



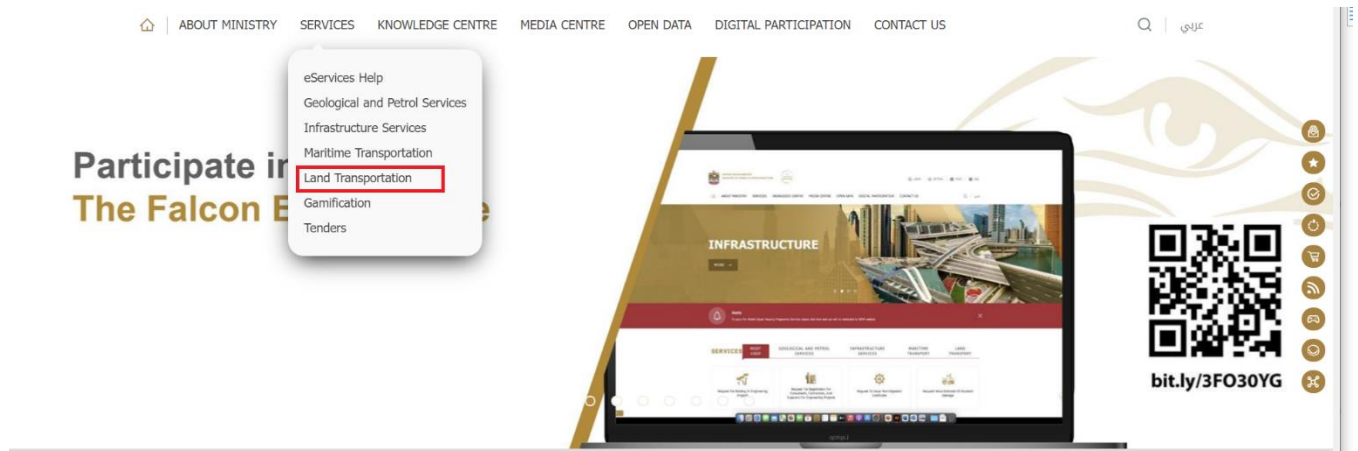
## User Manual

# 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”.



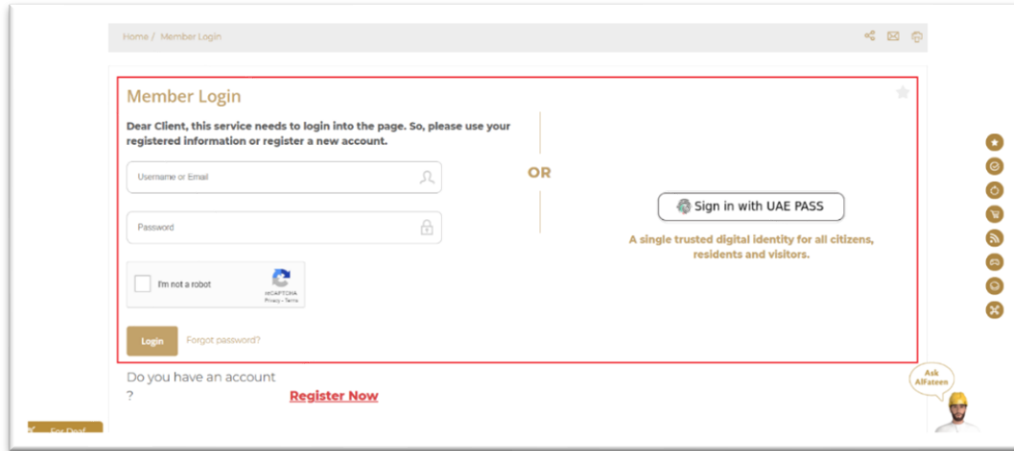
3. From Services Directory, choose the category “Land Transportation”.
4. Then select the Sub category “Vehicle Operating Cards” ,thin choice the service you need.

Geological and Petrol Services    Infrastructure Services    Maritime Transport    **Land Transport**

Car Club Services    Operating License Services    **Vehicle Operating Cards**

- Request to issue an operating card for national vehicles  
[START](#)   [VIEW INFO](#)
- Request to modify data and information for the national vehicle operating card  
[START](#)   [VIEW INFO](#)
- Request to suspend the operating card for national vehicles  
[START](#)   [VIEW INFO](#)
- Request to renew an operating card for national vehicles  
[START](#)   [VIEW INFO](#)
- Request to issue a replacement for a lost/damaged operating card for national vehicles  
[START](#)   [VIEW INFO](#)
- Request to cancel / cross off the operating card for national vehicles  
[START](#)   [VIEW INFO](#)
- Request to remove the suspension for an operating card for national vehicles  
[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 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:

**Customer Pulse Survey**

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

Extremely Dissatisfied      Extremely Satisfied

Next

**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

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

