



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Export of the shipment of veterinary products

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.

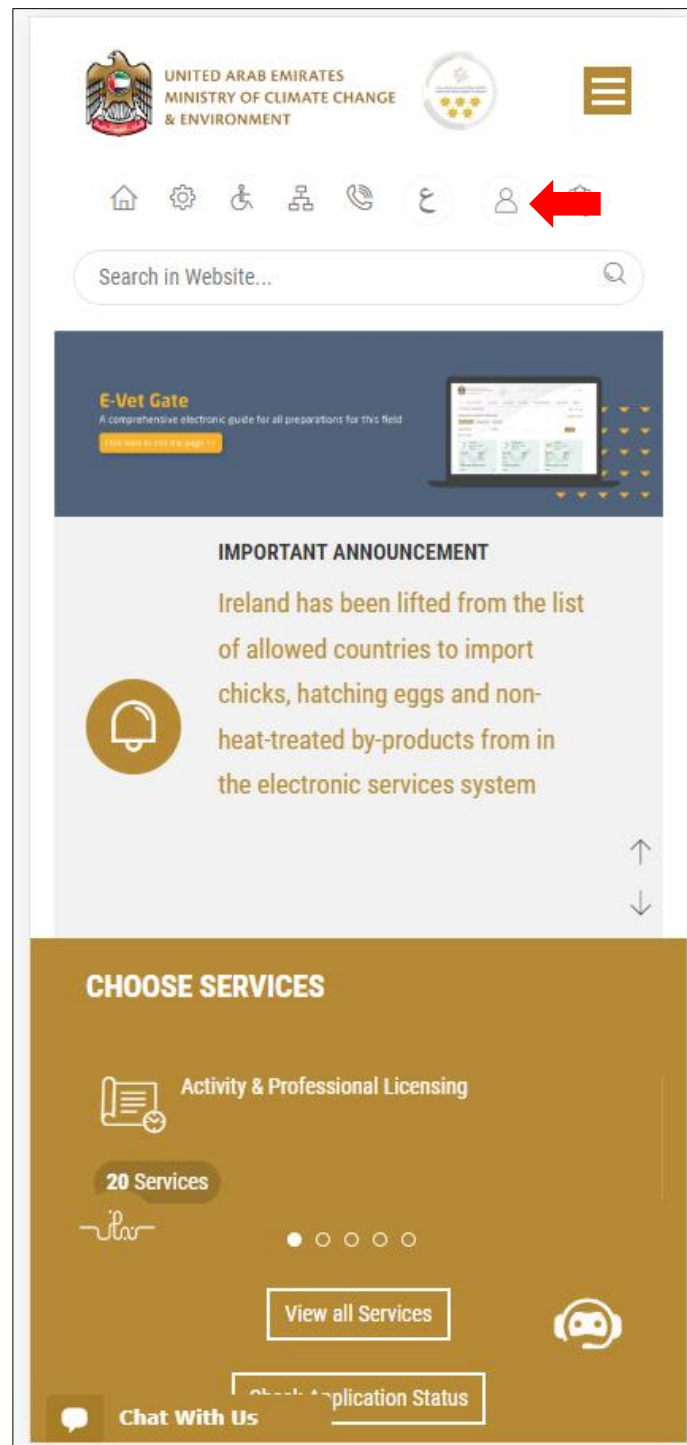
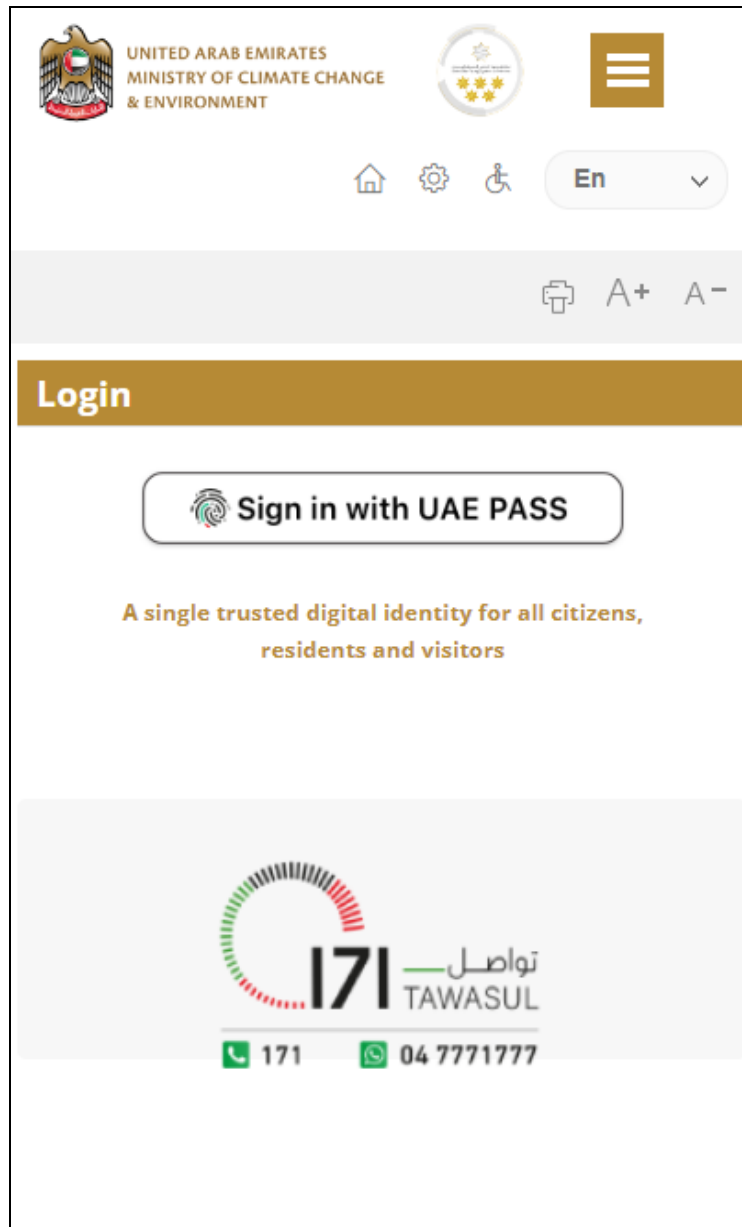
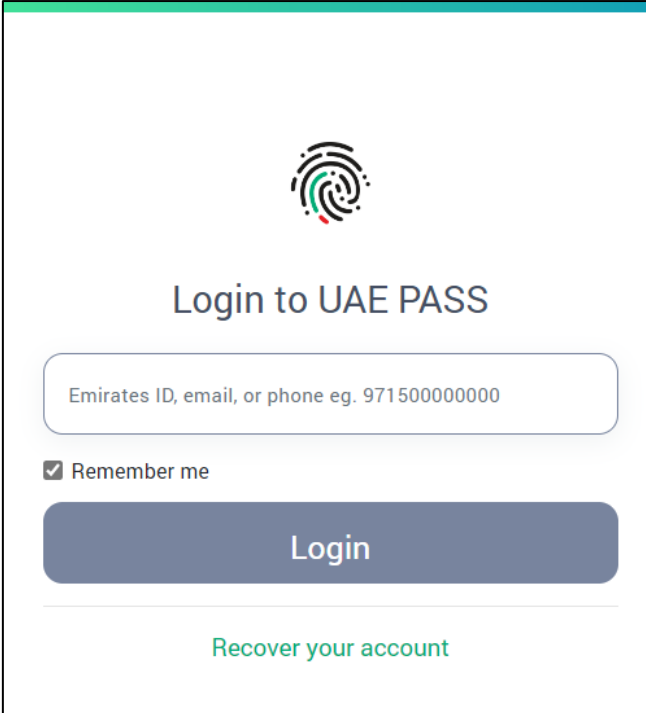


Figure 1 – MOCCAE Website Home Page

1- Click on Sign in with UAE PASS.



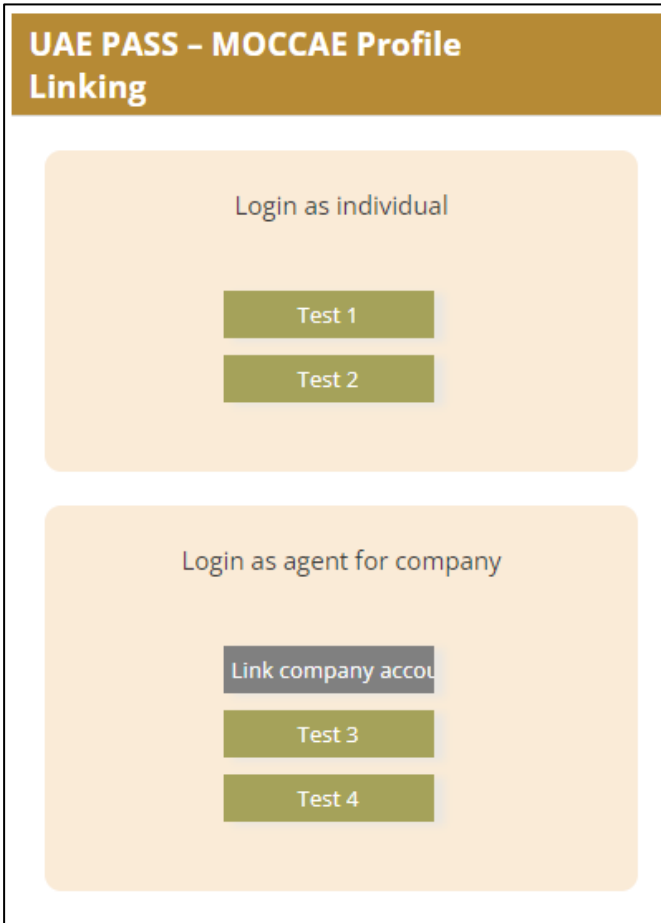
2- Enter ID or Mobile or email which has been registered in UAE pass.



The login form features a circular logo with a fingerprint icon at the top center. Below it, the title "Login to UAE PASS" is displayed. A text input field is labeled "Emirates ID, email, or phone eg. 971 500000000". Below the input field is a checkbox labeled "Remember me". A large blue button labeled "Login" is positioned below the checkbox. At the bottom, there is a green link labeled "Recover your account".

Figure 2 - Login Page

- 3- Select the account then You will be logged in successfully and directed to MOCCAIE survey page.



The form has a brown header with the text "UAE PASS - MOCCAIE Profile Linking". It is divided into two main sections. The first section, "Login as individual", contains two green buttons labeled "Test 1" and "Test 2". The second section, "Login as agent for company", contains a grey button labeled "Link company account" followed by two green buttons labeled "Test 3" and "Test 4".

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

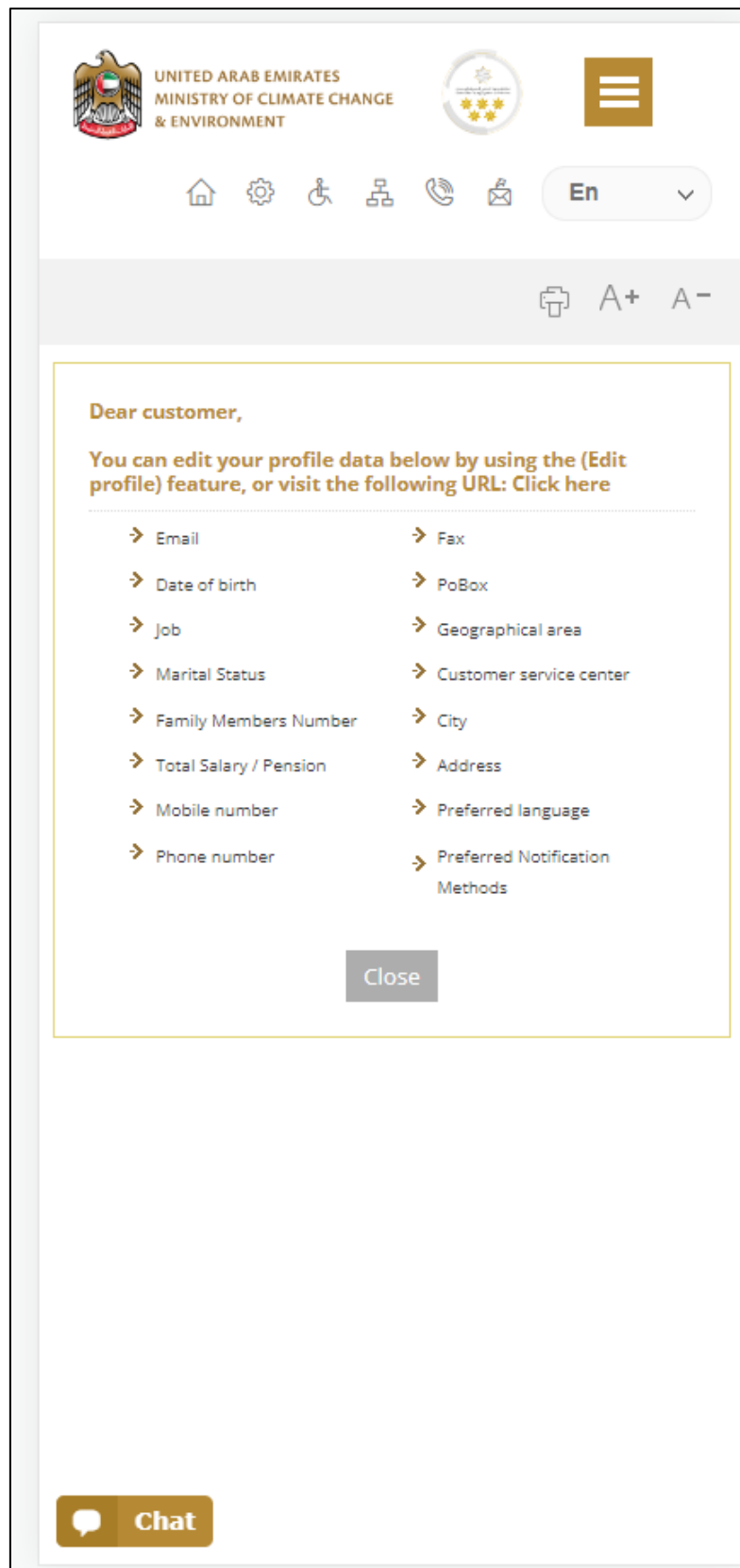



Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

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

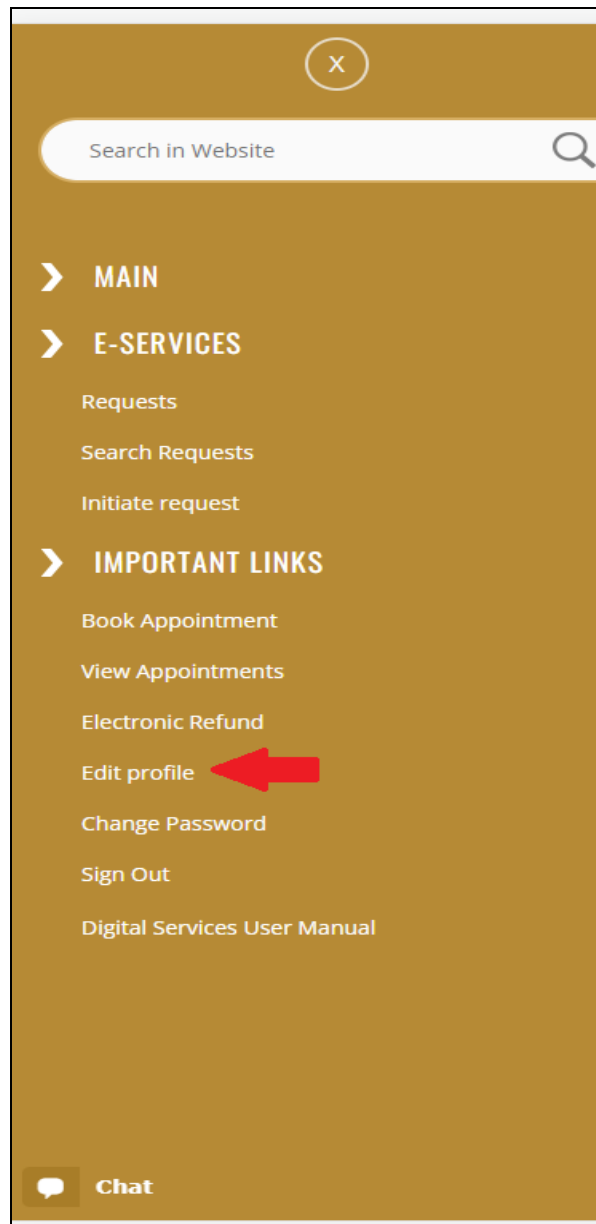


Figure 4 - Update Company Profile

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


The screenshot displays the 'Edit Profile' interface. At the top, there is a header with the UAE coat of arms, the text 'UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT', a circular logo, and a hamburger menu icon. Below the header is a navigation bar with icons for home, settings, accessibility, organization, contact, and email, along with a language dropdown set to 'En'. The main content area has a title bar 'Edit Profile' and a note: 'Fields marked with (*) are mandatory.' The form includes sections for 'Registration type' (Individual), 'Participant Number' (IN-20174-86637), 'Online account data' (Email), 'Confirm Email', 'Enable 2 Step Authentication feature' (checkbox), 'Individual details' (Full arabic name *), and 'Full english name *'. Each text input field has a microphone icon and an information icon. A note below the Arabic name field states: 'This field accepts English letters in case the client can't speak Arabic'.

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

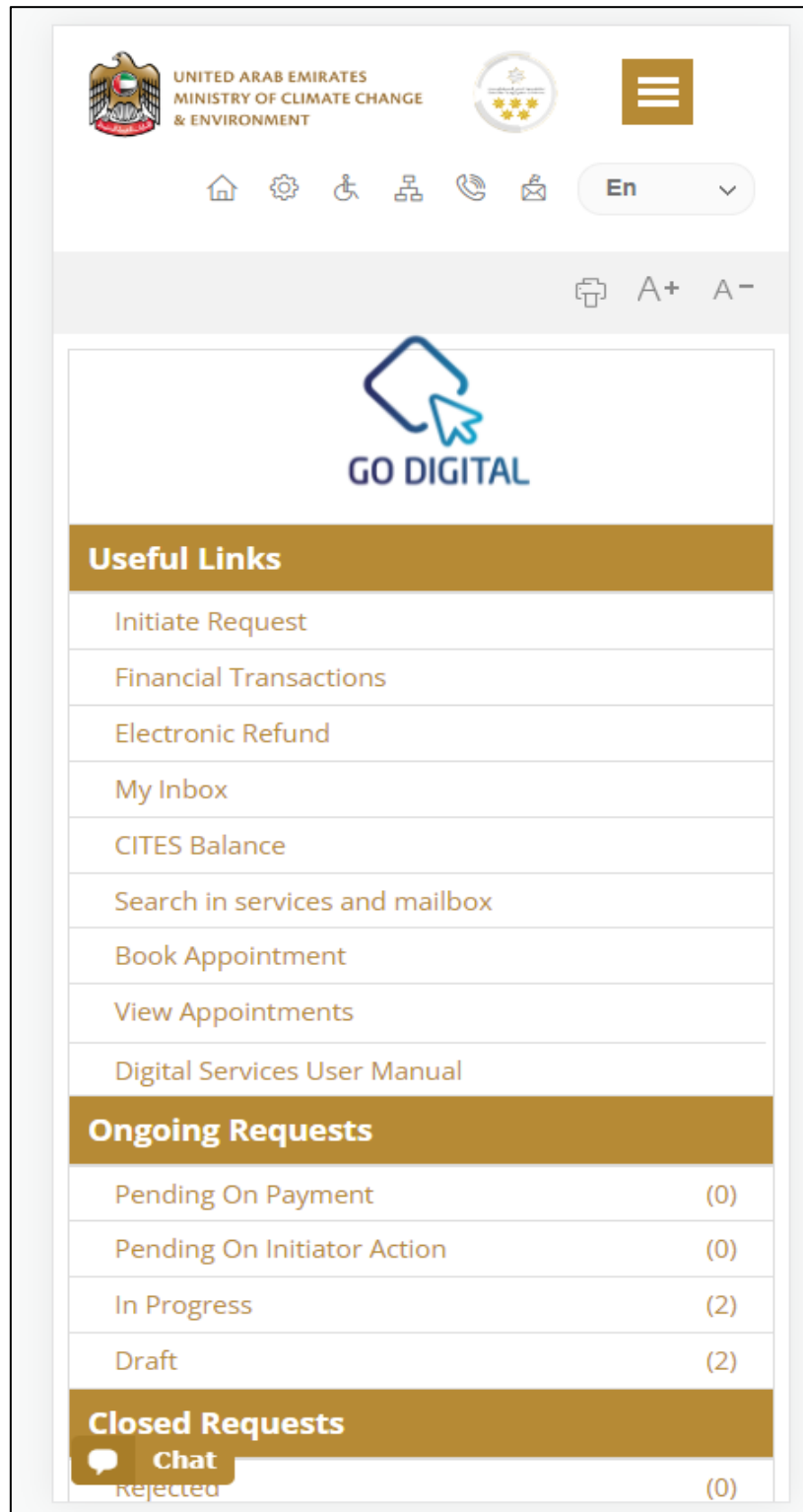


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

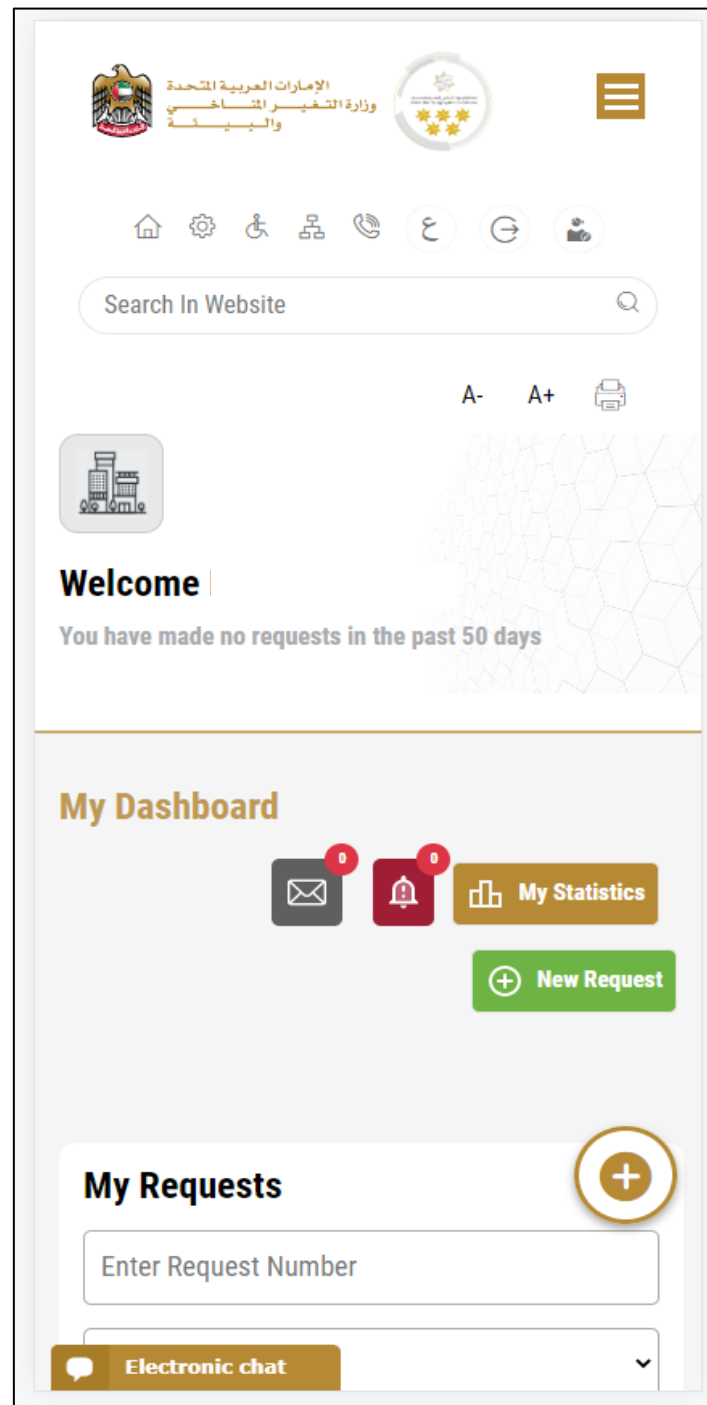


Figure 7- My Dashboard

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
	To display statistics about the customer's requests
	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.

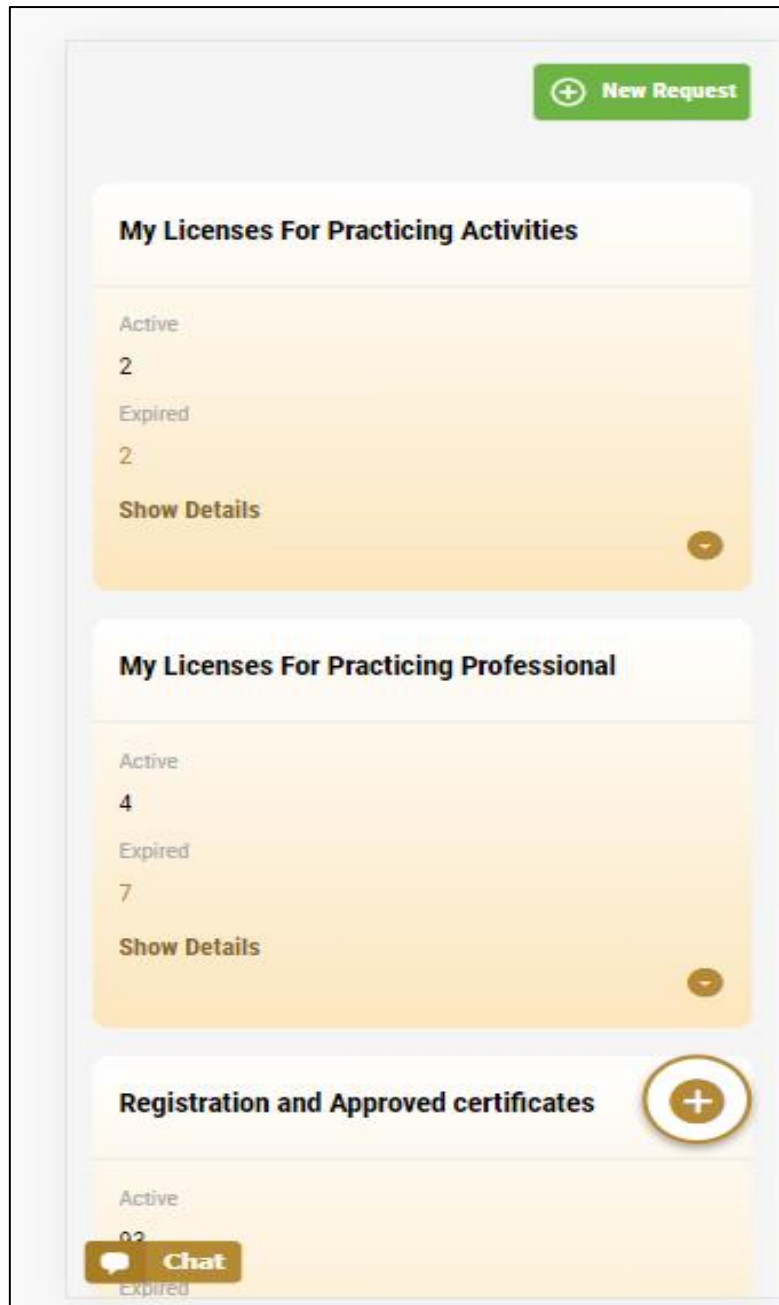


Figure 8 - Dashboard Digital Service Categories

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
<p>REQUEST NO #APH-06012023-2219665</p> <p>Friday, January 6, 2023</p> <p>Export of the shipment of veterinary products -Issuance</p> <p>Pending On Veterinary Products Committee Approval</p> <div>  View  View/Send Messages </div>	
<p>REQUEST NO #Q-30122022-2214602</p> <p>Friday, December 30, 2022</p> <p>Request for a phytosanitary certificate for export or re-export Issuance</p> <p>Pending On Payment</p> <div>  Chat  Cancel  View  View/Send Messages </div>	

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:

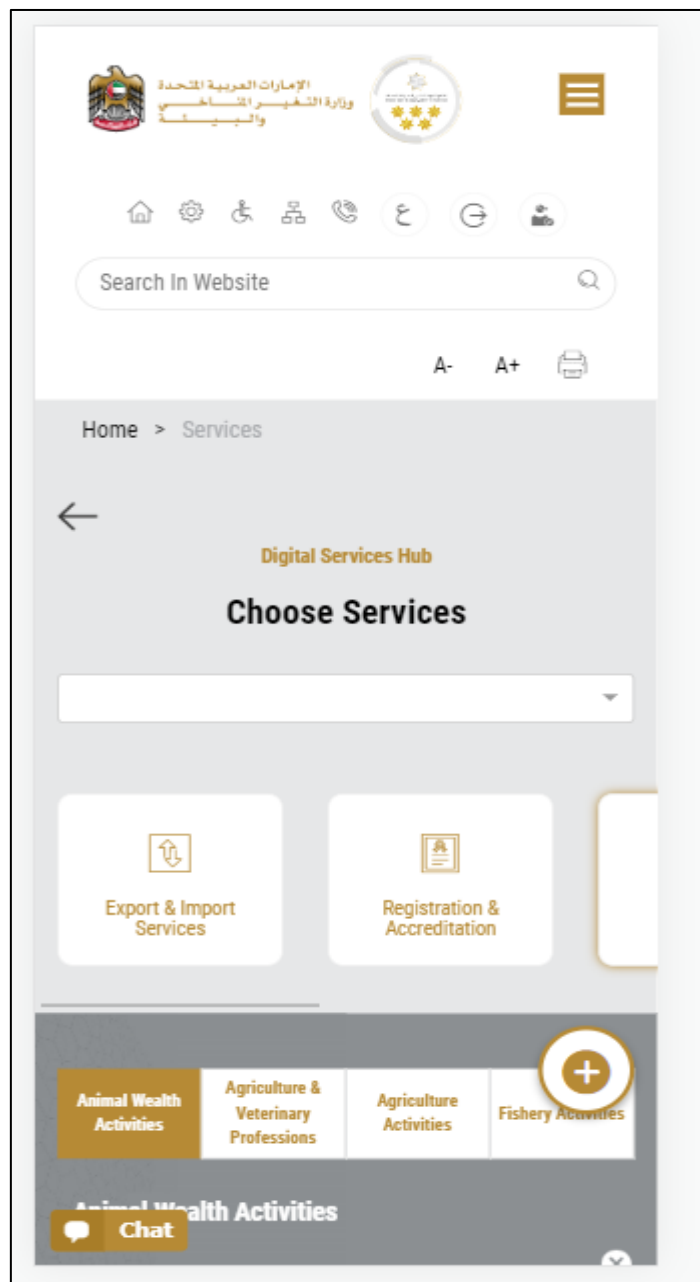


Figure 10 – Service New Request

- 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.

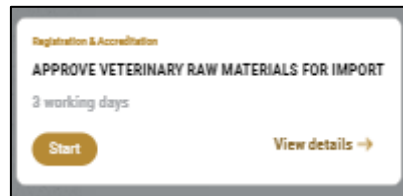


Figure 11 - Service Card

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*.


The screenshot displays the payment gateway for the Ministry of Climate Change and Environment. At the top, there is a language selection dropdown labeled 'تغيير اللغة'. Below this, the ministry's name is written in English ('UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT') and Arabic ('الإمارات العربية المتحدة وزارة التغير المناخي والبيئة'). A session timer indicates 'Session time left: 00:09:47'. Two circular icons are present: one labeled 'Method' with a list icon, and another labeled 'Confirm' with a checkmark icon. The main heading is 'Select the required payment method'. Under this, there are two payment options: 'Card' (with icons for Visa, Mastercard, Apple Pay, and Google Pay) and 'Bank Transfer' (with a bank icon). At the bottom, there are two large buttons: a gold 'Calculate Price' button and a grey 'Cancel Process' button.

Figure 12 - Payment Gateway

2. 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*.

Ministry of Climate Change and Environment

Total Payment: 503.57 AED

Session time left: 00:03:30

Cardholder Name

Card Number

Month

Year

CVV

☐ I agree to [Terms&Conditions](#)


Pay Now

Change Payment Method

Cancel Process

Figure 14 - Credit Card Details

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



Payment Successfully

Receipt Reference Number	e756ea25-5fa7-4d59-9e39-349c9cbc3cf8
Date & Time	04/06/2023 11:58:58 AM
Payment Method	Card
Card Charges	0.71
Total Amount	

Fee Name	Amount	Quantity
Service name will appear here		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.

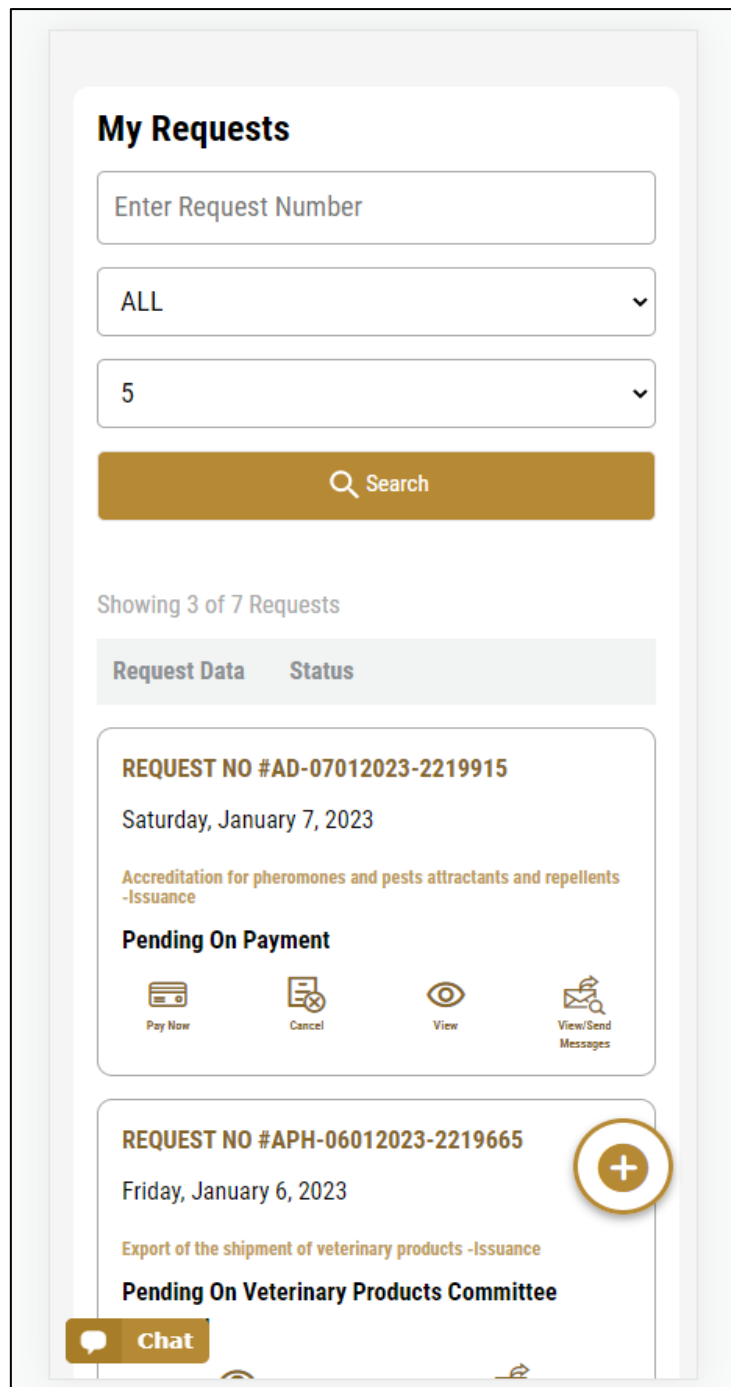




Figure 16 - Select Request to Retrieve

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.

Export of the shipment of veterinary products

Export of the shipment of veterinary products

Service Description

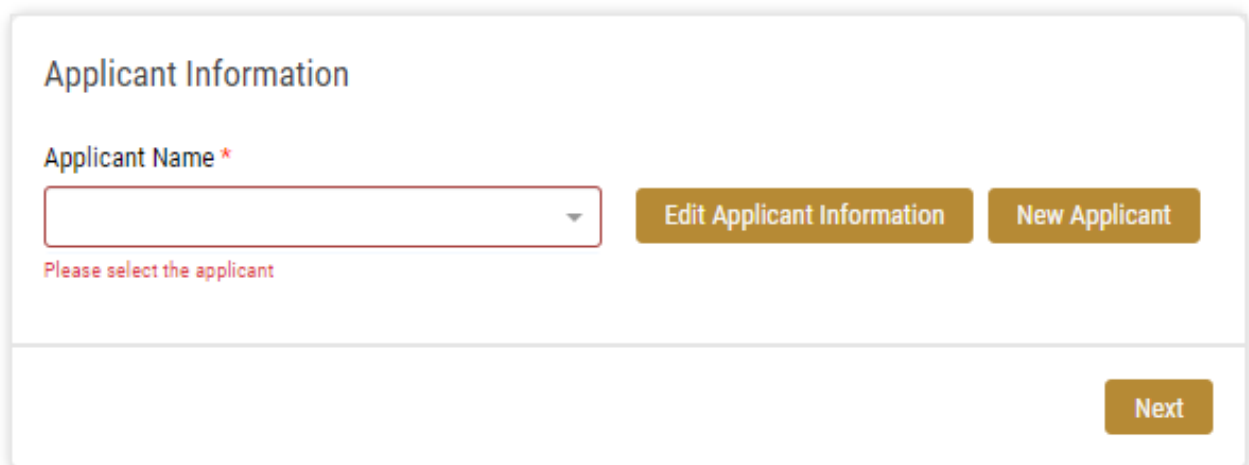
[Service Card](#)

To apply for a License for Export of the shipment of veterinary products

- 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*.

The applicant's information will be displayed.

Export of the shipment of veterinary products



Applicant Information

Applicant Name *

Please select the applicant

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.

License for the Aquatic Organisms - Issuance

1 of 4

Applicant Information

Applicant Name ?
Select Applicant Name

Emirates ID* ?
Find Cancel

Name

Mobile Number* ?

Email ID* ?

Return Next

Figure 18 - Applicant's Information Page

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

Export of the shipment of veterinary products

Exporter
Details

Importer Details

The
Consignment
Data

Shipment
Information

Consignment
Items

Exporter Details

Name *

Test Qc

Phone *

00971500000000

Email *

test@test

Importer Details

Country *

Aruba

Name *

test

Phone *

11111111111

Email *

test@test

The Consignment Data

☒ Registered Products

☐ Transit Materials

Port Of Exit *

Abu Dhabi Airport

Request Type *

Export

Departure Date *

30-Dec-2022


Shipment Information

Importer Details

The Consignment Data

Shipment Information

Consignment Items

Shipment Information 

Product Type *

Veterinary Medicines x

Product Name *

Pharmaceutical Form *

Package Size *

The Package Size of an item




Quantity Unit *

Quantity *

Notes

Add

Consignment Items

Type	Quantity	
1	1	  

Back

Next

Figure 19 - Service Details

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

Export of the shipment of veterinary products

Approval of the importing country

Upload a File

Back

Next

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.

Export of the shipment of veterinary products

Exporter Details

Importer Details

Consignment Details

Consignment Items

Exporter Details

Name

Test Qc

Phone

00971500000000

Email

test@test

Importer Details

Country

Aruba

Name

test

Phone

00971500000000

Email

test@test

Consignment Details

Request Type

Export

Items Source

Registered Products

Entry Port

Port Of Exit

Abu Dhabi Airport

Departure Date

2022-12-30

Consignment Items

Type	Quantity
1	1



☒ Accept Terms & Conditions ^{*}

Back

Submit

Figure 21 – Service Request Review



10- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.

- a. To pay the service fees later click on *Pay Later* , then your request will be saved in your dashboard waiting for payment to be processed.
- b. Click on *Pay Now*  to pay for the service immediately. See [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

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.

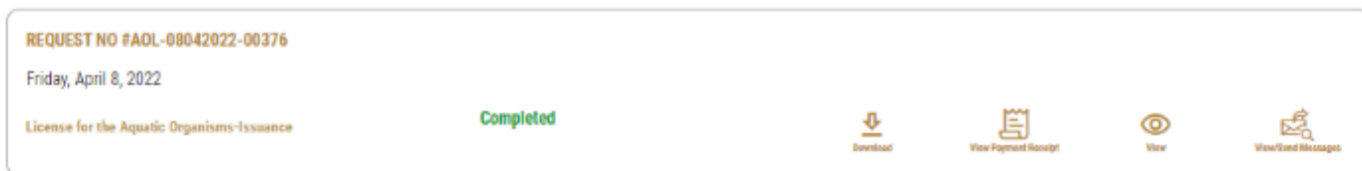


Figure 22 - Download or View Certificate