



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# Digital Services

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## 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.

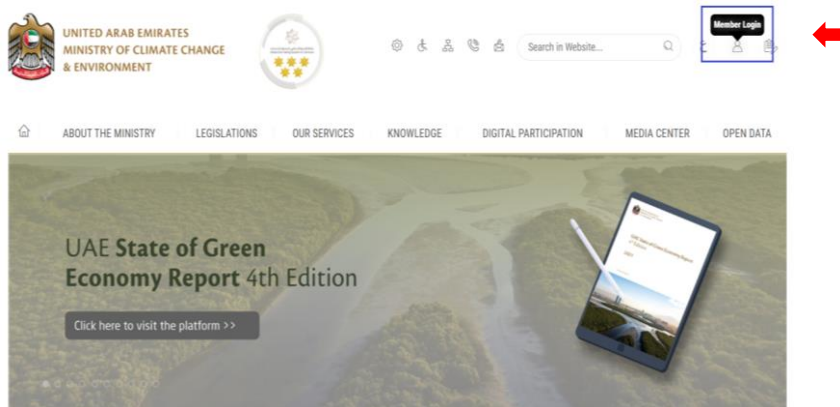


Figure 1 – MOCCAE Website Home Page

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

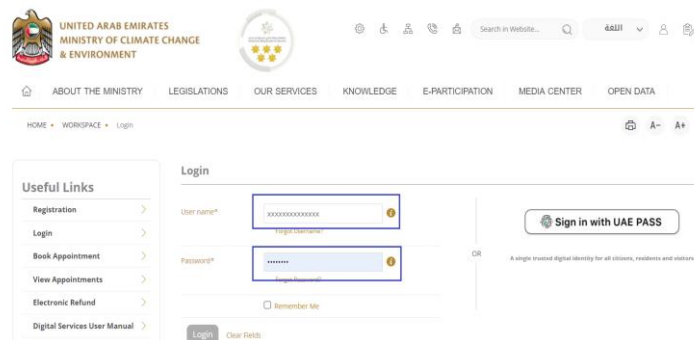


Figure 2 - Login Page

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

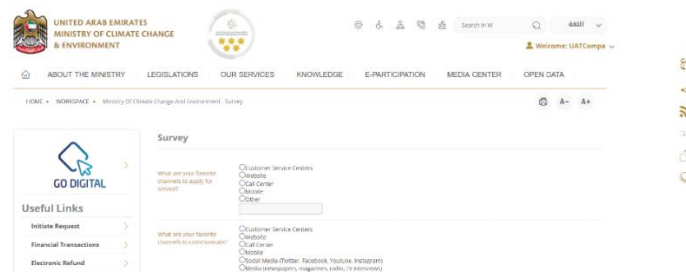


Figure 3 - MOCCAE Survey Page

### View/Update Customer Profile

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

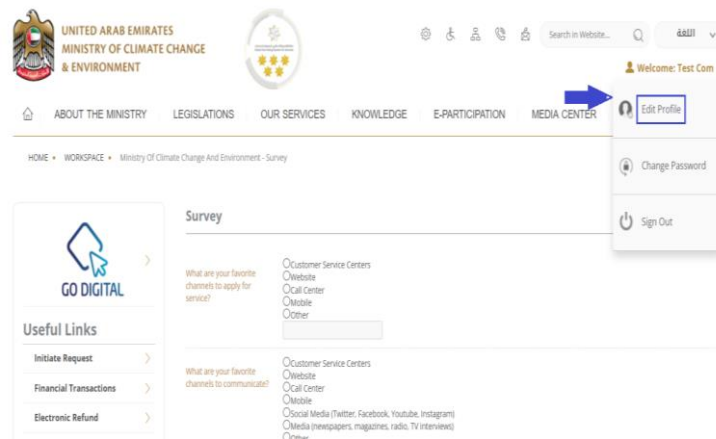


Figure 4 - Update Company Profile

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

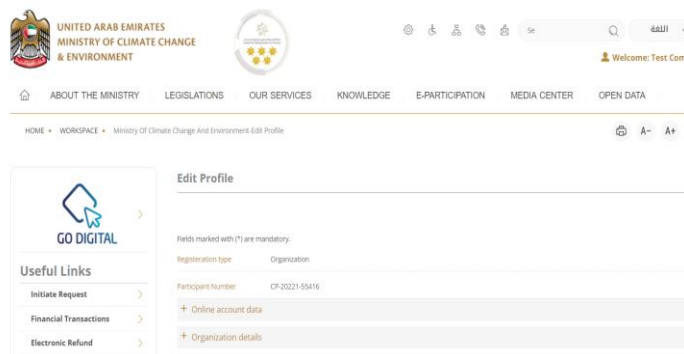



Figure 5 - Edit Profile

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

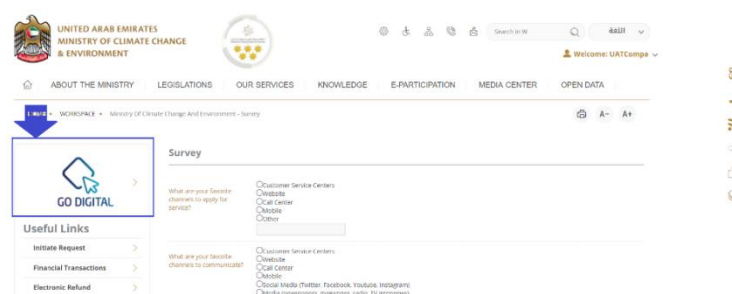


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

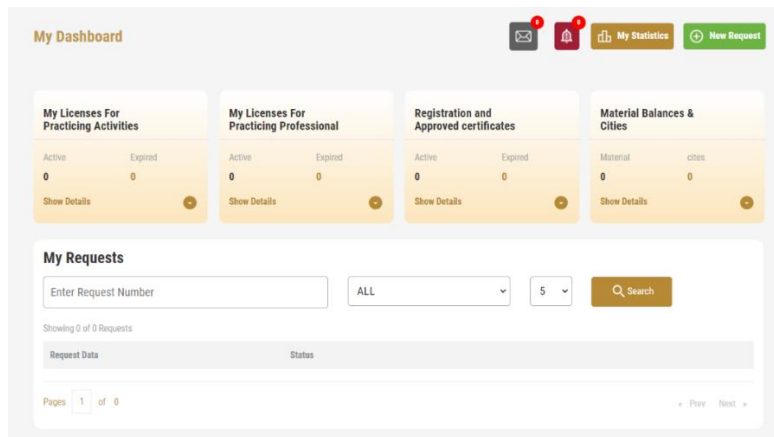
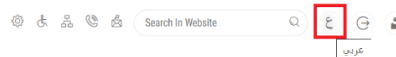


Figure 7- My Dashboard

## 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.

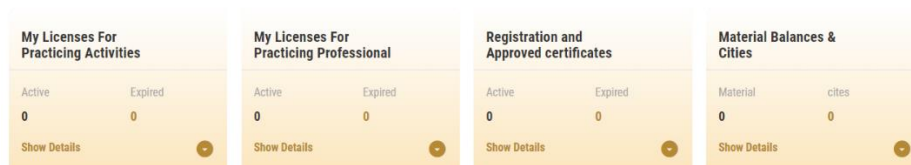


Figure 8 - Dashboard Digital Service Categories

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

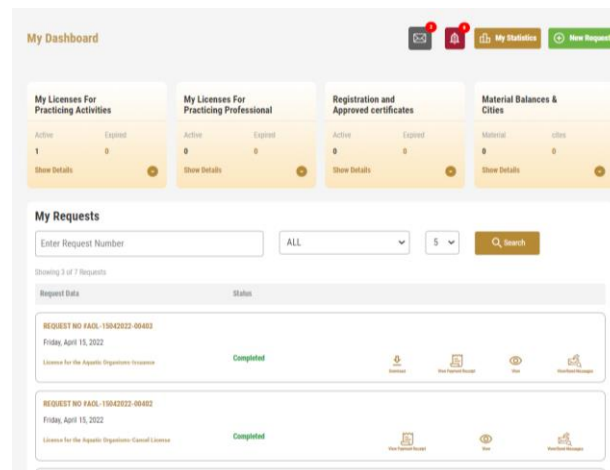


Figure 9 - Customer's Requests List


## Using the 'Go Digital' Services

### Digital Services Overview

The 'Go digital' portal provides digital services for customers to complete their required transactions with MOCCA.

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:

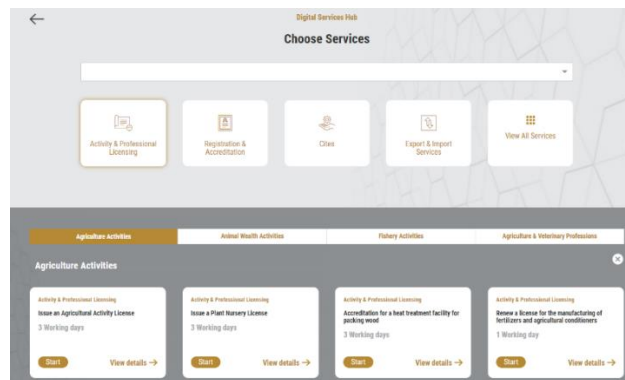


Figure 10 – Service New Request

- 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.

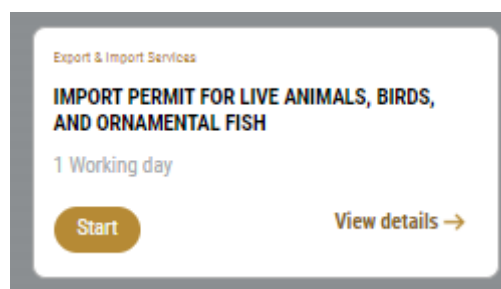
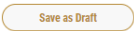


Figure 11 - Service Card


- 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*.

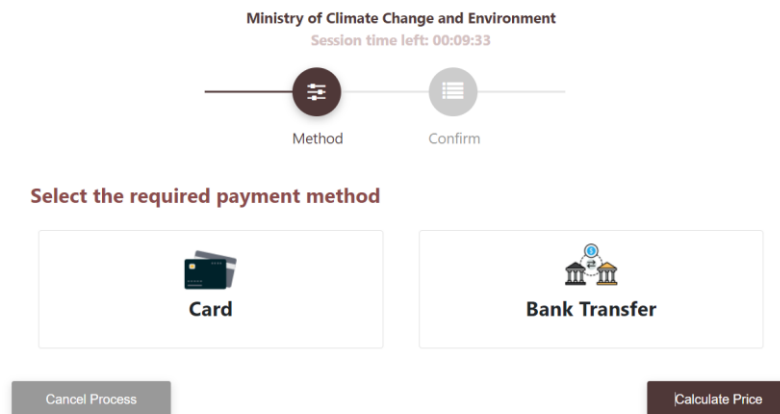
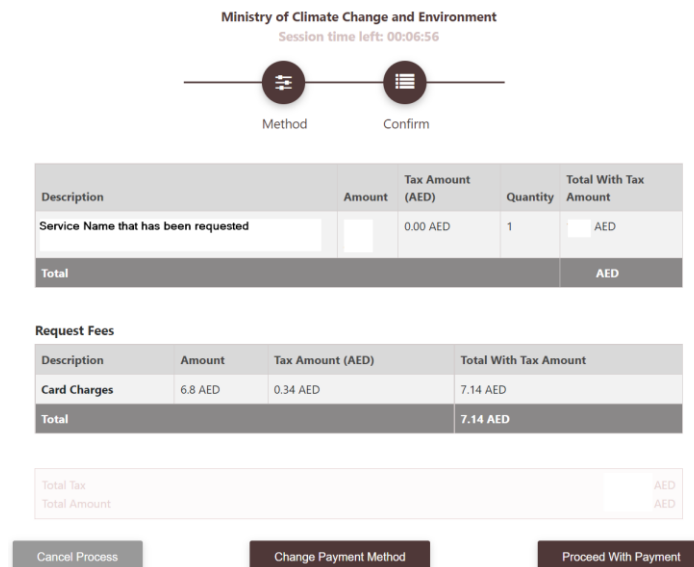


Figure 12 - Payment Gateway

- 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
<b>Total</b>				<b>AED</b>

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	6.8 AED	0.34 AED	7.14 AED
<b>Total</b>			<b>7.14 AED</b>

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- a080a4779a08
Receipt Reference Number	:	006379518823130050499
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 for 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.

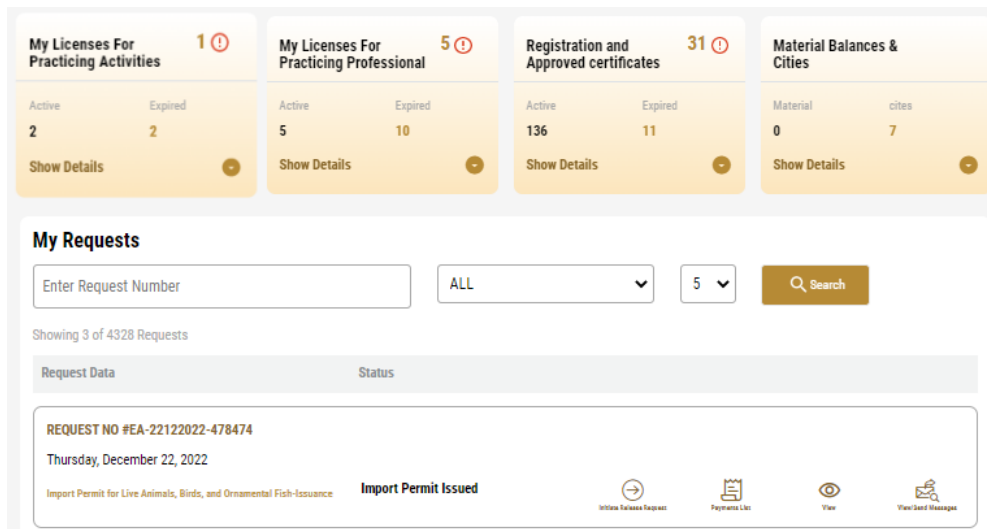


Figure 16 - Select Request to Retrieve

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 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 Import permit

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

The screenshot displays a dashboard with four main sections at the top: 'My Licenses For Practicing Activities' (1 icon), 'My Licenses For Practicing Professional' (5 icon), 'Registration and Approved certificates' (31 icon), and 'Material Balances & Cities'. Each section contains a table with 'Active' and 'Expired' counts and a 'Show Details' button. Below these is the 'My Requests' section, which includes a search bar, a dropdown for 'ALL', a dropdown for '5', and a 'Search' button. It shows 'Showing 3 of 4328 Requests'. A table with 'Request Data' and 'Status' columns is visible, with one row highlighted: 'REQUEST NO #EA-22122022-478474', 'Thursday, December 22, 2022', and 'Import Permit for Live Animals, Birds, and Ornamental Fish-Issuance'. The status is 'Import Permit Issued'. At the bottom right, there are icons for 'Initiate Business Request', 'Payment List', 'View', and 'View/Send Messages'.

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

## 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.

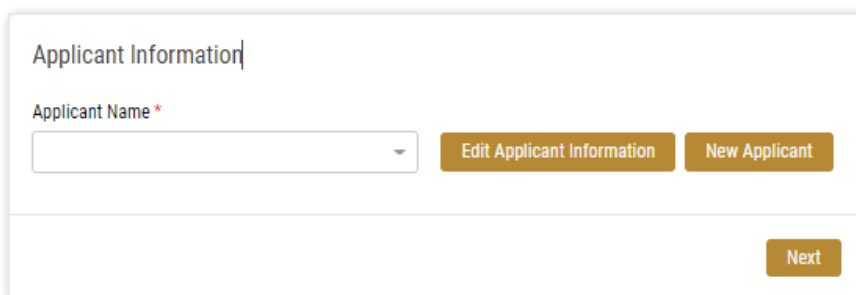
### To apply for Import Permit for Live Animals Birds and Ornamental Fish

From the dashboard, click on *New Request*. See *Starting a New Request*.

- 1- Select the Request name from the dropdown list, or alternatively click on the *Registration & Accreditation Services* category, select the *Veterinary Products* tab, then select the service card.
- 2- Click on *Start*  . The Applicant information view will be displayed.
- 3- 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*.


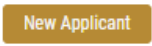
The applicant's information will be displayed.

#### Import Permit for Live Animals, Birds, and Ornamental Fish



Applicant Information

Applicant Name \*




Figure 17 - Select Applicant Name

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

#### Import Permit for Live Animals, Birds, and Ornamental Fish

### Applicant Information

Applicant Name \*

Cancel Adding

---

☒ ID
 ☐ Passport

ID No. \*

784-

Verify ID No.

Emirates ID format 784-XXXX-XXXXXXX-X

---

Name \*

Mobile No. \*

Example: 00971123456789

Email

Preferred Language \*

☐ Arabic
 ☐ English
 ☐ Urdu

Next

Figure 18 - Applicant's Information Page

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

### Import Permit for Live Animals, Birds, and Ornamental Fish

License Details
Import Details
Shipment Information
Consignment Items
Entrance Data

#### License Details

License Number	Certificate Type
ACL-2022-14891	Practicing Animal Activities License
Last Issuance	Expiry Date
27-01-2022	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 \*
Classification of the imported item(s)

#### Shipment Information

Type \*

Country Of Origin \*
The country from which it will be exported

Description
Write description for the imported item

Measurement Unit \*

Quantity \*

Volume Weight \*
Wight of the item

Scientific Name

Notes

Add

#### Consignment Items

No items added

#### Entrance Data

Port \*
Entry port where the consignment will pass

Back
Next

Figure 19 - Service Information

6- Click *Next*, to Review the request

7- Review Request then Click Submit.

### Import Permit for Live Animals, Birds, and Ornamental Fish

License Details
Import Details
Consignment Items

#### License Details

License Number	Certificate Type
ACL-2022-14891	Practicing Animal Activities License
Last Issuance	Expiry Date
27-01-2022	27-01-2023

#### Import Details

Exporting Country	Expected Arrival Date
Algeria	25-12-2022
Shipping Method	Class
By Air	Animal for slaughter
Port	
Sharjah Airport	


#### Consignment Items

Class	Type	Quantity
Animal for slaughter	Camels	20

☐ Accept Terms & Conditions \*

Back
Submit

Figure 20 – Service Request Review

- 8- 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* Pay Later, then your request will be saved in your dashboard waiting for payment to be processed.
  - 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. Once your request gets approved, the request status will change to *Import permit Issued*. You can then view or download it
- 9- Locate the import permit issued then click view icon  to view and download the import permit.



**REQUEST NO #EA-22122022-478474**  
Thursday, December 22, 2022  
Import Permit for Live Animals, Birds, and Ornamental Fish-Issuance

**Import Permit Issued**











Figure 21 - Download or View Import Permit

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

## Import Permit for Live Animals, Birds, and Ornamental Fish

Request Details  
Outputs  
Import Details  
Consignment Items  
Attachments  
Payment Receipt  
Comments

**Request Details**

Request Number  
EA-22122022-478474

Status  
**Import Permit Issued**

Created Date  
Dec 22, 2022

**Outputs**



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

Figure 22 - Download Import Permit

## Apply for Release Permit

To apply for release permit, go to main dashboard and

1. click on **Initiate Release Request** →

The screenshot shows a dashboard with four summary cards at the top:

- My Licenses For Practicing Activities**: 1 warning icon. Active: 2, Expired: 2. [Show Details](#)
- My Licenses For Practicing Professional**: 5 warning icons. Active: 5, Expired: 10. [Show Details](#)
- Registration and Approved certificates**: 31 warning icons. Active: 136, Expired: 11. [Show Details](#)
- Material Balances & Cites**: Material: 0, cites: 7. [Show Details](#)

Below the cards is the **My Requests** section:

- Search bar: Enter Request Number
- Filter: ALL
- Items per page: 5
- Search button: Search

Showing 3 of 4328 Requests

Request Data	Status
<p><b>REQUEST NO #EA-22122022-478474</b></p> <p>Thursday, December 22, 2022</p> <p>Import Permit for Live Animals, Birds, and Ornamental Fish-Issuance</p>	<p><b>Import Permit Issued</b></p> <p> <a href="#">Initiate Release Request</a> <a href="#">Payments List</a> <a href="#">View</a> <a href="#">View/Send Messages</a> </p>

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.

## Import Permit for Live Animals, Birds, and Ornamental Fish

The screenshot shows the **Applicant Information** form:

- Section: **Applicant Information**
- Field: **Applicant Name \*** (dropdown menu)
- Buttons: [Edit Applicant Information](#), [New Applicant](#)
- Next button: [Next](#)

Figure 23 - Select Applicant Name

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

### Import Permit for Live Animals, Birds, and Ornamental Fish

#### Applicant Information

Applicant Name \*

Cancel Adding

☒ ID
☐ Passport

ID No. \*

784-

Verify ID No.

Emirates ID format 784-XXXX-XXXXXXXX-X

Name \*

Mobile No. \*

Example: 00971123456789

Email

Preferred Language \*

☐ Arabic
☐ English
☐ Urdu

Next

Figure 24 - Applicant's Information Page

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

### Import Permit for Live Animals, Birds, and Ornamental Fish

License Details
Import Details
Consignment Items




#### License Details

License Number	Certificate Type
ACL-2022-14891	Practicing Animal Activities License
Last Issuance	Expiry Date
27-01-2022	27-01-2023

#### Import Details

Exporting Country	Shipping Method
Algeria	By Air
Port	Class
Sharjah Airport	Animal for slaughter
Arrival Date *	Shipping Policy *
12/25/2022	0123456
Carrier *	
abc12	

#### Consignment Items

Class	Type	Quantity	
Animal for slaughter	Camels	20	  

Back
Next

Figure 25 - Service Information

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

### Import Permit for Live Animals, Birds, and Ornamental Fish

CITES certificate (for the animals and birds that fall under the CITES Convention)

Upload a File

A customs declaration or bill of lading indicating the consignment data

Upload a File

Certificate of Origin ( except animals from GCC countries )

Upload a File

Death Report and Ship path from the ship's captain

Upload a File

Original copy of the import permit

Upload a File

Original health certificate and certified

Upload a File

Transaction certificate issued by the competent authority

Upload a File

Back

Next

Figure 263 - Attachments Page

6. Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.
7. Click *Next* to review your request.

### Import Permit for Live Animals, Birds, and Ornamental Fish

License Details

Import Details

Consignment Items

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

Algeria

Shipping Method

By Air

Port

Sharjah Airport

Class

Animal for slaughter

Expected Arrival Date

25-12-2022

Shipping Policy

0123456

Carrier

abc12

Consignment Items

Class	Type	Quantity
Animal for slaughter	Camels	20





☒ Accept Terms & Conditions \*

Back

Submit

Figure 27 – Service Request Review

Page | 20

8. 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 [How to Pay for a Digital Service](#)  
 Once the payment is done, the request will be sent to the authorized MOCCAIE 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
9. Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.
10. Locate the completed request then click on  to download your certificate, or  to view the request.

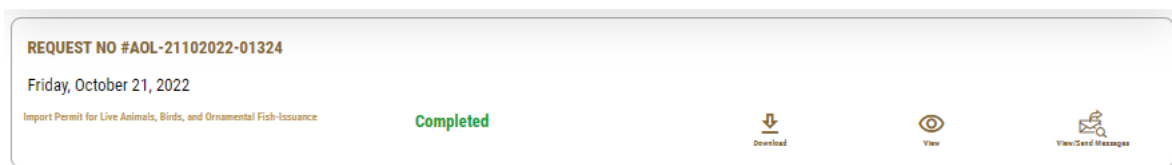


Figure 28 - Download or View