



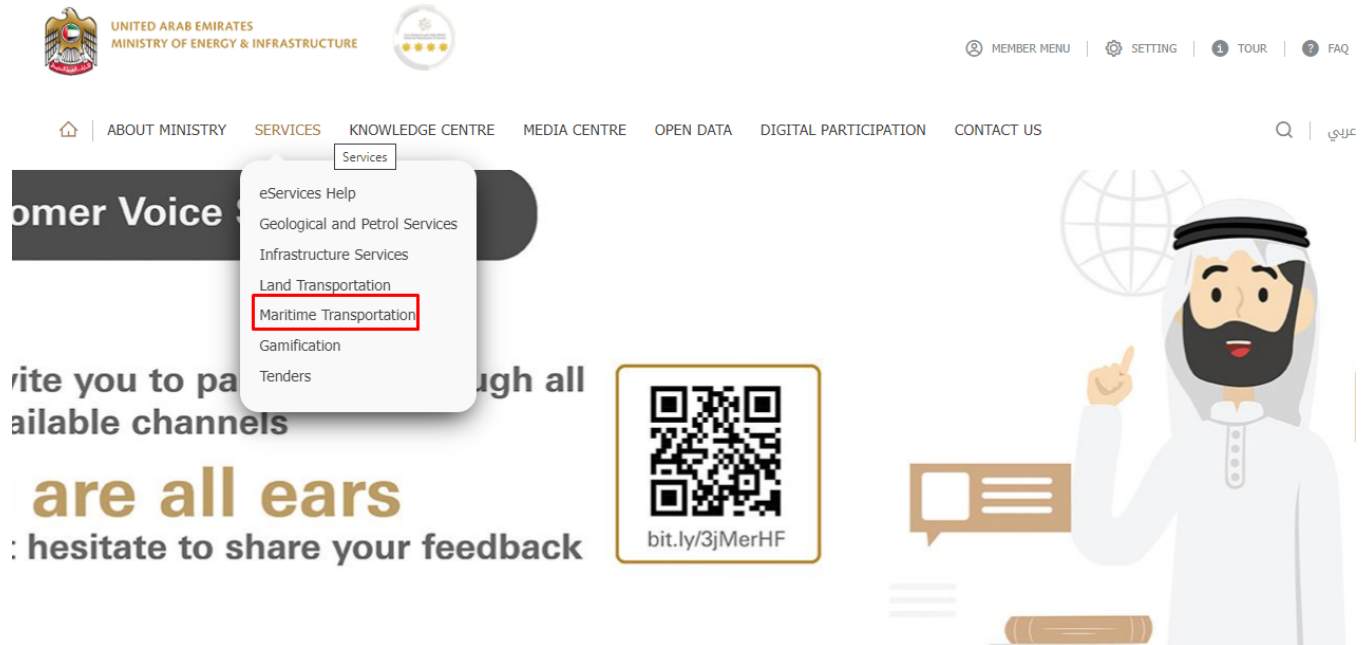
## User Manual

## Companies 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 “Infrastructure Services”.



3. From Services Directory, choose the category “Maritime Transportation”.
4. Then select the Sub category “PROs Services” ,thin choice the service you need.

Inquiry Services   Geological Services   Infrastructure Services   **Maritime Transport**   Land Transport

Pleasure Boat Services   Seamen Affairs Services   Commercial Vessel Services   **PROs Services**   Port Services

Request for annual licenses for the accrediting of specialized companies for the survey of small ships not subject to...  
[START](#)   [VIEW INFO](#)

Request for annual licenses to approve specialized companies - pest control  
[START](#)   [VIEW INFO](#)

Request for PRO Card Cancellation  
[START](#)   [VIEW INFO](#)

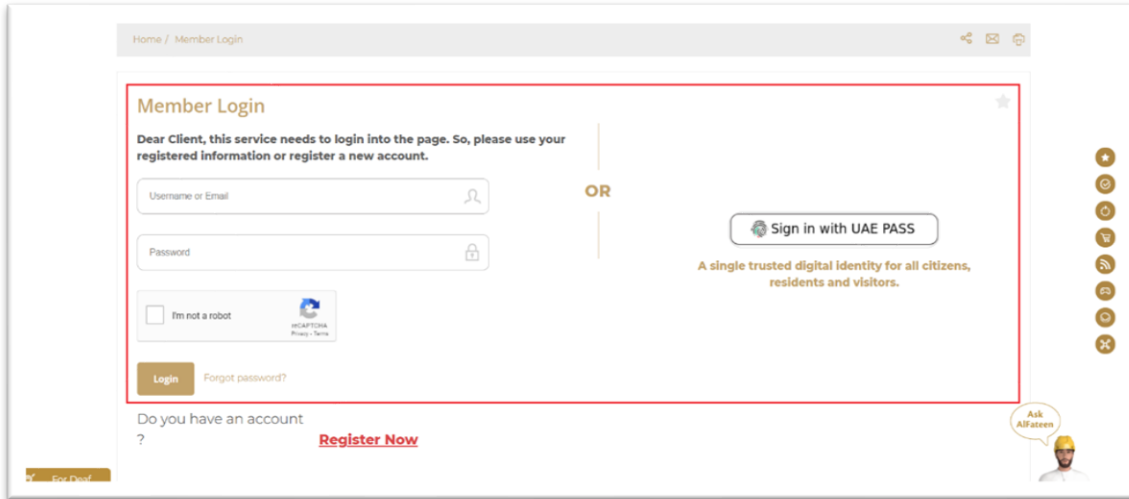
Request for issuance of PRO card  
[START](#)   [VIEW INFO](#)

Request for renewal of PRO card  
[START](#)   [VIEW INFO](#)

Request for Annual license for the accreditation of specialized companies to correct and calibrate the magnetic compass  
[START](#)   [VIEW INFO](#)

Request annual licenses to approve specialized companies - inspection and maintenance of Lifesaving and firefighting...  
[START](#)   [VIEW INFO](#)

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 COMPANY LICENSE - NEW / RENEW

Step 1 of 3:

Enter company name and licence number to find your data:

Arabic Full Name	English Full Name
<input type="text"/>	<input type="text"/>
Certificate No English	Certificate No Arabic
<input type="text"/>	<input type="text"/>

Search Result:0

No Data Available

**BASIC DETAILS \***

Registration Centre  

\* Your Application will be Processed in the Selected Registration Centre

English Full Name	Arabic Full Name
<input type="text"/>	<input type="text"/>
Certificate No English	Certificate No Arabic
<input type="text"/>	<input type="text"/>

**COMPANY LICENSE 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:**



  
 نبض المتعامل  
**CUSTOMER PULSE**



English

### Customer Pulse Survey

Overall, how satisfied are you about the service? \*

Extremely Dissatisfied Extremely Satisfied

Next



  
 نبض المتعامل  
**CUSTOMER PULSE**

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of Service accessibility in the Smart Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease & Simplicity of Service Application Steps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease and Variety of payment options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibility of Service Status Tracking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Completion time was reasonable & within my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smart Application efficiency (no delays or errors in app)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Online Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Previous **Next**

United Arab Emirates

نص المتعامل  
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