



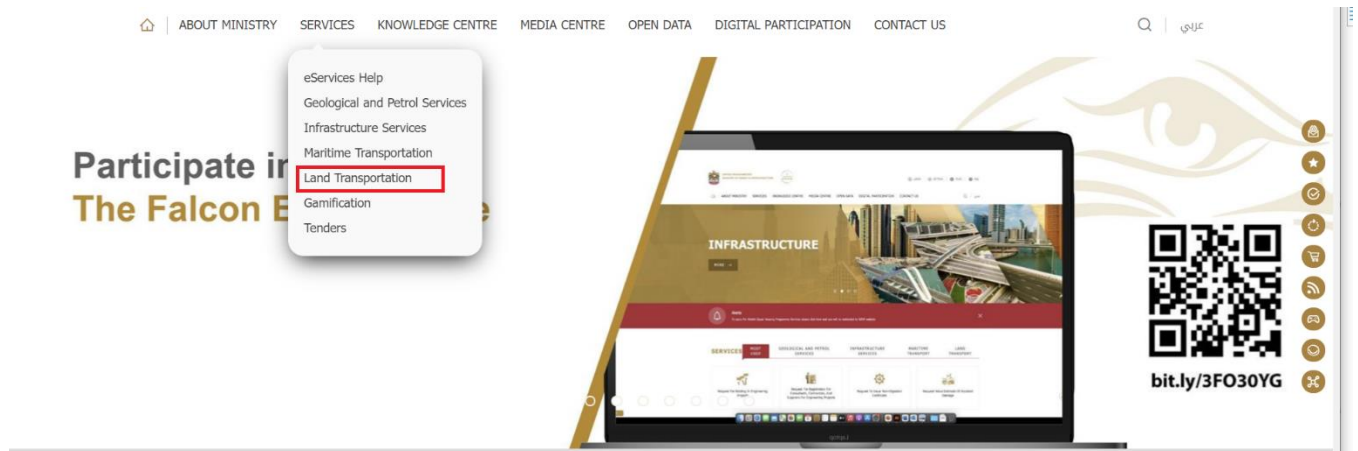
User Manual

Request to Vehicle Operating Cards

V 1.0

2021

1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to “Services” tab, then choose “Land Transportation”.

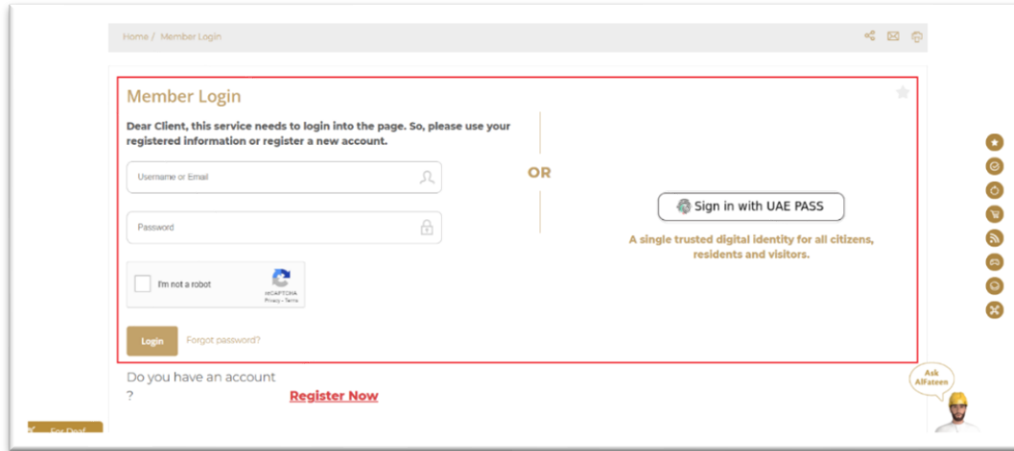


3. From Services Directory, choose the category “Land Transportation”.
4. Then select the Sub category “Vehicle Operating Cards” ,thin choice the service you need.

The screenshot shows the Ministry of Energy and Infrastructure website. At the top, there are four service categories: Geological and Petrol Services, Infrastructure Services, Maritime Transport, and Land Transport. The Land Transport category is highlighted with a red border. Below these categories, there are three sub-sections: Car Club Services, Operating License Services, and Vehicle Operating Cards. The Vehicle Operating Cards sub-section is also highlighted with a red border. Below this, there are seven service cards, each with a document icon, a title, and two buttons: START and VIEW INFO. The services are:

- Request to issue an operating card for national vehicles
- Request to modify data and information for the national vehicle operating card
- Request to suspend the operating card for national vehicles
- Request to renew an operating card for national vehicles
- Request to issue a replacement for a lost/damaged operating card for national vehicles
- Request to cancel / cross off the operating card for national vehicles
- Request to remove the suspension for an operating card for national vehicles

5. you can view the service Info or start the service immediately by clicking on Start Button
6. Then it will redirect you to the Login page, you can login by email registered and password or using UAE PASS.



7. Fill the application Information.

ISSUE VEHICLE OPERATING CARD FOR NATIONAL- NEW

Step 3 of 3:

Fill all the required feilds (*) then submit and finish the application:

Steps:		⌵
Required Documents to complete this application:		⌵
User Guidance		⌵
BASIC DETAILS *		⌵
VEHICLE OPERATING CARD DETAILS		⌵
Registration Centre		
<input type="text" value="--Please Select--"/>		* Your Application will be Processed in the Selected Registration Centre
Operating Card Category (Options will be according to selected Vehicle Main Activity)		
<input type="text" value="--Please Select--"/>		
Traffic Symbol		Unladen weight
<input type="text"/>		<input type="text"/> *
Chassis No		Units
<input type="text"/>		<input type="text" value="--"/>
Vehicle Plate Category		Origin
<input type="text" value="--Please Select--"/>		<input type="text" value="United Arab Emirates"/>
Vehicle Plate Number		Area
<input type="text"/>		<input type="text" value="--Please Select--"/>
Manufacturer		Vehicle Type
<input type="text"/>		<input type="text" value="--Please Select--"/>
Color		Manufacture Year
<input type="text" value="--Please Select--"/>		<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Clear"/>		No. of Axles
		<input type="text"/>
		Engine Capacity (cc)
		<input type="text"/>
INSURANCE DETAILS*		⌵
UPLOAD ATTACHMENTS *		⌵
SUBMIT & FINISH *		⌵

8. Upload the needed documents.
9. Submit the request by click on “Submit”.
10. Fill the satisfaction survey about the eService, when the following pop-up shows up:

The screenshot shows a pop-up window titled "Customer Pulse Survey". At the top left is the United Arab Emirates logo. At the top right is the "CUSTOMER PULSE" logo with Arabic text "نقص المتعامل" and a language dropdown set to "English". The main question is "Overall, how satisfied are you about the service? *". Below the question is a horizontal row of seven stars. The first two stars are filled, indicating a rating of 2. Below the stars, "Extremely Dissatisfied" is on the left and "Extremely Satisfied" is on the right. A "Next" button is centered at the bottom.

The screenshot shows the second part of the "Customer Pulse Survey". The question is "Based on your experience in getting the service. To what extent do you agree on the following statements?". Below the question is a table with seven rows of statements and a 7-point Likert scale for each. The scale is labeled from "Extremely Disagree" to "Extremely Agree".

	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Availability & accuracy of Service information	☆	☆	☆	☆	☆	☆	☆
Ease of Service accessibility in the Smart Application	☆	☆	☆	☆	☆	☆	☆
Ease & Simplicity of Service Application Steps	☆	☆	☆	☆	☆	☆	☆
Ease and Variety of payment options	☆	☆	☆	☆	☆	☆	☆
Possibility of Service Status Tracking	☆	☆	☆	☆	☆	☆	☆
Service Completion time was reasonable & within my expectations	☆	☆	☆	☆	☆	☆	☆
Smart Application efficiency (no delays or errors in app)	☆	☆	☆	☆	☆	☆	☆
Availability of Online Support	☆	☆	☆	☆	☆	☆	☆

At the bottom, there are "Previous" and "Next" buttons.

United Arab Emirates

نظير المتعاملين
CUSTOMER PULSE

English

Customer Pulse Survey

Is there anything else you would like to share with us?

Please select

2000 characters left

Kindly provide your mobile number or Email for follow up

Previous Submit

11. When the request is approved by the ministry, then an email notification will be sent automatically to the customer in order to pay the fees through the electronic service

12. Also, you can find, view and download all your reports, certificates and receipts from the end user dashboard.

My favorite list - 1

Delete Pleasure Boat- New

 0 Certificates Expiring Soon	 0 Expired Certificates	 0 My Certificates	 0 My Receipts
 0 My Applications	 0 Return/Reject Applications	 0 Overdue Applications	 0 Ready For Payment

