

Digital Services

Registration of veterinary products

manufacturing company

User Guide

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Introduction

This guide is developed to help clients and business entities to use the MOCCAE 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 \bigcirc ' '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 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.

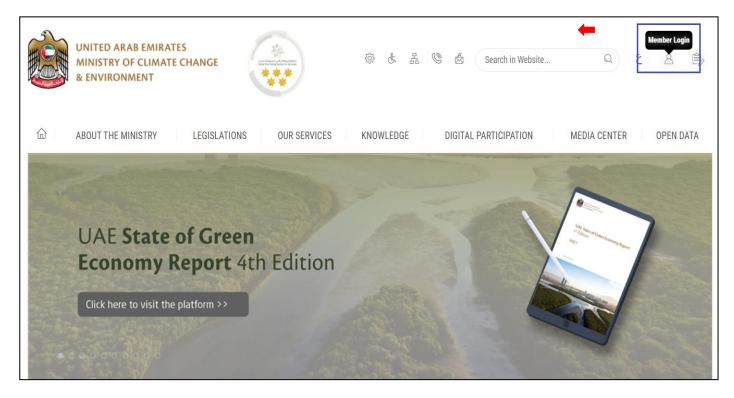


Figure 1 – MOCCAE Website Home Page

3- Click on Sign in with UAE PASS.

UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT	E
合 About The Ministry Le	egislations Our Services Knowledge E-Participation Media Center Open Data 🔍 🙆 🕸 سلنه ۷
HOME • WORKSPACE • Login	🛱 A- A+
Useful Links	Login
	_
Login >	🔞 Sign in with UAE PASS
Book Appointment	
View Appointments	A single trusted digital identity for all citizens, residents and visitors
Electronic Refund	
Digital Services User Manual	
Digital Certificates and Permits Hub	

Login to UAE PASS
Emirates ID, email, or phone eg. 971500000000
Login

Figure 2 - Login Page

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

UAE PASS – MOCCAE Profile Linking

Login as individual	
Test 1	
Test 2	
Login as agent for company	
Test 3	
Test 4	

UNITED ARAS E MINISTRY OF CL & ENVIRONMEN	IMATE	HANGE	0 6 4 8 6 30 •	chin W Q dalli V
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HOME + WORKSPACE + Mini	stry Of Clin	ude Change And Environment - 1	uray	G A- A+
GO DIGITAL	>	Survey What are your favorite channels to apply for service?	Ocustomer Service Centers Oveoste Ocal Center Owtoble	
Useful Links			Oather	
Initiate Request	>	What are your favorite	Clustomer Service Centers	
Financial Transactions	>	charriefs to communicates	Owebsite Ocal Center OMobile	
Electronic Refund	>		Oncome Social Media (Twitter, Facebook, Youtube, instagram) Oterala (newspapers, magazines, radio, 1º interviews) Other	

Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

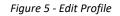
- 1- Click on the profile name displayed on the top of the page.
- 2- Click on Edit Profile.

UNITED ARAB EMI MINISTRY OF CLIN & ENVIRONMENT		② & 品 🕲 💩 Search in Websit	e Q قغانا ب Welcome: Test Com ب
		UR SERVICES KNOWLEDGE E-PARTICIPATION MEDIA CENTER	Edit Profile
HOME • WORKSPACE • Ministry	Of Climate Change And Environment - S	urvey	Change Password
\frown	Survey		U Sign Out
GO DIGITAL	What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite Ocall Center OMobile	
Useful Links		Oother	
Initiate Request	> What are your favorite	Ocustomer Service Centers	
Financial Transactions	channels to communicate?	Owebsite Ocall Center OMobile	
Electronic Refund	>	O Nocial Media (Twitter, Facebook, Youtube, Instagram) O Media (newspapers, magazines, radio, TV interviews) O otber	

Figure 4 - Update Profile

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

UNITED ARAB EMIRA MINISTRY OF CLIMAT & ENVIRONMENT		\$ & # \$ \$	ر للفت ب للفت ب للفت ب للفت ب
	LEGISLATIONS OUR SERVICES KNOWLED	GE E-PARTICIPATION MEDIA CENTER	R OPEN DATA
HOME • WORKSPACE • Ministry Of	limate Change And Environment-Edit Profile		습 A- A+
GO DIGITAL	Edit Profile		
Useful Links	Registeration type Organization		
Initiate Request	Participant Number CP-20221-55416		
Financial Transactions	+ Online account data		
Electronic Refund	+ Organization details		



Running the 'Go Digital' Services

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

MINISTRY OF C		S CHANGE		\$ \$ \$ \$	Swarth in W	ي طلاقة ب
ABOUT THE MINIS	TRY	LEGISLATIONS OU	R SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA
Dente · WORKSPACE · Mir	istry Of Cir	nate Change And Environment - Su	unth			A- A+
^		Survey				
GO DIGITAL	>	What are your favorite charaves to apply for service?	Ocustomer Service Centers Ovebatte Call Center Oxastie			
Useful Links			Oather			
Initiate Request	2	What are your favorite	Ocustomer Service Centers			
Financial Transactions		channels to communicate?	Ovetsite Ocal Center OMobile			
Electronic Refund	>		Official Media (Twitter: Facebook: Youtus Official Media (Twitter: Facebook: Youtus Official (newspapers: magazines: radio. 1 Official			

Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

My Licenses Practicing Ac		My Licenses Practicing P	For rofessional	Registration a Approved cert	nd lificates	Material Balan Cities	ces &
Active	Expired	Active	Expired	Active	Expired	Material	cites
0	0	0	0	0	0	0	0
Show Details	0	Show Details	0	Show Details	0	Show Details	G
My Reque			ALL		• 5 •	Q Search	

My License	es For Boats	My Agrice Animal Pe	llture and ossessions		Cities Balan Falcon Pass				
Active	Expired	Active	Expired		Active	Expired			
0	0	0	0		0	2			
Show Detail	s	Show Deta	ils	0	Show Details		0		
My Requ	uests			ALL		✓ 5	~	Q Search	
	luest Number								
	uest Number f 0 Requests								

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
A	To inform the customer with any notifications
I 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.

My Licenses Practicing Ac		My Licenses Practicing Pr		Registration Approved ce			Material Bala Cities	inces a
Active	Expired	Active	Expired	Active	Expired		Material	cites
0	0	0	0	0	0		0	0
Show Details	0	Show Details	C	Show Details		0	Show Details	
My Licen	ses For Boats		My Agricultur				Balance and	
My Licen	ses For Boats		My Agricultur Animal Posse				Balance and Passport	
My Licen	ses For Boats Expired						Passport	Expired
			Animal Posse	essions		Falcon	Passport	

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 🗸	Q Search	
howing 3 of 7 Requests						
Request Data	Status					
REQUEST NO #EA-20092023-2415503						
Wednesday, September 20, 2023						
Export of hazardous waste-Issuance	Canceled				0	₽
✓ More Details					View	View/Send Me
REQUEST NO #EA-20092023-2415463						
Wednesday, September 20, 2023						
Export of hazardous waste-Issuance	Canceled				0	Ŕ
✓ More Details					View	View/Send Me
REQUEST NO #ACL-31072023-03196						
Monday, July 31, 2023						
License for Practicing Animal Care Activities-Add Activity	Completed		₽ Download	E View Payment	O View	لی View/Send Me
	Figure 9 -	Customer's Requ	ests 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:

Home > Services	of animal feed and fodder × Im	Cho	pital Services Hub OSE Services Is consignment × Import Permit for Br	podstock and Larvae	х т
Search Results Expert & Import Services IMPORT OF ANIMAL FEI 1 Working day	ED AND FODDER	Esport & Import Services IMPORT OF A VETI CONSIGNMENT 1 Working day	ERINARY PRODUCTS	Expert & Import Services IMPORT PERMIT FOR BE LARVAE 1 working days	×
Start	View details →	Start	View details →	Start	View details →
Regisi	tration & Export	Import vices	Cites Activity & P	-💬 View Al	I Services

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.

Category	
Service	
Working day	
Start	View details $ ightarrow$
Figure 11	- Service Card

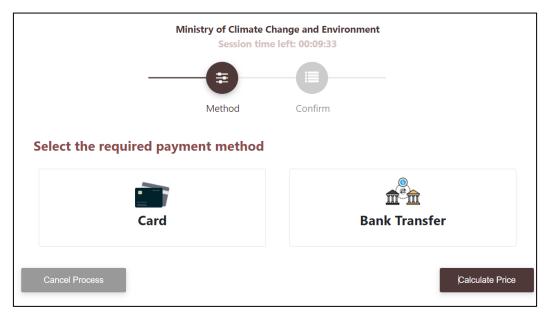
3- Click on *Start* (start) to start the new request.

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*.

Ministry of Climate Change and Environment Session time left: 00:06:56							
			_			-	
		Method	Cc	onfirm			
Description			Amount	Tax Amo (AED)	unt	Quantity	Total With Tax Amount
Service Name that h	as been requested			0.00 AED		1	AED
Total							AED
Request Fees	Amount	Tax Amoun	nt (AED)		Total V	/ith Tax Am	ount
Card Charges	6.8 AED	0.34 AED			7.14 AE	D	
Total					7.14 AI	D	
Cancel Process		Change Pa	yment Metho	bd			Proceed With Paymen

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	1				
Month	Year	CVV			
December	40	•••			
✓ I agree to Terms&Conditions Pay Now					
Cancel Proc	ess	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*.

Pay	ment Success	fully	
Payment Status		Paid	
Date & Time	:	10/04/2022 11:52	::19 AM
Payment Reference Number		c684606e-8ab2-4 ac8f0e8779dd	2e4-8687-
Receipt Reference Number		00637851882313	050499
Total Amount	:	2553.06 AED	
E-Dirham Fees		53.06 AED	
Payment Method		Non E-Dirham Car	d
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

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.

2 2	Active Ex 5 10 Show Details)	Active Expi 135 10	red	Material O	cites 7
-			135 10		0	7
Show Details 💿	Show Details					'
		•	Show Details	0	Show Details	
Showing 3 of 10 Requests Request Data	Status					

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

Registration of veterinary products manufacturing company

Registration of veterinary products manufacturing company

Service Description

• <u>Service Card</u>.

To apply for a License for Registration of veterinary products manufacturing company

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.
- 2- Select the Rquest name from the dropdown list, or alternatively click on the *REGISTRATION & ACCREDITATION Services* category, select the *VETERINARY PRODUCTS* 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.

Registration of veterinary products manufacturing company

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.

License for the Aquatic Organism	is - Issuance	
1 of 4 Applicant Information		
	Applicant Name 🛞	
	Select Applicant Name 👻	
	Emirates ID* (?)	
	Find Cancel	
	Name	
	A	
	Mobile Number* 🕜	
	Email ID* 🕥	
	m	
Return		Next

Figure 18 - Applicant's Information Page

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

Registration of veterinary products manufacturing company

Service Information	Service Information	(i)
	Company Type *	
	Company	x 👻
	Manufacturing Company/Factory Name *	Manufacturing Country *
		•
	Marketing Authorization Holder *	Marketing Authorization Holder Country *
		•
	Export Company *	Export Company Country *
		•
	Back	Next

Figure 19 - Service Information

A duly authorized power of attorney from the factory stating that the Agency has been granted to the authorized agent in the United Arab Emirates



A list of the preparations produced by the factory in its name or for its own account or through contractual manufacturing or other companies and the dates of their registration and marketing in the country of manufacture and the countries marketed.

Upload a File

A valid certified certificate issued by the relevant authorities in the country of the establishment confirming its commitment to the good practice of GMP including proof of the periodic inspection by the competent authorities. Certificate from the competent authorities of the country of origin (duly certified) that the company follows the principles of good practice For the manufacture of veterinary preparations.

Upload a File

Certificate of registration of the company in the country of origin in force. Date of establishment duly certified. It is clear that the veterinary products produced by the company are authorized to sell freely in the country of origin

Upload a File

7- Click Next to review your request.

Registration of veterinary products manufacturing company

Service Information	Service Information Company Type Company	
	Manufacturing Company/Factory Name test	Manufacturing Country Albania
	Marketing Authorization Holder test	Marketing Authorization Holder Country Algeria
	Export Company test	Export Company Country Algeria
	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.
 - a. To pay the service fees later click on *Pay Later* will be saved in your dashboard waiting for payment to be processed.
 - b. Click on *Pay Now* to pay for the service immediately. See <u>How to Pay for</u> <u>a Digital Service</u>

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
- 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.

			Ø Digital Services User Guide			
REQUEST NO #AOL-08042022-00376						
Friday, April 8, 2022						
License for the Aquatic Organisms-Issuance	Completed	Download	View Forment Roceipt	(O) View	View View Microages	

GO DIGITAL

