



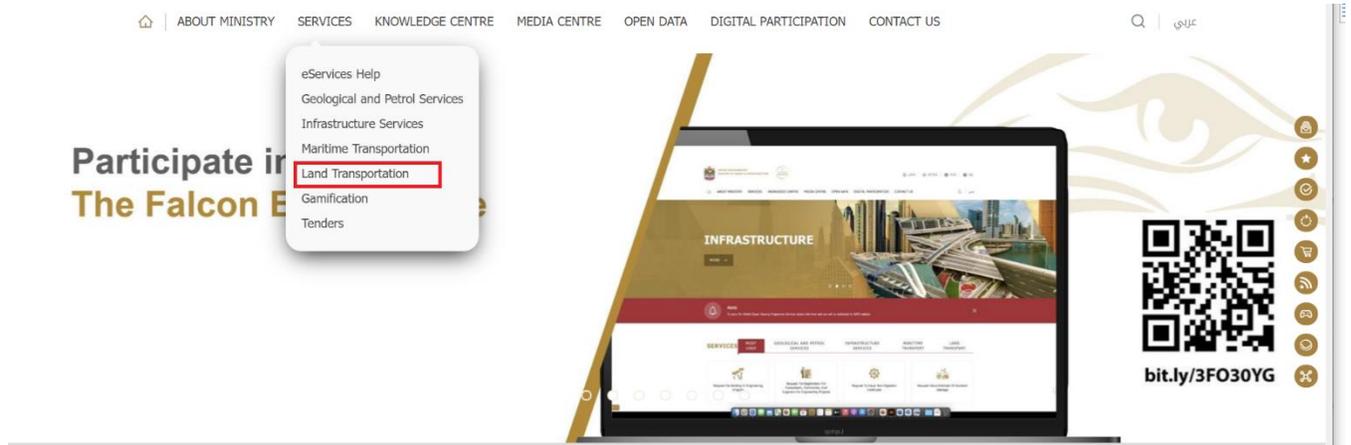
User Manual

Request to Car Club Services

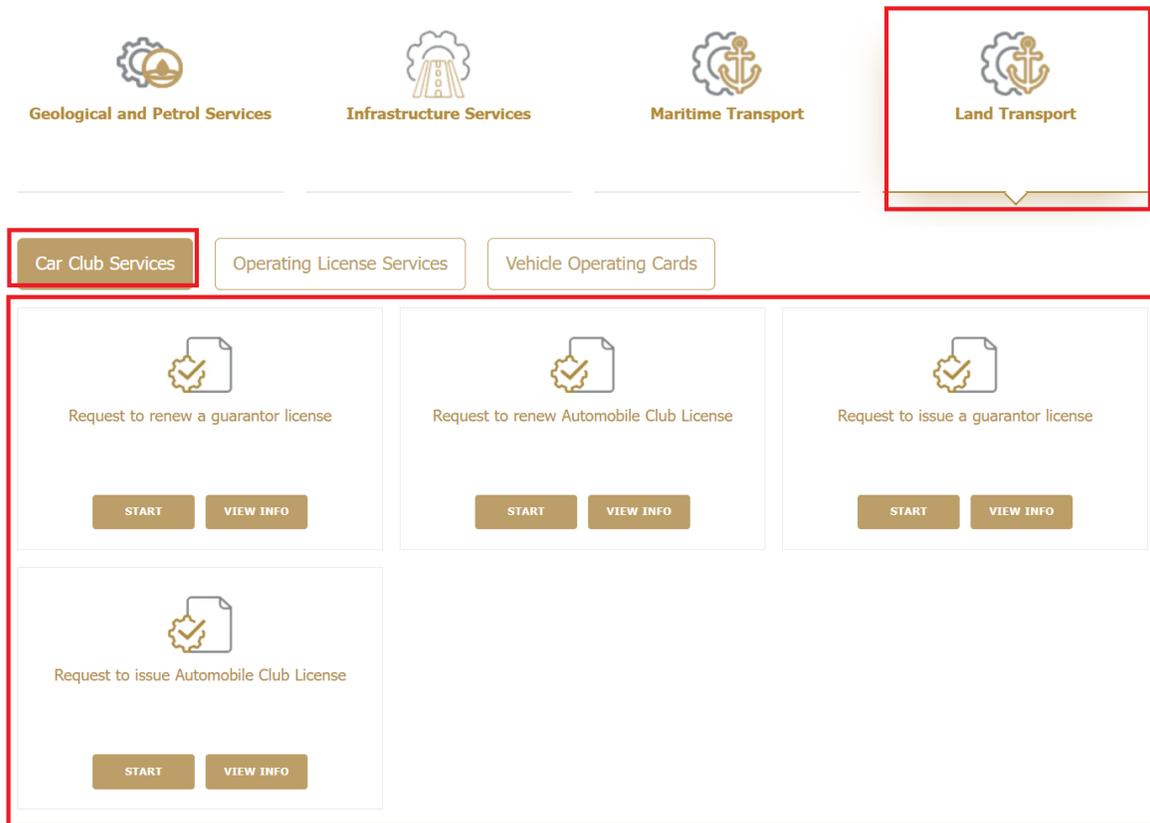
V 1.0

2021

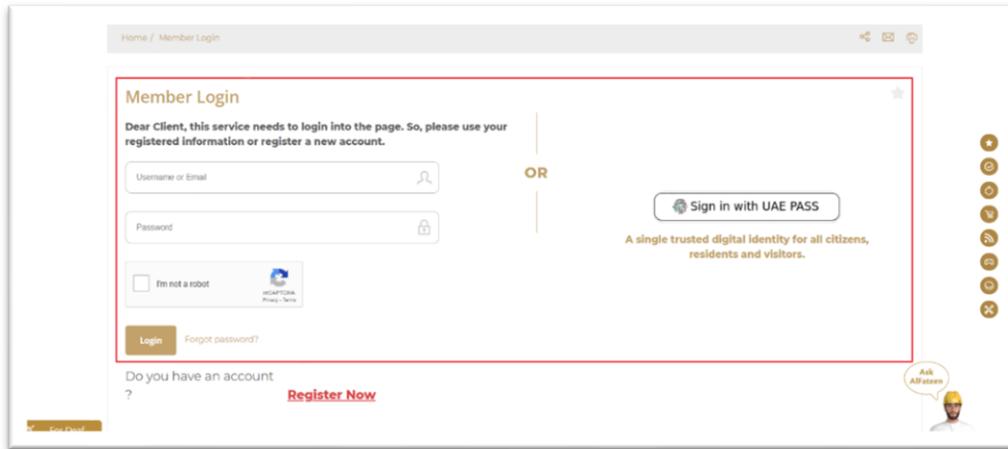
1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to “Services” tab, then choose “Land Transportation”.



3. From Services Directory, choose the category “Land Transportation”.
4. Then select the Sub category “Car Club Services”, then choose 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 AUTOMOBILE CLUBS - NEW

Step 2 of 2:

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

Required Documents to complete this application: ▼

AUTOMOBILE CLUB INFO * ▼

Location
 ▼ *Your Application will be Processed in the Selected Registration Centre*

English Name * Arabic Name *

Automobile Club Activities
 Issuing of Carnet du Passage (Trip ticket)
 Issuing of TIR Carnets
 Issuing International Driving Permits

Emirate Where the Operator will be located
 ▼ *

Join Date In Club * Join Date In Tourist *

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:




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

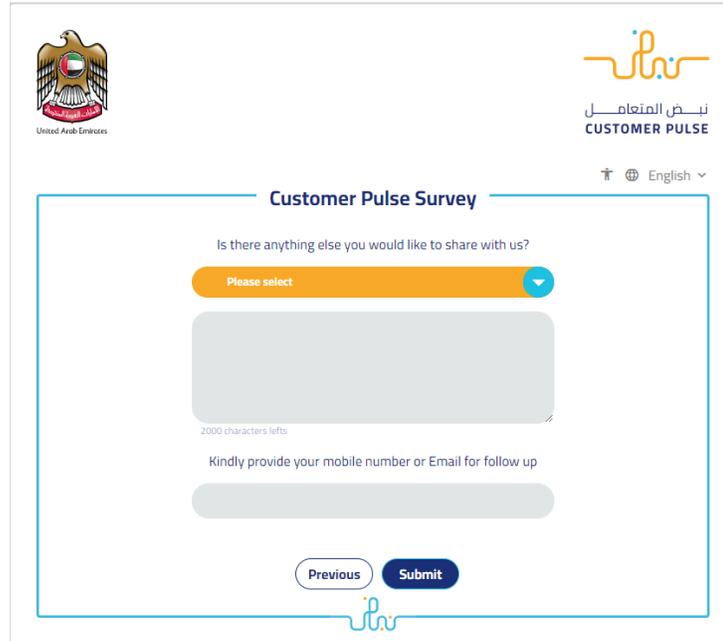
English

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

Previous Next



The screenshot shows a web form titled "Customer Pulse Survey". At the top left is the United Arab Emirates coat of arms logo. At the top right is the "نظير التعامل CUSTOMER PULSE" logo and a language selector set to "English". The main question is "Is there anything else you would like to share with us?". Below this is a dropdown menu with "Please select" and a blue arrow. Underneath is a large grey text input area with a "2000 characters left" indicator. Below the text area is a label "Kindly provide your mobile number or Email for follow up" and a grey input field. At the bottom are "Previous" and "Submit" buttons, with a small logo below them.

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