



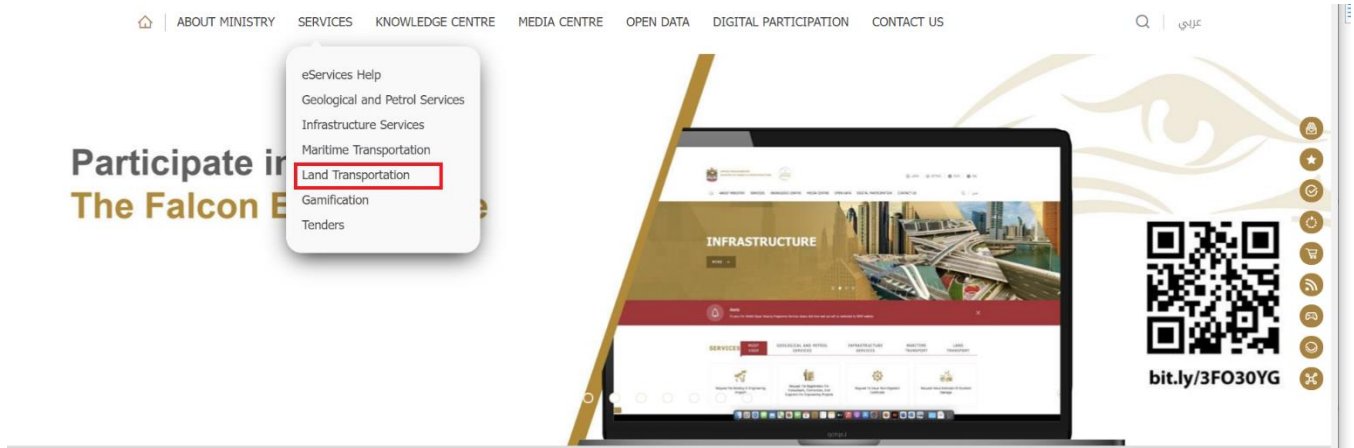
User Manual

Guarantor License Services

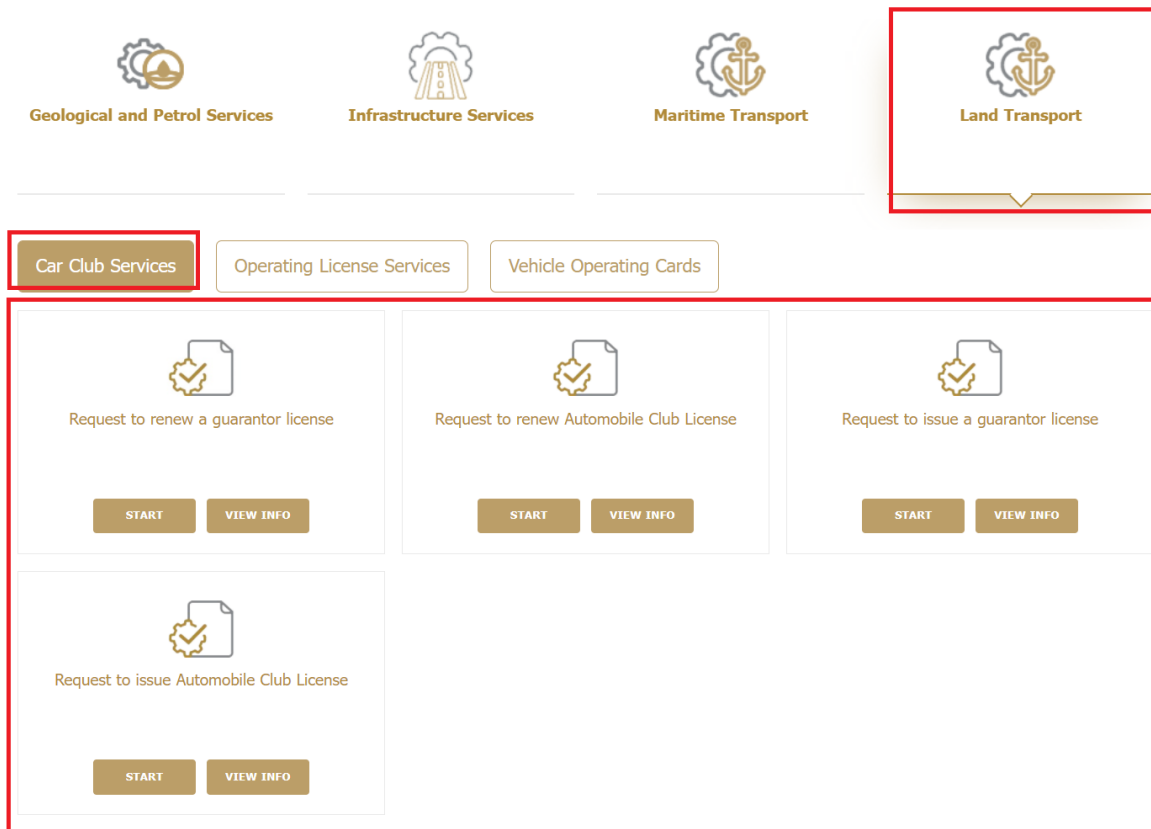
V 1.0

2022

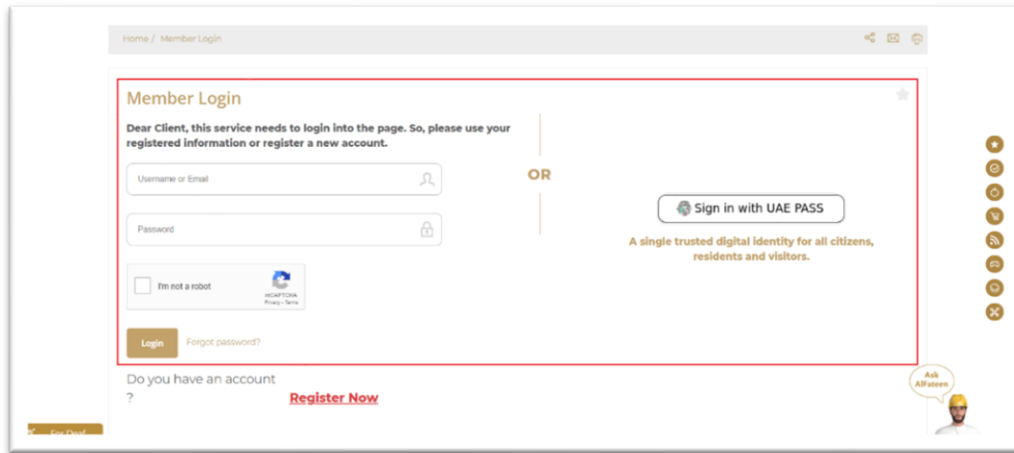
1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to “Services” tab, then choose “Land Transportation”.



3. From Services Directory, choose the category “Land Transportation”.
4. Then select the Sub category “Car Club Services”, then choice the service you need.



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 LICENSE FOR GUARANTOR - NEW

Step 2 of 2:

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

Required Documents to complete this application:

Document Name	Original / Copy	Attach documents
Active PRO card -two side	Copy	Optional

GUARANTOR INFO *

Location
 --Please Select-- * *Your Application will be Processed in the Selected Registration Centre*

English Name * Arabic Name *

Guarantor Activity
 Issue traffic notebooks customs Issue TIR Cornets (TIR)
 Issue traffic card customs

Join Date In Transport * Emirate Where the Operator will be located
 --Please Select-- *

Tick if Branches Available

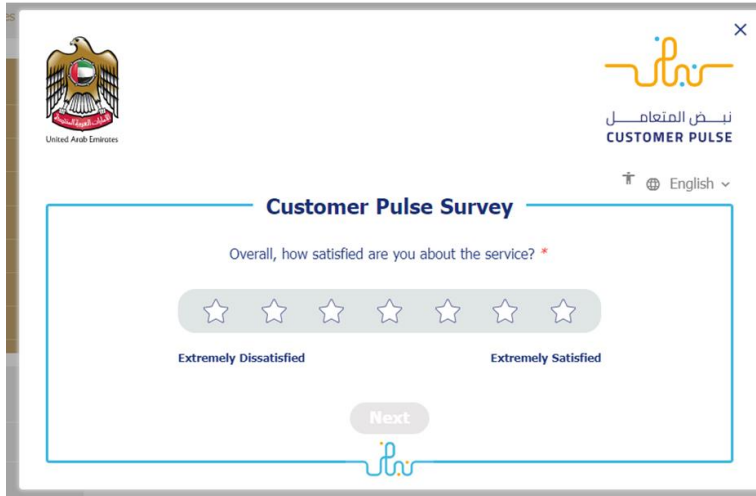
COMPANY DETAILS*

OWNERS 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". In the top left corner is the United Arab Emirates national emblem with the text "United Arab Emirates". In the top right corner is the "نَيْضُ الْمُتَعَامِلِ" (Nayz al-Mutagalil) logo and the text "CUSTOMER PULSE". Below the logo is a language selector showing "English" with a dropdown arrow. The main content area contains the question "Overall, how satisfied are you about the service? *". Below the question is a horizontal row of seven white stars on a light gray background. Underneath the stars, "Extremely Dissatisfied" is aligned with the first star and "Extremely Satisfied" is aligned with the last star. At the bottom center of the survey area is a "Next" button. The "نَيْضُ الْمُتَعَامِلِ" logo is also present at the bottom center of the pop-up window.



English

Customer Pulse Survey

Based on your experience in getting the service. To what extent do you agree on the following statements?

	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	☆	☆	☆	☆	☆	☆	☆

Previous Next



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.