



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Export of hazardous waste

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.

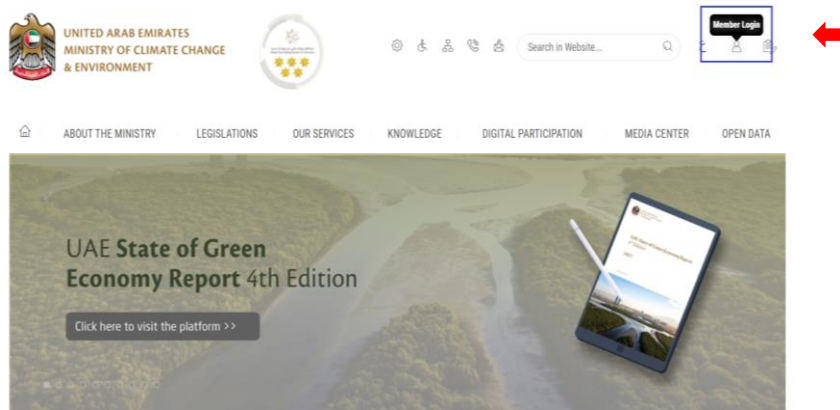


Figure 1 – MOCCAE Website Home Page

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

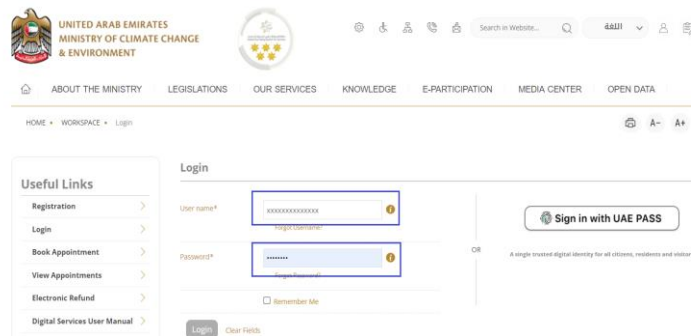


Figure 2 - Login Page

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

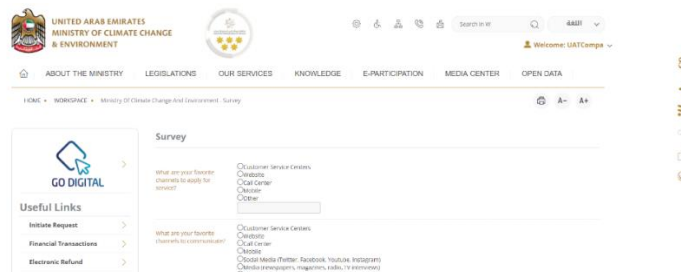


Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

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

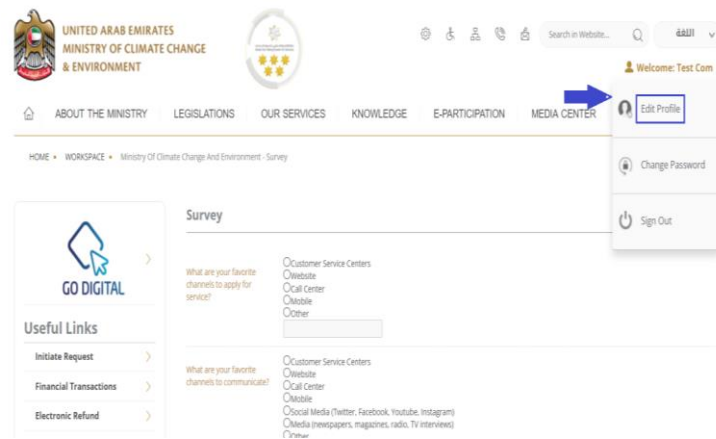


Figure 4 - Update Company Profile

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

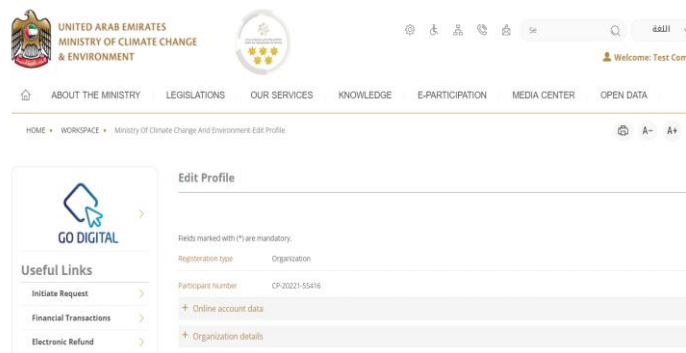



Figure 5 - Edit Profile

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.

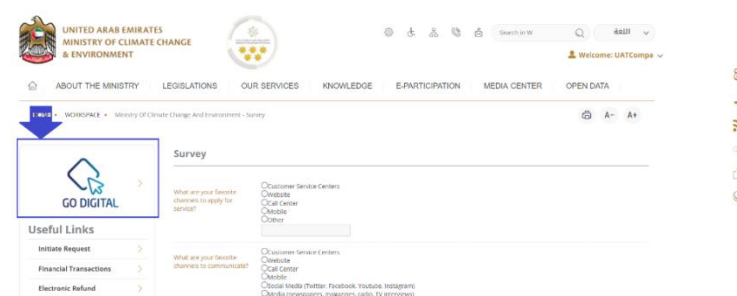


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

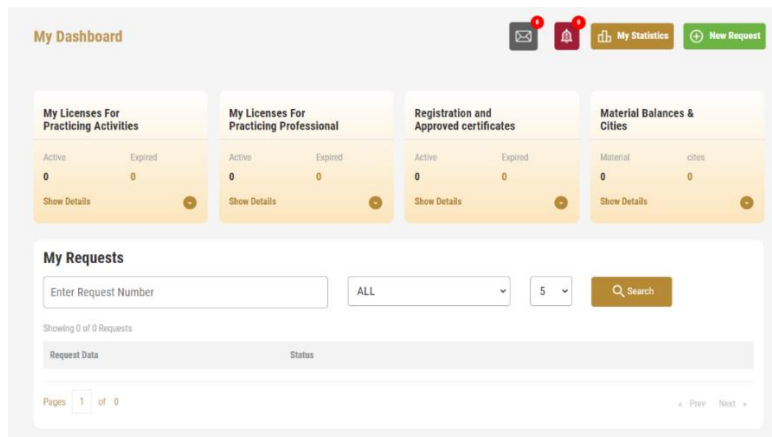
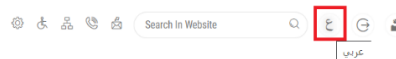


Figure 7- My Dashboard

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.

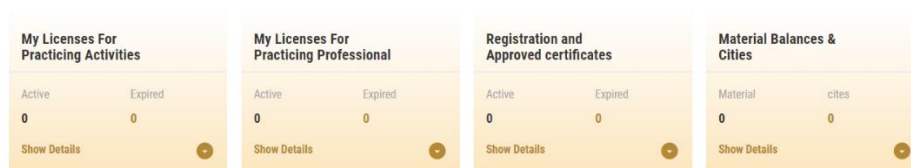


Figure 8 - Dashboard Digital Service Categories

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

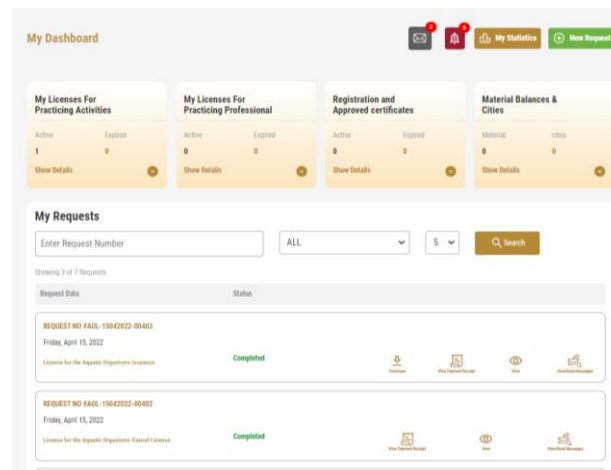


Figure 9 - Customer's Requests List


Using the 'Go Digital' Services

Digital Services Overview

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

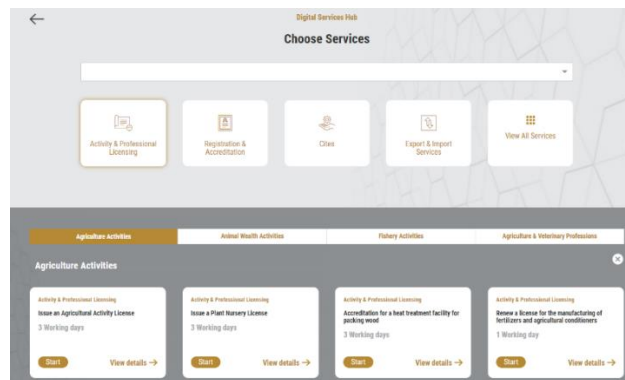


Figure 10 – Service New Request

- 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.

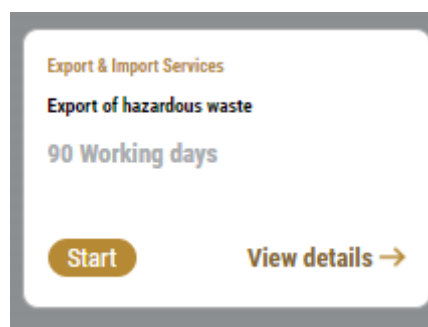
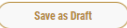


Figure 11 - Service Card

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

Figure 12 - Payment Gateway

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

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

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	6.8 AED	0.34 AED	7.14 AED
Total			7.14 AED

Total Tax	AED
Total Amount	AED

Figure 13 - Service Fees Details

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

Ministry of Climate Change and Environment
Total Payment: 1007.14 AED
Session time left: 00:07:33

Cardholder Name

Card Number

Month **Year** **CVV**


☒ I agree to [Terms&Conditions](#)

Pay Now

Cancel Process **Change Payment Method**

Figure 14 - Credit Card Details

- Once the payment is complete and successful, you will receive a confirmation message, the service request status will turn to *Initial Review*.


Payment Successfully

Payment Status	:	Paid
Date & Time	:	10/04/2022 11:52:19 AM
Payment Reference Number	:	cs84608e-8a02-42e4-8a87- ac89ba4779a8
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 sector	1224122177	500	1

Continue

Figure 15 - Payment Confirmation

Retrieve a Service Request

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

- From the dashboard, enter the search by the request number. You can also select the request status to limit the search results.

Or, you can directly locate the request in the list of requests.

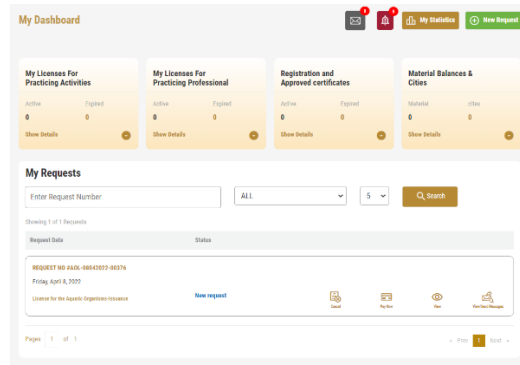


Figure 16 - Select Request to Retrieve

2- You can take any of the following actions on the selected request:






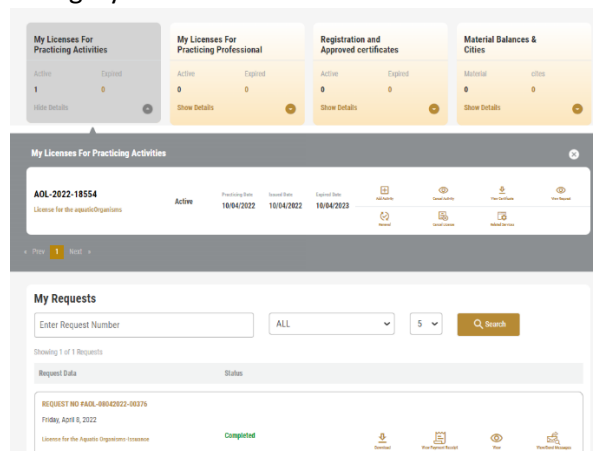
Button	Description
Cancel 	To cancel and delete the request whether it is saved as draft or pending payment
Pay Now 	To pay for a previously created request but you opted to pay the fees at a later time using the Pay Later option
View 	To view request details and make changes if required
View/Send Message 	To communicate directly with MOCCA employee by sending and receiving messages regarding your request
View Payment Receipt 	To view the request payment receipt if it has been already paid

Table 2 – Service Request Actions

View or Download a Certificate

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



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

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 day

Terms and Conditions

- 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.
- 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.
- 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.
- Abide to the provisions of the Basel Convention during the transboundary movement of hazardous wastes.

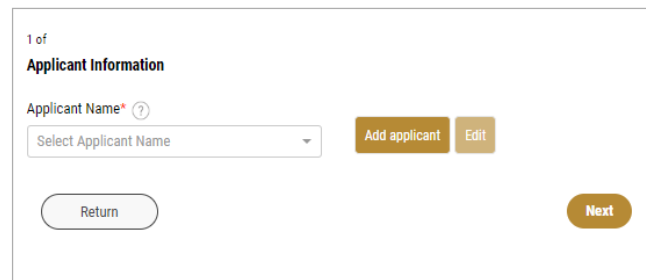
<http://basel.int/TheConvention/Overview/TextoftheConvention/tabid/1275/Default.aspx>

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 *hazardous waste* 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.

Export of hazardous waste



1 of 1
Applicant Information

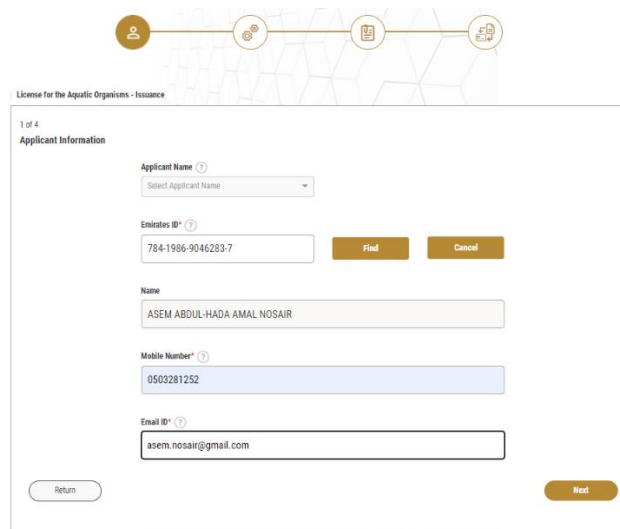
Applicant Name* ?
Select Applicant Name

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.



License for the Aquatic Organisms - Issuance

1 of 4
Applicant Information

Applicant Name ?
Select Applicant Name

Emirates ID* ?
784-1986-9046283-7 Find Cancel

Name
ASEM ABDUL-HADA AMAL NOSAIR

Mobile Number* ?
0503281252

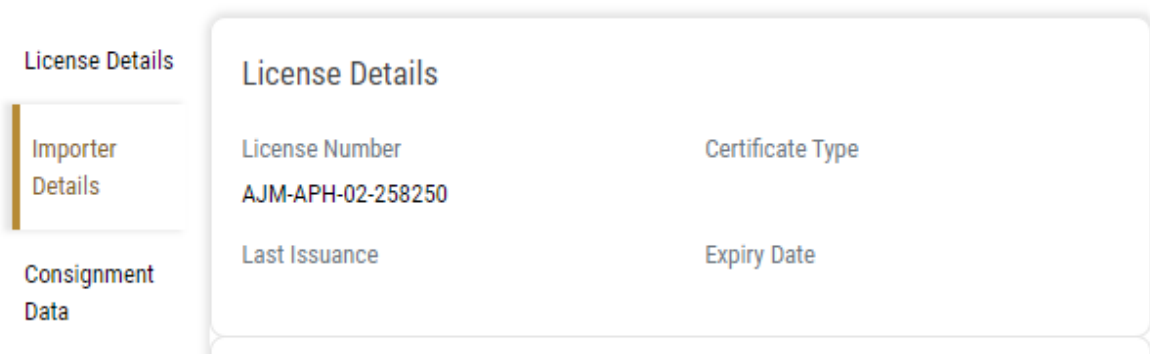
Email ID* ?
asem.nosair@gmail.com

Return Next

Figure 18 - Applicant's Information Page

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

Request for a phytosanitary certificate for export or re-export



License Details

Importer Details

Consignment Data

License Details

License Number
AJM-APH-02-258250

Certificate Type

Last Issuance

Expiry Date

Figure 19 - License Details

Importer Details

Request Type *

Importing Country *

Importer Name *

Importer Address *

Exporting Date *

dd--:--:yyyy

Origin Country

United Arab Emirates

Shipping type *

Port Of Departure *

Port Of Arrival *

Carrier

Hallmarks

End use purpose *

Figure 20 - Importer Details

Consignment Data

Item *

Common Name *

☐ Needs lab test? *

Scientific Name

Description

Origin certificate number *

Count *

Package Unit *

Weight *

Unit *

Wight of the item

Add

Filter

Figure 21 - Consignment Data

Filter

Consignment Items

No items added

Additional Report

Additional Information

Back Next

Figure 22 - Consignment Items

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

Request for a phytosanitary certificate for export or re-export

Request for a phytosanitary certificate for export or re-export

A certified certificate of origin issued by the competent authority

Upload a File

Any other documents/certificates required by the importing country

Upload a File

Certificate of Lab Analysis (Fertilizer/Agricultural enhancers planted locally)

Upload a File

Invoice and list of Contents

Upload a File

Back Save Request

Figure 203 - Attachments Page

- 8- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.
 - Valid Trade license) activity in the same field (
 - Valid Environmental permit
 - Contract (between exporter & importer)
 - Insurance
 - Movement Document
 - Notification Document
- 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 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 Download to download your certificate, or View to view the request.

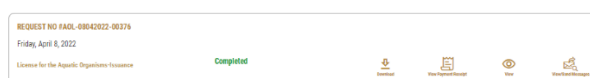


Figure 22 - Download or View Certificate