

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Issuance of a Transfer Certificate for Vehicles inside UAE

Moi Services Website
User Manual



1. Access to the Service:

To apply for a transfer certificate for vehicles inside UAE, click on **vehicle services** tab that fall under **traffic services** category, then navigate to **Issuance of a Transfer Certificate for Vehicles inside UAE** service then click on **Start Service** button

The screenshot displays the E-Services portal interface. At the top, there is a navigation bar with 'E-SERVICES', 'DASHBOARD', and 'EMPLOYEE SERVICES' tabs, along with a search bar and the word 'العربية' (Arabic). Below this, a sidebar on the left lists various service categories: Traffic Services (highlighted with a red box), Policing Services, Punitive & Reformatory, Civil Defence Services, Weapons & Explosives, Private Security Business Department Services, Other Services, and Public Services. The main content area is titled 'TRAFFIC SERVICES' and contains a grid of service tiles. The 'Vehicles Services' tab is highlighted with a red box. Within this tab, the 'Issuance of a Transfer Certificate for Vehicles inside UAE' service tile is also highlighted with a red box. Each tile includes an icon, the service name, and a 'Start Service' button. At the bottom of the grid, there are pagination buttons for '1' and '2'.



2. Service Steps:

1. Determine the vehicle that you want to apply the request for by selecting its **plate number**.

Issuance of a Transfer Certificate for Vehicles inside UAE

Service Description

In this service, you can apply for your selected vehicles transfer certificate inside UAE.
To proceed, please hand in your old plate number to the service center.

Progress Percentage

25%

Traffic No. 5030005521

Select one of the following plate numbers:

5

←

11100

→

A

U A E
ام القيوين

8050

→

B

→

Showing 8 of 8 Plates

2. Enter the details of the service restrictions, which include **the transfer Emirate, carbon copy, traffic code of the shipping company and the driver**, then select the plates configuration from the list, which are divided into:

2.1. **Not Required:** If you click on this option, click the **Next** button to move to service fees step.

Select one of the following plate numbers:

GMC

< 5
أبوظبي
U.A.E

11100

GMC

A UAE
ام القيوين

8050

✓ Selected

B

>

Showing 8 of 8 Plates

Chassis No.

1GTJK33U26F209373

Plate Number

A / UMM AL QUWAIN / 8050

Restrictions

Service Fees

Payment Gateway

Step: Restrictions

Transfer Emirate *

ABU DHABI

Carbon Copy *

DUBAI PORT SECURITY AN... x

Shipping Company TCF NO

Please Enter Shipping Company TCF

Enter number ex. 11301967xx

Driver TCF NO

Please Enter Driver TCF NO

Enter number ex. 11301967xx

Plates Configuration *

Not Required

Next



2.2. **Issue new export plate:** If you click on this option, enter the details of the new plate, which includes the service center, the shape and color of the plate and others, then click on **Next** button to move to the service fees step.

Restrictions

Service Fees

Payment Gateway

Step: Restrictions

Transfer Emirate *	ABU DHABI
Carbon Copy *	DUBAI PORT SECURITY AN... x
Shipping Company TCF NO	Please Enter Shipping Company TCF
	Enter number ex. 11301967xx
Driver TCF NO	Please Enter Driver TCF NO
	Enter number ex. 11301967xx
Plates Configuration *	Issue New Export Plate
Service Center *	Traffic and Licensine Center
Plate Shape *	2 - SHORT
Plate Colour *	BLUE
Plate Type *	EXPORT
Plate Class *	EXPORT

Next



3. The service fees is displayed in addition to the delivery fee as shown below, click on **Next** button to move to the payment gateway.

Restrictions

Service Fees

Payment Gateway

Step: Service Fees

Search...

No.	Description	Amount (AED)
1	DELIVERY SERVICE FEES	15
2	Renewal of registration, private light	350
Total Amount (AED)		365 AED

Showing 1 to 2 of 2 entries

Next

4. Click on **yes** button to confirm the transition to the payment gateway.

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My Profile | Sign Out | Advanced Search | Search

ABDULRAHMAN
Select Co

DASHBOARD
Services > Vehicles


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

NO YES

Helping Tools
Survey of customer



5. 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

العربية


Select payment method


☒ **Saved Cards (1)**

Select from the cards below, or add a new one.

Card Number
4572-51*-****-2597


Expiry
03/26



 [Remove card](#)

[ADD A NEW CARD](#)

☐ Credit / Debit / Prepaid Card

☐  **samsung pay**

PAYMENT TO
MINISTRY OF INTERIOR

TRANSACTION AMOUNT
AED 700.00

SERVICE CHARGE
AED 3.00

SUBTOTAL
AED 703.00

TOTAL
AED 703.00

PAY

CANCEL

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

This screenshot shows the first screen of the Customer Pulse Survey. It features the United Arab Emirates logo on the top left and the 'نبض المتعامل' (Customer Pulse) logo on the top right. The survey title 'Customer Pulse Survey' is centered. The main question is 'Overall, how satisfied are you about the Website?'. Below the question is a horizontal row of seven stars for rating. The first star is highlighted. Below the stars, 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. A 'Next' button is at the bottom center.

This screenshot shows the second screen of the Customer Pulse Survey. It features the same header as the first screen. The survey title 'Customer Pulse Survey' is centered. The main question is 'Is there anything else you would like to share with us?'. Below the question is a large text input area. Below the input area, it says '2000 characters lefts'. Below that, it says 'Kindly provide your mobile number or Email for follow up' followed by another text input area. At the bottom, there are two buttons: 'Previous' and 'Submit'.