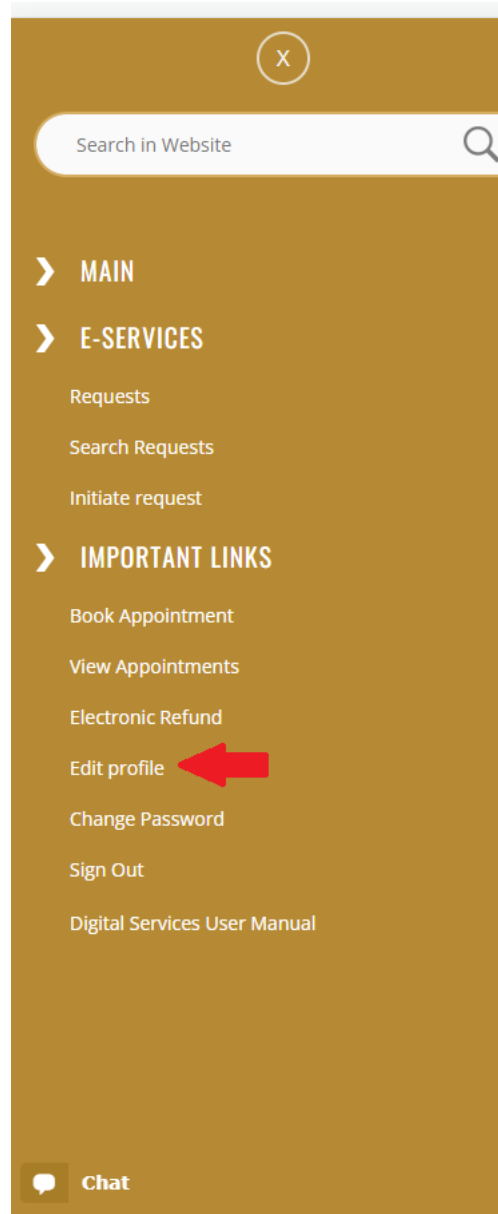


Figure 4 - Update Company Profile

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

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En

Edit Profile

Fields marked with (*) are mandatory.

Registration type
Individual

Participant Number
IN-20174-86637

Online account data
Email

Confirm Email

Enable 2 Step Authentication feature
☐


Individual details
Full arabic name *
This field accepts English letters in case the client can't speak Arabic
Full english name *

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.

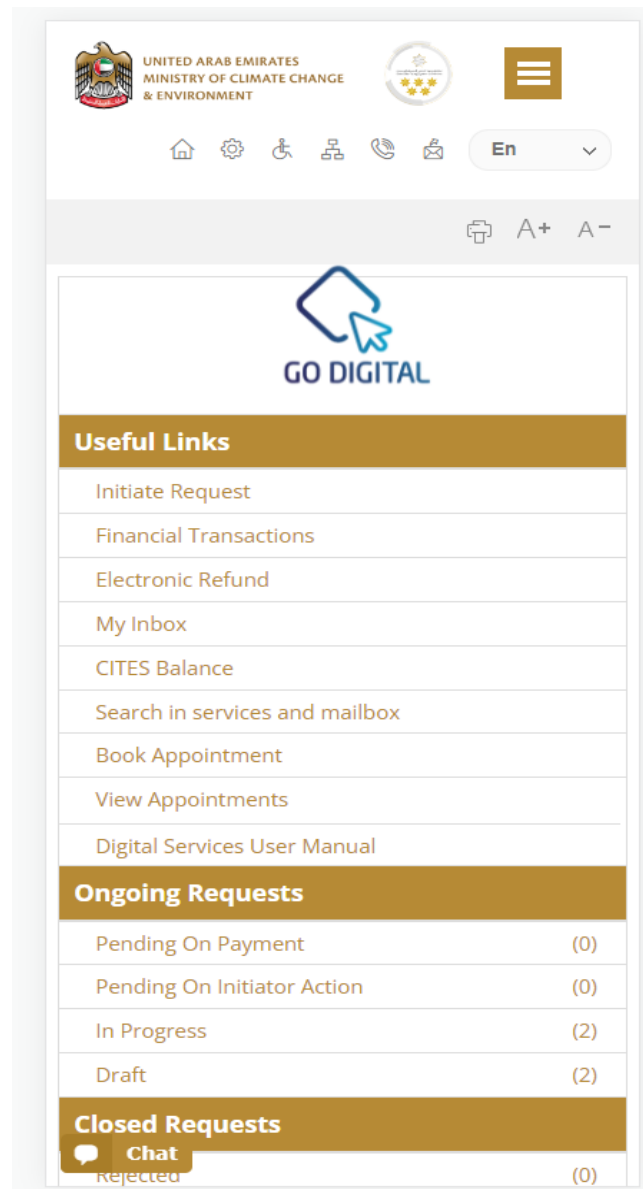


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

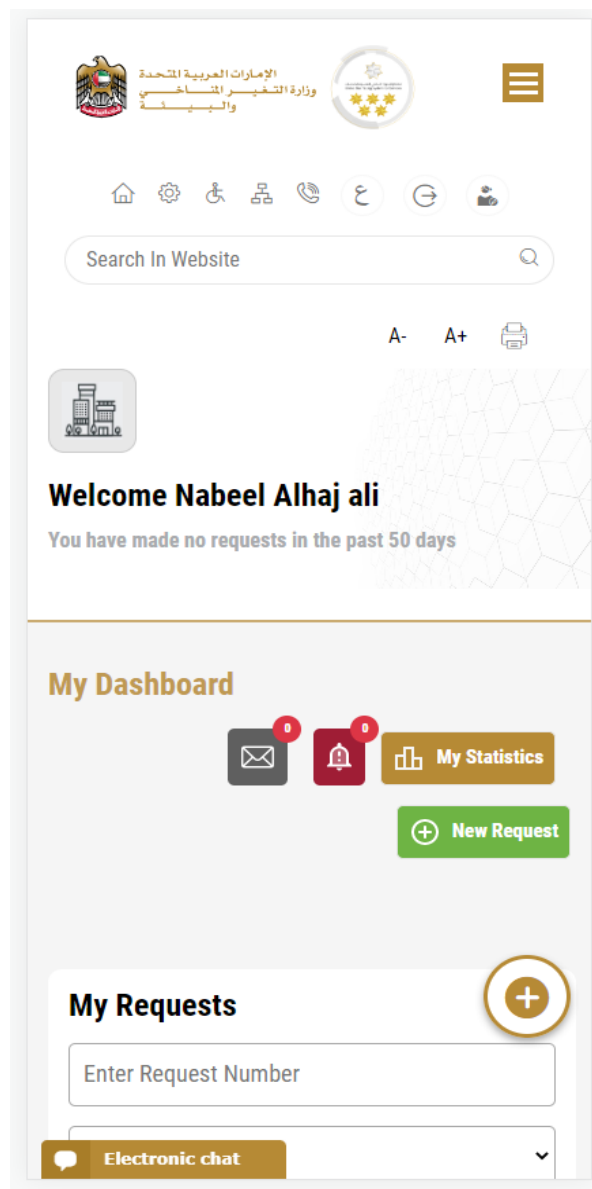
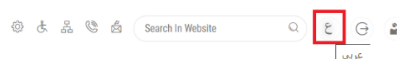


Figure 7- My Dashboard

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.

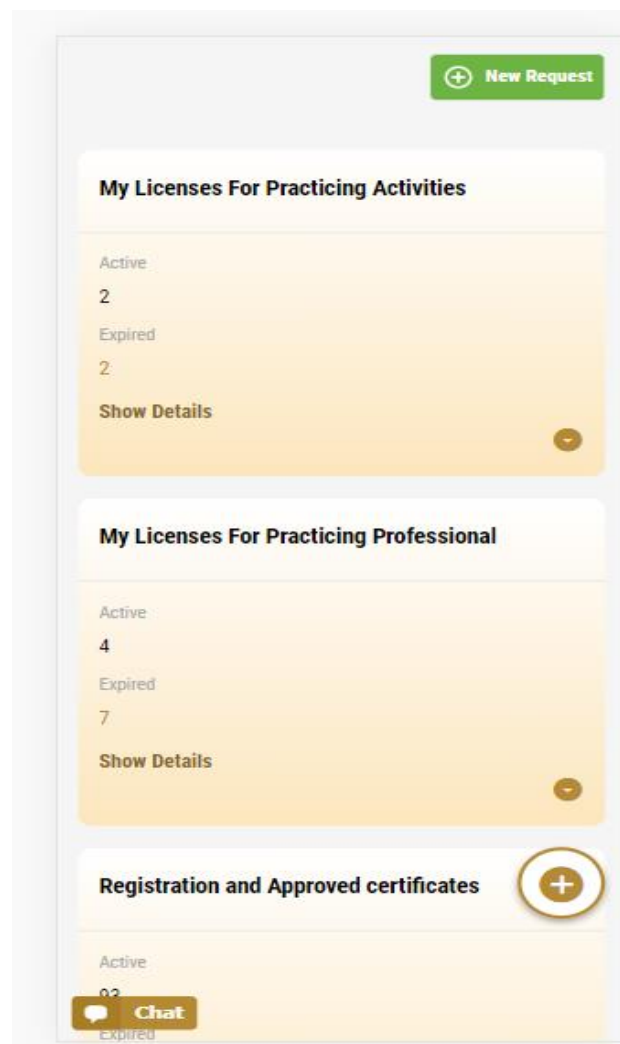


Figure 8 - Dashboard Digital Service Categories

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

REQUEST NO #APH-06012023-2219665

Friday, January 6, 2023

Export of the shipment of veterinary products -Issuance

Pending On Veterinary Products Committee Approval

View

View/Send Messages

REQUEST NO #Q-30122022-2214602

Friday, December 30, 2022

Request for a phytosanitary certificate for export or re-export Issuance

Pending On Payment

Chat

Cancel

View

View/Send Messages

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:

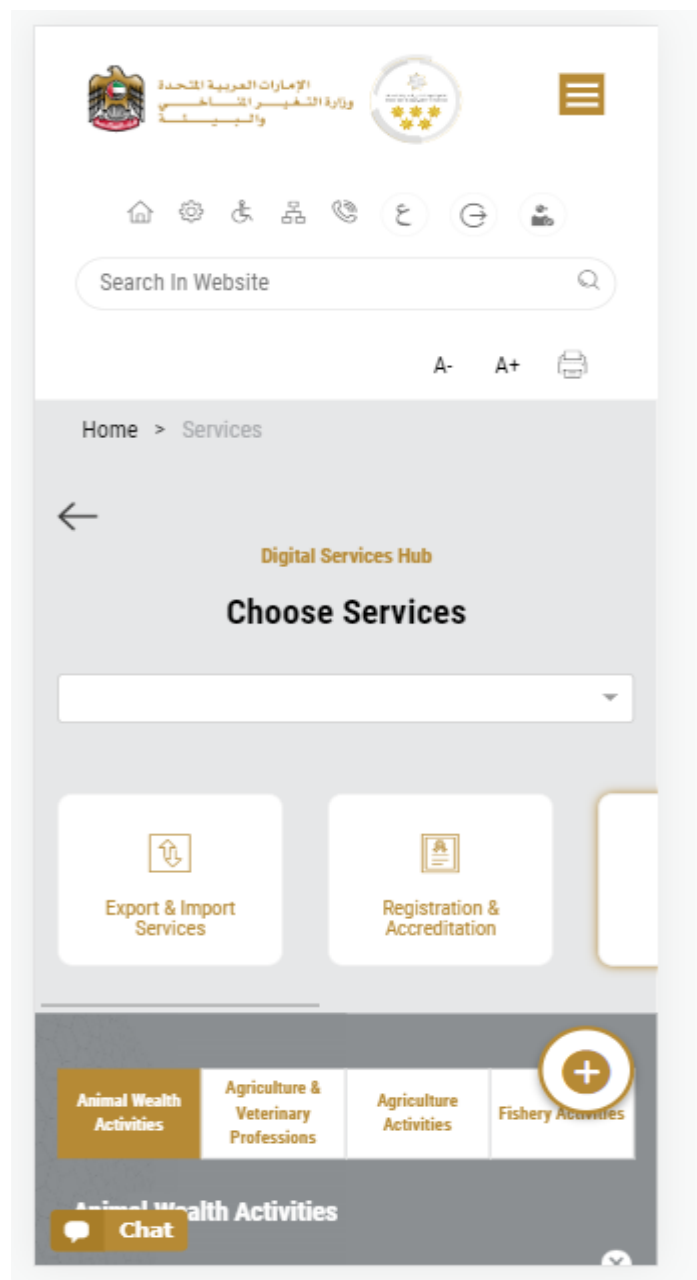


Figure 10 – Service New Request

- 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.

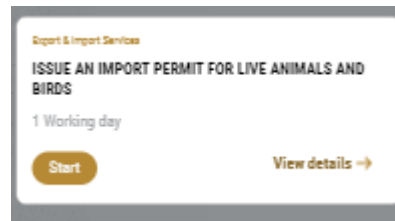




Figure 11 - Service Card

- 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*.

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Ministry of Climate Change and Environment

Session time left: 00:09:43

Method Confirm

Select the required payment method

Card Bank Transfer

Calculate Price

Cancel Process


Powered By: ATB

Figure 12 - Payment Gateway

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

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Ministry of Climate Change and Environment

Session time left: 00:04:02

Method

Confirm

service name will appear here

Description :

Service

Amount :

AED

Tax Amount (AED) :

0 AED

Quantity :

1

Total With Tax Amount :

AED

Total :

AED

Request Fees

Description :

Card Charges

Amount :

2.04 AED

Tax Amount (AED) :

0.1 AED

Total With Tax Amount :

2.14 AED

Total :

2.14 AED

Total Tax

AED

Total Amount

AED

Proceed With Payment

Change Payment Method

Cancel Process



Powered By:  ATB

Figure 13 - Service Fees Details

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

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Total Payment: 302.14 AED

Session time left: 00:09:02

Cardholder Name

Card Number

Month

Year

CVV


☒ I agree to [Terms&Conditions](#)

Pay Now

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	a88409e-8a32-42e4-8a67- ac88a4779ad		
Receipt Reference Number	06527651882313853499		
Total Amount	293.09 AED		
E-Dikhan Fees	9.04 AED		
Payment Method	New E-Dikhan Card		

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

Continue

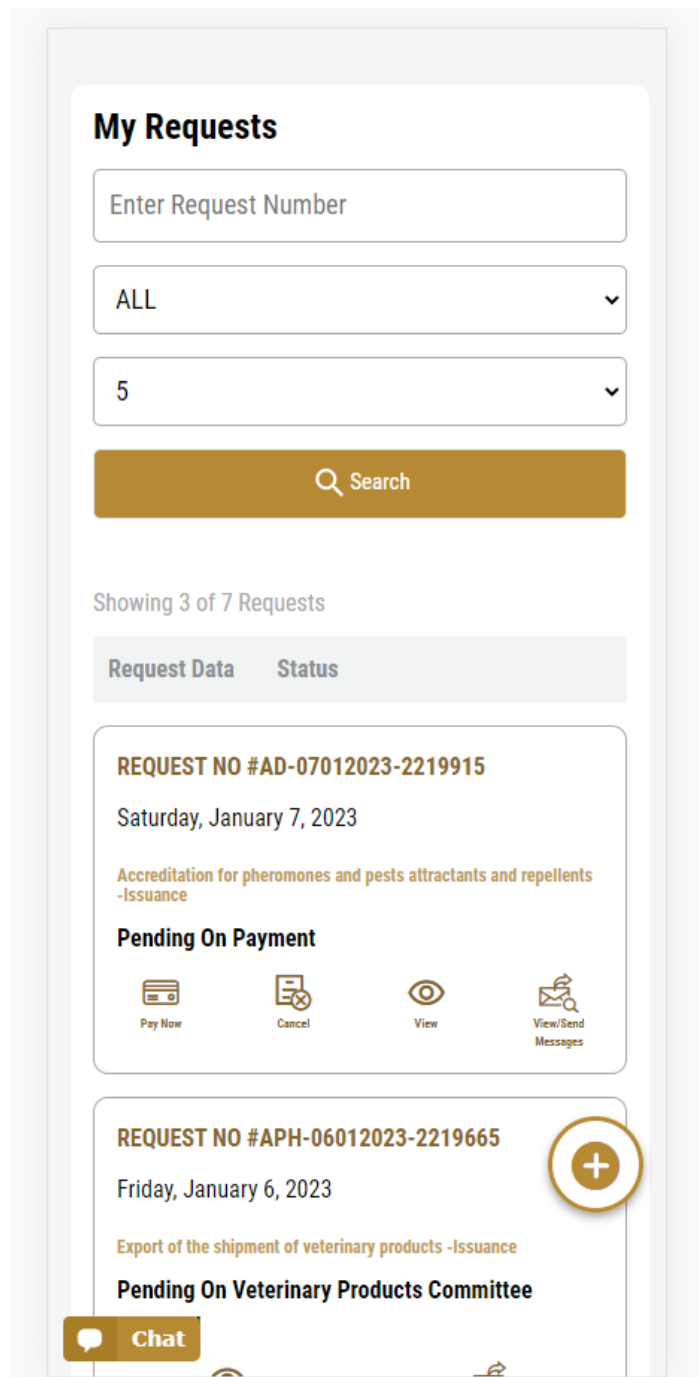
Figure 15 - Payment Confirmation

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.



The screenshot displays the 'My Requests' section of a digital service interface. At the top, there is a search bar labeled 'Enter Request Number'. Below it are two dropdown menus: one for status, currently set to 'ALL', and another for the number of items to display, currently set to '5'. A prominent orange 'Search' button with a magnifying glass icon is positioned below the filters. The results section indicates 'Showing 3 of 7 Requests'. Two request cards are visible. The first card is for 'REQUEST NO #AD-07012023-2219915', dated 'Saturday, January 7, 2023', with the subject 'Accreditation for pheromones and pests attractants and repellents -Issuance'. Its status is 'Pending On Payment', and it offers four actions: 'Pay Now' (credit card icon), 'Cancel' (document with X icon), 'View' (eye icon), and 'View/Send Messages' (envelope with X icon). The second card is for 'REQUEST NO #APH-06012023-2219665', dated 'Friday, January 6, 2023', with the subject 'Export of the shipment of veterinary products -Issuance'. Its status is 'Pending On Veterinary Products Committee'. A large circular orange button with a white plus sign is overlaid on the right side of the second card. At the bottom left of the interface is a 'Chat' button with a speech bubble icon.

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 Requests

ALL

▼

5

▼

Search

Showing 3 of 1387 Requests

Request Data	Status
<p>REQUEST NO #AD-07012023-2219915</p> <p>Saturday, January 7, 2023</p> <p>Service name will appear here</p> <p>Completed</p> <div> <div>Download</div> <div>View Payment Receipt</div> <div>View</div> <div>View/Send Messages</div> </div>	

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

Import Permit for Live Animals Birds and Ornamental Fish

Service Description

Through this service, it is agreed to import live animals and birds from outside the country and obtain a valid permit for a period of 30 days from the date of issuance and then examine this consignment when it reaches the country at the port of entry and release it after ensuring that it complies with all import requirements

Service Time

1 Working day

Terms and Conditions

Firstly: general conditions:

The animal must be identified by a fixed identification device suitable for its specie using a microchip, ring or ear tag except lagomorphs, experimental animals, amphibians, reptiles and birds other than falcons (except Falcons)

The shipping of live animal consignments should be directly from the country of export to the United Arab Emirates.

3. Obtaining the Ministry's prior approval in case of transit of any consignment in the territory of any other country before arrival UAE.

4. In the case of re-export from the country of origin of the following animals: cows, sheep and goats, live birds, and these orders of mammals (Primates, Carnivores except dogs and cats (include bears), Rodents including experimental animals, Aquatic animals (including whales, dolphins, seals, walrus and sea lion), Rabbits, Marsupials, Reptiles and Amphibians, must spend at least 6 months in the country of export, while in the case of birds it is required to stay for at least 3 months

5. Observance of animal welfare legislation and standards and other transit legislation

[HYPERLINK](#)

6. Air shipping shall be in accordance with the standards of the International Air Transport Association (IATA), and in cases of sea and land shipping, the required technical requirements shall be fulfilled in accordance with the standards of animal welfare [HYPERLINK](#)


7. The mean of transport should full fill the following requirements:

- Allow good ventilation of animals
- Designed not to cause leakage or fall of animal residues (e.g. urine, feces, ...) and forage residues
- Allow cleaning and disinfection
- Allow virtual viewing and examination of the animals
- clean and disinfected

Secondly: Health conditions:

The sanitary conditions for the import are regulated according to the animal type and the animal health status in the exporting country and in accordance with the approved models of health certificates for import.

To apply for Import Permit for Live Animals Birds and Ornamental Fish

- 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*.
 - c. Select the request purpose.

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

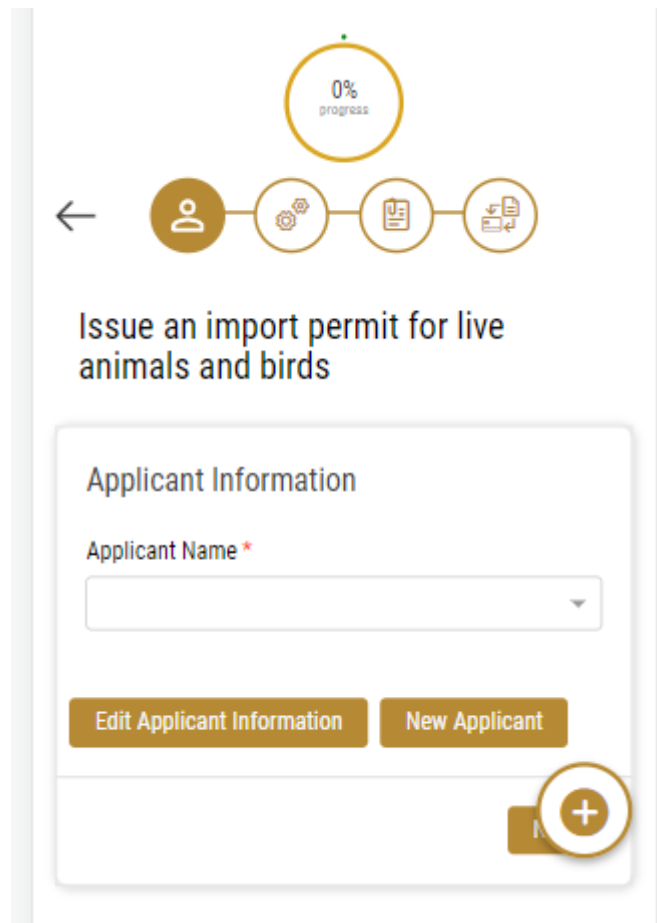


Figure 17 - Select Applicant Name

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

Issue an import permit for live animals and birds

Applicant Information

Applicant Name *

[Cancel Adding](#)

☒ ID
☐ Passport

ID No. *

Emirates ID format 784-XXXX-XXXXXXX-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 an import permit for live animals and birds

License Details

License Number
ACL-2022-14891

Certificate Type
Practicing Animal Activities License

Last Issuance
27-01-2022

Expiry Date
27-01-2023

Import Details (i)

Exporting Country *

The country where from items will be exported

Expected Arrival Date *

The date when consignment expected to arrive

Shipping Method *

Consignment delivery method

Class *


 **Electronic chat**

Figure 19 – Service Information

7- Click *Next*, to upload Attachments

Note : Attachments will be change according to the service

Service Attachments

A letter of authorization from the producing and exporting company not to object to the circulation of the product in the State

*

Upload a File

Certificate of material composition including active substances, their proportions and ratios of other inert

*

Upload a File

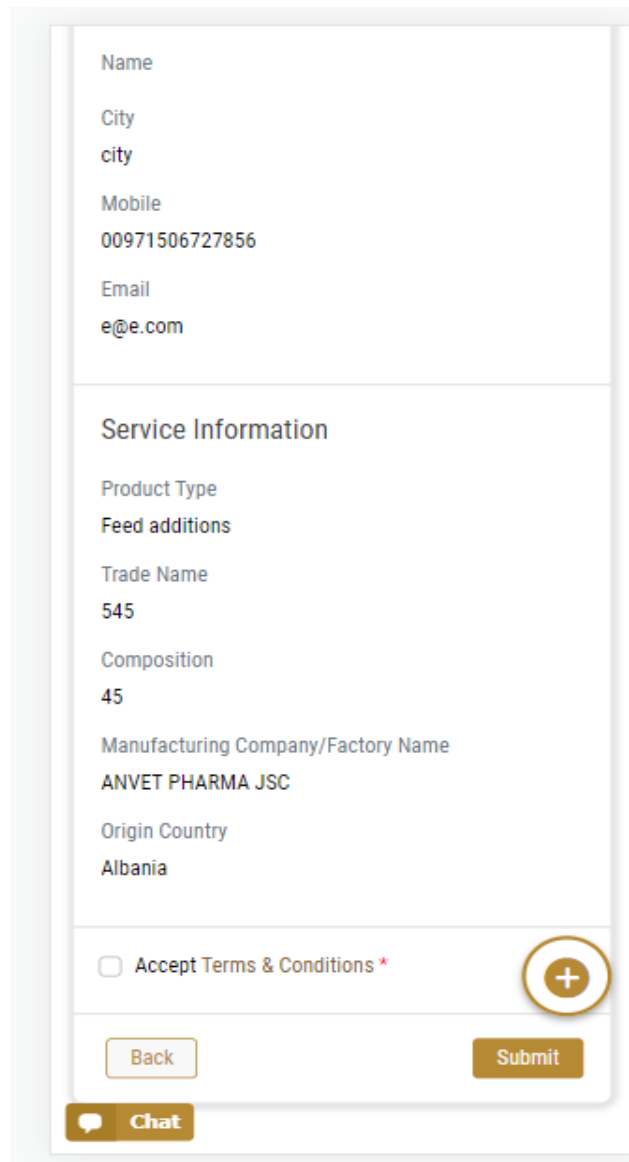
Technical brochure issued by the producing company stating the composition of the material, its specifications, how it is used and pests used to control it (Chemical Safety Card MSDS)

*






 Electronic chat

8- Click *Next* to review your request.



The form is titled "Service Request Review" and is divided into two main sections. The first section contains personal information fields: "Name", "City" (with the value "city"), "Mobile" (with the value "00971506727856"), and "Email" (with the value "e@e.com"). The second section, titled "Service Information", contains fields for "Product Type" (with the value "Feed additions"), "Trade Name" (with the value "545"), "Composition" (with the value "45"), "Manufacturing Company/Factory Name" (with the value "ANVET PHARMA JSC"), and "Origin Country" (with the value "Albania"). Below these fields is a checkbox labeled "Accept Terms & Conditions *". To the right of the checkbox is a circular button with a plus sign. At the bottom of the form are two buttons: "Back" and "Submit". A "Chat" button is located at the very bottom of the form.

Figure 20 – Service Request Review

- 9- 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](#)

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 repellant additive or substance	1	300
Total		300

☒ Accept Terms & Conditions *

+



Back
Pay fees
Pay Later

Electronic chat

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

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

11- Locate the completed request then click on  to download your certificate, or  to view the request.

My Requests

ALL

▼

5

▼

Search

Showing 3 of 1387 Requests

Request Data	Status
<p>REQUEST NO #AD-07012023-2219915</p> <p>Saturday, January 7, 2023</p> <p>Service name will appear here</p> <p>Completed</p> <div> <div>Download</div> <div>View Payment Receipt</div> <div>View</div> <div>View/Send Messages</div> </div>	

Figure 21 - Download or View Import Permit

Apply for Release Permit


To apply for release permit, go to main dashboard and

1. click on **Initiate Release Request** 





My Requests

ALL

25

 Search

Showing 1 of 1 Requests

Request Data	Status
<p>REQUEST NO #EA-04012023-478611</p> <p>Wednesday, January 4, 2023</p> <p>Service name</p> <p>Import Permit Issued</p> <div> <div>  <p>Initiate Release Request</p> </div> <div>  <p>Payments List</p> </div> <div>  <p>View</p> </div> <div>  <p>View Message</p> </div> </div>	

Pages 1 of 1


 Chat

Figure 22– Apply for Release

2. 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.

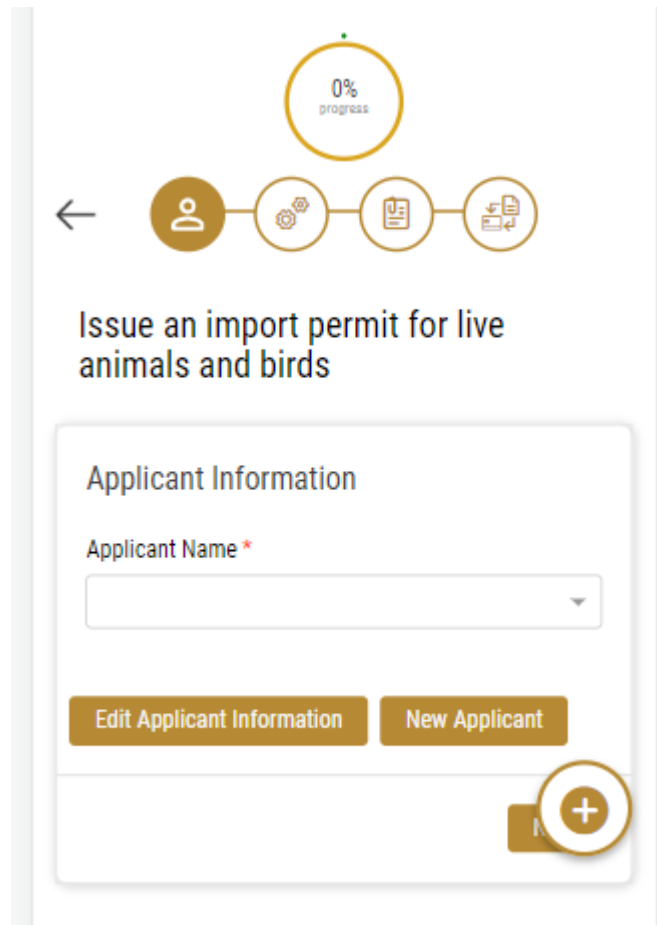


Figure 21 - Select Applicant Name

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

Issue an import permit for live animals and birds

Applicant Information

Applicant Name *

[Cancel Adding](#)

☒ ID
☐ Passport

ID No. *

Emirates ID format 784-XXXX-XXXXXXX-X

[Verify ID No.](#)

Name *

Mobile No. *

Example: 00971123456789

Email

[Electronic chat](#)

Figure 22 - Applicant's Information Page

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

Issue an import permit for live animals and birds

License Details

License Number
ACL-2022-14891

Certificate Type
Practicing Animal Activities License

Last Issuance
27-01-2022


Expiry Date
27-01-2023

Import Details

Exporting Country ^{*}

The country where from items will be exported

Expected Arrival Date ^{*}

mm/dd/yyyy 

The date when consignment expected to arrive

Shipping Method ^{*}

Consignment delivery method

Class ^{*}


 Electronic chat

Figure 23 – Service Information

14- Click *Next*, to upload Attachments

Note: Attachments will be change according to the service

Service Attachments

A letter of authorization from the producing and exporting company not to object to the circulation of the product in the State

•

Upload a File


Certificate of material composition including active substances, their proportions and ratios of other inert

•

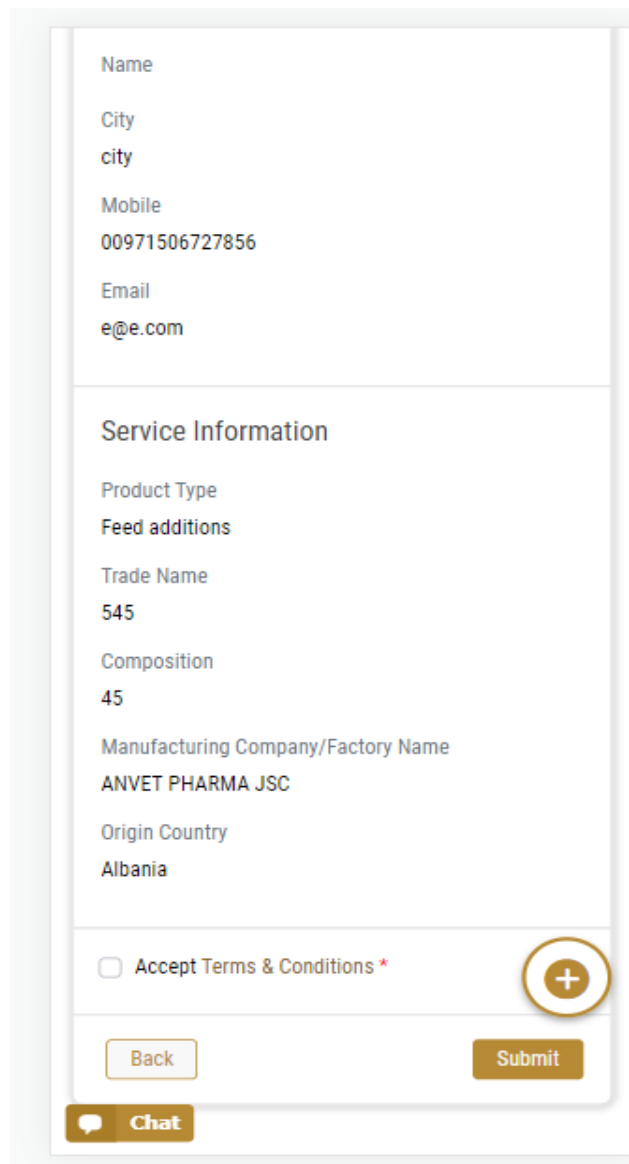
Upload a File

Technical brochure issued by the producing company stating the composition of the material, its specifications, how it is used and pests used to control it (Chemical Safety Card MSDS)

•

 Electronic chat

15- Click *Next* to review your request.



The image shows a mobile application interface for reviewing a service request. It is divided into two main sections: a top section for user details and a bottom section for service information. The user details section includes fields for Name, City (with the value 'city'), Mobile (with the value '00971506727856'), and Email (with the value 'e@e.com'). The service information section includes fields for Product Type (with the value 'Feed additions'), Trade Name (with the value '545'), Composition (with the value '45'), Manufacturing Company/Factory Name (with the value 'ANVET PHARMA JSC'), and Origin Country (with the value 'Albania'). Below these fields is a checkbox labeled 'Accept Terms & Conditions *'. To the right of this checkbox is a circular button with a plus sign. At the bottom of the form are two buttons: 'Back' and 'Submit'. Below the form is a 'Chat' button with a speech bubble icon.

Figure 24 – Service Request Review

16- 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](#)

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 repellant additive or substance	1	300
Total		300

☒ Accept Terms & Conditions *

+

Back
Pay fees
Pay Later

Electronic chat

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

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

18- Locate the completed request then click on  to download your release permit , or  to view the request.


My Requests

ALL

▼

5

▼

 Search

Showing 3 of 1387 Requests

Request Data


Status

REQUEST NO #AD-07012023-2219915


Saturday, January 7, 2023

Service name will appear here


Completed




Download



View Payment
Receipt



View



View/Send
Messages