



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Release of imported agricultural products

consignment

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 ' 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 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.

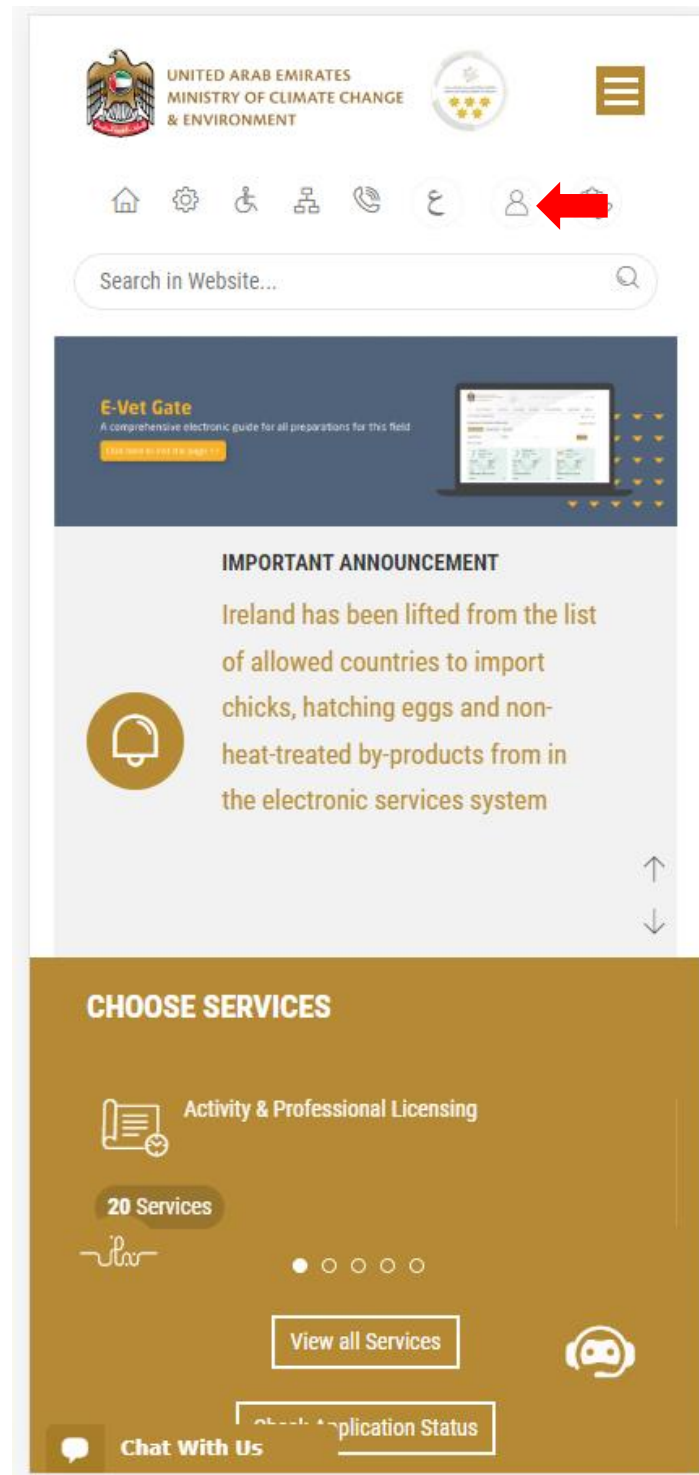
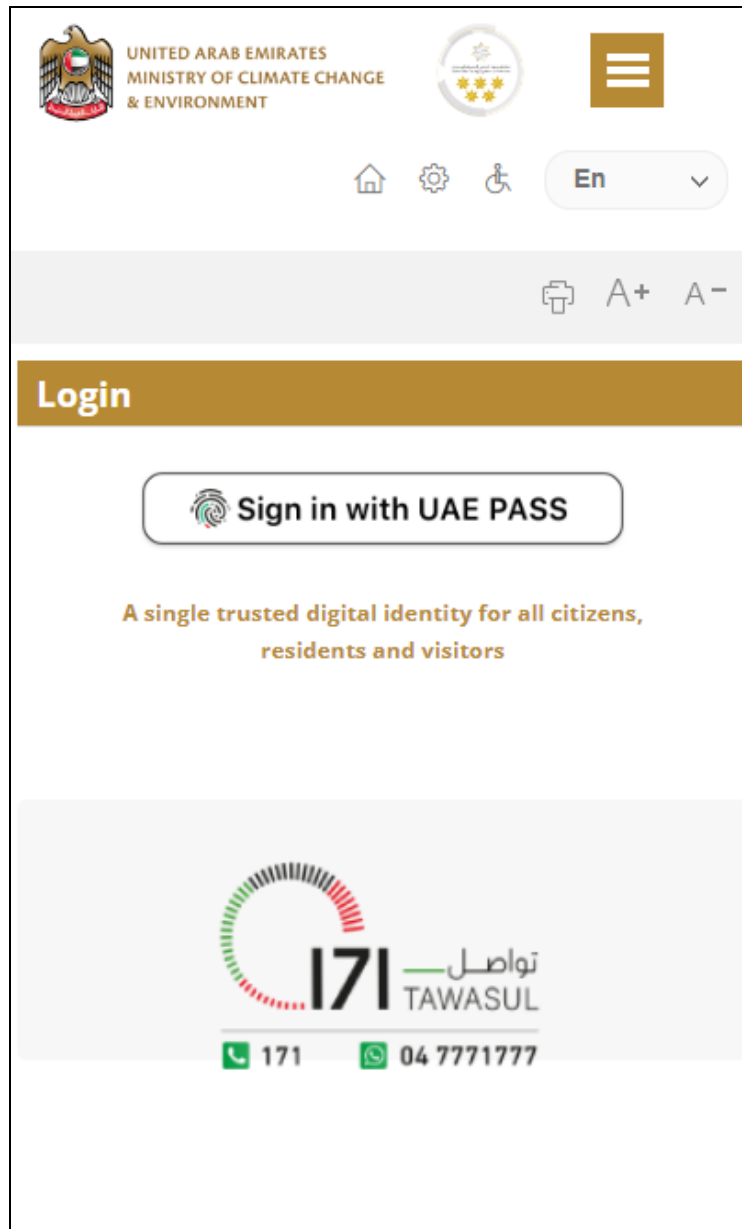
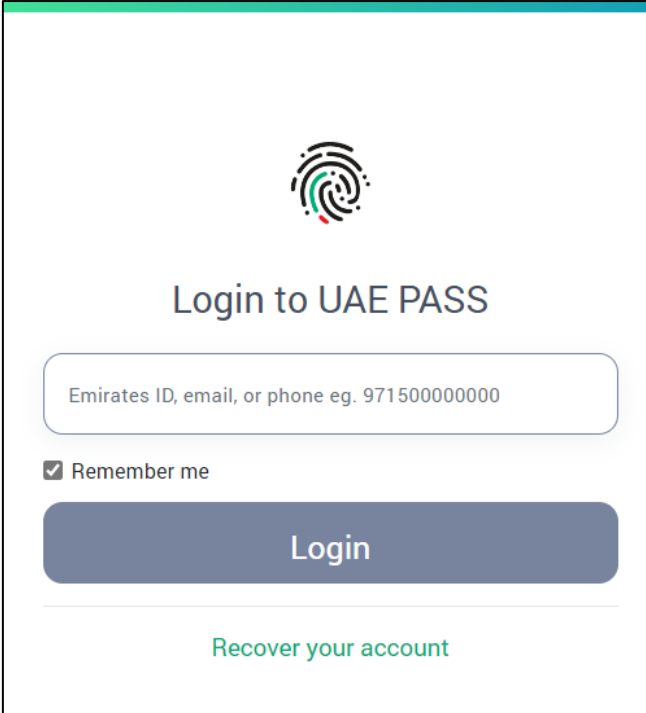


Figure 1 – MOCCAE Website Home Page

3- Click on Sign in with UAE PASS.





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

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

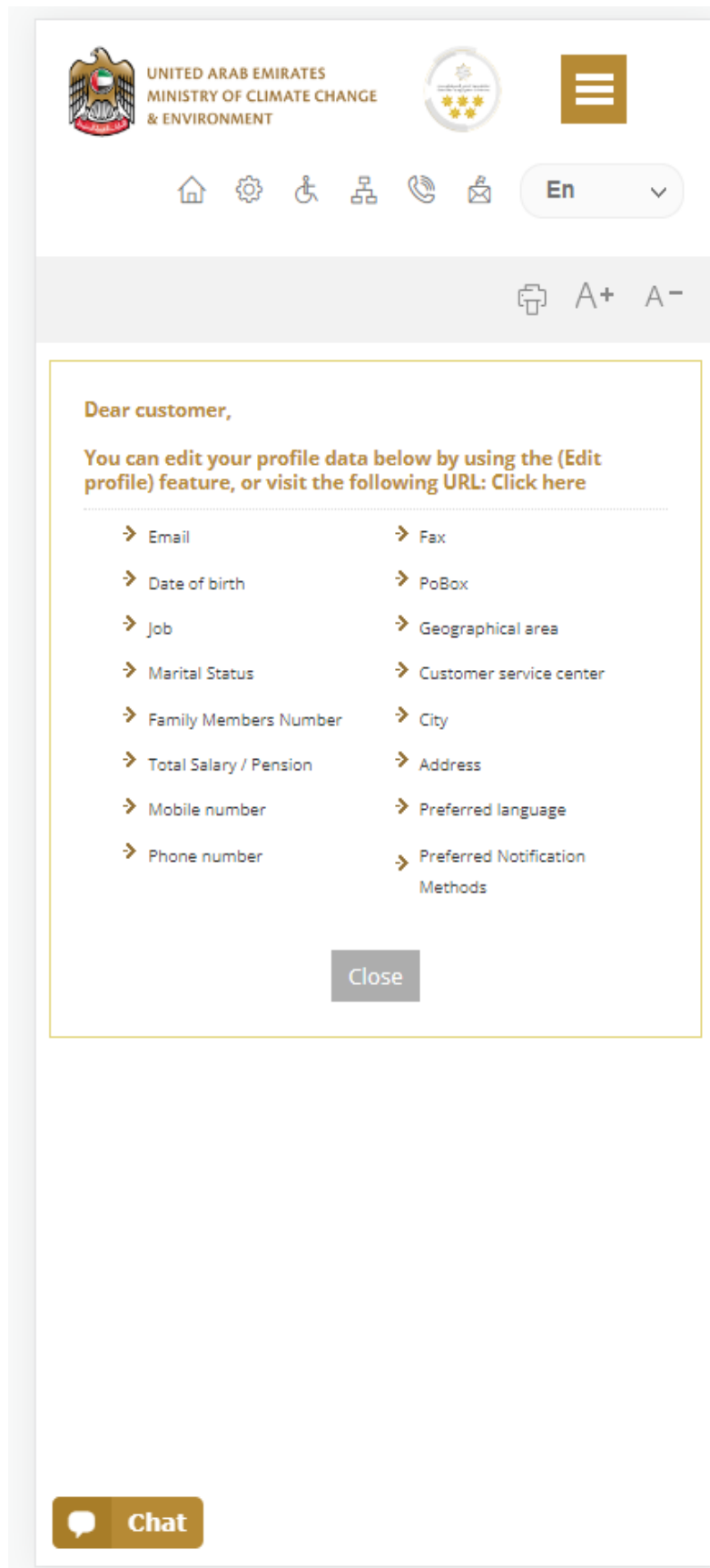



Figure 3 - MOCCA Survey Page

View/Update Customer Profile

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

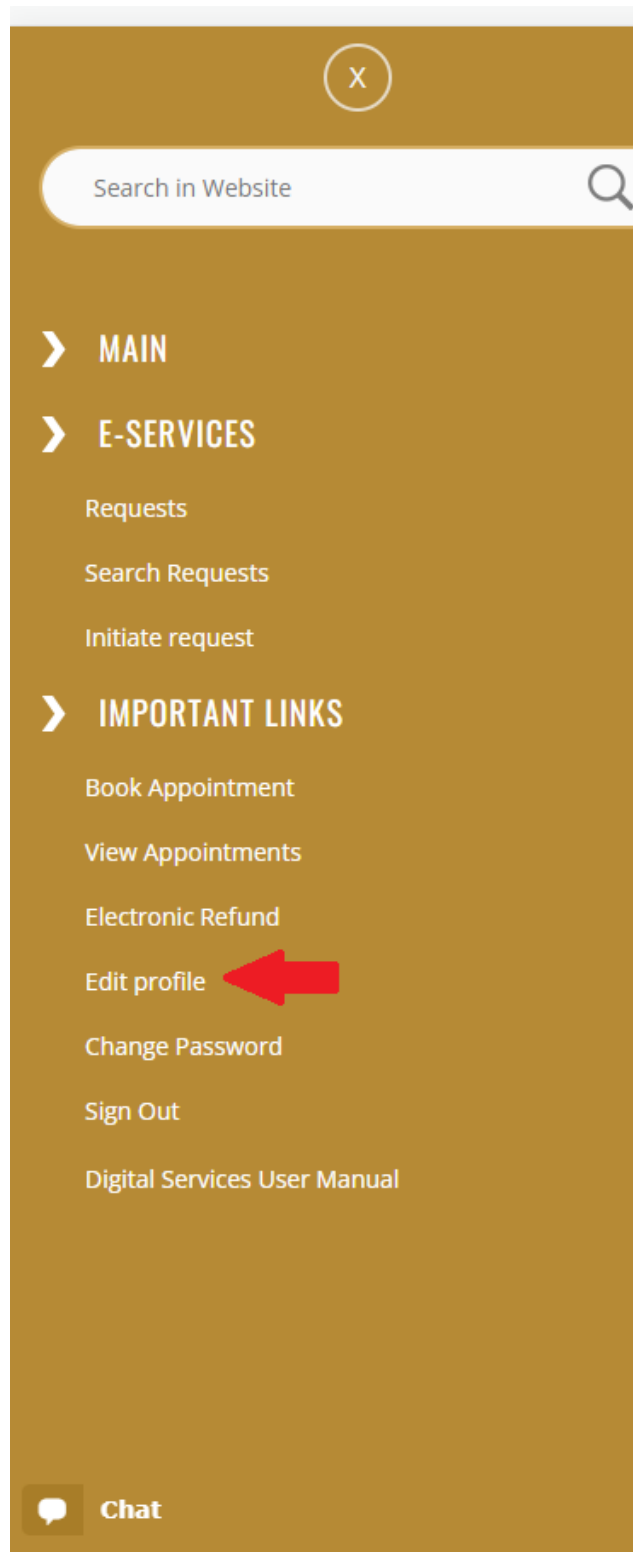


Figure 4 - Update Profile

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

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

Running the 'Go Digital' Services

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

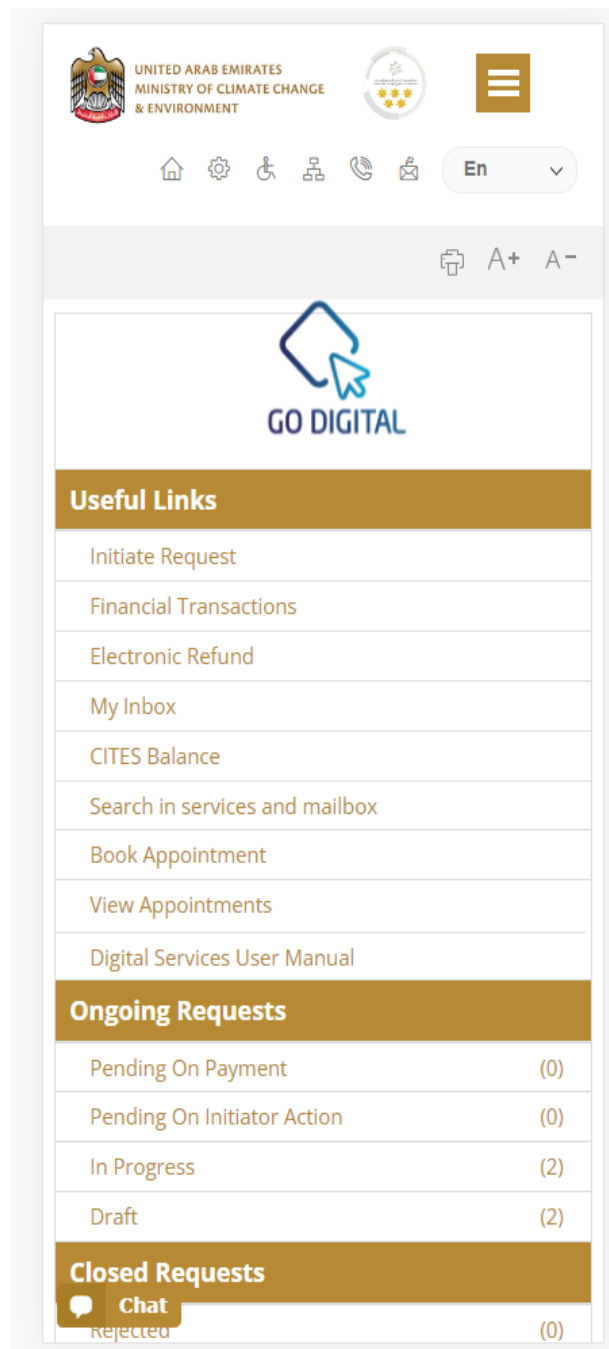


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

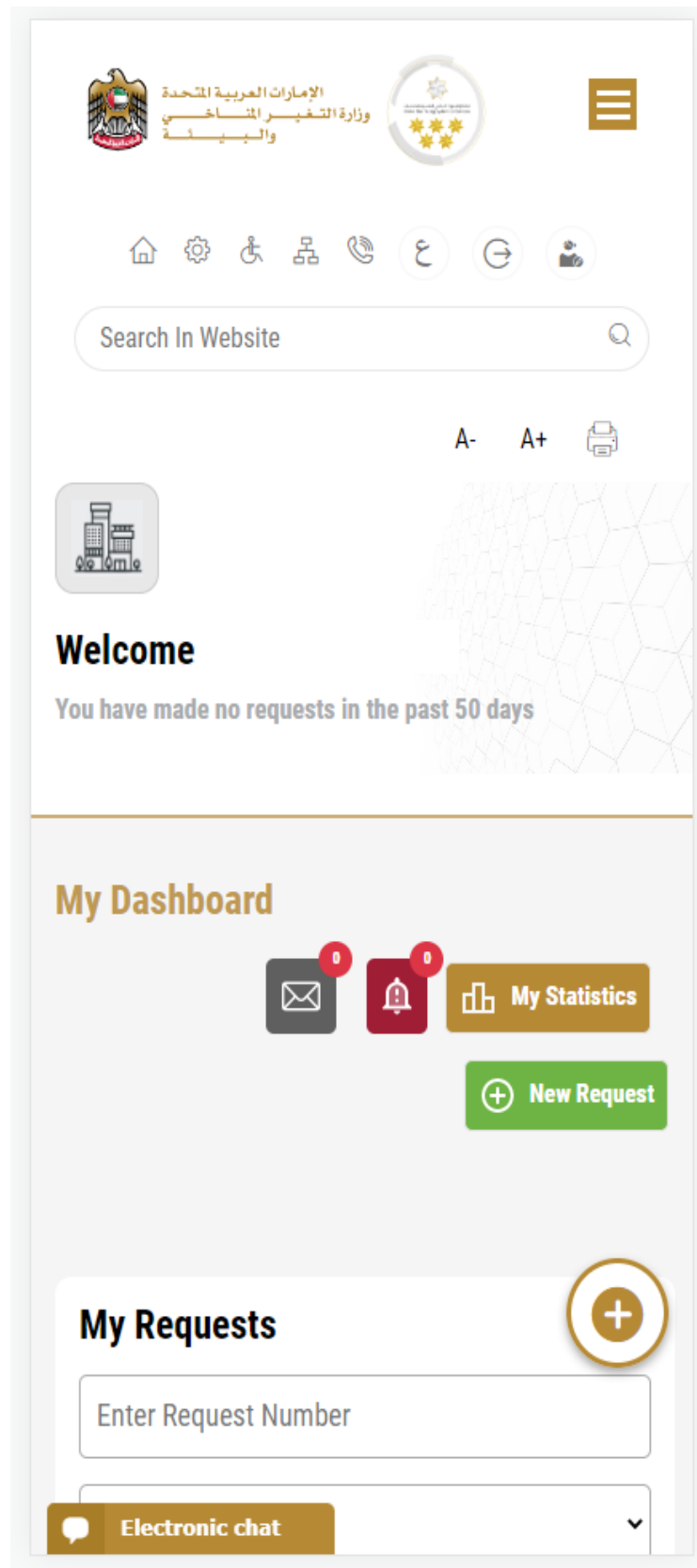
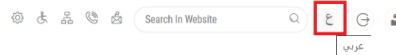


Figure 7- My Dashboard

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.

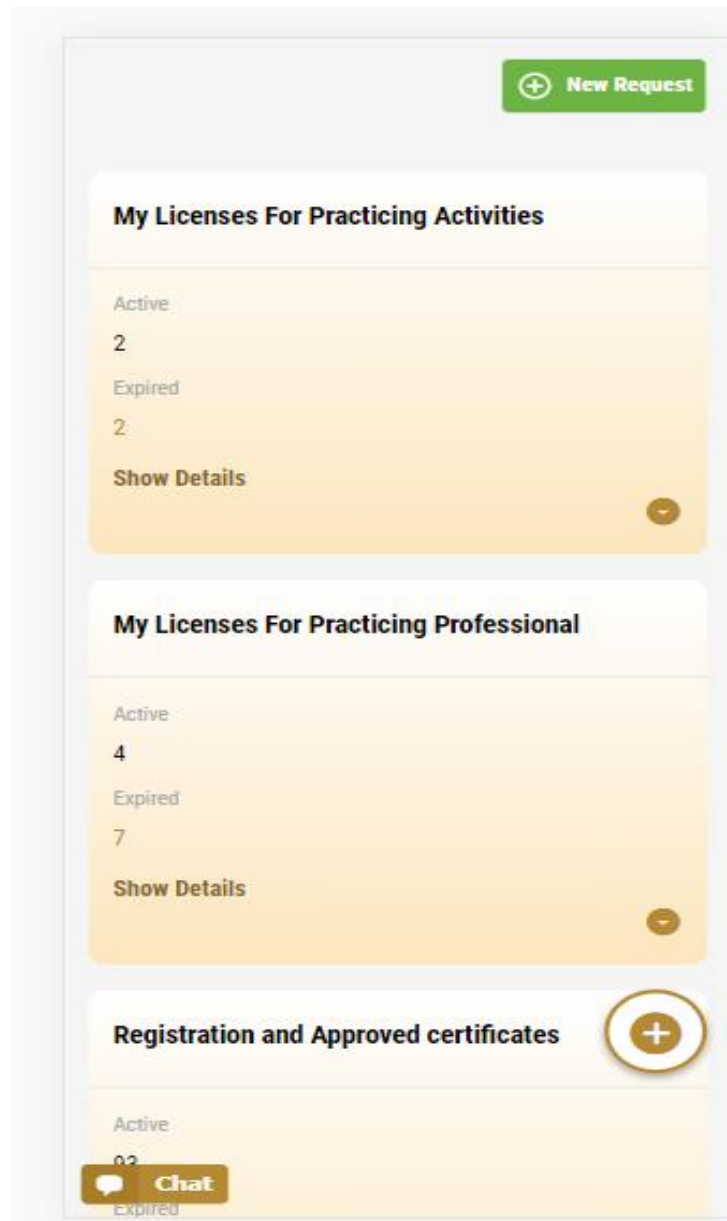


Figure 8 - Dashboard Digital Service Categories

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

My Requests

ALL

▼

5

▼

Search

Showing 3 of 7 Requests





Request Data	Status
<p>REQUEST NO #EA-20092023-2415503</p> <p>Wednesday, September 20, 2023</p> <p>Export of hazardous waste-Issuance</p> <p>Canceled</p> <div> <div>  <p>View</p> </div> <div>  <p>View/Send Messages</p> </div> </div> <p>▼ More Details...</p>	
<p>REQUEST NO #EA-20092023-2415463</p> <p>Wednesday, September 20, 2023</p> <p>Export of hazardous waste-Issuance</p> <p>Canceled</p> <div> <div>  </div> <div>  </div> </div>	

Figure 9 - Customer's Requests List


Using the 'Go Digital' Services

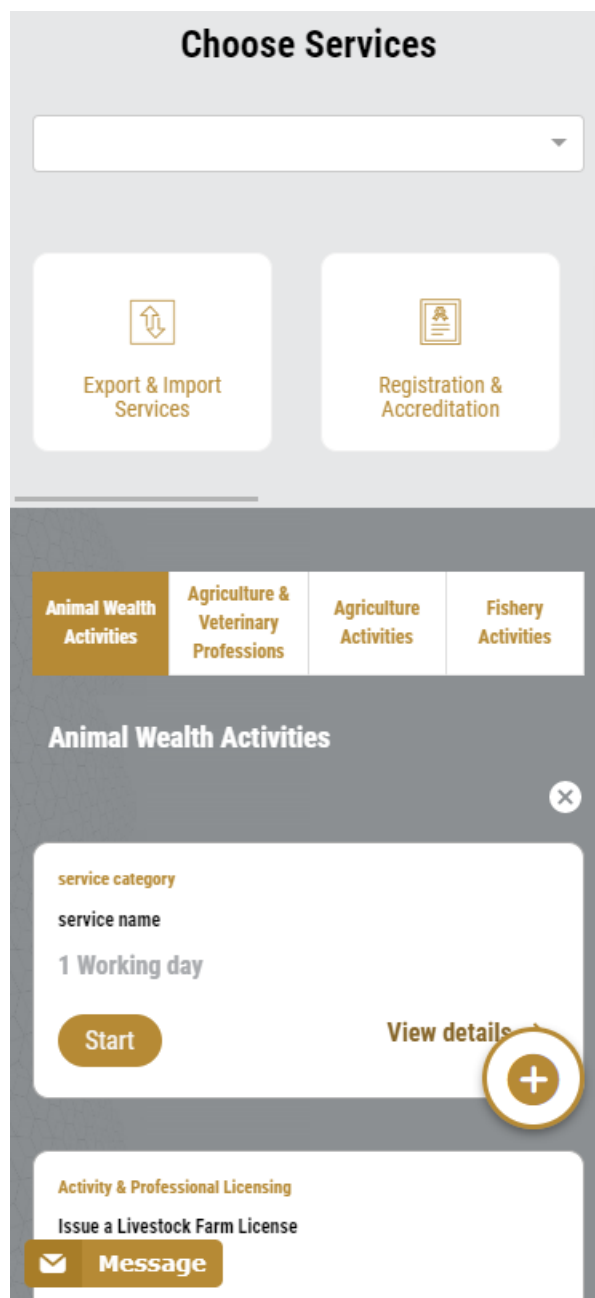
Digital Services Overview

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:



Choose Services

Dropdown menu

Export & Import Services

Registration & Accreditation

Animal Wealth Activities

Agriculture & Veterinary Professions

Agriculture Activities

Fishery Activities

Animal Wealth Activities

service category

service name

1 Working day

Start

View details

+

Activity & Professional Licensing

Issue a Livestock Farm License

Message

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.

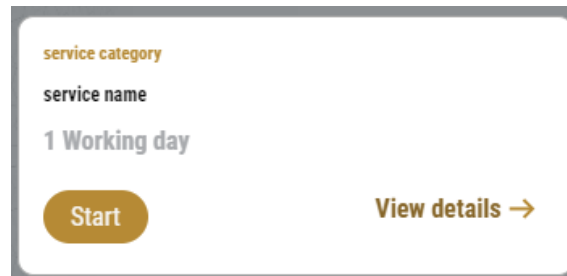


Figure 11 - Service Card

- 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*.

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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

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

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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*.

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Total Payment: 302.14 AED

Session time left: 00:09:02

Cardholder Name

Card Number

Month

December

Year

23

CVV

...


☒ I agree to [Terms&Conditions](#)

Pay Now

Change Payment Method

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

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 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: the first is set to 'ALL' and the second is 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 large orange circular 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 MOCCAIE employee by sending and receiving messages regarding your request
View Payment Receipt 	To view the request payment receipt if it has been already paid

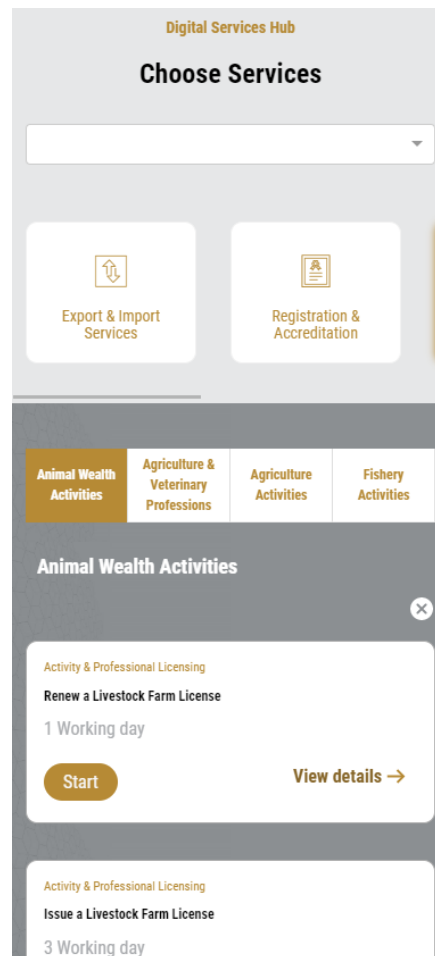
Table 2 – Service Request Actions


Release of imported agricultural products consignment

[Service Description](#)

To apply for a Release of imported agricultural products consignment

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.

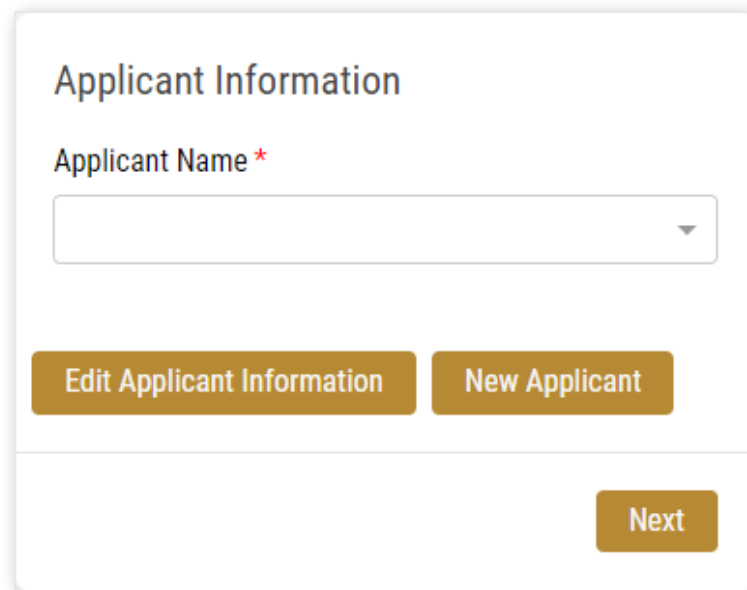


- 2- Select the Service name from the dropdown list, or alternatively click on the *Export & Import Services* category, select the *Animals & Birds* tab, then select the service card.
- 3- Click on *Start*  . The Applicant information view will be displayed.

Select the request purpose

The applicant's information will be displayed and show request purpose.

Release of imported agricultural products consignment



Applicant Information

Applicant Name *

Edit Applicant Information New Applicant

Next

Figure 17 - Select Applicant Name

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

Release of imported agricultural products consignment

Import Details

Exporting Country *

Australia ▼

The country where from items will be exported

Shipping type *

By Air x ▼

Shipping type used to transfer consignment

Port *

Dubai International Airport x ▼

Entry port where the consignment will pass


Exporter Name *

test

Carrier *

test

Arrival Date *

06/11/2023 

Bill of Lading *

4123

Class *

Agricultural Products - Fresh fruit and vegetabl... ▼

Description

Country Of Origin *

The country from which it will be exported

Quantity *

Measurement Unit *

Notes




Please mention if any extra information

Add

Consignment Items

Type

Abacate

☒ I pledge not to dispose of the shipment in case of provisional release until the final release *

Back

Next

5- Upload the required attachments then click next

Release of imported agricultural products consignment

A certified certificate of origin issued by the competent authority

Upload a File

A copy of the customs declaration or bill of lading (for each material)

Upload a File

Back
Next

- 6- Click *Next* to review your request.



☐ Accept Terms & Conditions *

Back
Submit

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

☒ Accept Terms & Conditions *

Back
Pay fees
Pay Later



- 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](#)
- 8- Once the payment is completed, the status of the request will be “Pending On Agricultural Engineer Auditing or Inspection.”

REQUEST NO #EA-10062023-479998

Saturday, June 10, 2023

Release of imported agricultural products consignment-Issuance

Pending On Agricultural Engineer Auditing or Inspection

 View
  View/Send Messages

- 9- Upon the arrival of the shipment and the agricultural engineer examining the consignment and approving the release order, the status of the request will become “finished”.

REQUEST NO #EA-05062023-479927

Monday, June 5, 2023

Release of imported agricultural products consignment-Issuance

Finished

 Payments List
  View
  View/Send Messages



- 10- To download the release permit, click on “  ” then check under Outputs.

Outputs

Certificate Number	Certificate Name	
DXB-EA-202-273566	Consignment Release Permission	