



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# Digital Services

---

EXPORT OF HAZARDOUS WASTE

## User Guide


## Contents

|   |    |
|---|----|
| Introduction .....                      | 1  |
| Overview .....                          | 1  |
| Getting Started.....                    | 2  |
| Logging in MOCCAIE Website .....        | 2  |
| View/Update Customer Profile.....       | 5  |
| Running the 'Go Digital' Services ..... | 6  |
| Changing the Interface Language .....   | 8  |
| The User Dashboard.....                 | 8  |
| Using the 'Go Digital' Services .....   | 11 |
| Digital Services Overview .....         | 11 |
| Starting a New Request.....             | 11 |
| How to Pay for a Digital Service.....   | 12 |
| Retrieve a Service Request .....        | 16 |
| View or Download a Certificate .....    | 17 |

## 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.

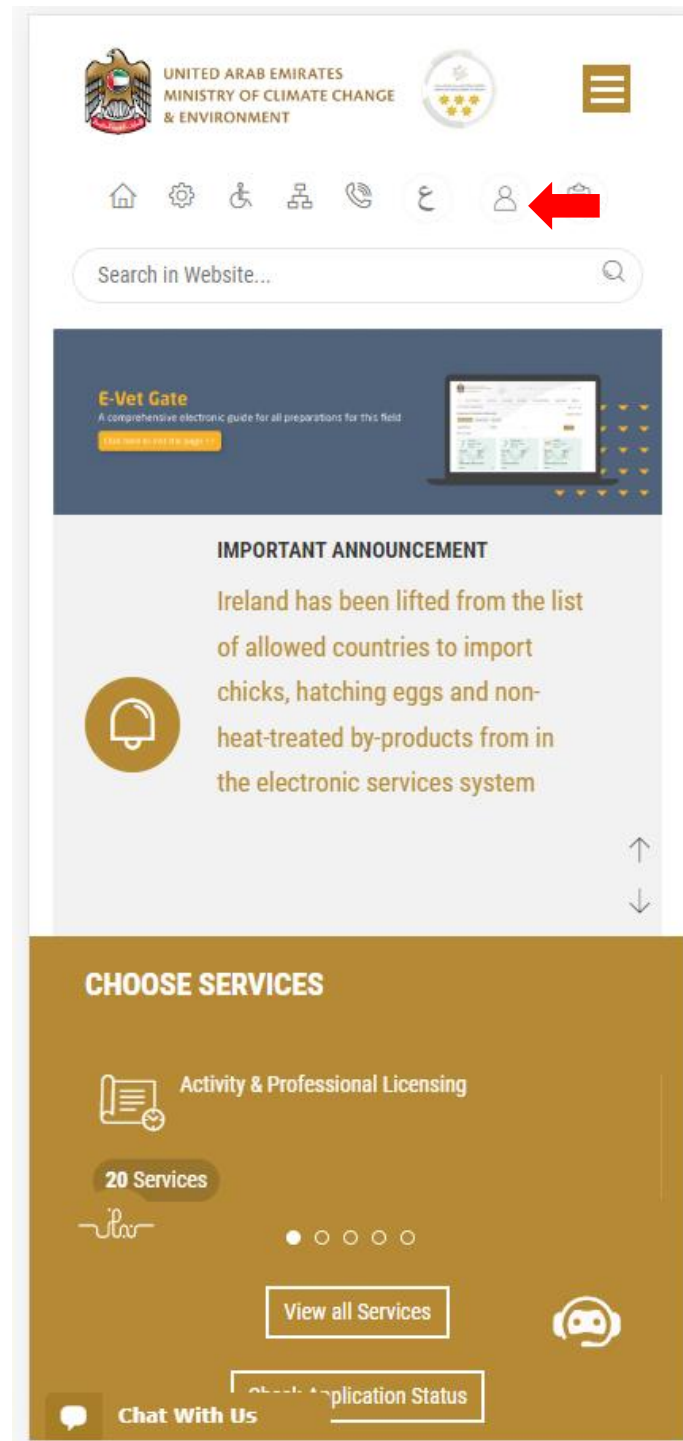


Figure 1 – MOCCAE Website Home Page

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

The screenshot shows the login interface of the United Arab Emirates Ministry of Climate Change & Environment. At the top, there is a header with the ministry's logo, name, and a language selector set to 'En'. Below the header is a navigation bar with icons for home, settings, accessibility, user profile, contact, and a language dropdown. The main content area is titled 'Login' and contains two input fields: 'User name \*' and 'Password \*'. Both fields have a microphone icon and an information icon. Below the 'User name' field, there is a link 'Forgot Username?' and a red error message 'Please enter User Name'. Below the 'Password' field, there is a link 'Forgot Password?' and a red error message 'Please enter your Password'. A 'Remember Me' checkbox is located below the password field. At the bottom of the login section, there are two buttons: 'Login' and 'Clear Fields'. Below the login section, there is a button 'Sign in with UAE PASS' with a UAE PASS logo. Below this button, there is a text description: 'A single trusted digital identity for all citizens, residents and visitors'. At the bottom of the page, there is a contact section with a phone icon, the text 'Call Us 800 30 50', and a chat icon with the text 'Chat'.

UNITED ARAB EMIRATES  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

En

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 MOCCAE survey page.

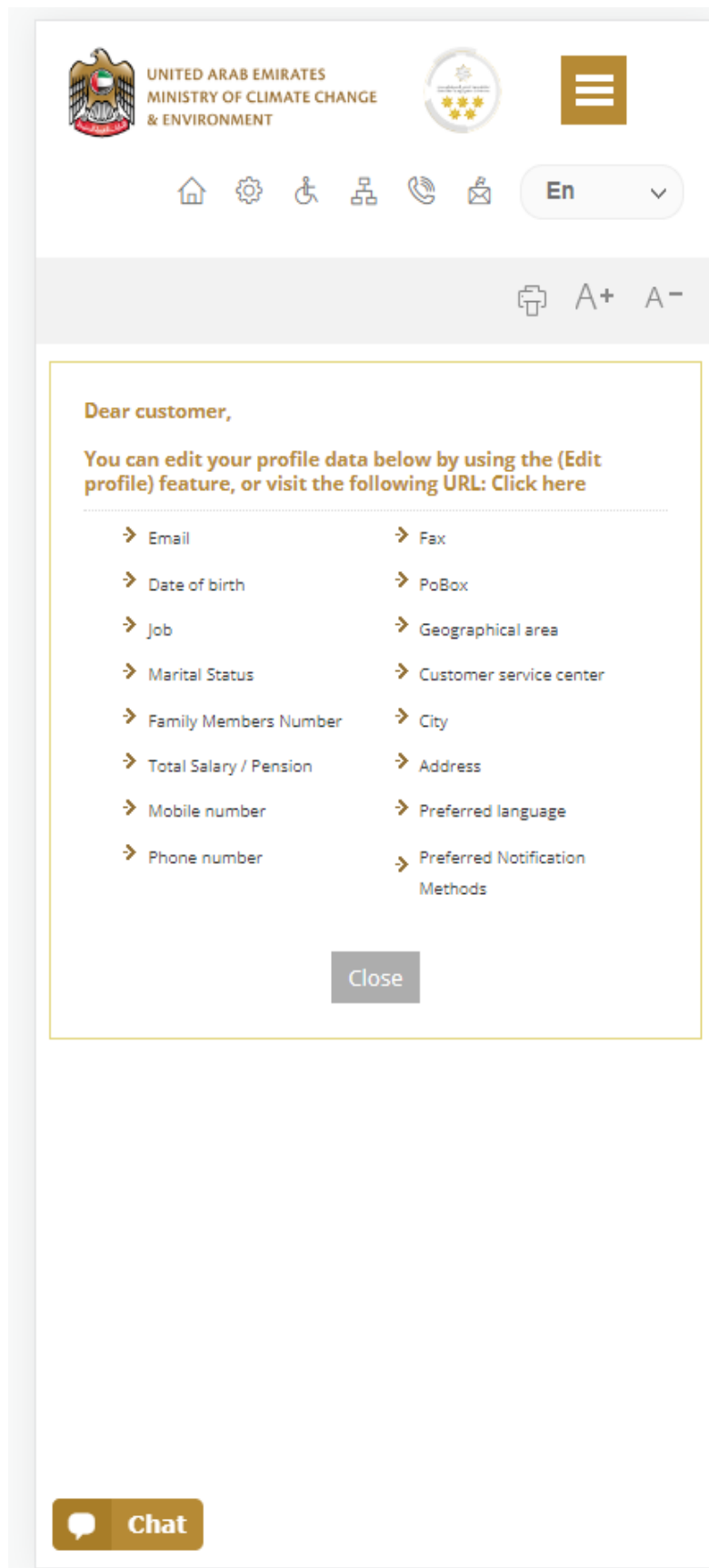



Figure 3 - MOCCAE Survey Page

## View/Update Customer Profile

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

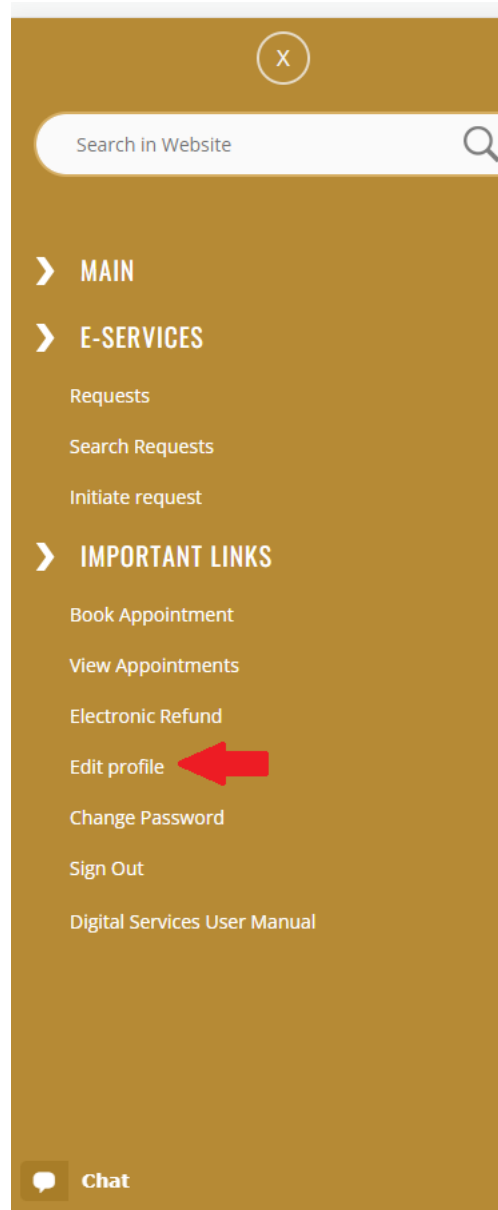


Figure 4 - Update Company Profile

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

UNITED ARAB EMIRATES  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

En

A+ A-

### 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.



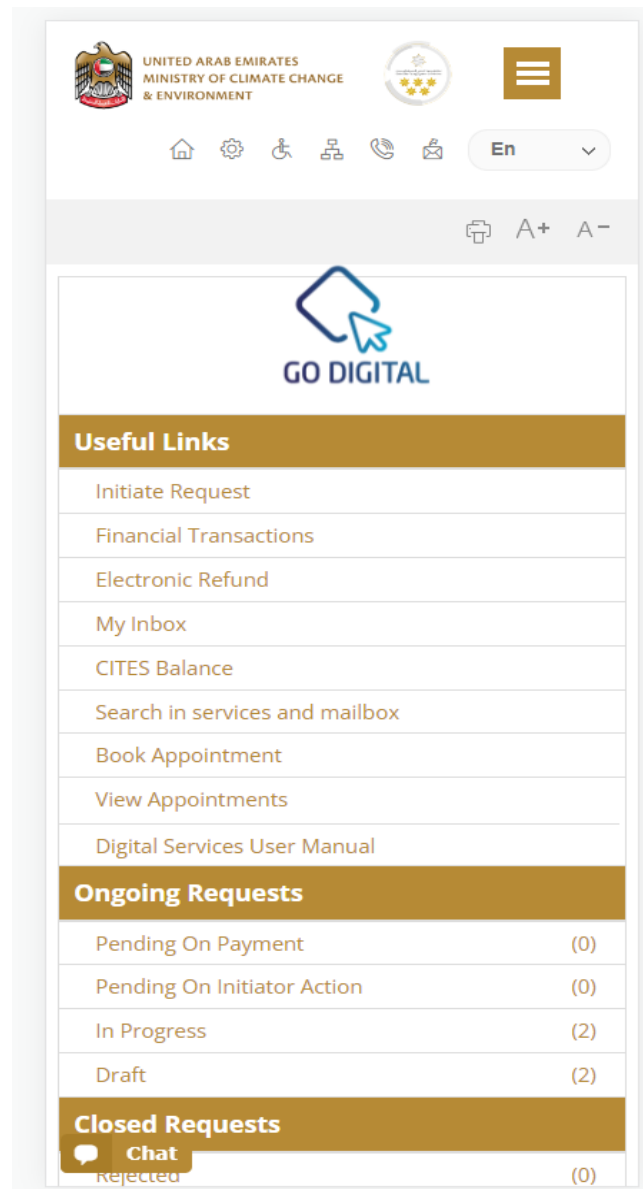


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

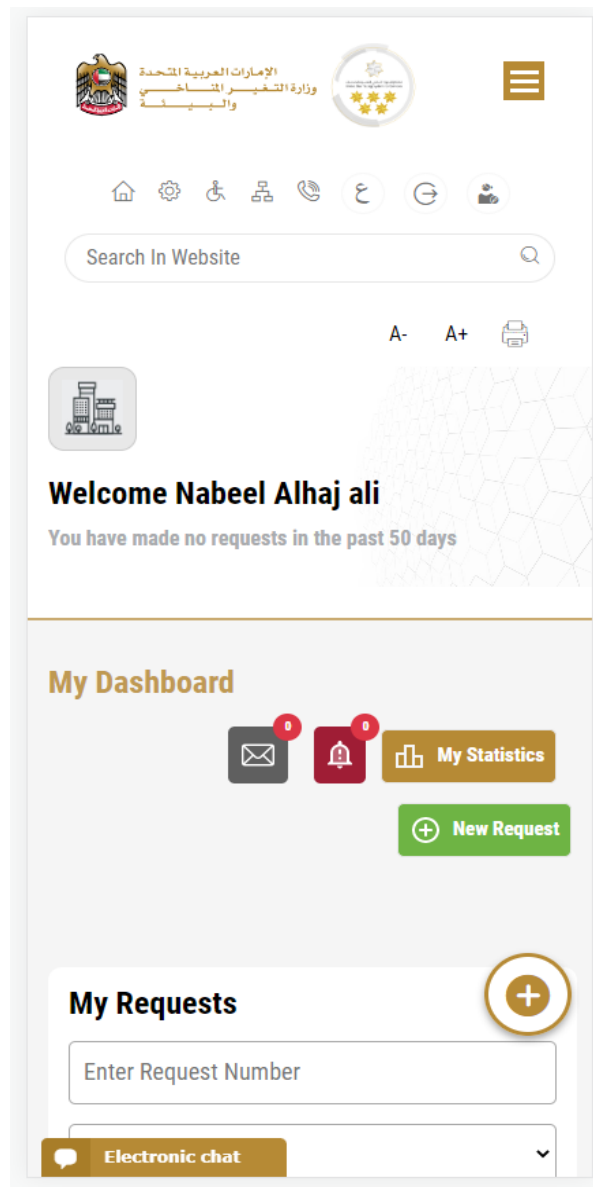
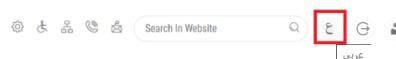


Figure 7- My Dashboard

### 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.

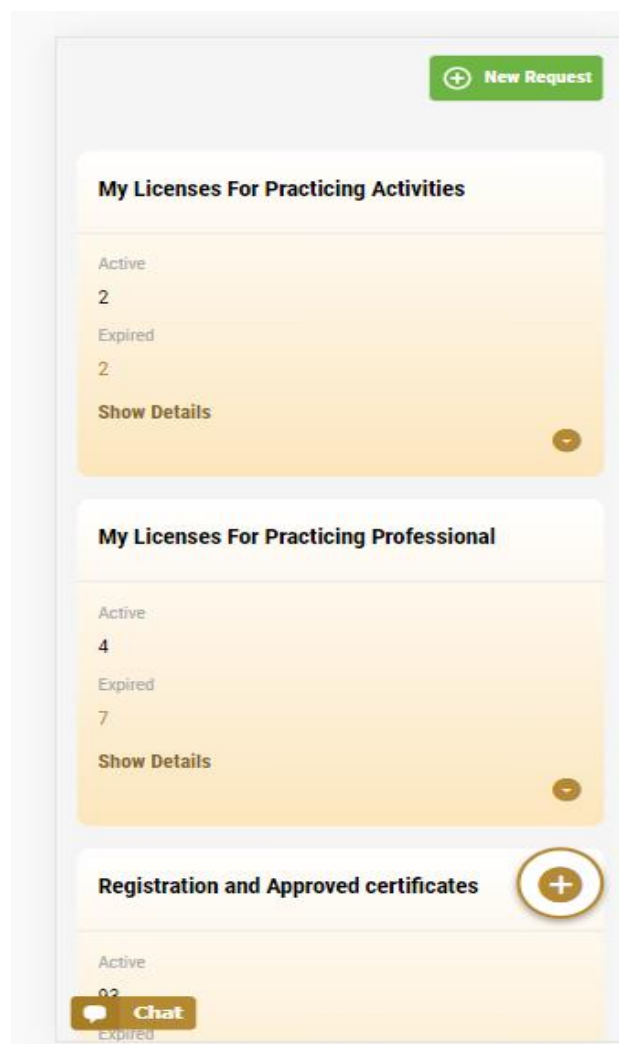


Figure 8 - Dashboard Digital Service Categories

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:

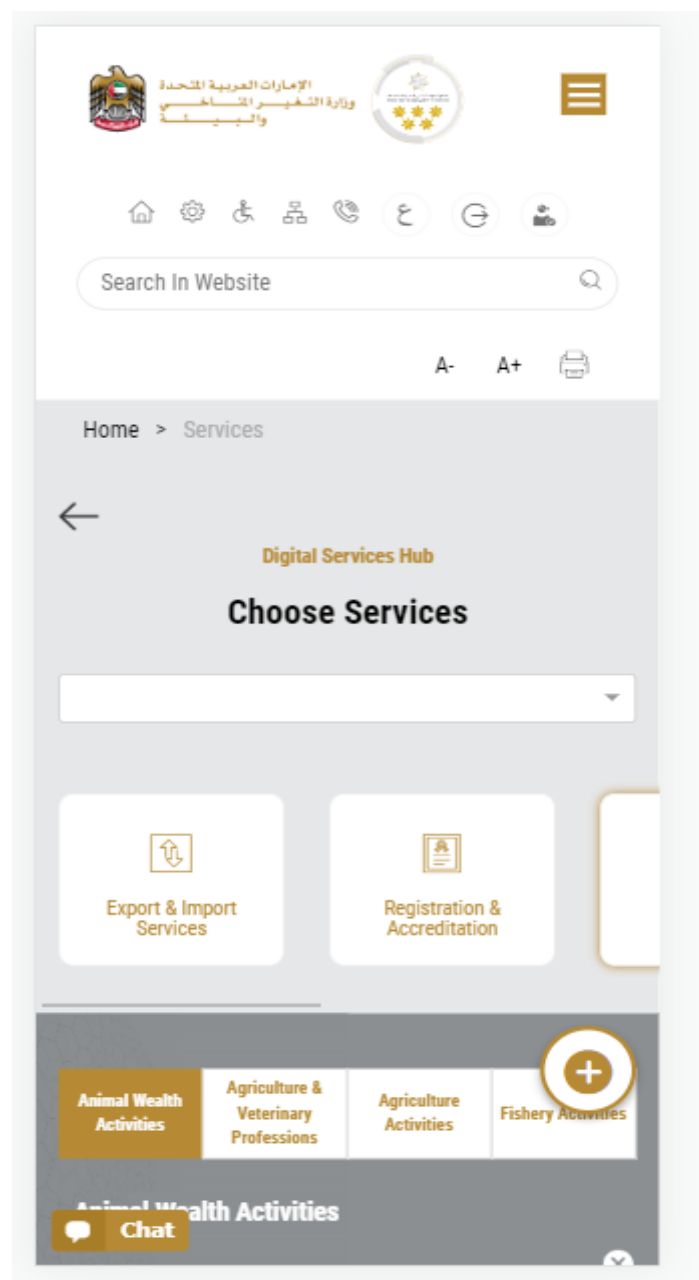


Figure 10 – Service New Request

- 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.

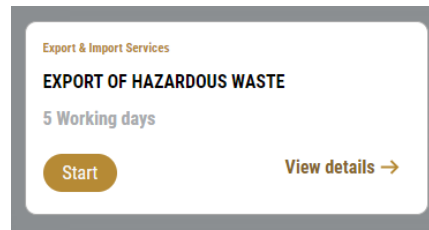


Figure 11 - Service Card

- 3- Click on *Start* 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 (Card or Bank Transfer) then click *Calculate Prices*.

اختير اللغة ▼

UNITED ARAB EMIRATES  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

الإمارات العربية المتحدة  
وزارة التغير المناخي  
والبيئة

**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*.

تغير اللغة

UNITED ARAB EMIRATES  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT



الإمارات العربية المتحدة  
وزارة التغير المناخي  
والبيئة

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*.



تغير اللغة ▼



UNITED ARAB EMIRATES  
 MINISTRY OF CLIMATE CHANGE  
 & ENVIRONMENT

الإمارات العربية المتحدة  
 وزارة التغير المناخي  
 والبيئة

**Ministry of Climate Change and Environment**

**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              | : 16/04/2022 11:52:19 AM              |
| Payment Reference Number | : 0504060a-b0d2-42e4-9d87-ac89a47796d |
| Receipt Reference Number | : 00637931882313805499                |
| Total Amount             | : 2553.06 AED                         |
| E-Diskum Fees            | : 53.06 AED                           |
| Payment Method           | : Non E-Diskum Card                   |

| Service Name  | Service Code | Amount | Quantity |
|---|--------------|--------|----------|
| Request for the issuance or annual renewal of a license to export or re-export aquatic products                                 | 1224122178   | 2000   | 1        |
| Request for the issuance or annual renewal of license for appropriate to engage in activities related to the aquaculture sector | 1224122177   | 500    | 1        |

**Continue**

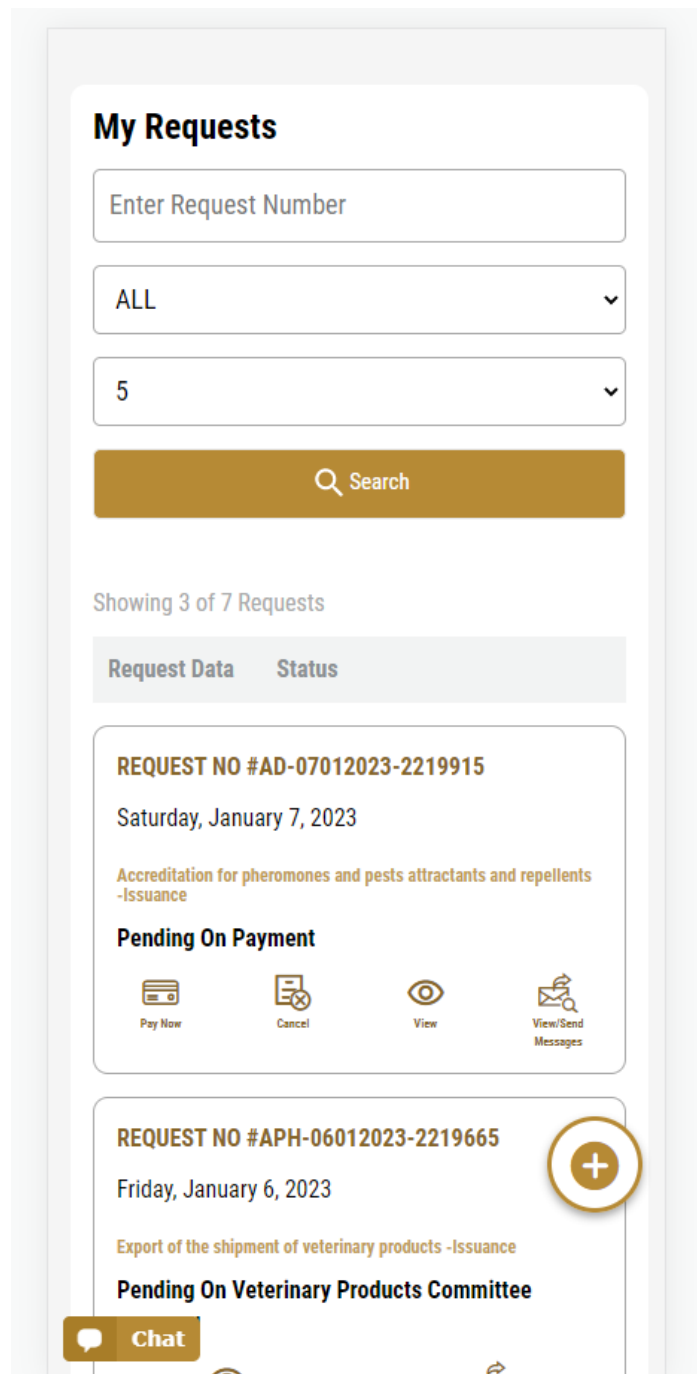
Figure 15 - Payment Confirmation

## Retrieve a Service Request

You can retrieve a previously created request to review the request information only or to take further actions.

- 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 per page, 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'. A table with two columns, 'Request Data' and 'Status', lists the requests. The first request, 'REQUEST NO #AD-07012023-2219915', is dated 'Saturday, January 7, 2023' and describes 'Accreditation for pheromones and pests attractants and repellents -Issuance'. Its status is 'Pending On Payment', with action buttons for 'Pay Now', 'Cancel', 'View', and 'View/Send Messages'. The second request, 'REQUEST NO #APH-06012023-2219665', is dated 'Friday, January 6, 2023' and describes 'Export of the shipment of veterinary products -Issuance'. Its status is 'Pending On Veterinary Products Committee'. A circular orange button with a white plus sign is overlaid on the right side of the second request. At the bottom left, there 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:






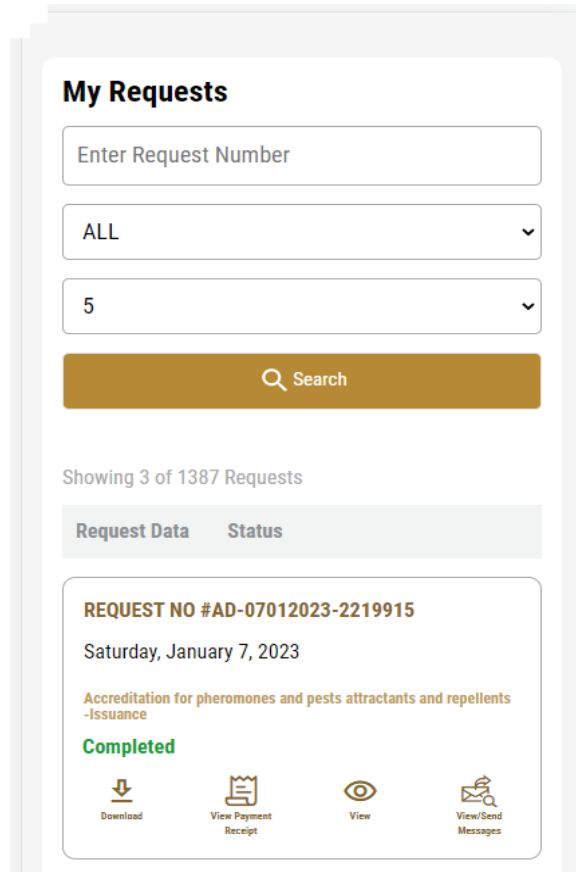
| Button   | Description  |
|--|--|
| Cancel                | To cancel and delete the request whether it is saved as draft or pending payment                                 |
| Pay Now               | To pay for a previously created request but you opted to pay the fees at a later time using the Pay 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**

Enter Request Number

ALL

5

Search

Showing 3 of 1387 Requests

Request Data Status

**REQUEST NO #AD-07012023-2219915**

Saturday, January 7, 2023

Accreditation for pheromones and pests attractants and repellents -Issuance

**Completed**

Download View Payment Receipt 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.

## EXPORT OF HAZARDOUS WASTE

### Service Description

Through this service, a permit is approved for Export of hazardous waste in accordance with the Basel Convention for the Transboundary Movements of Hazardous wastes.

### Service Time

5 Working days

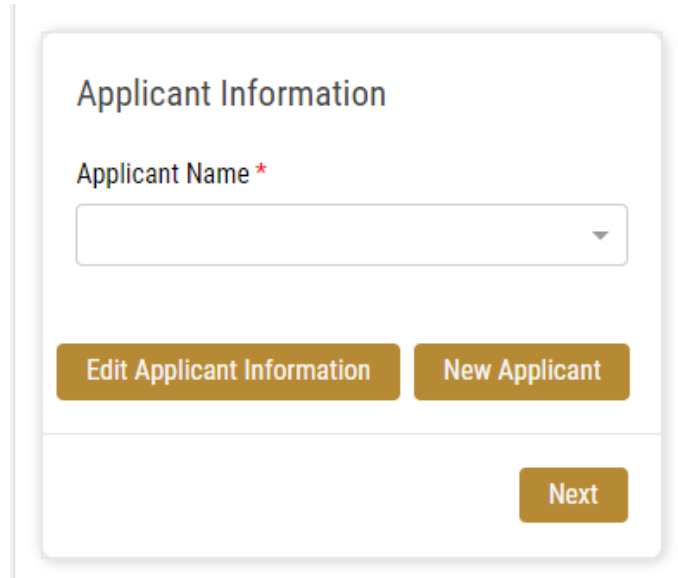
### Terms and Conditions

1. Without a permission from the Ministry, it is prohibited to allow the transit or export of marine, air or land means carrying hazardous wastes in the marine, air or land environment.
2. The Ministry shall issue a permit for the export of hazardous wastes from the country in accordance with the following conditions:
  - The State of import and transit (if any) shall be a party to the Basel Convention.
  - Obtain the consent from the State of import for the specific import of the hazardous waste if the State of import has not prohibited the import of hazardous wastes.
  - Obtain the consent of transit States (if any) for the transit of hazardous wastes across their borders.
3. The Ministry shall be notified of the receipt of the shipment of hazardous waste in the country of import and the method of disposal specified in the waste export notification form.
4. Abide to the provisions of the Basel Convention during the transboundary movement of hazardous wastes. <http://basel.int/TheConvention/Overview/TextoftheConvention/tabid/1275/Default.aspx>

### To apply for a License for EXPORT OF HAZARDOUS WASTE

- 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* 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.



Applicant Information

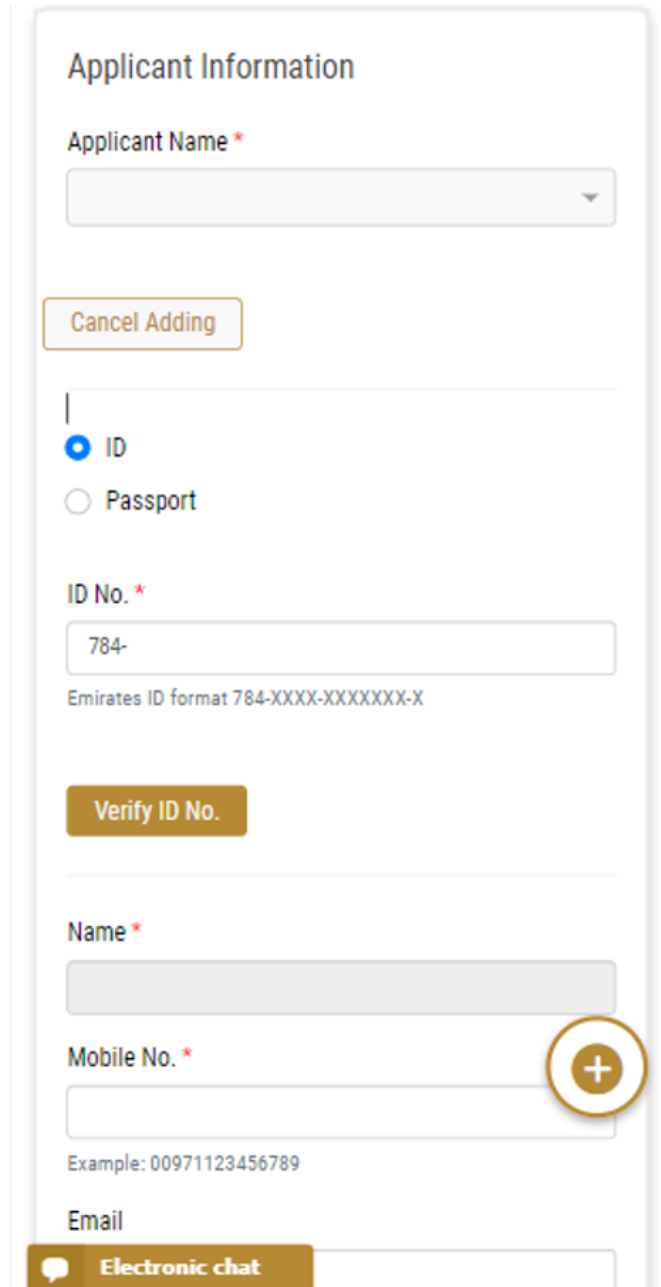
Applicant Name \*

Edit Applicant Information New Applicant

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.



The screenshot shows a mobile application interface for 'Applicant Information'. At the top, there's a title 'Applicant Information'. Below it is a dropdown menu for 'Applicant Name \*'. A 'Cancel Adding' button is located below the dropdown. A horizontal line separates this section from the next. Below the line, there are two radio buttons: 'ID' (selected) and 'Passport'. Below the radio buttons is a text input field for 'ID No. \*' with the placeholder '784-'. Below the input field, it says 'Emirates ID format 784-XXXX-XXXXXXX-X'. A 'Verify ID No.' button is below that. Another horizontal line follows. Below the line, there's a text input field for 'Name \*'. Below that is a text input field for 'Mobile No. \*' with a circular '+' button to its right. Below the mobile number field, it says 'Example: 00971123456789'. At the bottom, there's a text input field for 'Email' and a button labeled 'Electronic chat' with a speech bubble icon.

Figure 18 - Applicant's Information Page

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

## Export of hazardous waste

### Exporting Details

Notification number

Importer company name \*

Importer company address \*

Importer company fax \*

Importer company phone \*

Disposal company name \*

Disposal company address \*

Disposal company fax \*

Disposal company phone \*

 **Electronic chat**



Disposal company phone \*

Importing country \*

Concerned authority \*

Number of shipments \*

Wastes description \*

Hazardous wastes amount (Ton) \*

Wastes disposal method \*

Method \*



Shipping type \*

Port Of Departure \*

 **Electronic chat**



Port Of Departure \*

Arrival Port \*

## Waste Details

Transit Country \*

Add

No items added

Y-Code \*

Add

No items added

H-Code \*

Add

No items added



 Electronic chat

H-Code \*

Add

No items added

A-Code \*

Add

No items added

UN Class \*

Add

No items added

Back

Next

Figure 19 – Service Information

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

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.

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* 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 MOCCA 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.


### My Requests

ALL

▼

5

▼

 Search

Showing 3 of 1387 Requests





| Request Data   | Status |
|--|--------|
| <p><b>REQUEST NO #AD-07012023-2219915</b></p> <p>Saturday, January 7, 2023</p> <p>Accreditation for pheromones and pests attractants and repellents -Issuance</p> <p><b>Completed</b></p> <div> <div>  <br/>Download                             </div> <div>  <br/>View Payment<br/>Receipt                             </div> <div>  <br/>View                             </div> <div>  <br/>View/Send<br/>Messages                             </div> </div> |        |

Figure 22 - Download or View Certificate