



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Import of pets (cats / dogs)

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.

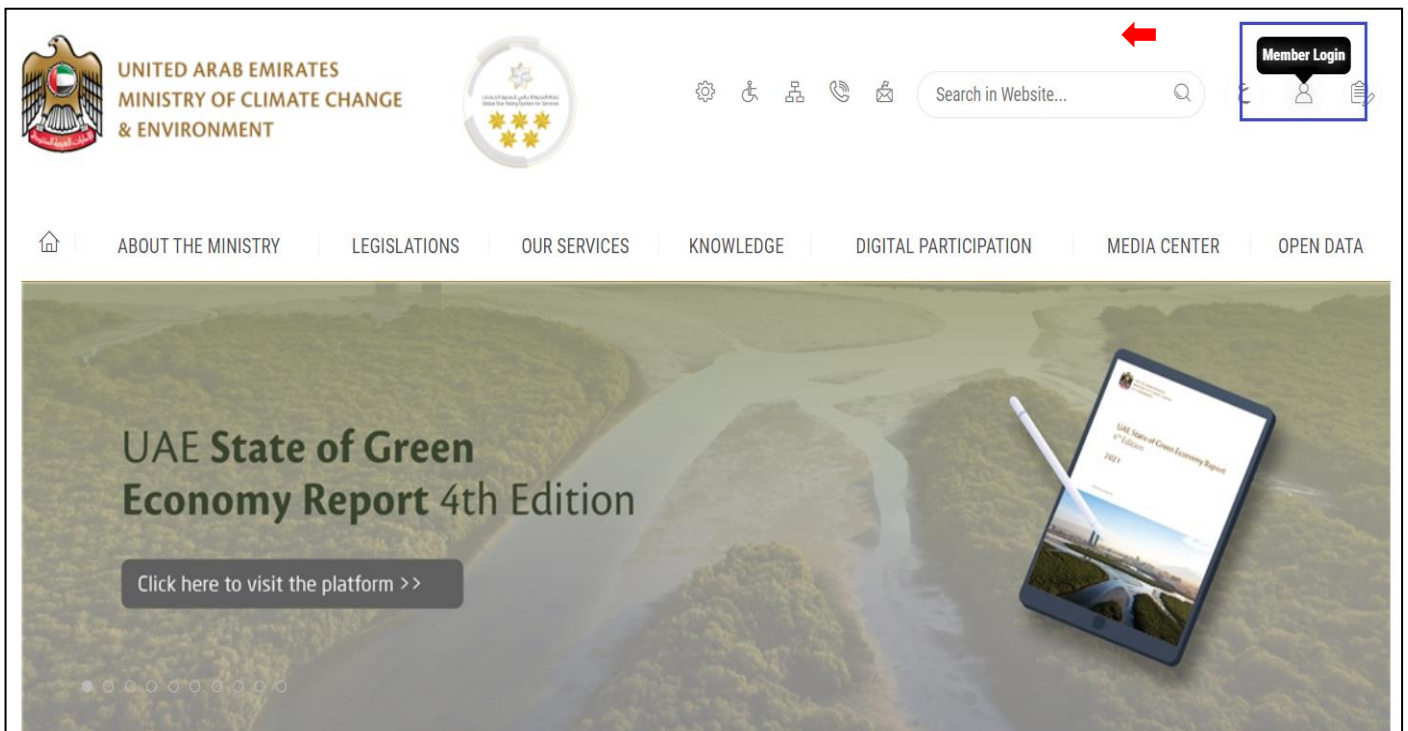


Figure 1 – MOCCAE Website Home Page

3- Click on Sign in with UAE PASS.

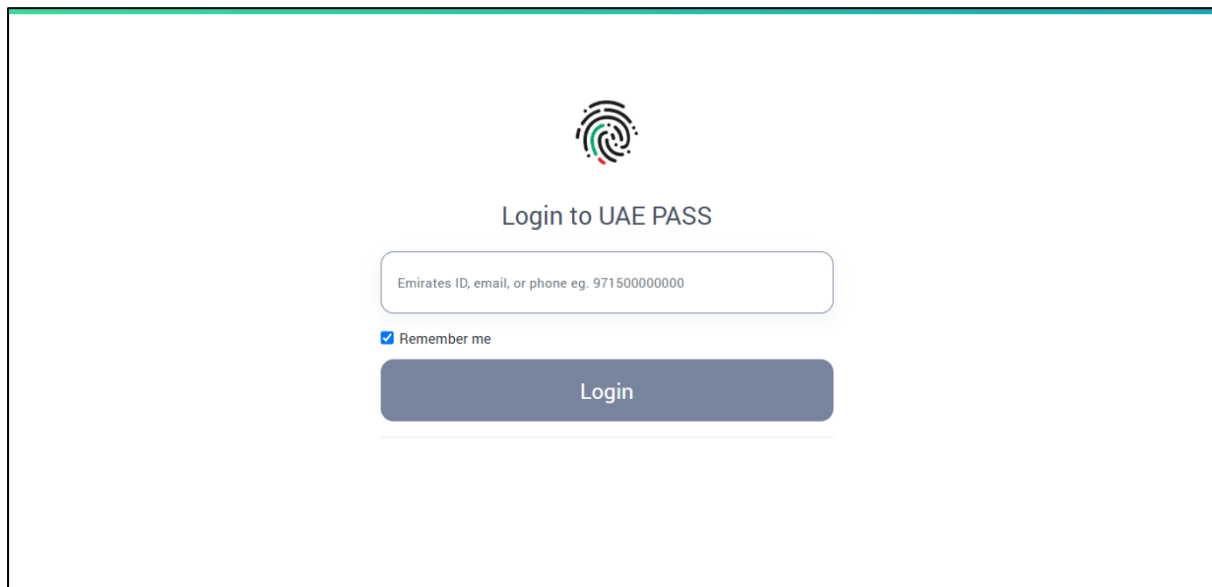
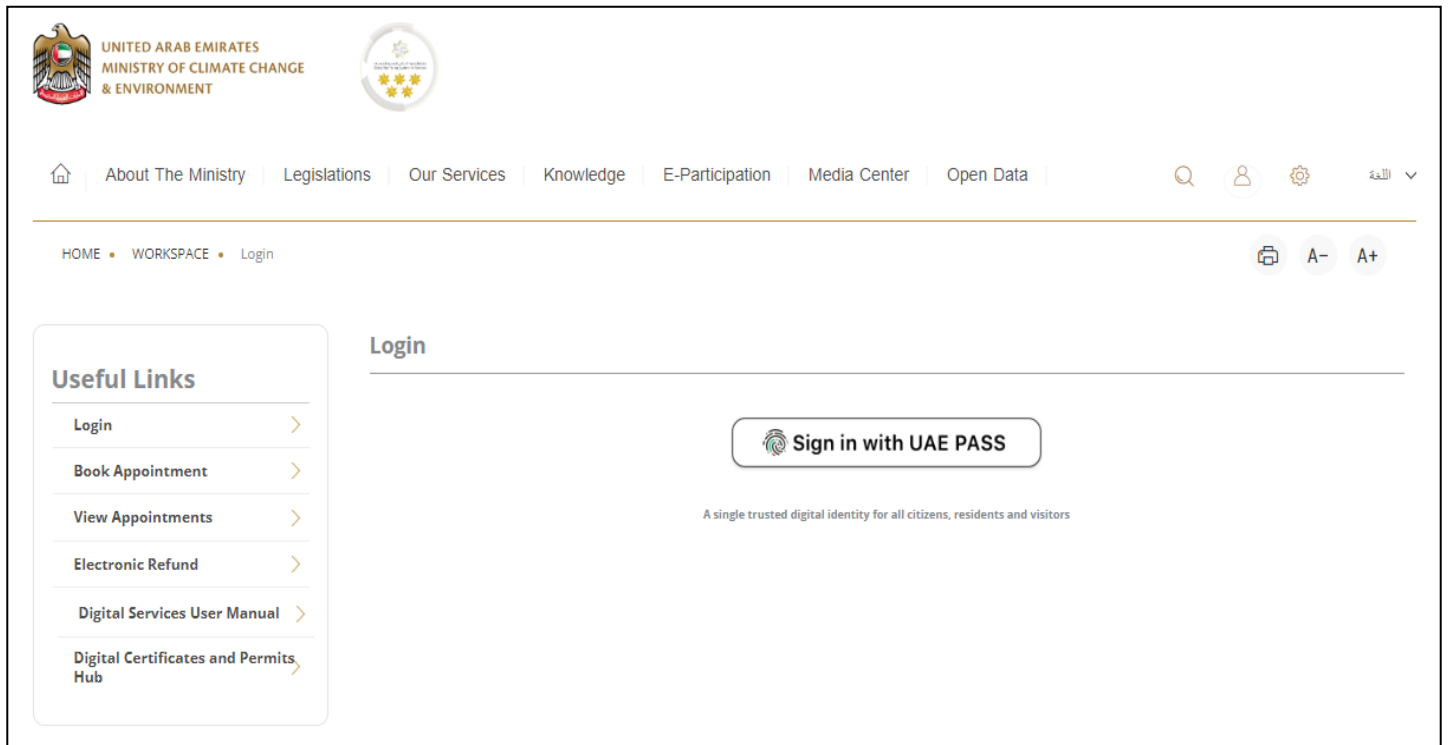


Figure 2 - Login Page

- 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

UNITED ARAB EMIRATES
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Search in W

اذهب

Welcome: UATCompa

HOME

ABOUT THE MINISTRY

LEGISLATIONS

OUR SERVICES

KNOWLEDGE

E-PARTICIPATION

MEDIA CENTER

OPEN DATA

HOME » WORKSPACE » Ministry Of Climate Change And Environment . Survey

Useful Links

Initiate Request

Financial Transactions

Electronic Refund

Survey

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

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*.

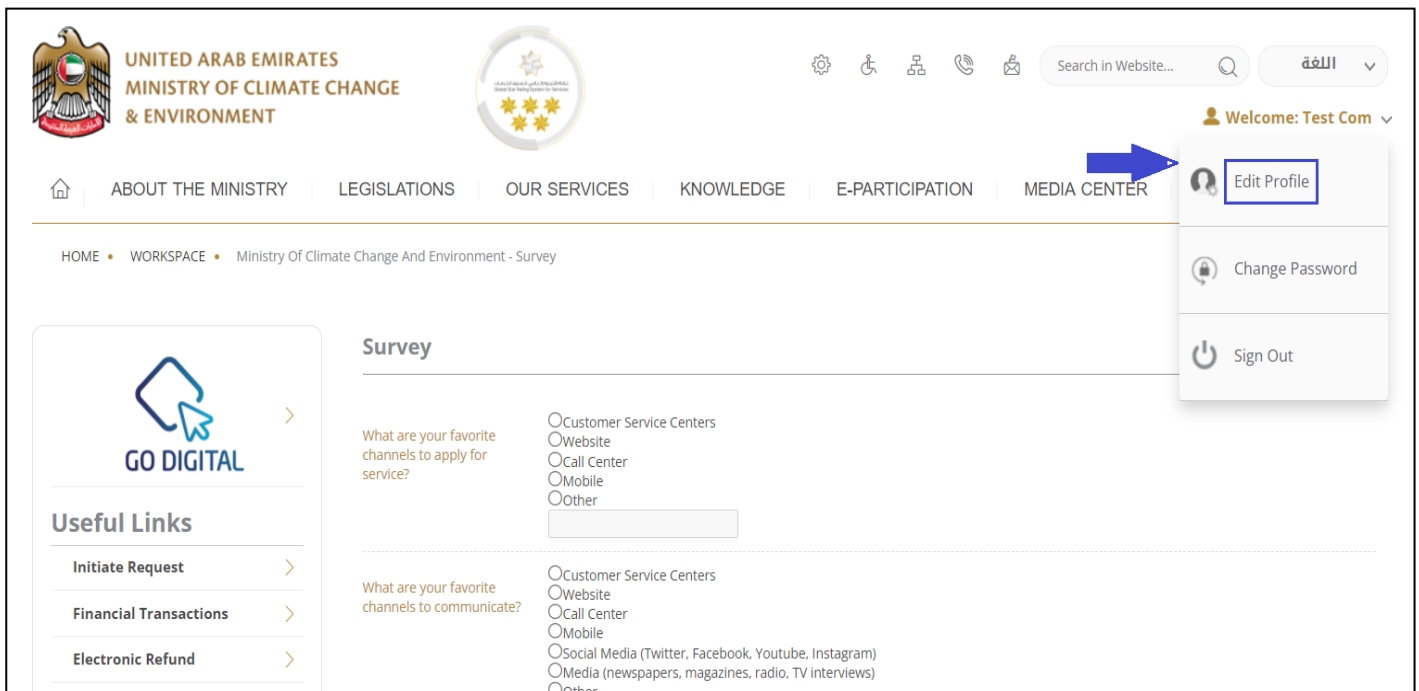


Figure 4 - Update Profile

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

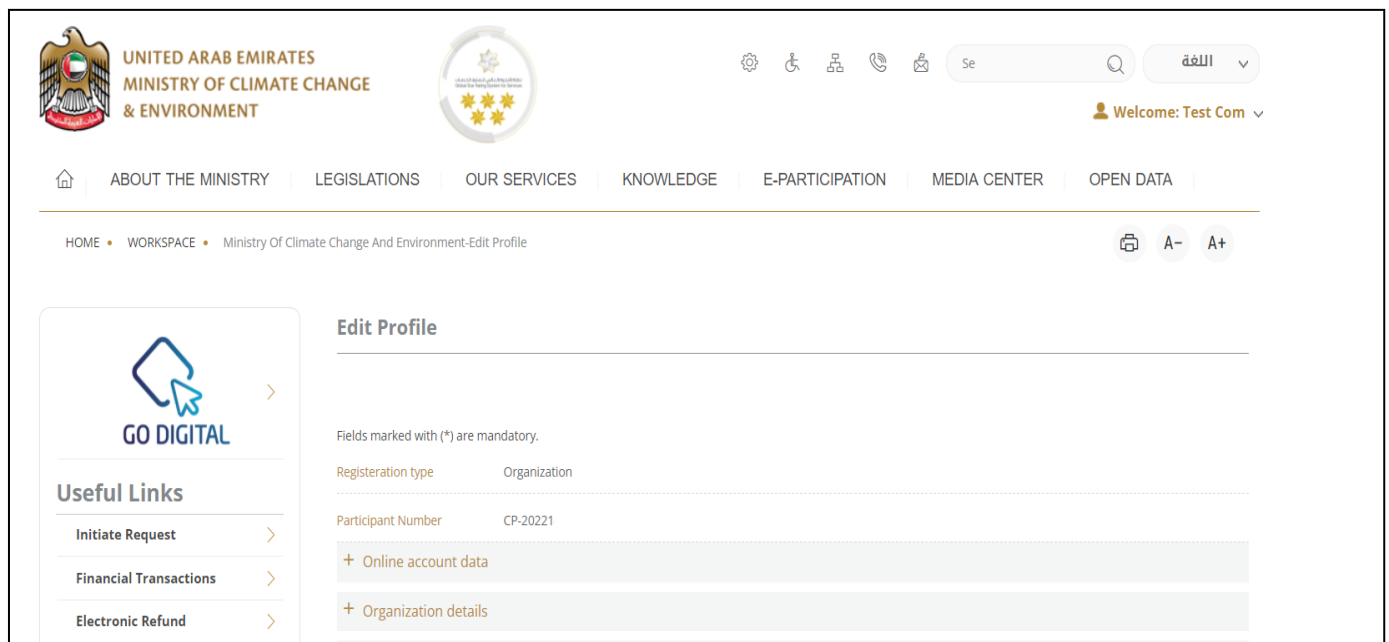



Figure 5 - Edit Profile

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.

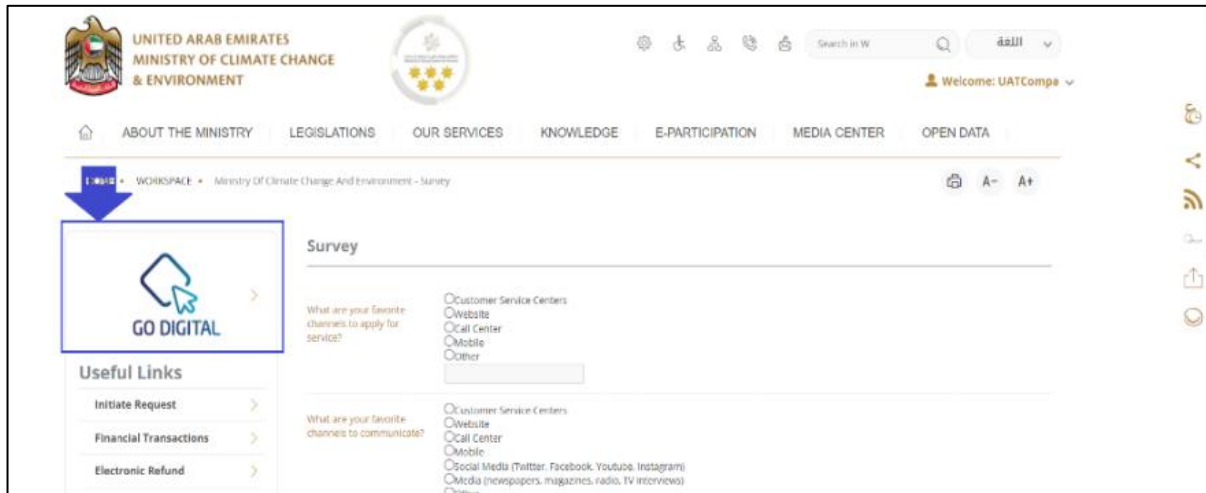


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

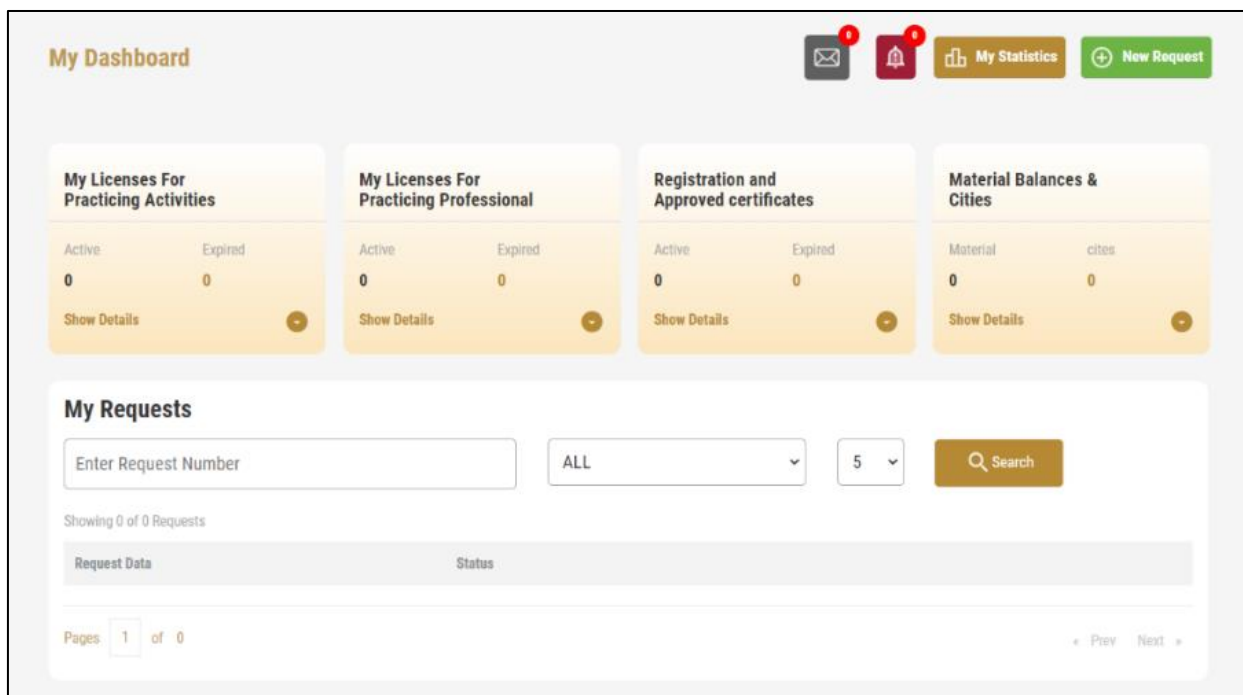
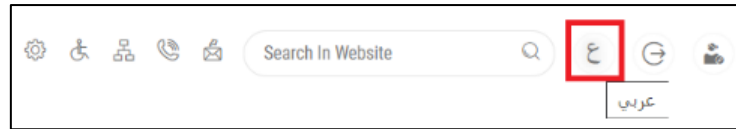


Figure 7- My Dashboard

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.

My Licenses For Practicing Activities	My Licenses For Practicing Professional	Registration and Approved certificates	Material Balances & Cities
<div>Active</div> <div>0</div> <div>Expired</div> <div>0</div> <div>Show Details</div> <div></div>	<div>Active</div> <div>0</div> <div>Expired</div> <div>0</div> <div>Show Details</div> <div></div>	<div>Active</div> <div>0</div> <div>Expired</div> <div>0</div> <div>Show Details</div> <div></div>	<div>Material</div> <div>0</div> <div>cites</div> <div>0</div> <div>Show Details</div> <div></div>

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				
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	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 MOCCA.

The offered digital services are classified into main categories. Each category includes a number of services.

Starting a New Request

- To request a new digital service, click on *New Request*  on the dashboard. The following screen will display:

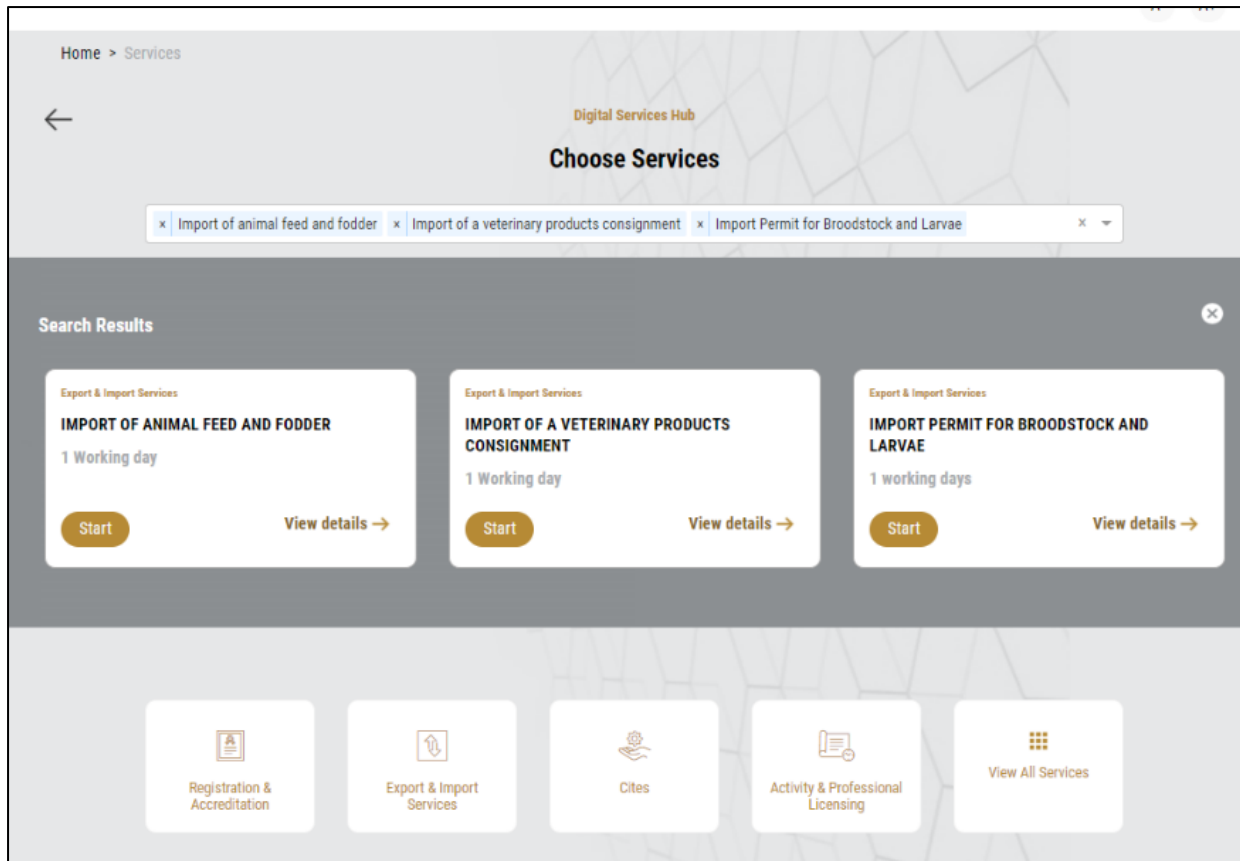


Figure 10 – Service New Request

- 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.

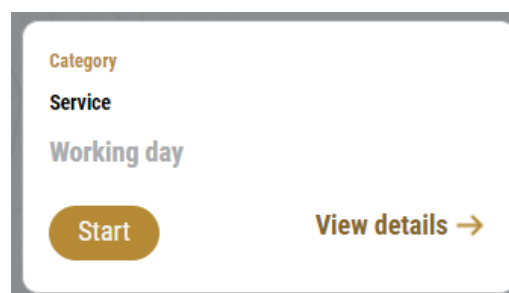


Figure 11 - Service Card

- 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*.

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الإمارات العربية المتحدة
وزارة التغير المناخي والبيئة

Ministry of Climate Change and Environment
Session time left: 00:08:03

Method Confirm

Select the required payment method

Card Q Pay

Bank Transfer

Cancel Process Calculate Price

Figure 12 - Payment Gateway

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

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الإمارات العربية المتحدة
وزارة التغير المناخي والبيئة

Ministry of Climate Change and Environment
Session time left: 00:06:38

Method Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Request to issue or renew a pesticide registration certificate	AED	0.00 AED	5	AED
Total				AED

Request Fees

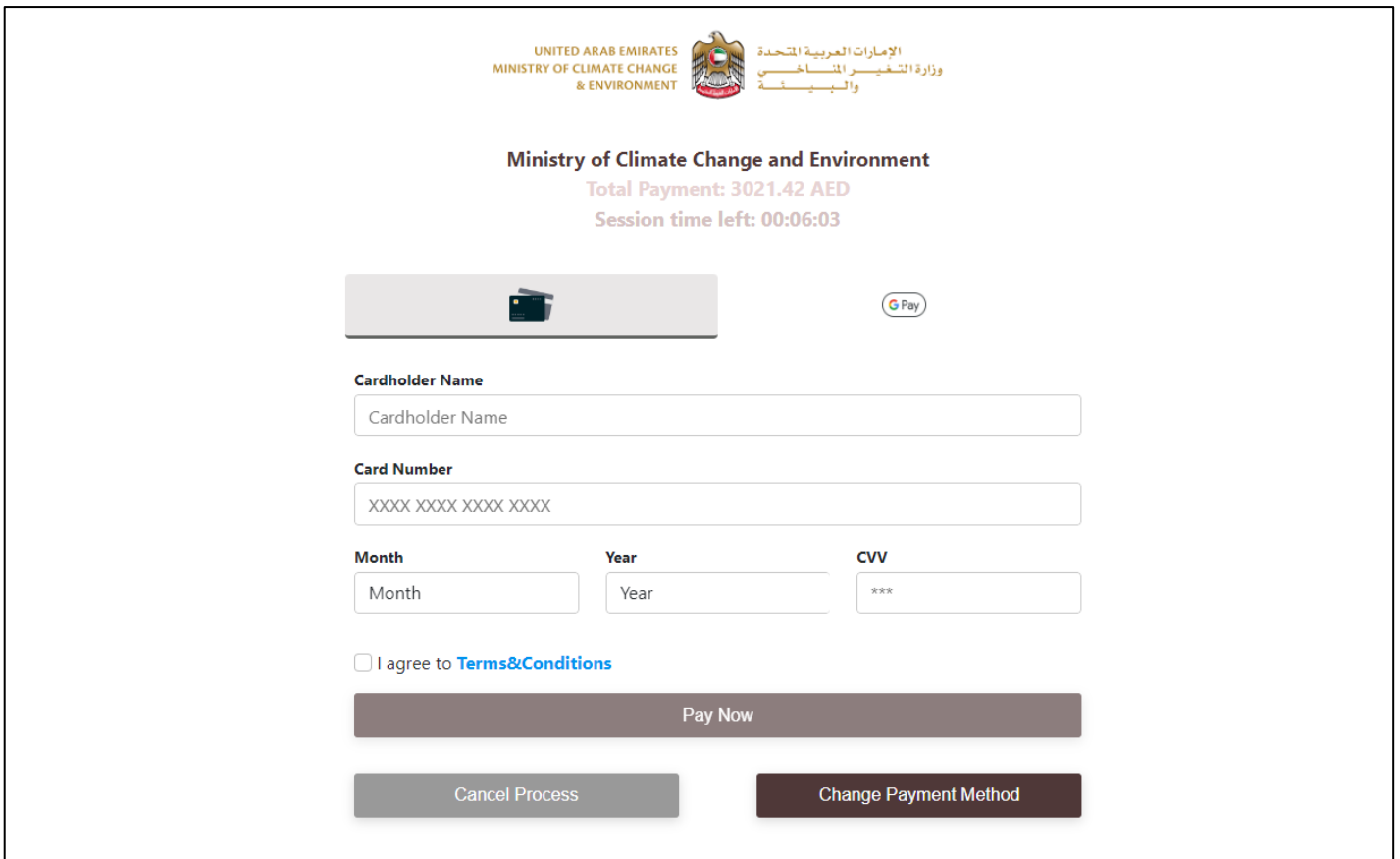
Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	AED	1.02 AED	AED
Total			AED

Total Tax 1.02 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*.



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الإمارات العربية المتحدة
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والبيئة

Ministry of Climate Change and Environment
Total Payment: 3021.42 AED
Session time left: 00:06:03

Cardholder Name
Cardholder Name

Card Number
XXXX XXXX XXXX XXXX

Month **Year** **CVV**
Month Year ***


☐ 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*.



Payment Successfully



Receipt Reference Number	:	12345678
Date & Time	:	26/09/2023 12:36:12 AM
Payment Method	:	Card
Card Charges	:	Fees
Total Amount	:	Fees

Fee Name	Amount	Quantity
Service Name Will Appear Here	Fees	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.


- 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.


My Licenses For Practicing Activities 1 


Active	Expired
2	2

Show Details 


My Licenses For Practicing Professional 5 

Active	Expired
5	10

Show Details 


Registration and Approved certificates 32 

Active	Expired
135	10

Show Details 

Material Balances & Cities


Material	cities
0	7

Show Details 

My Requests

ALL

5

 Search

Showing 3 of 10 Requests



Request Data	Status
<p>REQUEST NO #APH-14112022-478119</p> <p>Monday, November 14, 2022</p> <p style="font-size: x-small; color: #c4a000;">Approval Animal Feed and Food for Import-Issuance</p>	<p>Pending On Agriculture Products Committee Approval</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;">  View  View/Send Message </div>

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

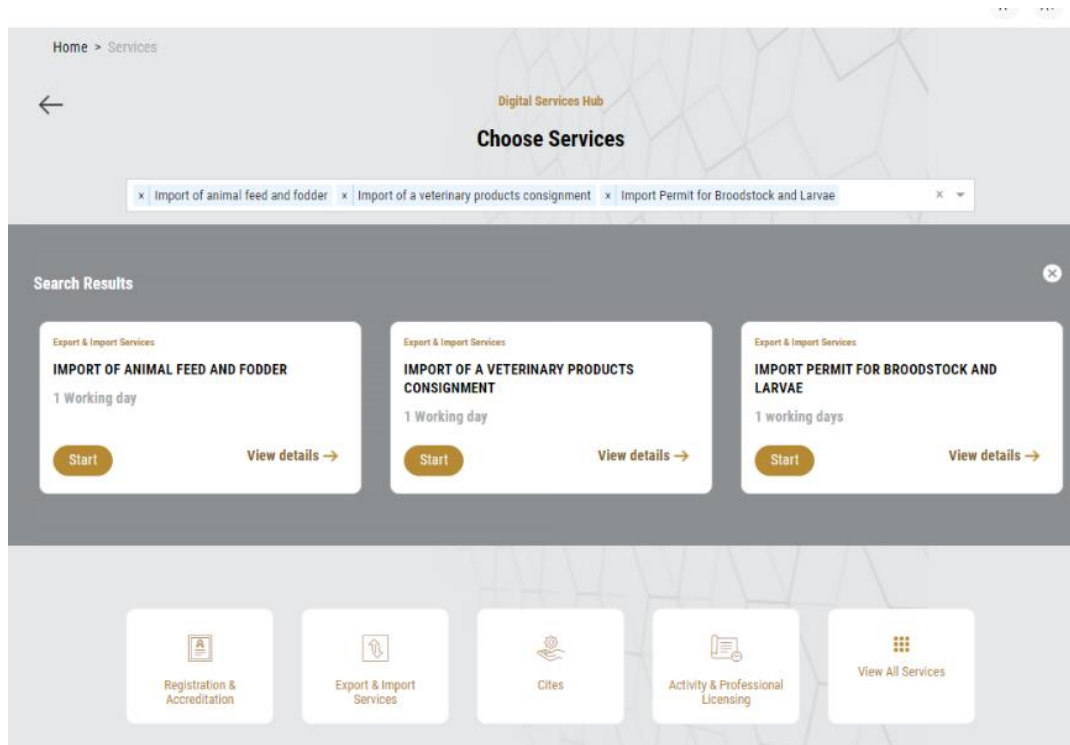
Table 2 – Service Request Actions


Import of pets (cats / dogs)

[Service Description](#)

To apply for a Import of pets (cats / dogs)

- 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.

Import of pets (cats / dogs)

Applicant Information

Applicant Name *

x

[Edit Applicant Information](#)
[New Applicant](#)

[Next](#)

Figure 17 - Select Applicant Name

- Click **Next**, then the service details

Import of pets (cats / dogs)

[Import Details](#)

[Shipment Information](#)

[Consignment Items](#)

[Entrance Data](#)

Import Details

Exporting Country *

The country where from items will be exported

تاريخ الوصول المتوقع *

التاريخ المتوقع لوصول الإرسالية

Shipping Method *

Consignment delivery method

☐ I agree with the terms and conditions and to comply with it *

[Terms and Conditions applied for Imported Animal Type \(PDF - 0.5MBs\)](#)
[Terms and Conditions applied for Resident Animal Type \(PDF - 0.5MBs\)](#)

Import Details	Import Type * <input type="text"/> Sub classification of the imported item(s)		Class * <input type="text"/> Classification of the imported item(s)	
Shipment Information	Category Type (Breed ID) * <input type="text"/>			
Consignment Items	Scientific Name <input type="text"/>			
Entrance Data	Description (color - distinctive marks) <input type="text"/>			
	The country where the animals were located before the country of export * <input type="text"/>		Gender * <input type="text"/>	
	Date of birth * <input type="text" value="mm/dd/yyyy"/>		Last Vaccine Validity In Years * <input type="text"/>	
	The date of birth must be greater than 84 days From expected arrival date			
	The last date of immunization against rabies * <input type="text" value="mm/dd/yyyy"/>			
	The period between the date of birth of the animal and the immunization date should not be less than 84 days The period between the last vaccination of the animal and the date of arrival shall not be less than 21 days in case of first vaccination or if there a time gap between last 2 vaccination and not more than the vaccination validity. In case of exceed vaccination validity, the animal shall be vaccinated again.			
	Chip Number * <input type="text"/>			
	Notes <input type="text"/>			
	Please mention if any extra information			
	<input type="button" value="Add"/>			

Import Details
Shipment Information
Consignment Items
Entrance Data

Consignment Items

No items added

Entrance Data

Port *

Entry port where the consignment will pass

BackNext

Figure 18 - Service Information

5- Click *Next* to review your request.

Import of pets (cats / dogs)

Import Details
Consignment Items

Import Details

Exporting Country	Expected Arrival Date
Greece	26-05-2023
Shipping Method	Class
By Air	
Port	
Dubai International Airport	

Consignment Items

Class	Type
Cats	قطط أليفة

☒ Accept Terms & Conditions *

BackSubmit

Figure 19 – Service Request Review

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

Fees (AED)

☒ Accept Terms & Conditions *

Back

Pay fees

Pay Later

- 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](#)

REQUEST NO #EA-15052023-479732

Monday, May 15, 2023

Import of pets (cats / dogs)-Issuance

Pending On Payment

Pay Now

Cancel

View

View/Send Messages

- 7- Once the payment is done, the Import permit will be issued .

REQUEST NO #EA-02012023-478581

Monday, January 2, 2023

Import Permit Issued


Initiate Release Request

Payments List

View

View/Send Messages

- 8- To download the permit, open the request then click on the download icon below

Request output 

Outputs




Certificate Number	Certificate Name		
DXB-FW-157-272961	Consignment Import Permission		

Figure 20 – download permit

When the shipment arrives to the country or few days before you must apply for release (request will remain pending on arrival)





9- To apply for release find the import request from the dashboard

and click on the release Icon 

REQUEST NO #EA-02012023-478581

Monday, January 2, 2023


Import Permit Issued

 Initiate Release Request
  Payments List
  View
  View/Send Messages

10- Fill the applicant details just like in the first step

11- Enter the shipping information

Arrival Date *

01/24/2023 

Shipping Policy *

Carrier *

Approved Collection Site *

12- Upload the required attachments

Import of pets (cats / dogs)



A document of immunizations or a passport with the required data *

Upload a File

a laboratory test certificate should be attached to the Antibody Titration Test for rabies issued by a laboratory approved by the competent authorities of the State of export, with the possibility of including the result of the laboratory test in the health certificate *

Upload a File

A health certificate from an official, approved body *

Upload a File

Customs declaration or bill of lading *

Upload a File

In the case of importation of animals who were resident in the State, a copy of the Veterinary Health Certificate issued by the Ministry shall be required when the animal leaves the country *

Upload a File

13- Click on “ confirm T&C “ then you’ll be able to pay same time or later

☒ Accept Terms & Conditions *

Back

Submit

☒ **Accept Terms & Conditions** *

[Back](#)

[Pay fees](#)


[Pay Later](#)


14- Once paid the request status will be pending On Vet Auditing or Inspection


REQUEST NO #EA-02012023-478581

Monday, January 2, 2023

Pending On Vet Auditing or Inspection

 Payments List

 View


 View/Send Messages


15- Once the consignment arrives the status of the request will be finished


REQUEST NO #EA-02012023-478581


Monday, January 2, 2023

Finished



 Payments List

 View

 View/Send Messages

16- To download the permit click on the download Icon below request output 

Outputs

Certificate Number	Certificate Name		
DXB-FW-157-272961	Consignment Import Permission		
DXB-EA-202-272989	Consignment Release Permission	