

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Transfer Vehicle Ownership with Issue Ownership Cancellation Certificate

Moi Services Website User Manual

Version 1.0



1. Access to the Service:

Click on **Transfer Vehicle Ownership with Issue Ownership Cancellation Certificate** in the list of **Vehicles Services** that fall under **traffic services** then click on **start service** button.

The screenshot displays the 'TRAFFIC SERVICES' section of the Ministry of Interior's online portal. A search bar at the top right contains the text 'Search here in services'. The main navigation menu includes 'All Services', 'Traffic Profile Services', 'Traffic Fines Services', 'Driving Licensing', 'Vehicles Services', 'Traffic Accidents', 'Certificate Services', 'Other Services', and 'Public Services'. The 'Vehicles Services' menu item is highlighted with a red box. On the left sidebar, 'Traffic Services' is also highlighted with a red box. The main content area shows a grid of service cards. The card for 'Transfer Vehicle Ownership with Issue Ownership Cancellation Certificate' is highlighted with a red box. Each card includes an icon, the service name, and a 'Start Service' button. At the bottom of the grid, there are page numbers '1' and '2'.



2. Service Steps:

1. Choose the Vehicle Number, then Choose the **Cancel Reason** and the **New Owner TCF Number**, then click in **Next** button.

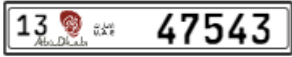
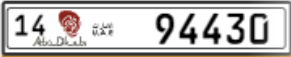

Transfer Vehicle Ownership with Issue Ownership Cancellation Certificate

Service Description
In this service, you will be able to transfer a vehicle's ownership from its current owner to another person's ownership and issue ownership cancellation certificate.
To proceed, please hand in your old plate number to the service center.

Progress Percentage
30%

Traffic No. 1070035002

Select one of the following plate numbers:

FORD - TAURUS 	FORD - EDGE 	
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Showing 3 of 3 Plates

Chassis No.
2FMDK4KC9EBA32036

Plate Number
FOURTEENTH CATEGORY / ABU DHABI / 94430

Applicant Info. Service Fees Payment Gateway

Cancel Reason *

New Owner TCF Number *
Enter number ex. 11301987xx

New Owner Representative's Traffic Number (Mandatory for Companies)
Enter number ex. 11301987xx



2. Check the name and the number in the confirmation message then click on **Yes** button

A confirmation dialog box titled "Confirmation" with a close button (X) in the top right corner. The main text asks, "Are you sure the following new owner's details are correct?". Below this, there are two fields: "New owner's name" with the value "Noora xxxxxx xxxx" and "New owner's mobile number" with the value "xxxxxx8797". A note below the fields states: "Note: In case the mobile number of the new owner is incorrect/updated, please log in to our electronic channels to update his phone number - Update Traffic Profile service." At the bottom, there are two buttons: "NO" and "YES". The "YES" button is highlighted with a red border.

3. sign the e-services undertaking form, this will require the user to be redirected to UAE Pass to sign in.

A notification box with a blue arrow icon pointing right. The text reads: "Dear customer, To be able to continue; you must log in with your UAE PASS account. Please note that you will be logged out and redirected to UAE PASS Login page, thank you." Below the text is a button labeled "Sign in with UAE PASS" with the UAE PASS logo. Underneath the button, it says "A single trusted digital identity for all citizens, residents and visitors".



4. Check the Services Fees and Delivery fees then click on **Next** button

Traffic Profile No. 6130047564

Restrictions Service Fees Online Payment Gateway

No.	Description	Amount (AED)
1	Delivery service fees	15
Total Amount (AED)		15 AED

Showing 1 to 1 of 1 entries

Next

5. Confirm moving to payment gateway by click on **Yes** button


Confirmation

You are going to be redirected to the payment gateway.
Would you like to continue ?




NO YES



6. You will be redirected to the Payment Gateway, Select the desired payment method (select registered card, or add a new payment card), then click on **Pay icon**.

 **سداد أبوظبي**
Abu Dhabi Pay





Summary

Payment to	Ministry of Interior
Transaction Amount	AED 
Service Fees	AED 
Total Amount	AED 

Choose Payment Method

Select Payment Method >

Please do not click the back button or refresh the page or close the window while the transaction is processing. This is a secure payment gateway using 128-bit SSL encryption.

Powered by    



7. Add your rating of the service through the customer pulse survey screens shown below.

The screenshot shows a web-based survey titled "Customer Pulse Survey". At the top left is the United Arab Emirates emblem. At the top right is the logo for "نيل المتعامل" (Nayl al-Mutamam) with the text "CUSTOMER PULSE" below it. A language selector shows "English". The main question is "Overall, how satisfied are you about the Website?". Below the question is a horizontal row of seven white stars on a light grey background. Underneath the stars, "Extremely Dissatisfied" is on the left and "Extremely Satisfied" is on the right. A "Next" button is centered at the bottom of the survey area.

8. Your request was submitted successfully; payment details will be displayed as well as receipt attachment.

The screenshot displays a confirmation page for an online payment gateway. At the top, there are three navigation tabs: "Select Service", "Restrictions", and "Service Fees". Below these is a breadcrumb "Step: Online Payment Gateway". The main section is titled "Payment Result" and features a prominent green bar with the text "Payment has been done successfully" and a green checkmark icon. Underneath, the "Receipt Information" is listed: "Receipt No. 1111111111", "Receipt Date. 18/11/2019", and "Receipt Time. 12:00 AM". At the bottom, there is a "View Receipt" link with the text "Please click here".