



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Export of the shipment of veterinary products

User Guide


Table of 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	7
The User Dashboard.....	7
Using the 'Go Digital' Services	9
Digital Services Overview	9
Starting a New Request.....	9
How to Pay for a Digital Service.....	10
Retrieve a Service Request	12

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 ' is a single service interface, integrated internally within the Ministry portal and externally with other concerned government entities.

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 MOCCA website

First you need to log in to the MOCCA website.

- 1- Open your browser then navigate to MOCCA website <https://www.moccae.gov.ae/>
- 2- Click on the *Login* icon.

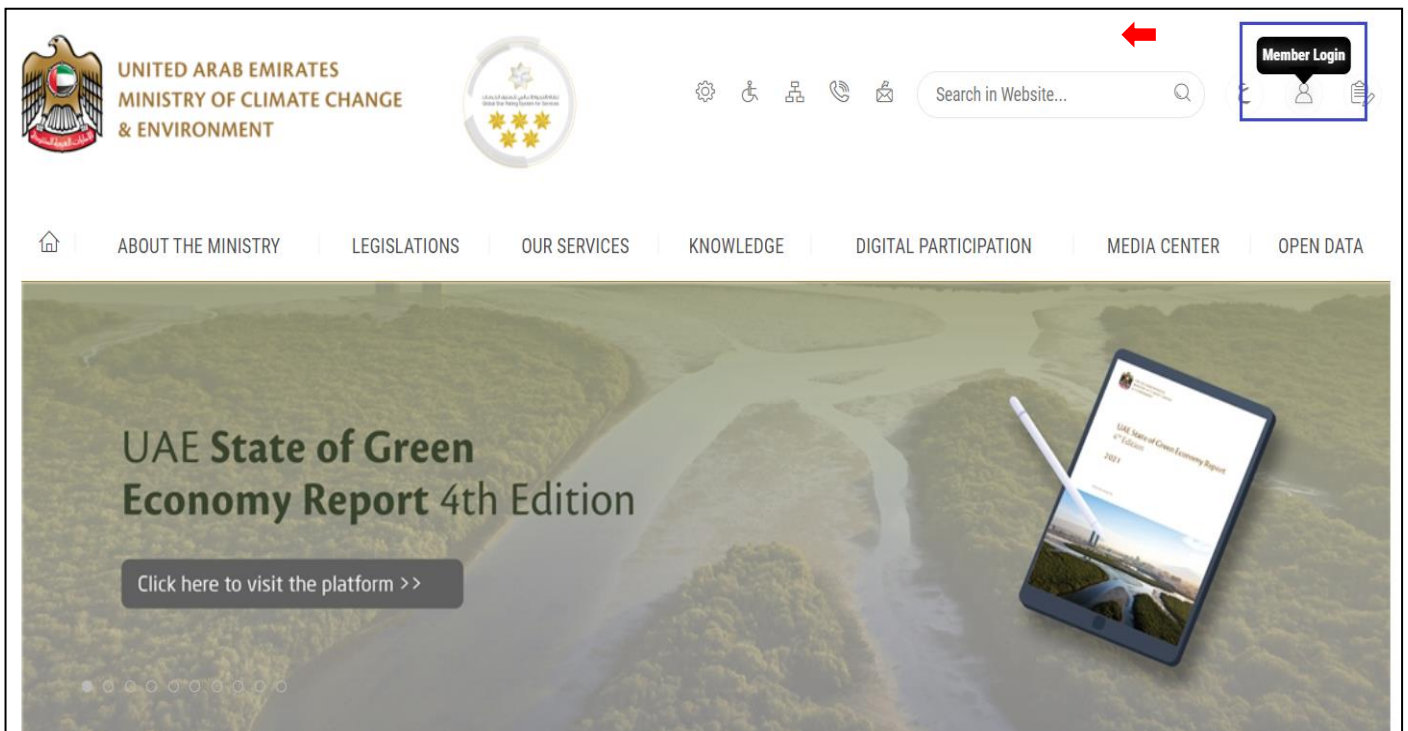


Figure 1 – MOCCA Website Home Page

3- Click on Sign in with UAE PASS.

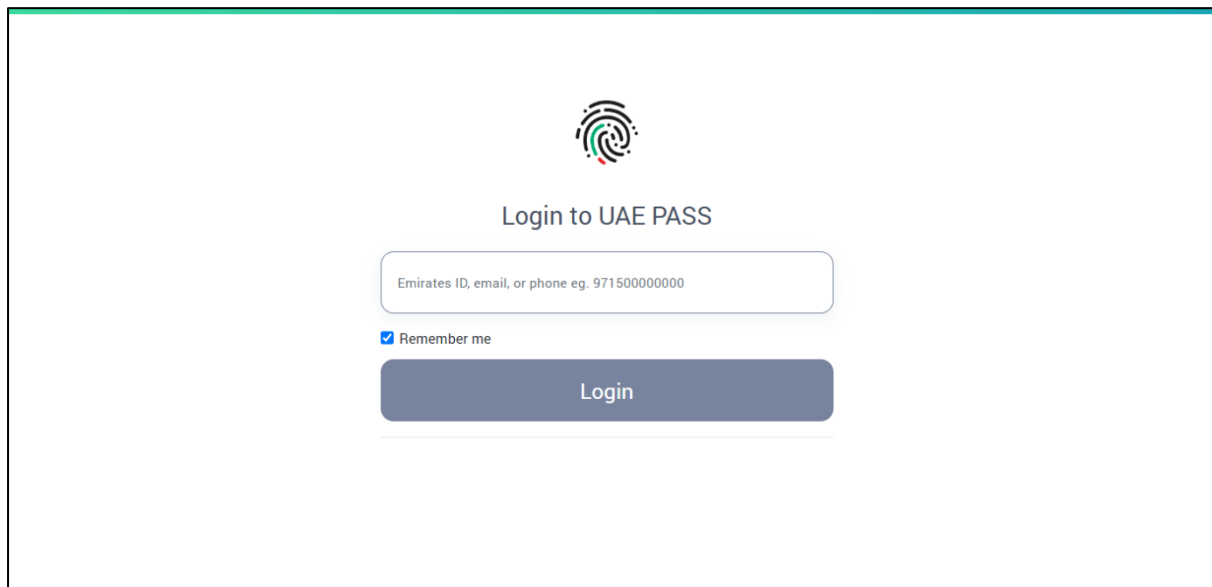
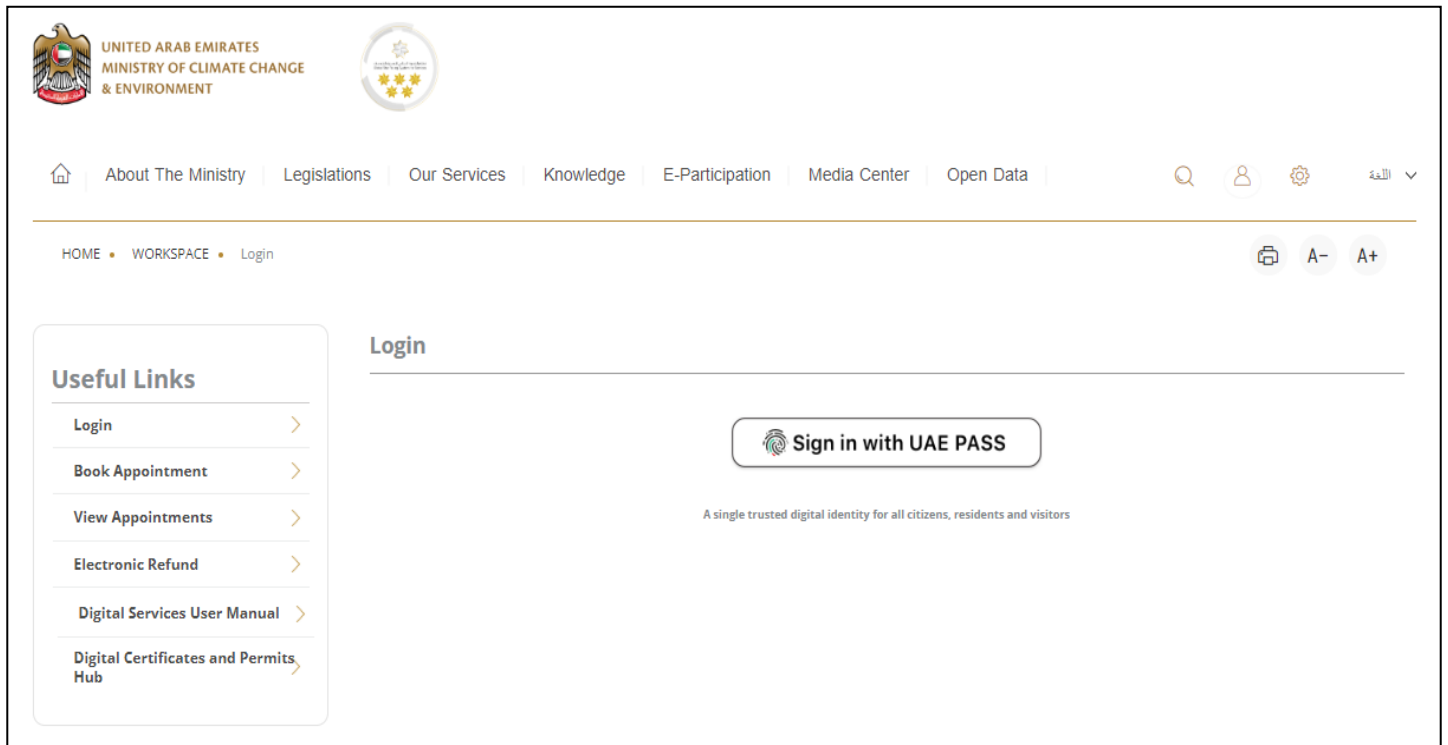


Figure 2 - Login Page

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

UAE PASS – MOCCAIE Profile Linking

Login as individual

Test 1

Test 2

Login as agent for company

Link company account

Test 3

Test 4

The screenshot displays the MOCCAIE Survey Page. At the top, the header features the United Arab Emirates Ministry of Climate Change & Environment logo and a navigation menu with links: ABOUT THE MINISTRY, LEGISLATIONS, OUR SERVICES, KNOWLEDGE, E-PARTICIPATION, MEDIA CENTER, and OPEN DATA. A search bar and a welcome message 'Welcome: UATCompa' are also present. The main content area is titled 'Survey' and contains two questions:

- What are your favorite channels to apply for service?
 - ☐ Customer Service Centers
 - ☐ Website
 - ☐ Call Center
 - ☐ Mobile
 - ☐ Other
- What are your favorite channels to communicate?
 - ☐ Customer Service Centers
 - ☐ Website
 - ☐ Call Center
 - ☐ Mobile
 - ☐ Social Media (Twitter, Facebook, Youtube, Instagram)
 - ☐ Media (newspapers, magazines, radio, TV interviews)
 - ☐ Other

A sidebar on the left titled 'Useful Links' includes links for 'Initiate Request', 'Financial Transactions', and 'Electronic Refund'. The 'GO DIGITAL' logo is also visible in the sidebar.

Figure 3 - MOCCAIE Survey Page

View/Update Customer Profile

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

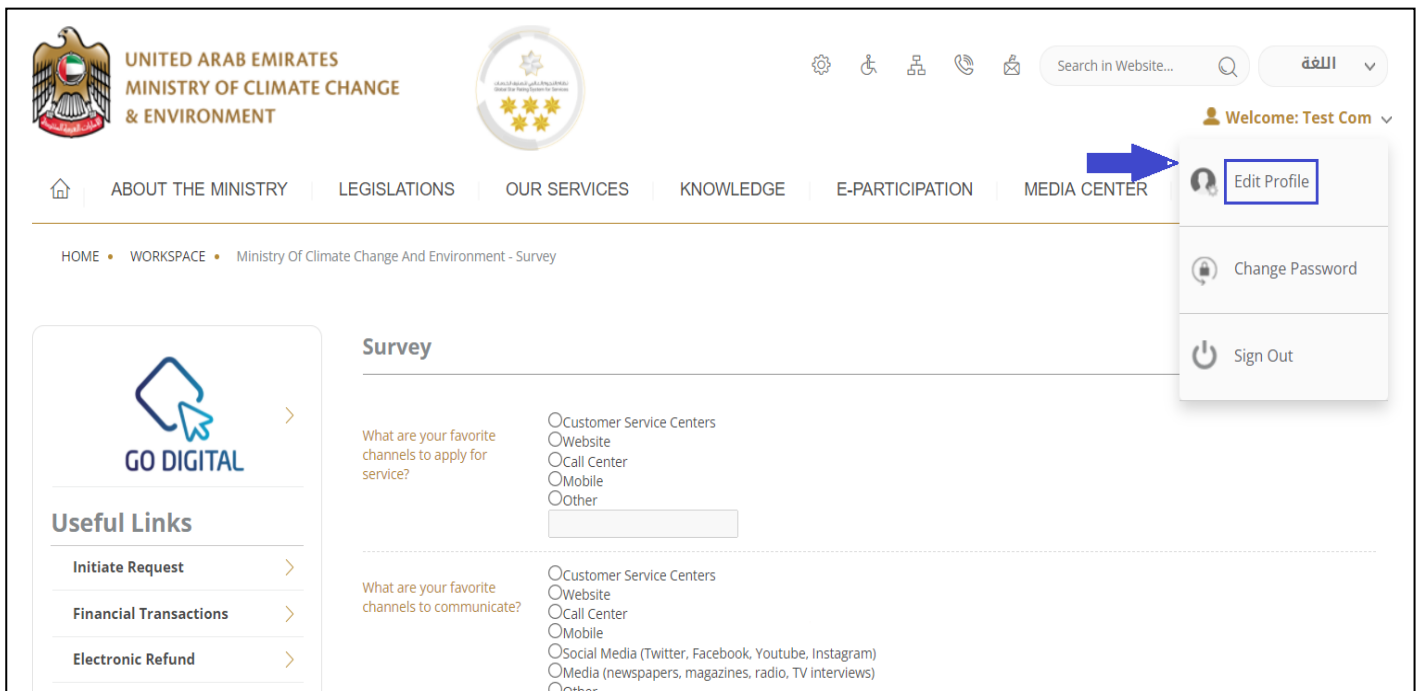


Figure 4 - Update Profile

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

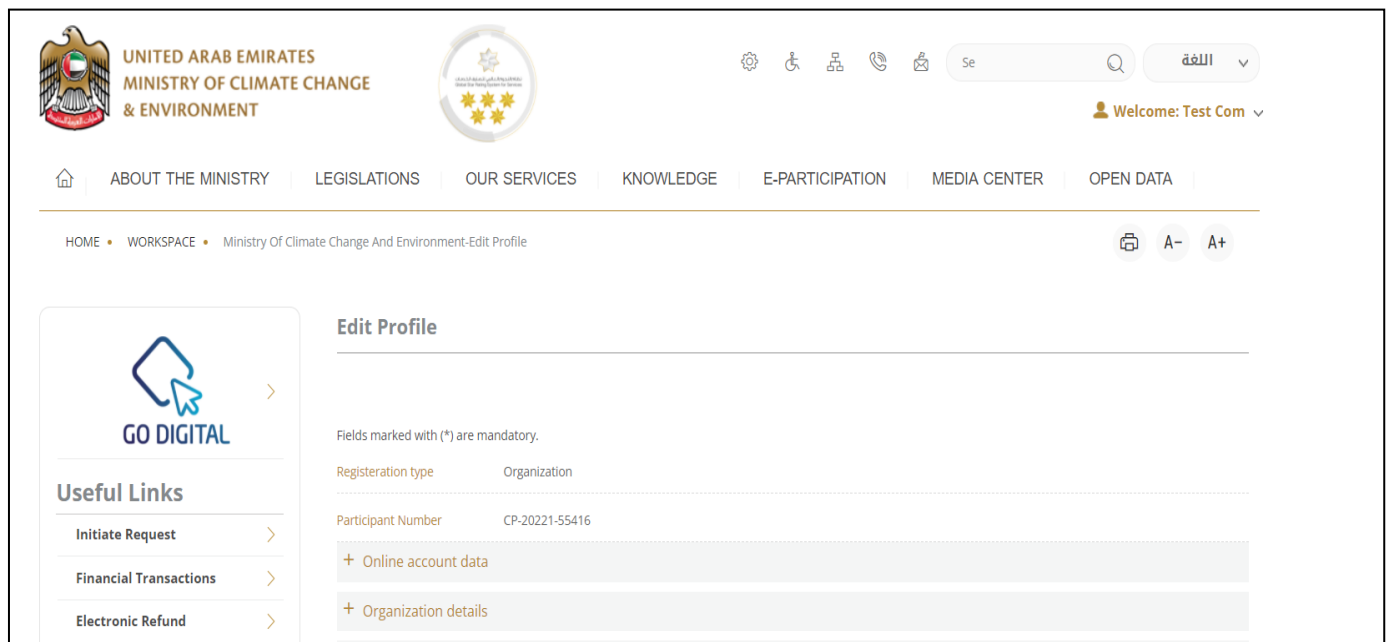



Figure 5 - Edit Profile

Running the 'Go Digital' Services

The digital services platform can be accessed internally from the MOCCAEC homepage by clicking on the *Go Digital* icon  to the left of the homepage.

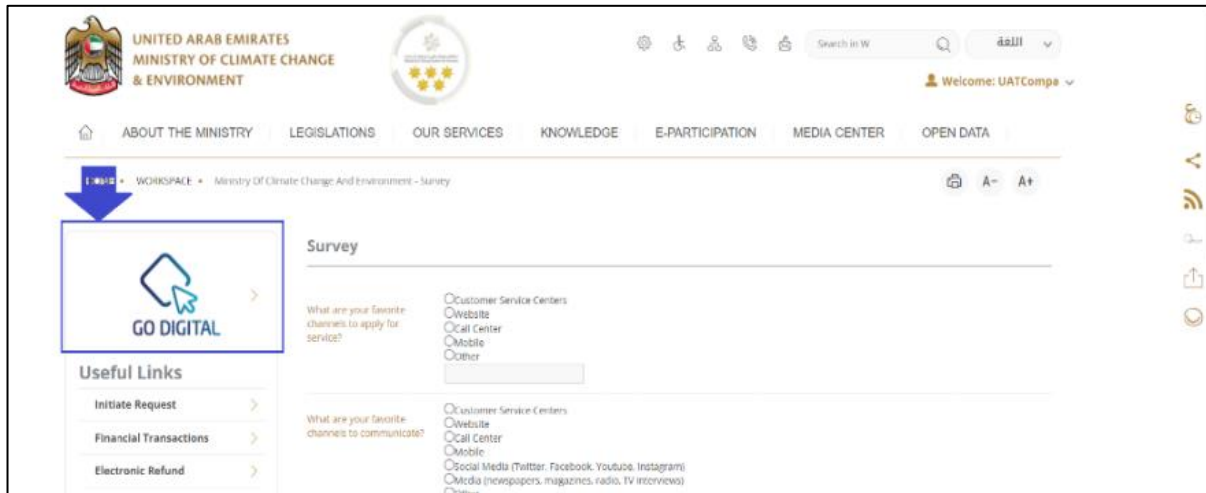
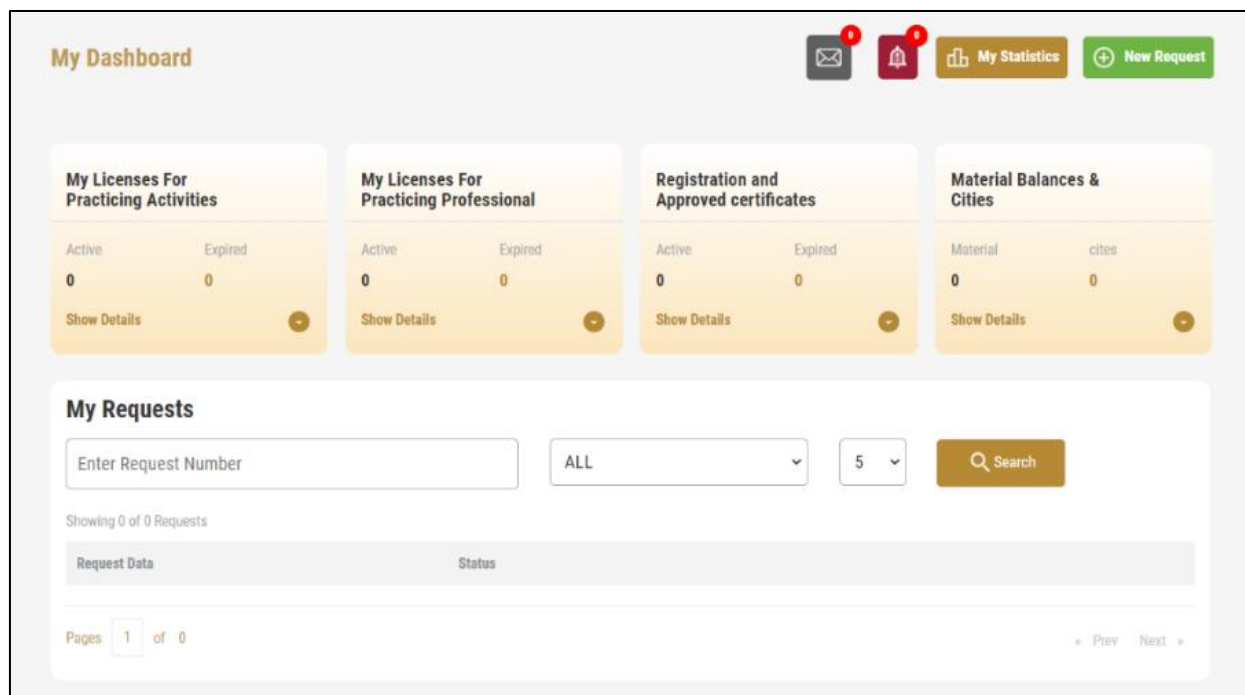


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.



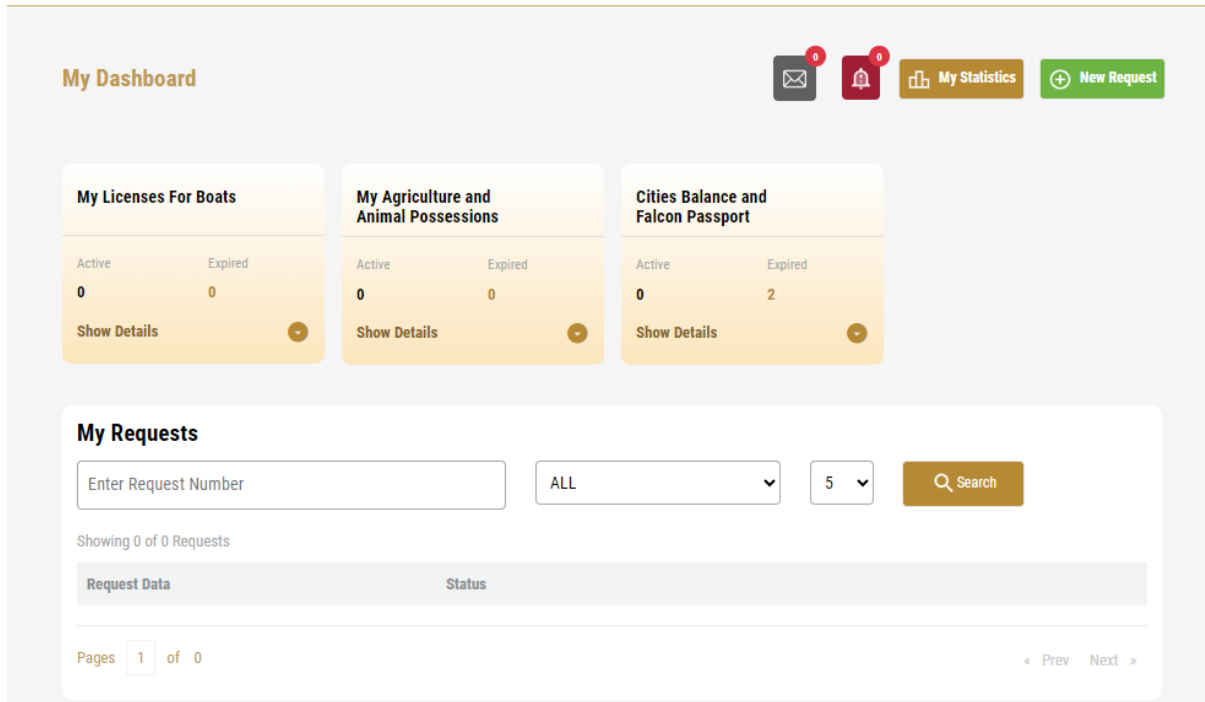


Figure 7- My Dashboard

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

Enter Request Number	ALL	5	Search
Showing 3 of 7 Requests			
Request Data	Status		
REQUEST NO #EA-20092023-2415503 Wednesday, September 20, 2023 Export of hazardous waste-Issuance More Details...	Canceled View View/Send Me...		
REQUEST NO #EA-20092023-2415463 Wednesday, September 20, 2023 Export of hazardous waste-Issuance More Details...	Canceled View View/Send Me...		
REQUEST NO #ACL-31072023-03196 Monday, July 31, 2023 License for Practicing Animal Care Activities-Add Activity More Details...	Completed Download View Payment... View View/Send Me...		

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:

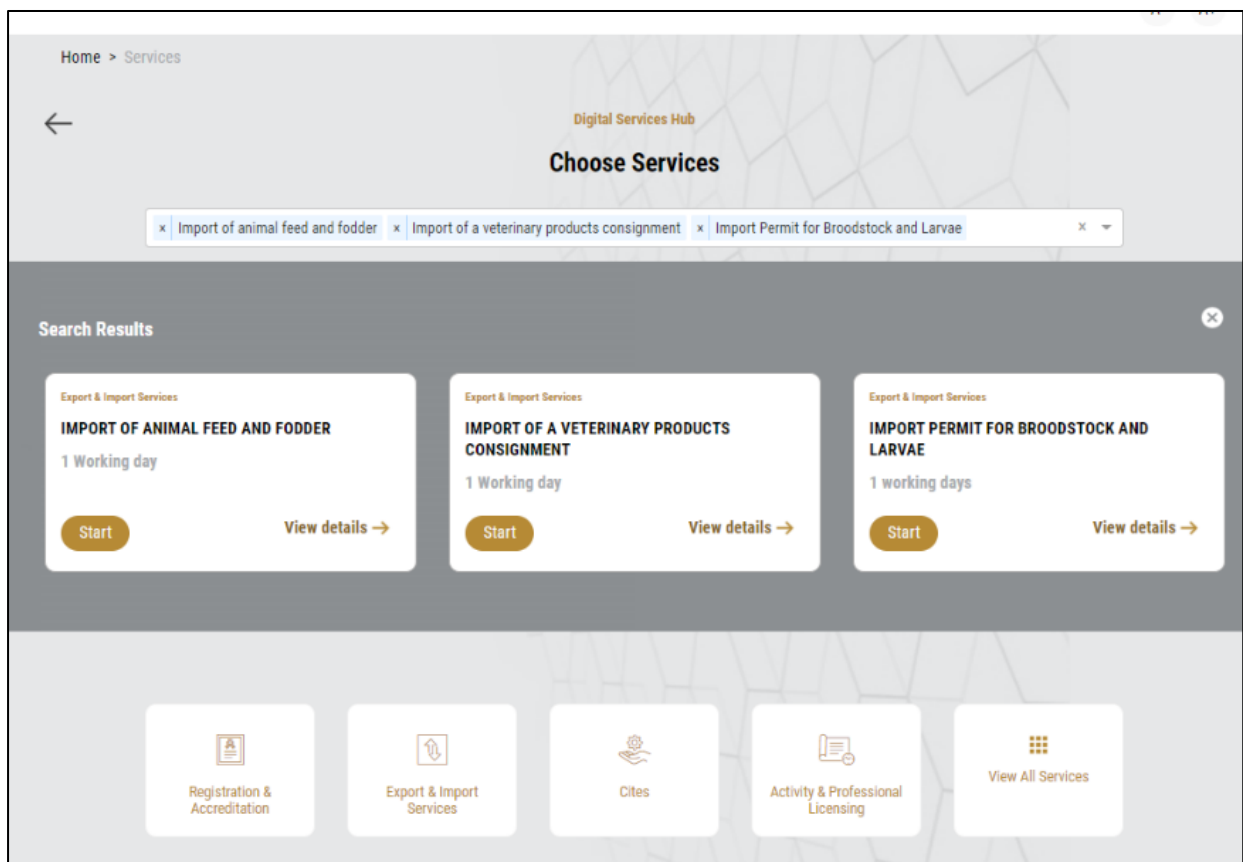


Figure 10 – Service New Request

- 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.

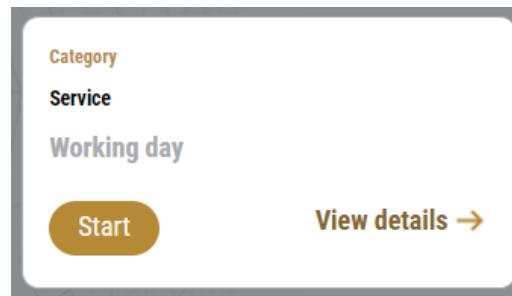


Figure 11 - Service Card

- 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*.

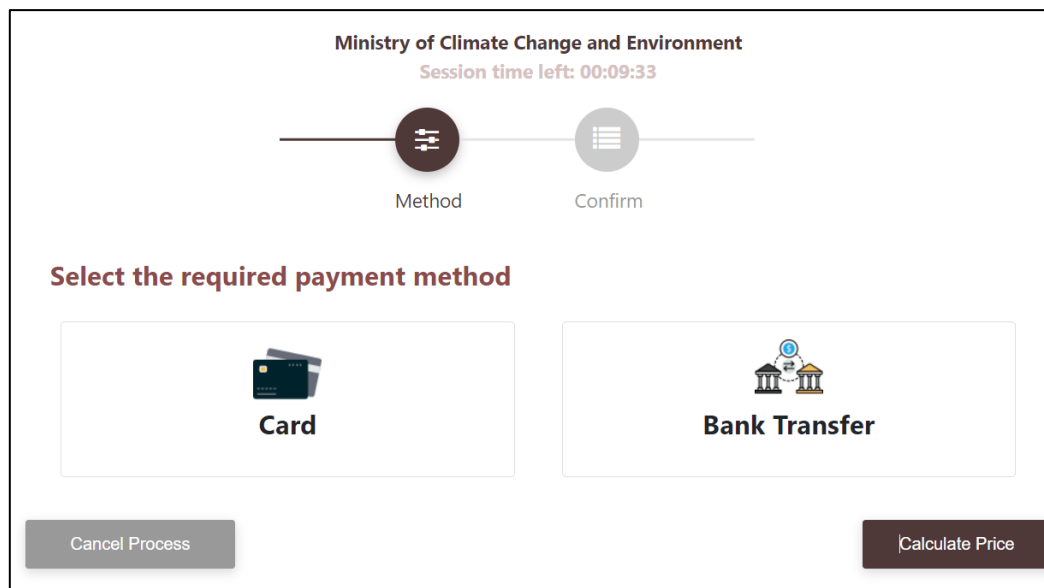




Figure 12 - Payment Gateway

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

Ministry of Climate Change and Environment
Session time left: 00:06:56

Method Confirm

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

Request Fees

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

Cancel Process
Change Payment Method
Proceed With Payment

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

ABCD

Card Number

1234 5678 1234 5678

Month

December

Year

40

CVV

...

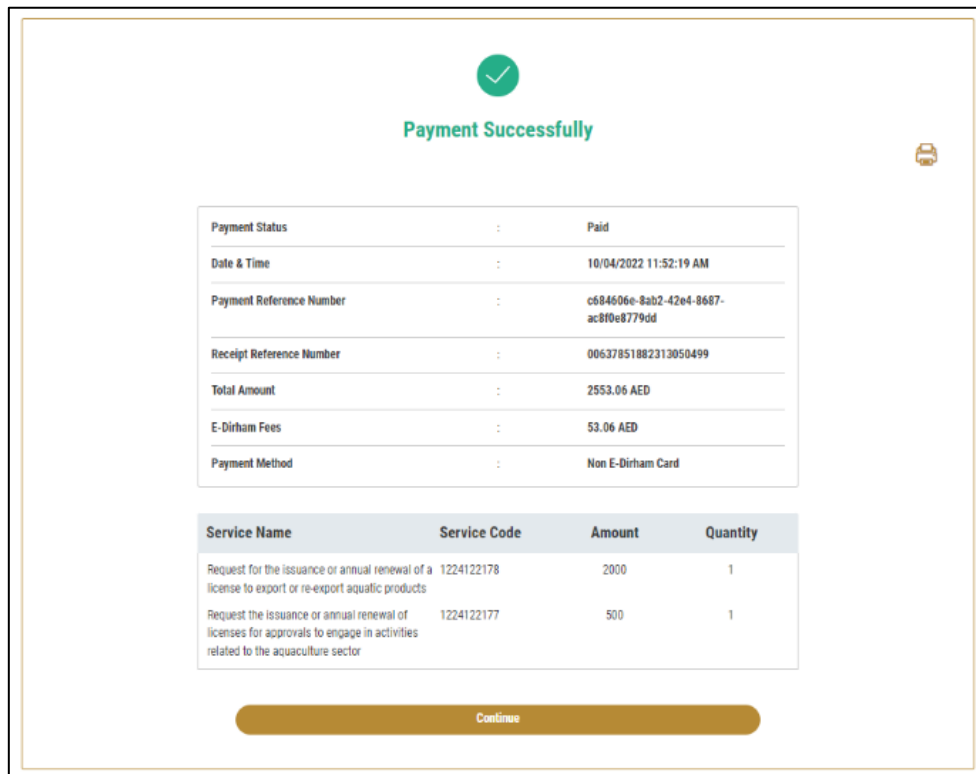
☒ I agree to [Terms&Conditions](#)

Pay Now

Cancel Process
Change Payment Method

Figure 14 - Credit Card Details

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



The screenshot shows a 'Payment Successfully' confirmation screen. At the top, there is a green checkmark icon and the text 'Payment Successfully'. Below this, there is a table with payment details. To the right of the table, there is a small icon of a receipt. At the bottom of the screen, there is a 'Continue' button.

Payment Status	:	Paid
Date & Time	:	10/04/2022 11:52:19 AM
Payment Reference Number	:	c684606e-8ab2-42e4-8687-ac8f0e8779dd
Receipt Reference Number	:	00637851882313050499
Total Amount	:	2553.06 AED
E-Dirham Fees	:	53.06 AED
Payment Method	:	Non E-Dirham 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 the issuance or annual renewal of licenses for approvals 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 a user dashboard with four summary cards at the top:






- My Licenses For Practicing Activities:** 1 icon. Sub-table: Active (2), Expired (2). Button: Show Details.
- My Licenses For Practicing Professional:** 5 icon. Sub-table: Active (5), Expired (10). Button: Show Details.
- Registration and Approved certificates:** 32 icon. Sub-table: Active (135), Expired (10). Button: Show Details.
- Material Balances & Cities:** Sub-table: Material (0), cities (7). Button: Show Details.

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

- Search bar: Enter Request Number.
- Filter: ALL (dropdown).
- Items: 5 (dropdown).
- Search button: Search.
- Text: Showing 3 of 10 Requests.
- Table header: Request Data, Status.
- Request details card:
 - REQUEST NO #APH-14112022-478119
 - Monday, November 14, 2022
 - Approval Animal Feed and Food for Import-Issuance
 - Pending On Agriculture Products Committee Approval
 - View button (eye icon)
 - View/Send Message button (envelope 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 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

1- Table 2 – Service Request Actions

Export of the shipment of veterinary products

Export of the shipment of veterinary products

Service Description

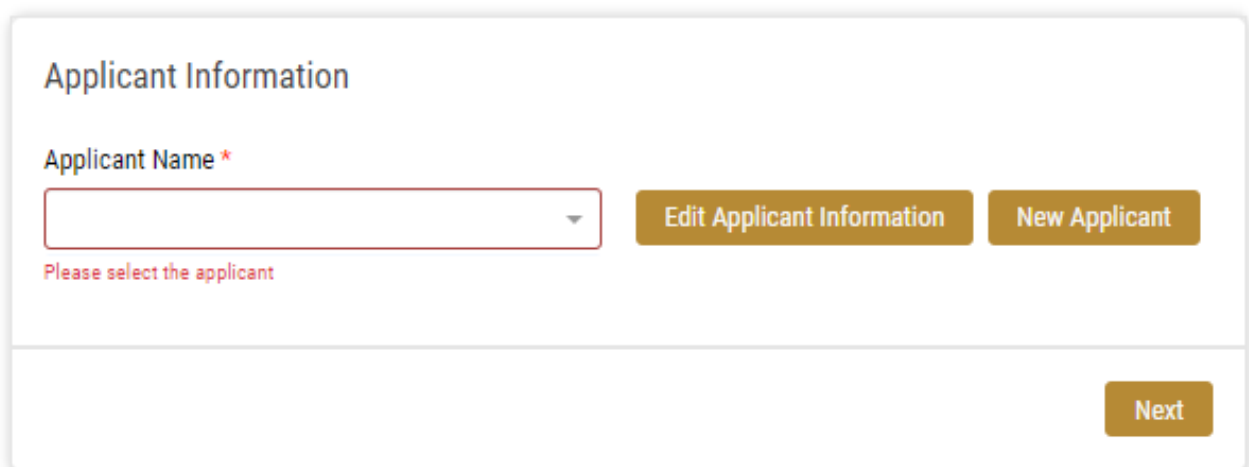
[Service Card](#)

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
DataShipment
InformationConsignment
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.

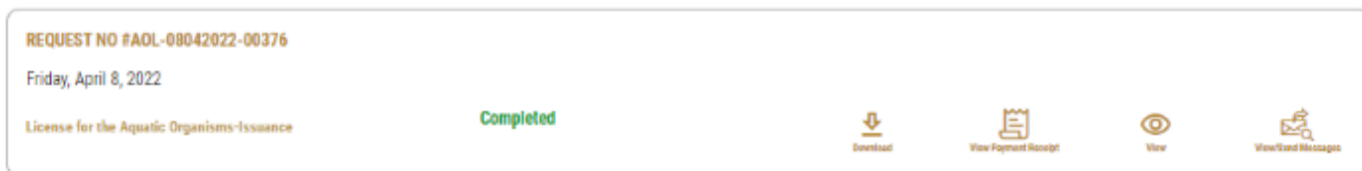


Figure 22 - Download or View Certificate