



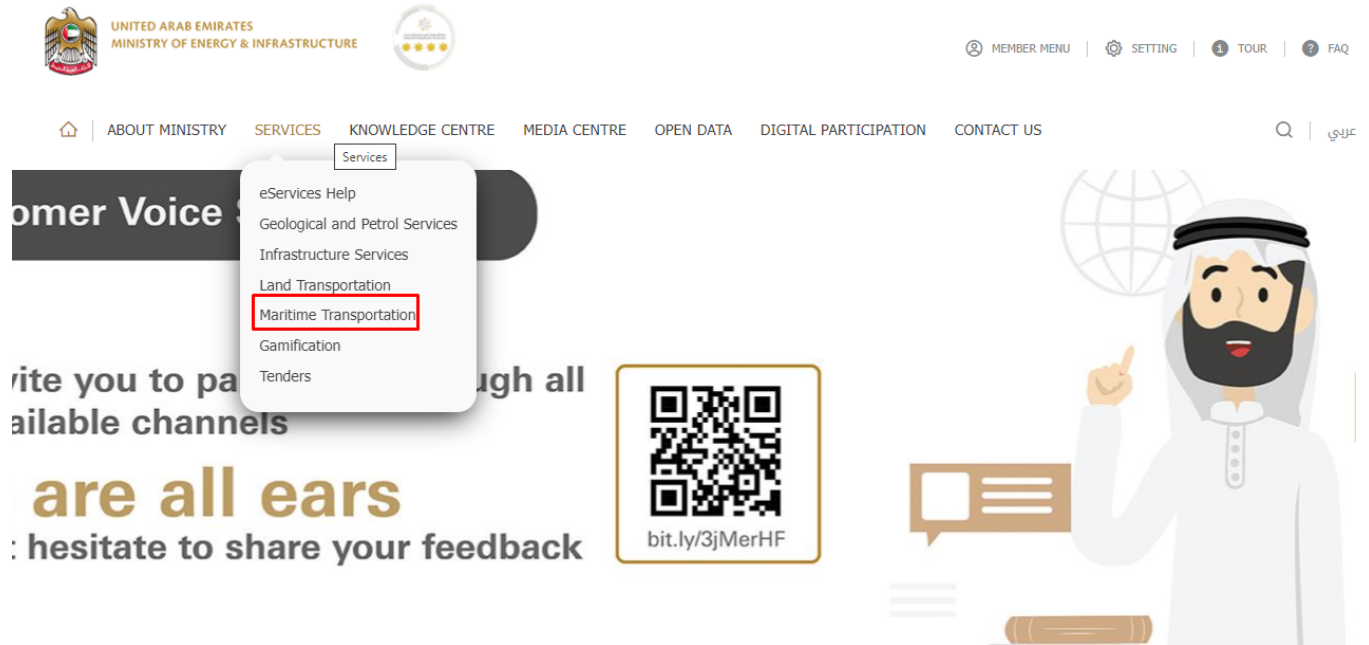
## User Manual

### For Commercial Vessel 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 “Maritime Transportation”.

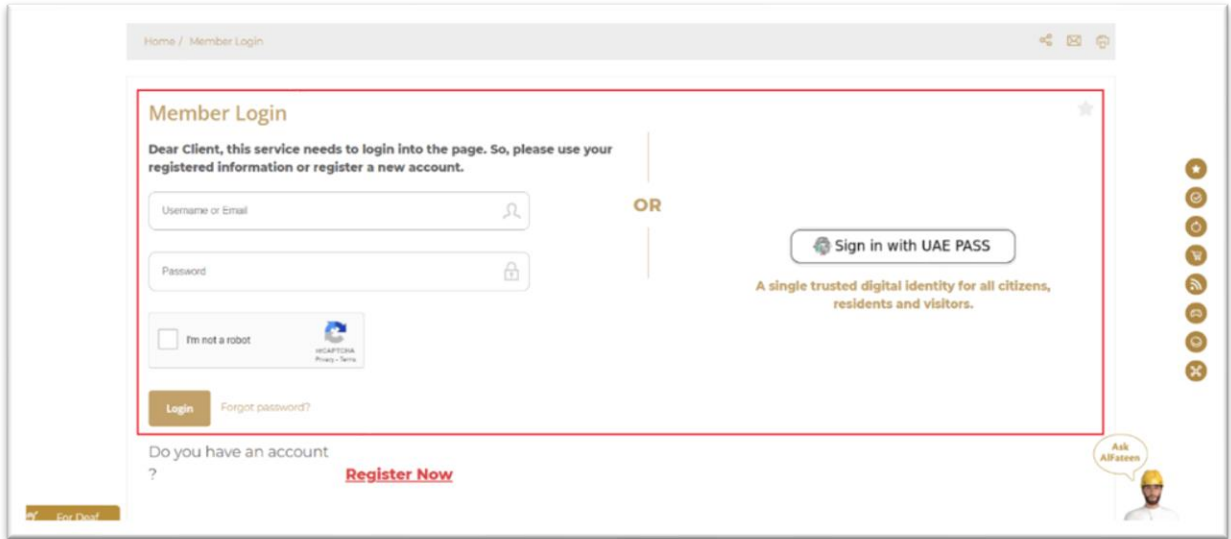


3. From Services Directory, choose the category “Maritime Transportation”.
4. Then select the Sub category “Commercial Vessel Services” ,thin choice the service you need.

The screenshot displays the website's navigation structure. At the top, the Ministry of Energy and Infrastructure logo is on the left, and a gold bar contains the text 'For Commercial Vessel Services'. Below this, four service categories are shown: Geological and Petrol Services, Infrastructure Services, Maritime Transport (highlighted with a red box), and Land Transport. Under Maritime Transport, four sub-services are listed: Pleasure Boat Services, Seamen Affairs Services, Commercial Vessel Services (highlighted with a red box), and PROs Services. The Commercial Vessel Services section is expanded to show a grid of 12 service cards. Each card features a document icon with a checkmark, a title, and two buttons: 'START' and 'VIEW INFO'. The services listed are:

- Request to amend Navigation License data for national / foreign commercial ship
- Request of deletion the registered mortgage on a national commercial vessel
- Request for issuance of deletion certificate for national commercial ship
- Request for replacement of lost / damaged deletion certificate for national commercial ship
- Request replacement for a lost / damaged Navigation License for national / foreign commercial ship
- Request to extend a provisional registration certificate for a national commercial ship
- Request to amend data of the Continuous Synopsis Record for national commercial ship
- Request for replacement of lost / damaged of the Continuous Synopsis Record for national commercial ship
- Request for issue / extension of exemption certificate for national commercial ship

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.

### NAVIGATION CERTIFICATE FOR FOREIGN COMMERCIAL SHIP-NEW

**Step 2 of 2:**

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

Steps: ⌵

Required Documents to complete this application: ⌵

VESSEL DETAILS ⌵

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

Vessel Name Arabic  \*      Vessel Name English  \*

Vessel Type  
 \*

Official No  \*      Official No Arabic  \*

Radio Call Sign  \*      Frequency  \*

Equipment Model       Equipment Manufacturer

Equipment Sr. No       Nationality  \*

Gross Tonnage  \*      Net Tonnage  \*

Length over all  \*      Building Date  \*

Built Year  \*      Builder Name

Built Place - English  
 ⌵      Manufacturer

Owner Name       Owner Name Arabic

Owner Address

Port Name - in English       IMO No.

Port Name - in Arabic

Name of the Project

OPERATOR DETAILS ⌵

SAFETY DETAILS ⌵

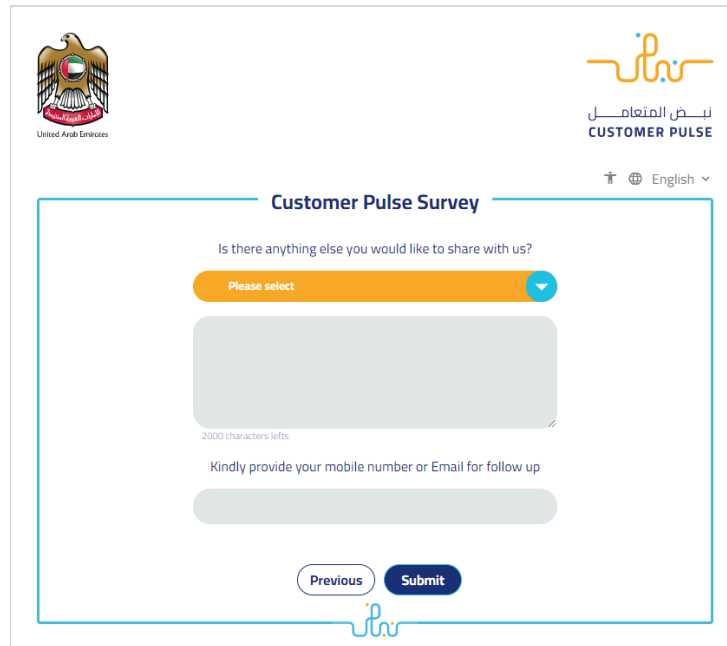
RELATED SERVICES\* ⌵

GCC Code Certificate Check List ⌵

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 image shows a web-based survey form titled "Customer Pulse Survey". At the top left is the United Arab Emirates national emblem with the text "United Arab Emirates". At the top right is the "CUSTOMER PULSE" logo in Arabic and English, with 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 the text "Please select" and a blue arrow icon. Underneath the dropdown is a large grey text input area with a character count "2000 characters left". Below the text area is a label "Kindly provide your mobile number or Email for follow up" and a corresponding grey input field. At the bottom of the form are two buttons: "Previous" and "Submit". The "Submit" button is highlighted in blue. A small logo is visible at the bottom center of the form area.



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	☆	☆	☆	☆	☆	☆	☆
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 التعامل  
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

